

Mental Health Services

Module overview

Please note: This module must be read in conjunction with the Fundamentals of the Framework (including the glossary and acronym list).

The Mental Health Services module represents a range of mental health services for people in Queensland. Mental health is a specialist area of healthcare that promotes optimal quality of life for people with mental disorders or mental health problems. Mental health services are concerned with the assessment, diagnosis, monitoring and treatment of people who have a mental illness or disorder characterised by a clinically significant disturbance of thought, mood, perception, memory and/or behaviour.

Mental health services address the needs of a broad mix of patient types across the entire age spectrum (children, adolescents, adults and older persons). A person's need for mental health services can be short, medium, long term or intermittent, and often spans various levels of care and service areas across the health continuum.

The delivery of mental health services routinely considers and responds to the special needs that may be associated with the mental health of:

- Aboriginal and Torres Strait Islander peoples
- people of culturally and linguistically diverse backgrounds
- people living in rural and remote areas
- people with a comorbidity or complex needs—this may include, but is not restricted to, patients with a mental health diagnosis as well as:
 - an intellectual disability
 - a substance-use disorder
 - a dementing illness or other brain disorder/s
 - severe or complex medical problems
 - a sensory impairment
 - a forensic history.

For the purpose of this module, the term:

- *dedicated pharmacy service* refers to a pharmacy that is either based on the hospital campus or is a nominated pharmacy in the community with which a service agreement has been established for the delivery of mental health pharmacy services. These services are delivered according to requirements outlined in the Australian Council on Healthcare Standards
- *extended-hours* refers to hours of service provided outside of business hours and are determined by the service.

By national convention, the accepted term used when referring to a mental health patient is *consumer*. However, the terms *patient*, *people* and *person* have been used in the module to maintain consistency with other modules.

The Mental Health Services module consists of four sections as described in Table 1:

- Section 1: Child and Youth Services
- Section 2: Adult Services
- Section 3: Older Persons Services
- Section 4: Statewide and Other Targeted Services.

Table 1: Mental health services defined in the Framework

Service section	Service subsections	Service subsection notes
1. Child and Youth Services	1.1 Ambulatory Services	Levels 1–6
	1.2 Acute Inpatient Services	Levels 2–6
	1.3 Non-Acute Inpatient Services	Levels 5–6, including criteria for the Adolescent Drug and Alcohol Withdrawal Service and the Adolescent Extended Treatment Centre
2. Adult Services	2.1 Ambulatory Services	Levels 1–6, including services delivered by Continuing Care Teams, Mobile Intensive Treatment Teams and community-based Acute Care Teams
	2.2 Acute Inpatient Services	Levels 2–6. Private sector commences at Level 3 for psychosurgery only, otherwise commences at Level 4
	2.3 Non-Acute Inpatient Services	Levels 4–6, including criteria for Community Care Units, Medium Secure Services, and Acquired Brain Injury and Mental Health Units
3. Older Persons Services	3.1 Ambulatory Services	Levels 1–6
	3.2 Acute Inpatient Services	Levels 2–6
	<i>Non-Acute Inpatient Services</i>	To allow for further statewide strategic planning and development for this service area, this section will be held over until the next review of the Framework

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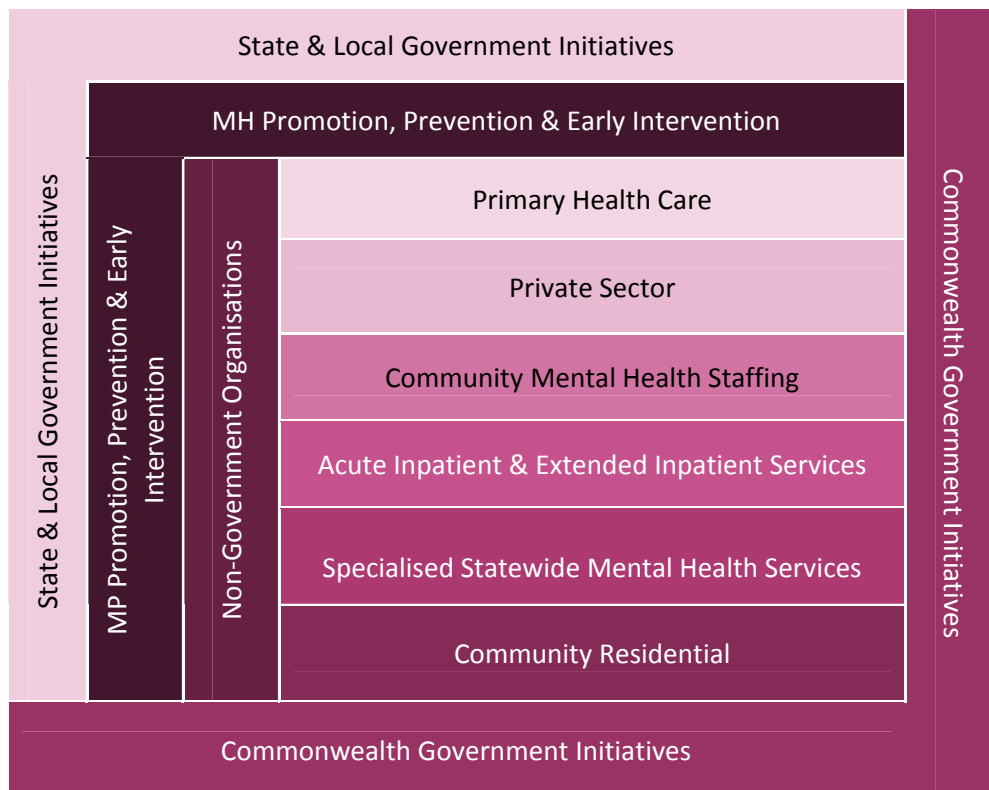
Table 1 continued

Service section	Service subsections	Service subsection notes
4. Statewide and Other Targeted Services	4.1 Child and Youth Forensic Services	Level 5 (relevant to public sector mental health services only)
	4.2 Adult Forensic Services	Level 6 (relevant to public sector mental health services only)
	4.3 Perinatal and Infant Services	Levels 3–6
	4.4 Emergency Services	Levels 4–5, including services delivered by hospital-based Acute Care Teams (relevant to public sector mental health services only)
	4.5 Evolve Therapeutic Services	Levels 4–5 (relevant to public sector mental health services only)
	4.6 Eating Disorders Services	Level 6
	4.7 Homeless Health Outreach Services	Level 5 (relevant to public sector mental health services only)
	4.8 Deafness and Mental Health Services	Level 6 (relevant to public sector mental health services only)
	4.9 Transcultural Services	Level 6 (relevant to public sector mental health services only)
	<i>Intellectual Disability and Mental Health Services</i>	To allow for further statewide strategic planning and development for this service area, this section will be held over until the next review of the Framework
	<i>Consultation-Liaison Mental Health Services</i>	To allow for further statewide strategic planning and development for this service area, this section will be held over until the next review of the Framework
	<i>Early Psychosis Services</i>	To allow for further statewide strategic planning and development for this service area, this section will be held over until the next review of the Framework

An integrated Queensland mental health service system

A strong focus on the integration of mental health services across Queensland ensures people living with mental illness have access to the right care and support at the appropriate time. The mental health service system offers a range of inter-connected clinical and community service options to ensure an individual's care is coordinated and responds to changing needs over time.

Along the continuum, mental health care may take place in a number of settings, including a general acute unit, a dedicated mental health unit or hospital, a residential program, an institutional facility (e.g. a prison), a community-based setting or in the person's home. All service components within the Queensland mental health service system are integrated and work together to promote continuity of care (Figure 1).

Figure 1: Queensland Mental Health Service System¹

Note: Private sector includes Acute Inpatient and Ambulatory Mental Health services

Private-sector mental health service system

Private-sector mental health services recognise that people with a mental illness or disorder ideally require access to a comprehensive range of services, with an emphasis on coordination, integration and individualised care.

Care options generally include a comprehensive continuum-of-care model, incorporating multidisciplinary services and care across a range of settings appropriate for the patient. The full continuum of care ranges from intensive, admitted, overnight treatment to day hospital, outpatient and community care, and 24-hour access to psychiatric emergency care for patients of the private mental health service system.

At all times, admission, treatment and care are under the supervision of the treating psychiatrist, irrespective of the care setting.

Mental health service areas

The Mental Health Services module defines broad service areas separately so that detailed definitions can be provided for each specific service area. In line with the framework used for reporting under the National Mental Health Strategy, the service areas are broadly defined as follows:

Ambulatory mental health services deliver mental health care to non-admitted patients, including services at hospital outpatient clinics and non-hospital community mental health services, crisis or mobile assessment treatment services, and day programs. Services are streamed according to age groups.

Acute inpatient mental health services deliver mental health care to admitted patients, usually on a short- to medium-term and intermittent basis. Services are streamed according to age groups.

Non-acute inpatient mental health services deliver mental health care to admitted patients over a long-term period and involve a specialist rehabilitation component to care. Previously, many of these services have been known as extended treatment/care services. Services are streamed according to age groups.

Statewide and other targeted mental health services deliver a statewide, centrally coordinated mental health service and are defined separately for at least one of the following reasons:

- they deliver statewide mental health care
- they provide mental health care across the age spectrum
- they deliver targeted mental health care programs for nominated patient populations.

General support services

Documented processes and collaborative partnerships—relevant to the service being provided and individual patient need—should be established between a mental health service and:

- a range of clinical support services that may include (but is not limited to) registered medical practitioners (general practitioners); health services (acute, non-acute and ambulatory) for the target population; and alcohol, tobacco and other drug agencies
- a range of non-clinical support services that may include (but is not limited to) education, housing, vocational and other appropriate government agencies (e.g. Queensland Police Service) and non-government agencies.

Risk management

In addition to risk management outlined in the Fundamentals of the Framework, there are specific risk management requirements relevant to mental health services. These may include the management of risk behaviours, such as violence or self-harm, or risk issues, such as neglect or maltreatment. As a patient's assessed level of risk (and/or complexity) increases, a higher level of mental health service capability is required to ensure the safety of those involved.

Risk and complexity are defined in the module using the following parameters, which were adapted from the American Association of Community Psychiatrists (2000)²:

- *Risk of harm* refers to potential to cause significant harm to self or others
- *Functional status* refers to the degree to which social responsibilities, interactions with others, vegetative status and self-care can be managed
- *Comorbidity* refers to complications arising in the context of co-existing medical illness, substance use, intellectual disability or other psychiatric disorder
- *Recovery environment* refers to environmental factors (including family support) that contribute to the onset or maintenance of mental illness or that may support efforts to achieve/maintain mental health
- *Treatment and recovery history* refers to recognition of a person's historical experience and its potential to inform the present episode of care
- *Engagement* refers to consideration of the person's understanding of illness and treatment, in addition to their ability or willingness to engage in the treatment and recovery process.

In the application of the American Association of Community Psychiatrists' risk matrix (Table 2), consideration should be given to the consequences, immediacy, magnitude and likelihood of each domain. Risk factors can be categorised as either static, historical factors (e.g. gender, age) or dynamic, changeable factors (e.g. increased stress due to a life event). A range of sources (relevant to the individual case) should be accessed in the assessment of

risk, such as the patient, the patient's carers and relatives, the Queensland Police Service and the referral source.

Consideration should also be given to the complexity of each presentation or situation. For example, a person presenting with several identified 'low-risk' factors might be more accurately assessed as 'moderate risk' due to the complexity of their situation. As situational complexity increases, it is expected that input from a higher level of service is required.

The risk matrix should be used as a guide and is not intended to replace clinical risk assessments conducted on an individual basis by experienced and qualified mental health clinicians. Furthermore, it is acknowledged that this risk matrix does not reflect the risk parameters of all age groups (e.g. infants) and does not necessarily take into account individual special needs or vulnerabilities. Therefore, this risk matrix should be considered as only one component of a suite of risk assessment tools.

Table 2: Risk matrix—a guide to defining risk while using the Mental Health Services module

	Risk of harm	Functional status	Comorbidity	Recovery environment	Treatment and recovery history	Engagement
LOW RISK Requires only a general level of observation and/or standard level of care that might focus on monitoring and/or respite	No current suicidal, homicidal ideation, plan or intentions Low likelihood for harmful behaviour Ability to care for self with support Intact impulse control	Transient impairment in functioning, but able to maintain some meaningful relationships Minor or intermittent disruption/s to usual activities	Evidence that medical, substance use and/or other psychiatric illnesses or problems have the potential to develop, which may affect the presenting problem	Life circumstances are predominantly stable At least one source of support available	Where relevant, prior experience/s with treatment/recovery have been predominantly successful	A potential to understand and accept illness and its effects (with support and psychoeducation)
MODERATE RISK Requires visual proximity and/or regular clinician contact	Current suicidal or homicidal ideation without intent, plan or past history Potential for harmful behaviour Evidence of self-neglect Impaired impulse control	Becoming conflicted, withdrawn, alienated or troubled in most significant relationships, but maintains control over impulsive or abusive behaviour Deterioration in ability to fulfil responsibilities (e.g. work/school)	Medical, substance use and/or other psychiatric illnesses or problems exist that may affect the presenting problem and will then require additional intervention and monitoring	Significant discord or difficulties in family or other important relationships Recent important loss or deterioration of personal/material circumstances Exposure to danger Pressure to perform surpasses ability to do so in a significant area Limited support resources accessible	Previous or current treatment/recovery associated with partial remission or control of symptoms Previous treatment/recovery has required strong professional or peer support in structured settings	Some variability in understanding or accepting illness, associated disability and/or comorbidities. Limited commitment to change and accepting responsibility for recovery

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Mental Health Services

	Risk of harm	Functional status	Comorbidity	Recovery environment	Treatment and recovery history	Engagement
HIGH RISK Requires one or more clinicians in immediate proximity	Current suicidal or homicidal intentions with a plan Episodes of harmful behaviour to self or others, or high likelihood for this to occur Extreme compromise of self-care Markedly impaired impulse control.	Extreme deterioration in social interactions with minimal control over impulsive or abusive behaviour Inability to attend to basic personal needs and associated impairment in physical status Complete inability to maintain any aspect of personal responsibility in usual roles (e.g. parental, citizen, occupational).	Significant medical, substance use and/or other psychiatric illnesses or problems currently exist and require significant monitoring/intervention These comorbid illnesses or problems place person in additional danger of complications, and impair potential for recovery from presenting problem.	Serious disruption of family/social milieu or life circumstances Episodes of victimisation or violence Overwhelming demands No support resources accessible.	Past or current treatment/recovery associated with minimal success Symptoms are persistent.	No understanding or awareness of illness, associated disabilities, or comorbidities Unable to actively engage in treatment Avoidant, frightened or guarded.

Source: Adapted from the American Association of Community Psychiatrists (2000)

The reader should consult other key documents, such as the *Model of Service for Mental Health in Queensland* (public sector specific), to inform their knowledge of the mental health system and, more specifically, to understand clinical processes and workforce roles.

For the purposes of this module, age-specific services are generally categorised as follows:

- Child and Youth Services—0 to 18 years
- Adult Services—over 18 years
- Older Persons Services—65 years and older who meet specific criteria associated with the ageing process and complex mental health needs.

However, there will be some exceptions to these age-range guides, based on factors such as culture, personal background or need, clinical presentation, developmental status or the available service setting. Service managers and providers are required to consider these issues and the relevant site-specific policies and procedures before deciding which section of the module is most relevant to their service provision.

Older persons services must consider the following when planning and coordinating services:

- maintenance of function and the ability to remain at home (if preferred)
- family/carer risk factors, including high rates of morbidity among carers
- access to, and collaboration with, appropriate health and aged-care supports
- medical comorbidity, especially chronic diseases related to ageing
- comorbid cognitive disorders
- sensory impairment
- social isolation
- grief and loss.

Where a health service provides a patient with both mental health care and general healthcare, the service is required to comply, for instance, with the relevant components of the Children's Services modules (for patients aged up to 18 years), the Medical Services module (for patients aged over 18 years) and other relevant modules within the Framework, in addition to the Mental Health Services module.

Service networks

In addition to what is outlined in the Fundamentals of the Framework, specific service network requirements include:

- services providing mental health care must have documented processes and collaborative working partnerships with government and/or non-government organisations, support agencies and family support services
- documented processes are to be established and maintained between both lower and higher level services of the one service network (e.g. between Level 2 and 5 of acute inpatient services) and across service networks (e.g. across ambulatory and acute inpatient services).

Service requirements

In addition to what is outlined in the Fundamentals of the Framework, specific service requirements include:

- service delivery reflects the specific needs of the target population and the individual
- routine clinical data are collected to inform assessment/diagnosis/intervention/recovery
- assessments/interventions reflect age-appropriate, evidence-based care
- assessments and interventions in Levels 4, 5 and 6 services reflect multidisciplinary input
- all screening, assessment, treatment and planning tools are age-specific
- all episodes of care are documented in a health record
- a patient's individual educational program is coordinated with and integrated into their inpatient or day program, wherever appropriate
- patients and family/carers are supported to initiate contact with and engage in all ambulatory, inpatient and community-based mental health, health and support services
- assessments and interventions are associated with a documented case review process, and are conducted in accordance with the currently endorsed National Standards for Mental Health Services and the *Mental Health Act 2000*
- multidisciplinary (and, where possible, multisystemic) collaboration for review of all care plans in cases where the risk status of a mental health patient escalates beyond the capability of the current service level (or in the case of emergency mental health presentations). This includes consultation-liaison with a higher level mental health service (may be via telehealth facilities)
- a working knowledge of processes involving involuntary treatments and patient rights under the *Mental Health Act 2000* as issues may arise concerning the ability of children, adolescents and adults to consent to treatment
- consideration of the decision-making capacity and/or the role of an alternate, legally appointed individual or agency in decision-making on behalf of the patient
- acknowledgement of the need for multisystemic input into all mental health care
- Level 3 to 6 ambulatory services and Level 4 to 6 inpatient services deliver integrated mental health care and ensure continuity of care for those accessing services
- Level 4 to 6 services conduct audits of the effectiveness of clinical and referral pathways
- clinicians delivering Level 6 services represent a critical mass of expertise, and provide statewide leadership and education in specialist mental health clinical management to other service providers
- all Level 6 services are authorised mental health services under the *Mental Health Act 2000*
- patients with eating disorders (who are on a refeeding program) should be assumed to be at risk of refeeding syndrome and be managed accordingly in an inpatient setting
- for all services caring for children and/or adolescents, including Subsections 4.1, 4.3 and 4.5 of Section 4, Statewide and Other Targeted Services, and the occasional adult service, there is a documented process and/or contact with a child protection liaison officer with clear child protection referral processes in place.

In addition, current policy and procedure should:

- explicitly outline care pathways and inform the assessment, diagnosis, admission, monitoring, treatment, evaluation, ongoing care, referral, transfer and discharge of mental health patients
- reflect the specific needs of the target population and the individual
- inform the 24 hours a day response to psychiatric emergencies and high-risk situations
- inform the management of high-risk behaviour/s and address any (but not be limited to) relational, pharmacological, physical and environmental interventions used in the management and containment of violent and/or self-harm behaviours
- inform short-term, high-dependency care and the stabilisation of mental health patients awaiting transfer for inpatient admission
- inform the identification, prevention, response to and evaluation of adverse clinical events
- inform the safe administration and ongoing management of patients receiving electroconvulsive therapy (ECT) in services authorised by the *Mental Health Act 2000* to provide ECT, and should inform how to manage special needs and/or age-specific needs, and vulnerabilities of patients accessing the service
- inform the management of non-active patient cases
- inform the processes of consultation-liaison between higher level services (Levels 4, 5 and 6) and lower level services
- inform the refeeding programs used to treat inpatients with eating disorders, and should align/comply with Australian and/or local standards and requirements
- inform the continuing care of mental health patients admitted to/discharged from inpatient mental health care.

Documented processes should:

- demonstrate links and collaborative partnerships with other mental health services (ambulatory, acute inpatient and non-acute inpatient) as is relevant to the target population
- demonstrate links with local government, non-government organisation/s and other general support services
- reflect timely responses and the specific needs of the individual
- demonstrate the involvement of patients and carers in the planning, operation, monitoring and evaluation of mental health services (Levels 3 to 6).

Integrated mental health recovery plans should include:

- developmental/educational/vocational tasks relevant to the patient
- risk assessments pertaining to each mental health presentation
- assessments pertaining to each person's family/carers factors, including family/carers risk factors
- family/carers and community roles in the ongoing care and support of the person.

The common elements for inpatient care include:

- encouragement and support for patients (in conjunction with their family/carers) to participate, when clinically indicated and feasible, in efforts to carry out basic, developmentally appropriate activities of daily living during hospitalisation, and some other general activities (such as recreational, social and educational/vocational activities) may be offered and/or facilitated

- provision of services that reduce the stress related to resuming normal activities in the post-hospitalisation environment (e.g. promoting access to community services associated with ongoing patient care and mobilising family resources)
- where the service level capability is stipulated as short-term or intermittent care only, but medium- or long-term care is warranted for any given patient of that service, ongoing and age-specific consultation-liaison is required with a higher level mental health service.

Workforce requirements

In addition to workforce requirements outlined in the Fundamentals of the Framework, specific workforce requirements include:

- each mental health area/unit/service is staffed according to:
 - occupancy rates
 - the current severity of illness experienced by patients
 - special individual needs
 - age-specific needs and vulnerabilities
- clinicians within Level 4, 5 and 6 services demonstrate high levels of clinical expertise in the assessment/intervention/evaluation of patients presenting with a dual diagnosis of mental health and substance-use disorders, with ongoing professional development accessed in this area
- clinicians demonstrate ongoing education and training in clinical and safety programs relevant to the practice of mental health service delivery
- clinicians providing mental health services participate in clinical practice supervision with clinician/s who are trained/experienced in mental health
- clinicians providing mental health services for children, adolescents or older persons participate in age-group-specific clinical practice supervision with clinician/s who are trained/experienced in the respective area/s
- clinical practice supervision is required on a case-by-case basis if the clinician's contact with mental health patients or with specific groups of mental health patients, such as children, is intermittent or limited.

Where relevant to specific service levels:

Medical

- registered medical specialists with credentials in psychiatry demonstrate satisfactory completion of clinical training and possess a Fellowship in Psychiatry recognised by the Royal Australian and New Zealand College of Psychiatrists
- psychiatry trainees or registrars supervised according to Royal Australian and New Zealand College of Psychiatrists professional documents and guidelines
- a registered medical specialist with credentials in psychiatry manages the care of patients receiving ECT in accordance with the *Mental Health Act 2000*
- a designated medical officer (however titled) available 24 hours a day to enact a *Care and Treatment Order for a Child* for all child and youth inpatient facilities

Nursing

- registered nurses have qualifications and experience in mental health

Allied health

- allied health professionals have relevant qualifications

Other

- interpreter services (e.g. language and sign language) available as required
- access to mental health workforce and/or associated key stakeholders or service providers as required with expertise in:
 - Aboriginal and Torres Strait Islander mental health
 - transcultural mental health
 - dual diagnosis (e.g. mental health disorder plus alcohol/other drug disorder)
 - patient and carer support needs.

Section 1 Child and Youth Services

Subsection 1.1: Level 1 Ambulatory Service

Service description

A Level 1 service is capable of providing some limited short-term or intermittent non-admitted mental health care to low-risk/complexity voluntary mental health patients up to 18 years. The service may only be available for limited hours.

This level of service is delivered predominantly by one or more general health clinicians who provide a local community healthcare service that is non-specific to mental health. Typically, the service is delivered via a community clinic or home-based care.

Service provision typically includes: basic screening and assessment; brief and/or basic intervention; patient and carer education; primary care and prevention programs; and referral, where appropriate.

Service requirements

As per module overview, plus:

- care to low-risk/complexity voluntary mental health patients
- identification, initial acute assessment and brief interventions of uncomplicated mental health problems
- forward referrals for expert assessment/diagnosis/intervention as required
- development of a care plan
- basic clinical data collection to inform assessment/diagnosis/intervention/recovery
- limited psychoeducation
- mental health assessments/interventions (and referrals to other mental health services) conducted by general health clinicians of this service
- mental health assessments/interventions conducted in consultation with a child and youth mental health clinician, from a Level 4 ambulatory service or above, where clinically indicated, and associated with a documented review process
- service is based within a health service district/local health and hospital network or is part of a service network that also includes a Level 5 or 6 child/adolescent acute inpatient mental health unit.

Workforce requirements

As per module overview, plus access to one or more of the following (may be on a visiting basis or via outreach services):

Medical

- a registered medical practitioner

Nursing

- a registered nurse

Allied health

- allied health professionals.

Support service requirements

A Level 1 service requires:

Service	On-site	Accessible
medical imaging		1
medication		1
pathology		1

Section 1 Child and Youth Services

Subsection 1.1: Level 2 Ambulatory Service

Service description

A Level 2 service is capable of providing short- to medium-term or intermittent non-admitted mental health care to low-risk/complexity voluntary mental health patients up to 18 years. The service is accessible during business hours.

This level of service is delivered predominantly by a team of general health clinicians and visiting mental health professionals who provide a local community healthcare service. These general health clinicians have training/experience in mental health care. Some mental health-specific services/programs are provided at this level. The service may be delivered via a hospital-based outpatient clinic, a community clinic or home-based care.

Service provision typically includes: assessment; interventions, including counselling; patient and carer education and information; documented case review; primary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 1, plus:

- care to low-risk/complexity voluntary mental health patients
- identification, initial acute assessment and interventions for mental health problems (that may be associated with simple comorbidities and/or resistance to treatment)
- a limited range of primary prevention services (e.g. parenting support)
- psychoeducation (including providing information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- mental health assessments/interventions conducted by one or more general health clinicians with training/experience in mental health and/or by visiting mental health professionals.

Workforce requirements

As per module overview, plus access to one or more of the following:

Medical

- a registered medical practitioner with training/experience in mental health

Nursing

- a registered nurse with training/experience in mental health

Allied health

- allied health professionals with training/experience in mental health

Other

- visiting mental health professionals.

Support service requirements

A Level 2 service requires:

Service	On-site	Accessible
medical imaging		1
medication		2
pathology		1

Section 1 Child and Youth Services

Subsection 1.1: Level 3 Ambulatory Service

Service description

A Level 3 service is capable of providing short- to long-term or intermittent non-admitted mental health care to low- and moderate-risk/complexity voluntary mental health patients up to 18 years. The service is accessible during business hours.

This level of service is delivered predominantly by a small team (not necessarily multidisciplinary) of mental health professionals who provide a local mental health care service via a hospital-based outpatient clinic, a community mental health clinic or home-based care. Most clinical team members have training/experience in child and youth mental health care.

Service provision typically includes: assessment and targeted interventions by mental health professionals; care coordination/case management; patient and carer education and information; documented case review; primary and limited secondary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 2, plus:

- care to low- and moderate-risk/complexity voluntary mental health patients
- identification, ongoing assessment, monitoring and interventions for mental health problems that may be associated with comorbidities and/or resistance to treatment
- integrated identification, assessment and intervention of any co-occurring substance-use disorders
- development of individual mental health recovery plans
- a range of primary (e.g. parenting support) and some limited secondary (e.g. weight management) prevention services
- psychoeducation for the patient and family/carers (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- documented processes and collaborative partnerships with schools, education networks and service providers as required
- mental health assessments/interventions conducted by a team (not necessarily multidisciplinary) of mental health professionals, most of whom demonstrate training/experience in child and youth mental health.

Workforce requirements

As per Level 2, plus:

Medical

- limited access to a registered medical specialist with credentials in psychiatry and a certificate in child and adolescent psychiatry (or equivalent)—may be via telehealth

Nursing and allied health

- access to two or more registered nurses and/or allied health professionals who have training/experience in child and youth mental health

Other

- access to some visiting specialties in health and/or mental health (e.g. Child and Youth Forensic Outreach Service)
- may have access to school-based youth health nurse.

Support service requirements

A Level 3 service requires:

Service	On-site	Accessible
medical imaging		1
medication		2
pathology		2

Section 1 Child and Youth Services

Subsection 1.1: Level 4 Ambulatory Service

Service description

A Level 4 service is capable of providing short- to long-term or intermittent non-admitted mental health care to low- and moderate-risk/complexity voluntary and, if authorised to do so, involuntary mental health patients up to 18 years. The service is accessible during business hours with the exception of day programs, which are delivered primarily during school terms and consist of block-based intervention periods.

This level of service is delivered predominantly by a multidisciplinary team of child and youth mental health professionals who provide a local mental health care service via a hospital-based outpatient clinic or day program, a community mental health clinic or through home-based care.

Service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; care coordination/case management; patient and carer education and information; documented weekly case review; some group programs; primary and secondary prevention programs; consultation and liaison with lower and higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 3, plus:

- care to low- and moderate-risk/complexity voluntary and, if authorised to do so, involuntary mental health patients
- development of a comprehensive individual mental health recovery plan within 1 week of assessment
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery
- an extensive range of primary (e.g. parenting support) and secondary (e.g. weight management) prevention services
- assertive outreach applicable to the service and target population
- mental health assessments/interventions conducted by a team of mental health professionals with training/experience in child and youth mental health
- may be an authorised mental health service under the *Mental Health Act 2000*.

Workforce requirements

As per Level 3, plus:

Medical

- access to a registered medical specialist with credentials in psychiatry and a certificate in child and adolescent psychiatry (or equivalent) for assessment, case management and review
- access—during business hours—to a registered medical specialist with credentials in paediatrics for medical consultation-liaison (may be via telehealth)

Nursing

- access—during business hours—to a registered nurse who has training/experience in child and youth mental health

Allied health

- access—during business hours—to a multidisciplinary team of allied health professionals with training/experience in child and youth mental health

Other

- as per Level 3 service.

Support service requirements

A Level 4 service requires:

Service	On-site	Accessible
medical imaging		2
medication		2
pathology		2

Section 1 Child and Youth Services

Subsection 1.1: Level 5 Ambulatory Service

Service description

A Level 5 service is capable of providing short- to long-term or intermittent non-admitted mental health care to low-, moderate- and high-risk/complexity voluntary and, if authorised to do so, involuntary mental health patients up to 18 years. The service is accessible during business hours and patients have access to a limited extended-hours service. Day programs are delivered primarily during school terms and consist of block-based intervention periods.

This level of service is delivered predominantly by a comprehensive, multidisciplinary team of child and youth mental health professionals who provide a local mental health care service via a hospital-based outpatient clinic, a community mental health clinic, home-based care or a hospital- or community-based day program.

Service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; care coordination/case management; patient and carer education and information; documented frequent case review; group programs; primary and secondary prevention programs; consultation-liaison with lower and higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 4, plus:

- care to low-, moderate- and high-risk/complexity voluntary and, if authorised to do so, involuntary mental health patients
- identification, ongoing assessment, monitoring and interventions for mental health problems ranging in risk and complexity (that may be associated with complex comorbidities and/or indicators of treatment resistance)
- targeted clinical programs for individuals/groups/families (e.g. group therapy for families/carers of patients with a psychotic illness)
- psychoeducation for patients, families/carers and groups (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- separate clinical services for families/carers, if required
- consultation-liaison services to local paediatric health services as required
- mental health assessments/interventions conducted by a comprehensive, multidisciplinary team of mental health professionals with training/experience in child and youth mental health
- service is based within a health service district/local health and hospital network or is part of a service network that also includes a Level 5 or 6 child/adolescent acute inpatient mental health unit
- service provision may occur across a range of sites (e.g. the hospital, school, home, recreational venues), and service capacity and resources must be sufficient to transport patients individually and/or as a group.

Workforce requirements

As per Level 4, plus:

Medical

- access—during business hours and limited extended hours—to a registered medical specialist with credentials in psychiatry and a certificate in child and adolescent psychiatry (or equivalent) for assessment, case management and review

Nursing

- access—during business hours—to a registered nurse with extensive experience in mental health and/or postgraduate qualifications in mental health and training/experience in child and youth mental health

Allied health

- access—during business hours—to a comprehensive multidisciplinary team of allied health professionals with child and youth mental health training/experience
- access to psychology, social work, occupational therapy, speech pathology and dietetic services
- access to dedicated pharmacy services for mental health

Other

- access to a range of visiting or local health/mental health specialties.

Support service requirements

A Level 5 service requires:

Service	On-site	Accessible
medical imaging		2
medication		3
pathology		2

Section 1 Child and Youth Services

Subsection 1.1: Level 6 Ambulatory Service

Service description

A Level 6 service is capable of providing short- to long-term or intermittent non-admitted mental health care to the highest risk/complexity voluntary and involuntary mental health patients up to 18 years. The patient group accessing this level of service may be a targeted population with special care needs. They may demonstrate the most severe comorbidities and/or indicators of treatment resistance. The service is accessible during business hours and an extended-hours service is provided. Day programs are delivered primarily during school terms and consist of block-based intervention periods.

This level of service is delivered by a comprehensive, multidisciplinary team of child and youth mental health professionals. This team provides a specialist mental health care service either locally and/or across health service districts or service areas via a hospital-based outpatient clinic, a community mental health clinic, home-based care or through a hospital- or community-based day program.

Service provision includes: multidisciplinary assessment and specialised interventions by mental health professionals; care coordination/case management; patient and carer education; documented frequent case review; targeted group programs; all levels of prevention programs/services; consultation and liaison with lower level mental health services; extended-hours service; and referral, where appropriate.

Service requirements

As per Level 5, plus:

- care to the highest risk/complexity voluntary and involuntary mental health patients
- identification, ongoing assessment, monitoring and interventions for complex mental health problems (that may be associated with the most complex comorbidities and/or indicators of treatment resistance)
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery and broader service delivery in all levels of service
- an extensive range of primary (e.g. parenting support), secondary (e.g. weight management) and tertiary (e.g. psychosis treatment maintenance) prevention services
- statewide clinical forums to assist the dissemination of clinical expertise
- specialist consultation-liaison to other health and non-health services/agencies for the target population
- assertive outreach applicable to the service and target population
- may provide an extensive range of additional clinical programs and service components, such as an outreach service, telehealth services or extended treatment program.

Workforce requirements

As per Level 5, plus:

Medical

- extended-hours access to a registered medical specialist with credentials in psychiatry and a certificate in child and adolescent psychiatry (or equivalent) for assessment, case management and review
- extended-hours access to a registered medical practitioner with credentials in psychiatry (psychiatry registrar)

Nursing

- extended-hours access to registered nurses with training/experience in child and youth mental health

Allied health

- extended-hours access to a comprehensive multidisciplinary team of allied health professionals with child and youth mental health training/experience. Some of these clinicians have:
 - demonstrated specialist training/experience in specific intervention areas relevant to the service being provided
 - postgraduate qualifications

Other

- access to an extensive range of visiting or local health/mental health specialties.

Support service requirements

A Level 6 service requires:

Service	On-site	Accessible
medical imaging		2
medication		4
pathology		2

Section 1 Child and Youth Services

Subsection 1.2: Level 2 Acute Inpatient Service

Service description

A Level 2 service is capable of providing limited short-term (up to 72 hours) or intermittent inpatient mental health care to low-risk/complexity voluntary mental health patients up to 18 years. Time frames beyond this require specific consultation with a higher level child and youth mental health acute inpatient service that will contribute in an ongoing manner to case review and management. This service provides general healthcare and some limited mental health care 24 hours a day.

This level of service is delivered predominantly by a team of general health clinicians within a hospital that does not have dedicated mental health staff (on-site) or beds.

Service provision typically includes: assessment, brief interventions and monitoring; patient and carer education and information; documented case review; consultation-liaison with higher level mental health services; and referral, where appropriate.

Service requirements

As per module overview, plus:

- care to low-risk/complexity voluntary mental health patients
- identification, initial acute assessment, brief intervention and monitoring of uncomplicated mental health problems
- medication management
- forward referrals for expert assessment/diagnosis/intervention as required
- development of a care plan
- limited psychoeducation (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- mental health assessments/interventions conducted by a team of general health clinicians
- additional mental health interventions may be directly provided by mental health clinicians using telehealth facilities, visiting and/or community-based workforce
- assessments and interventions conducted in consultation with a child and youth mental health clinician where clinically indicated, and associated with a documented review process
- documented processes with a Level 5 or 6 child/adolescent acute inpatient mental health service
- considers the necessity of a parent/carers being admitted with a child aged 5 years and younger.

Workforce requirements

As per module overview, plus:

Medical

- patient admitted by a registered medical practitioner
- daily care coordinated by a registered medical practitioner who has access to a registered medical specialist with credentials in psychiatry and a certificate in child and adolescent psychiatry (or equivalent) to assist and guide assessment, treatment, case management and case review (may be via telehealth)
- medical services provided on-site or in close enough proximity to provide a rapid response at all times

Nursing

- a registered nurse in charge of the unit (however titled) with demonstrated clinical competencies, in addition to knowledge and skills in management processes
- a senior registered nurse in charge of each shift with demonstrated evidence of ongoing clinical competency appropriate to the service being provided
- majority of nursing staff supporting the senior registered nurse/s are registered nurses
- other nursing staff may complement the nursing team
- clinical staff providing mental health care have access—during business hours—to a registered nurse with extensive mental health experience and/or postgraduate qualifications in mental health who can provide advice, support and direction for nursing care

Allied health

- access—during business hours—to allied health professionals

Other

- assistants-in-nursing (AINs) or equivalent may complement the clinical team at the discretion of the nurse in charge (however titled)
- Bachelor of Nursing students (second or third year undergraduate) may complement the clinical team at the discretion of the nurse in charge (however titled) and under registered nurse supervision.

Support service requirements

A Level 2 service requires:

Service	On-site	Accessible
medical imaging		1
medication	2	
pathology		1

Section 1 Child and Youth Services

Subsection 1.2: Level 3 Acute Inpatient Service

Service description

A Level 3 service is capable of providing short- and medium-term (1 week to 10 days) or intermittent inpatient mental health care to low-risk/complexity voluntary mental health patients up to 18 years. Time frames beyond this require specific consultation with a higher level acute inpatient service for child and youth mental health who will continually contribute to case review and management. This service will provide some mental health care 24 hours a day.

This level of service is delivered predominantly by a team of general and paediatric health professionals within a hospital that has a paediatric unit or beds. This service does not have dedicated mental health beds or staff on-site.

Service provision will typically include: assessment, interventions and monitoring; patient and carer education and information; documented case review; consultation-liaison with higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 2, plus:

- care to low-risk/complexity voluntary mental health patients
- identification, acute assessment, intervention and monitoring of mental health problems (that may be associated with simple comorbidities and/or resistance to treatment)
- basic clinical data collection to inform assessment/diagnosis/intervention/recovery
- a limited range of primary (e.g. parenting support) and secondary (e.g. weight management) prevention services
- psychoeducation (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- mental health assessments/interventions conducted by a team of general and paediatric health clinicians.

Workforce requirements

As per Level 2, plus:

Medical

- patient admitted by a registered medical practitioner or a registered medical specialist with credentials in paediatrics
- daily care coordinated by a registered medical practitioner or a registered medical specialist with credentials in paediatrics who has access to a registered medical specialist with credentials in psychiatry and a certificate in child and adolescent psychiatry (or equivalent) to assist and guide assessment, treatment, case management and case review (may be via telehealth)

- access to a registered medical specialist with credentials in paediatrics for medical consultation-liaison (may be via telehealth)

Nursing

- at least one nurse supporting the registered nurse in charge of the shift (however titled) is a registered nurse with training/experience in paediatric health

Allied health

- as per Level 2 service

Other

- as per Level 2 service.

Support service requirements

A Level 3 service requires:

Service	On-site	Accessible
medical imaging		1
medication	2	
pathology		2

Section 1 Child and Youth Services

Subsection 1.2: Level 4 Acute Inpatient Service

Service description

A Level 4 service is capable of providing short- to long-term (4 to 6 weeks) or intermittent inpatient mental health care to low- and moderate-risk/complexity voluntary mental health patients up to 18 years. Time frames beyond this require specific consultation with a higher level child and youth mental health acute inpatient service that will contribute in an ongoing manner to case review and management. This service provides mental health care 24 hours a day.

This level of service is delivered predominantly by a team of mental health and general or paediatric health professionals within a hospital that has dedicated mental health beds for children and/or adolescents.

Service provision typically includes: multidisciplinary assessment, targeted interventions and monitoring; patient and carer education and information; documented weekly case review; some group programs; consultation-liaison with higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 3, plus:

- care to low- and moderate-risk/complexity voluntary mental health patients
- identification, ongoing assessment, monitoring and interventions for mental health problems (that may be associated with comorbidities and/or indicators of treatment resistance)
- an integrated approach to the identification, assessment and intervention of any co-occurring substance-use disorders
- development of comprehensive individual mental health recovery plans within 1 week of assessment
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery
- a range of primary (e.g. parenting support) and secondary (e.g. weight management) prevention services
- psychoeducation for the patient and family/carers (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- documented processes and collaborative partnerships established with schools, education networks and service providers
- mental health assessments/interventions conducted by general/paediatric health clinicians with mental health training/experience, and by mental health clinicians.

Workforce requirements

As per Level 3, plus:

Medical

- patient admitted by/under a registered medical specialist with credentials in psychiatry and a certificate in child and adolescent psychiatry (or equivalent)
- daily care coordinated by a registered medical specialist with credentials in psychiatry who has access—24 hours—to a registered medical specialist with credentials in psychiatry and a certificate in child and adolescent psychiatry (or equivalent) to assist and guide assessment, treatment, case management and case review (may be via telehealth)

Nursing

- registered nurse in charge of each shift (however titled) has mental health experience and/or postgraduate qualifications in mental health
- two or more of the registered nurses supporting the registered nurse in charge of the shift have mental health experience and/or postgraduate qualifications in mental health
- if inpatient unit occupancy is low, only one of the nurses supporting the registered nurse in charge of the shift needs mental health experience and/or postgraduate qualifications in mental health

Allied health

- access—during business hours—to community- or hospital-based allied health staff with training/experience in mental health

Other

- access to some on-site and/or visiting specialties in health/mental health.

Support service requirements

A Level 4 service requires:

Service	On-site	Accessible
medical imaging		2
medication	3	
pathology		2

Section 1 Child and Youth Services

Subsection 1.2: Level 5 Acute Inpatient Service

Service description

A Level 5 service is capable of providing short- to long-term and intermittent inpatient mental health care to low-, moderate- and high-risk/complexity voluntary and involuntary mental health patients up to 18 years. This service provides mental health care 24 hours a day.

This level of service is delivered predominantly by child and youth mental health professionals within a dedicated child and youth mental health unit.

Service provision will typically include: multidisciplinary assessment and targeted interventions by mental health professionals; patient and carer education and information; documented weekly case review; group programs; extensive primary and secondary prevention programs; consultation-liaison with higher and lower level mental health services; and referral, where appropriate.

Service requirements

As per Level 4, plus:

- care to low-, moderate- and high-risk/complexity voluntary and involuntary mental health patients
- identification, ongoing assessment, monitoring and interventions for mental health problems ranging in risk and complexity (that may be associated with complex comorbidities and/or indicators of treatment resistance)
- targeted clinical programs for individuals/groups/families (e.g. group therapy for families/carers of patients with a psychotic illness)
- an extensive range of primary (e.g. parenting support) and secondary (e.g. weight management) prevention services
- mental health assessments/interventions conducted by a comprehensive multidisciplinary team of child and youth mental health clinicians
- is an authorised mental health service under the *Mental Health Act 2000*
- as clinically indicated, ECT services may be facilitated and/or provided at this level of service by a mental health service authorised to provide ECT under the *Mental Health Act 2000*, and under the care of a registered medical specialist with credentials in psychiatry and a certificate in child and adolescent psychiatry (or equivalent), and in accordance with the *Mental Health Act 2000*
- may provide a range of additional clinical programs and service components, such as telehealth services or a day program.

Workforce requirements

As per Level 4, plus:

Medical

- access—24 hours—to a registered medical specialist with credentials in psychiatry and a certificate in child and adolescent psychiatry (or equivalent) to assist and guide assessment, treatment, case management and review

Nursing

- the nurse in charge of the unit (however titled) is a registered nurse with demonstrated clinical competencies in child and youth mental health as well as knowledge and skills in management processes
- the nurse in charge of each shift is a registered nurse with extensive mental health experience and/or postgraduate qualifications in mental health, who has demonstrated clinical competencies relevant to the child and youth mental health service being provided
- the majority of nursing staff supporting the nurse in charge of the shift are registered nurses with mental health experience, and/or postgraduate qualifications in mental health, and/or training/experience in child and youth mental health, and/or training/experience in paediatric health
- nursing staff supporting the registered nurse/s may complement the nursing team

Allied health

- access—during business hours—to community- or hospital-based allied health staff with training/experience in child and youth mental health (postgraduate qualifications are desirable)
- access to psychology, social work, occupational therapy, speech pathology and dietetic services
- access to dedicated pharmacy services for mental health

Other

- access to an extensive range of on-site and/or visiting specialties in health/mental health
- may have a hospital-based school teacher dedicated to mental health patients.

Support service requirements

A Level 5 service requires:

Service	On-site	Accessible
children's anaesthetic*	3	
medical imaging		2
medication	4	
pathology		2
perioperative (relevant section/s)*	3	

* Required only in services where ECT is performed

Section 1 Child and Youth Services

Subsection 1.2: Level 6 Acute Inpatient Service

Service description

A Level 6 service is capable of providing short- to long-term and intermittent inpatient mental health care to voluntary and involuntary mental health patients up to 18 years who present with the highest level of risk and complexity. The patient group accessing this level of service may be a targeted population with special care needs. They may demonstrate the most extreme comorbidities and/or indicators of treatment resistance. This service provides mental health care 24 hours a day.

This is a highly specialised and/or statewide inpatient service delivered from a child/adolescent hospital that incorporates a dedicated mental health unit. Alternatively, this service may be delivered from a purpose-designed and -built mental health facility.

This service demonstrates specialist expertise in the delivery of mental health services to a patient group that cannot be safely and effectively cared for in any other level of acute inpatient mental health service. This level of service is delivered by a highly specialised, comprehensive, multidisciplinary team of child and youth mental health professionals. A service at this level has statewide and/or interstate health service functions.

Service provision includes: multidisciplinary assessment and specialised interventions by mental health professionals; patient and carer education; documented daily case review; targeted group programs; all levels of prevention programs/services; consultation-liaison with lower level mental health services; and referral, where appropriate.

Service requirements

As per Level 5, plus:

- care to voluntary and involuntary mental health patients who present with the highest level of risk and complexity
- identification, ongoing assessment, monitoring and interventions for complex mental health problems (that may be associated with the most complex comorbidities and/or indicators of treatment resistance)
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery and broader service delivery in all levels of service
- an extensive range of primary (e.g. parenting support), secondary (e.g. weight management) and tertiary (e.g. psychosis treatment maintenance) prevention services
- statewide clinical forums to assist the dissemination of clinical expertise
- separate clinical services for families/carers, if required
- specialist consultation-liaison to other health and non-health services/agencies for the target population
- psychoeducation for patients, families/carers and groups (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- forms part of an integrated mental health service and is based in a health service district, or is part of a service network that also includes a Level 5 or 6 child and youth ambulatory mental health service

- may provide an extensive range of additional clinical programs and service components, such as an outreach service, telehealth services or a day program.

Workforce requirements

As per Level 5, plus:

Medical

- access—24 hours—to a registered medical practitioner (psychiatry registrar/principal house officer/senior medical officer/career medical officer) with credentials relevant to the discipline
- medical services provided on-site or in close enough proximity to provide a rapid response at all times

Nursing

- as per Level 5 service

Allied health

- extended-hours access to community- or hospital-based allied health staff with training/experience in child and youth mental health

Other

- access to an extensive range of on-site and/or visiting specialties in paediatric health
- access to an on-site school with school teachers who can provide a range of educational services dedicated to children and/or adolescents with mental illness.

Support service requirements

A Level 6 service requires:

Service	On-site	Accessible
children's anaesthetic*	3	
medical imaging	2	
medication	5	
pathology		2
perioperative (relevant section/s)*	3	

* Required only in services where ECT is performed

Section 1 Child and Youth Services

Subsection 1.3: Level 5 Non-Acute Inpatient Service

Service description

A Level 5 service is capable of providing medium- to long-term inpatient mental health care to low-, moderate- and high-risk/complexity voluntary and involuntary mental health inpatients up to 18 years. This service provides mental health care 24 hours a day.

The target population for this service includes those within the service-identified age range who require graduated entry back into the community post-hospitalisation, or extended and intensive clinical interventions, but do not need or would not benefit from a mental health acute inpatient admission.

This level of service is delivered predominantly by a comprehensive, multidisciplinary team of child and youth mental health professionals who provide inpatient care to patients across an extended period of time.

Service provision includes: multidisciplinary assessment and targeted interventions by mental health professionals; patient and carer education and information; documented frequent case review; group programs; ongoing support of educational needs and documented processes with educational providers; primary and secondary prevention programs; consultation-liaison with higher and lower level mental health services; and referral, where appropriate.

Service requirements

As per module overview, plus:

- care to low-, moderate- and high- risk/complexity voluntary and involuntary mental health inpatients
- the primary service site is co-located with a child/adolescent acute inpatient mental health unit or, alternatively, the primary service site may be a purpose-designed and -built mental health facility
- identification, ongoing assessment, monitoring, interventions and rehabilitation for mental health problems ranging in risk and complexity (that may be associated with complex comorbidities and/or indicators of treatment resistance)
- an integrated approach to the identification, assessment and intervention of any co-occurring substance-use disorders
- targeted clinical programs for individuals/groups/families (e.g. group therapy for families/carers of patients with a psychotic illness)
- medication management
- forward referrals for assessment/diagnosis/intervention as required
- development of a comprehensive individual mental health recovery plan within 1 week of assessment
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery
- an extensive range of primary (e.g. parenting support) and secondary (e.g. weight management) prevention services

- psychoeducation for the patient and family/carer (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- is an authorised mental health service under the Mental Health Act 2000
- service provision occurs alongside ongoing consultation-liaison with the referring service/practitioner
- a range of additional programs and service components (e.g. partial hospitalisation, consultation-liaison services, rehabilitation programs and telehealth)
- service provision may occur across a range of sites (e.g. hospital, school, home, recreational venues) and service capacity and resources must be sufficient to transport patients individually and/or as a group
- service is based within a health service district/local health and hospital network or is part of a service network that also includes a Level 5 or 6 child/adolescent acute inpatient mental health unit
- as clinically indicated, ECT services may be facilitated and/or provided at this level of service by a mental health service authorised to provide ECT under the Mental Health Act 2000, and under the care of a registered medical specialist with credentials in psychiatry and a certificate in child and adolescent psychiatry (or equivalent), and in accordance with the Mental Health Act 2000
- mental health assessments/interventions are conducted by child and youth mental health clinicians of this service
- additional mental health interventions may be directly provided by child and youth mental health clinicians using telehealth facilities, visiting and/or community-based workforce.

Workforce requirements

As per module overview, plus:

Medical

- patient admitted by/under a registered medical specialist with credentials in psychiatry
- access—24 hours—to a registered medical specialist with credentials in psychiatry and a certificate in child and adolescent psychiatry (or equivalent) for assessment, treatment, case management and case review
- access to medical support
- access to a registered medical specialist with credentials in paediatrics for medical consultation-liaison (may be via telehealth)

Nursing

- registered nurse in charge of the unit (however titled) has training/experience in child/adolescent mental health, and demonstrated knowledge and skills in management processes
- the registered nurse in charge of each shift has extensive mental health experience and/or postgraduate qualifications in mental health, and training/experience in child/adolescent mental health
- the majority of nursing staff supporting the registered nurse in charge of the shift are registered nurses with mental health experience and may have postgraduate qualifications in mental health

- all nursing staff providing mental health care have access—during business hours—to a registered nurse with extensive mental health experience and/or postgraduate qualifications in mental health who can provide advice, support and direction for nursing care

Allied health

- access to a comprehensive, multidisciplinary team of allied health professionals with training/experience in child/adolescent mental health
- access to psychology, social work, occupational therapy, speech pathology and dietetic services
- access to dedicated pharmacy services for mental health

Other

- access to a range of visiting or local health/mental health specialties
- access to a comprehensive range of specialist paediatric health service providers
- may have a program-based, qualified and registered teacher dedicated to mental health patients
- AINs or equivalent may complement the clinical team at the discretion of the nurse in charge
- Bachelor of Nursing students (second or third year undergraduate) may complement the clinical team at the discretion of the nurse in charge and under registered nurse supervision.

Support service requirements

A Level 5 service requires:

Service	On-site	Accessible
children's anaesthetic*	3	
medical imaging		2
medication	3	
pathology		2
perioperative (relevant section/s)*	3	

* Required only in services where ECT is performed

Section 1 Child and Youth Services

Subsection 1.3: Level 6 Non-Acute Inpatient Service

Service description

A Level 6 service is capable of providing medium- to long-term inpatient mental health care to voluntary and involuntary mental health patients up to 18 years old who present with the highest level of risk and complexity. This service will provide non-acute inpatient care 24 hours a day.

This service is a highly specialised and/or statewide extended care inpatient service provided by child and youth mental health professionals. The primary service site is co-located with a specialised child/adolescent mental health unit. Alternatively, the primary service site may be a purpose-designed and -built mental health facility.

This service demonstrates specialist mental health expertise in the delivery of child and youth mental health services to a targeted population requiring non-acute extended inpatient mental health treatment and rehabilitation.

Service provision includes multidisciplinary assessment and specialised interventions by mental health professionals; patient and carer education and information; documented frequent case review; targeted group programs; a school program; all levels of prevention programs/services; and referral, where appropriate.

Service requirements

As per Level 5, plus:

- care to voluntary and involuntary mental health patients who present with the highest level of risk and complexity
- identification, ongoing assessment, monitoring, interventions and rehabilitation of complex mental health problems (that may be associated with the most complex comorbidities and/or indicators of treatment resistance)
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery and broader service delivery in all levels of service
- statewide provision of clinical forums to assist the dissemination of clinical expertise
- separate clinical services for families/carers, if required
- may provide an extensive range of additional programs and service components (e.g. step-down programs, consultation-liaison services, rehabilitation programs and telehealth).

Workforce requirements

As per Level 5, plus:

Medical

- access—24 hours—to a registered medical practitioner (psychiatry registrar/principal house officer/senior medical officer/career medical officer) with credentials relevant to the discipline
- medical services provided on-site or in close enough proximity to provide a rapid response at all times

Nursing

- the majority of nursing staff supporting the registered nurse in charge of the shift have extensive mental health experience and/or postgraduate qualifications in mental health and training/experience in child and youth mental health

Allied health

- extended-hours access to community- or hospital-based allied health staff with training/experience in child and youth mental health. Some of these clinicians have:
 - demonstrated specialist training/experience in specific intervention areas relevant to the service being provided
 - postgraduate qualifications

Other

- access to an on-site school with teachers who can provide a range of educational services dedicated to children and/or adolescents with mental illness
- access to an extensive range of visiting or local health/mental health specialties.

Support service requirements

A Level 6 service requires:

Service	On-site	Accessible
children's anaesthetic*	3	
medical imaging		3
medication	4	
pathology		2
perioperative (relevant section/s)*	3	

* Required only in services where ECT is performed

Section 2 Adult Services

Subsection 2.1: Level 1 Ambulatory Service

Service description

A Level 1 service is capable of providing limited short-term or intermittent non-admitted mental health care to low-risk/complexity voluntary adult mental health patients. Services may only be available for limited hours.

This level of service is delivered predominantly by one or more general health clinicians who provide a local community healthcare service that is non-specific to mental health. Typically, the service is delivered via a community clinic or home-based care.

Service provision will typically include basic screening and assessment; brief and/or basic assessment and intervention; patient and carer education; primary care and prevention programs; and referral, where appropriate.

Service requirements

As per module overview, plus:

- care to low-risk/complexity voluntary adult mental health patients
- identification, initial acute assessment and brief interventions of uncomplicated mental health problems
- forward referrals for expert assessment/diagnosis/intervention as required
- development of a care plan
- basic clinical data collection to inform assessment/diagnosis/intervention/recovery
- limited psychoeducation
- mental health assessments/interventions conducted in consultation with a mental health clinician where clinically indicated, and associated with a documented review process
- mental health assessments/interventions (and referrals to other mental health services) conducted by general health clinicians of this service
- documented processes with a Level 5 adult inpatient mental health service.

Workforce requirements

As per module overview, plus access to one or more of the following (may be on a visiting basis or via outreach services):

Medical

- a registered medical practitioner

Nursing

- a registered nurse

Allied health

- allied health professionals.

Support service requirements

A Level 1 service requires:

Service	On-site	Accessible
medical imaging		1
medication		1
pathology		1

Section 2 Adult Services

Subsection 2.1: Level 2 Ambulatory Service

Service description

A Level 2 service is capable of providing short- to medium-term or intermittent non-admitted mental health care to low-risk/complexity voluntary adult mental health patients. Services are accessible during business hours and may be delivered via a hospital-based outpatient clinic, a community clinic or home-based care.

This level service is delivered predominantly by a team of general health clinicians and visiting mental health professionals who provide a local community healthcare service. General health clinicians providing a mental health service have training/experience in mental health care. Some mental health specific services/programs are provided at this level.

Service provision typically includes: assessment; interventions, including counselling; patient and carer education and information; documented case review; primary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 1, plus:

- care to low-risk/complexity voluntary mental health patients
- identification, initial acute assessment and interventions of mental health problems (that may be associated with simple comorbidities and/or resistance to treatment)
- a range of primary prevention services (e.g. stress management)
- psychoeducation (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- mental health assessments/interventions conducted by general health clinicians of this service with training/experience in mental health and/or visiting mental health clinicians.

Workforce requirements

As per module overview, plus access to one or more of the following clinicians with training/experience in mental health, and/or mental health professionals:

Medical

- a registered medical practitioner

Nursing

- registered nurse

Allied health

- allied health professionals

Other

- access to visiting mental health professionals.

Support service requirements

A Level 2 service requires:

Service	On-site	Accessible
medical imaging		1
medication		2
pathology		1

Section 2 Adult Services

Subsection 2.1: Level 3 Ambulatory Service

Service description

A Level 3 service is capable of providing short- to long-term or intermittent non-admitted mental health care to low- and moderate-risk/complexity voluntary adult mental health patients. Day programs will primarily consist of block-based intervention periods and may only be delivered at certain times of the year.

This level of service is delivered predominantly by a small team (not necessarily multidisciplinary) of mental health professionals who provide a local mental health care service via a hospital-based outpatient clinic or day program, a community mental health clinic or home-based care.

Service provision typically includes: assessment and targeted interventions by mental health professionals; care coordination/case management; patient and carer education and information; documented case review; primary and limited secondary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 2, plus:

- care to low- and moderate-risk/complexity voluntary adult mental health patients
- identification, ongoing assessment, monitoring and interventions of mental health problems (that may be associated with comorbidities and/or resistance to treatment)
- integrated identification, assessment and intervention of any co-occurring substance-use disorders
- development of an individual mental health recovery plan
- a range of primary (e.g. stress management) and some limited secondary (e.g. weight management) prevention services
- psychoeducation for the patient and family/carers (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- mental health assessments/interventions conducted by mental health clinicians of this service.

Workforce requirements

As per Level 1, plus:

Medical

- limited access to registered medical specialist with credentials in psychiatry (may be via telehealth)

Nursing and allied health

- access to two or more nurses and/or allied health professionals with training/experience in mental health

Other

- access to some visiting specialties in health and/or mental health (e.g. Community Forensic Outreach Service).

Support service requirements

A Level 3 service requires:

Service	On-site	Accessible
medical imaging		1
medication		2
pathology		2

Section 2 Adult Services

Subsection 2.1: Level 4 Ambulatory Service

Service description

A Level 4 service is capable of providing short- to long-term or intermittent non-admitted mental health care to low- and moderate-risk/complexity voluntary and, if authorised to do so, involuntary adult mental health patients. Adolescent patients older than 14 years and older persons (aged 65 and older) may access this service where clinically and developmentally appropriate, and in line with policy and procedural documentation of the adult service.

This level of service is delivered predominantly by a multidisciplinary team of mental health professionals who provide a local mental health care service via a hospital-based outpatient clinic or day program, a community mental health clinic or home-based care.

Service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; care coordination/case management; patient and carer education and information; documented weekly case review; some group programs; primary and secondary prevention programs; consultation-liaison with lower and higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 3, plus:

- care to low- and moderate-risk/complexity voluntary and, if authorised to do so, involuntary mental health patients
- development of a comprehensive individual mental health recovery plan within 1 week of assessment
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery
- an extensive range of primary (e.g. stress management) and secondary (e.g. weight management) prevention services
- assertive outreach applicable to the service and target population
- mental health assessments/interventions conducted by a team of mental health professionals
- may be an authorised mental health service under the Mental Health Act 2000.

Workforce requirements

As per Level 1, plus:

Medical

- access to a registered medical specialist with credentials in psychiatry for assessment, case management and review

Nursing

- access—during business hours—to a registered nurse who has training/experience in mental health

Allied health

- access—during business hours—to allied health professional/s with training/experience in mental health

Other

- as per Level 3 service.

Support service requirements

A Level 4 service requires:

Service	On-site	Accessible
medical imaging		2
medication		2
pathology		2

Section 2 Adult Services

Subsection 2.1: Level 5 Ambulatory Service

Service description

A Level 5 service is capable of providing short- to long-term or intermittent non-admitted mental health care to low-, moderate- and high-risk/complexity voluntary and involuntary adult mental health patients. Adolescent patients older than 14 years and older persons (aged 65 and older) may access this service where clinically and developmentally appropriate, and in line with policy and procedural documentation of the adult service. Services are accessible during business hours and patients have access to a limited extended-hours service.

This level service is delivered predominantly by a comprehensive, multidisciplinary team of mental health professionals who provide a local mental health care service via a hospital-based outpatient clinic, a community mental health clinic, home-based care, or a designated hospital- or community-based day program. The service delivered by community-based Acute Care Teams and Mobile Intensive Treatment Teams (or their equivalents) may be defined at this level of service.

Service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; care coordination/case management; patient and carer education and information; documented frequent case review; group programs; primary and secondary prevention programs; consultation-liaison with lower and higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 4, plus:

- care to low-, moderate- and high-risk/complexity voluntary and involuntary mental health patients
- identification, ongoing assessment, monitoring and interventions of mental health problems ranging in risk and complexity (that may be associated with complex comorbidities and/or indicators of treatment resistance)
- targeted clinical programs for individuals/groups/families (e.g. group therapy for patients with Bipolar Affective Disorder)
- psychoeducation for patients, families/carers and groups (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- separate clinical services for families/carers, if required
- mental health assessments/interventions conducted by a comprehensive, multidisciplinary team of mental health professionals
- service is based within a health service district/local health and hospital network or part of a service network that includes a Level 5 or 6 adult acute inpatient mental health unit
- consultation-liaison services to local health services as required.

Workforce requirements

As per Level 1, plus:

Medical

- access—during business hours—to a registered medical specialist with credentials in psychiatry for assessment, case management and review

Nursing

- access—during business hours—to a registered nurse with extensive mental health experience and/or postgraduate qualifications in mental health

Allied health

- access—during business hours—to a comprehensive, multidisciplinary team of allied health professionals with training/experience in mental health
- access to psychology, social work, occupational therapy, speech pathology and dietetic services
- access to dedicated pharmacy services for mental health

Other

- access to a range of visiting or local health/mental health specialties.

Support service requirements

A Level 5 service requires:

Service	On-site	Accessible
medical imaging		2
medication		3
pathology		2

Section 2 Adult Services

Subsection 2.1: Level 6 Ambulatory Service

Service description

A Level 6 service is capable of providing short- to long-term or intermittent non-admitted mental health care to the highest risk/complexity voluntary and involuntary adult mental health patients. Patients accessing this level of service may be a targeted population with special care needs and may demonstrate the most extreme comorbidities and/or indicators of treatment resistance. Services are accessible during business hours and an extended-hours service is provided.

This level service is delivered by a comprehensive, highly specialised multidisciplinary team of mental health professionals (medical practitioners, psychiatrists, nurses, allied health and other specialists) who provide a specialist mental health care service either locally and/or across health service districts or service areas via a hospital-based outpatient clinic, a community mental health clinic, home-based care or a hospital- or community-based day program.

Service provision includes: multidisciplinary assessment and specialised interventions by mental health professionals; care coordination/case management; patient and carer education; documented frequent case review; targeted group programs; all levels of prevention programs/services; consultation-liaison with lower level mental health services; extended-hours service; and referral, where appropriate.

Service requirements

As per Level 5, plus:

- care to the highest risk/complexity voluntary and involuntary mental health patients
- identification, ongoing assessment, monitoring and interventions of complex mental health problems (that may be associated with the most complex comorbidities and/or indicators of treatment resistance)
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery and broader service delivery across all levels of service
- an extensive range of primary (e.g. stress management), secondary (e.g. weight management) and tertiary (e.g. psychosis treatment maintenance) prevention services
- statewide clinical forums to assist the dissemination of clinical expertise
- services form part of an integrated mental health service and are based in a health service district/local health and hospital network or are part of a service network that also includes a Level 5 or 6 adult acute inpatient mental health unit
- assertive outreach applicable to the service and target population
- specialist consultation-liaison to other health and non-health services/agencies for the target population
- may provide an extensive range of additional clinical programs and service components, such as an outreach service, telehealth services or extended treatment program.

Workforce requirements

As per Level 1, plus:

Medical

- extended-hours access to a registered medical specialist with credentials in psychiatry for assessment, case management and review
- extended-hours access to a registered medical practitioner with credentials in psychiatry (psychiatry registrar)

Nursing

- extended-hours access to registered nurses with extensive mental health experience and/or postgraduate qualifications in mental health

Allied health

As per Level 5, plus:

- extended-hours access to a comprehensive, multidisciplinary team of allied health professionals with mental health training/experience. Some of these clinicians have:
 - demonstrated specialist training/experience in specific intervention areas relevant to the service being provided
 - postgraduate qualifications

Other

- access to an extensive range of visiting or local health/mental health specialties.

Support service requirements

A Level 6 service requires:

Service	On-site	Accessible
medical imaging		2
medication		4
pathology		2

Section 2 Adult Services

Subsection 2.2: Level 2 Acute Inpatient Service

Service description

A Level 2 service is capable of providing limited short-term or intermittent inpatient mental health care to low-risk/complexity voluntary adult mental health patients. This service provides general healthcare and some limited mental health care 24 hours a day.

This level of service is delivered predominantly by a team of general health clinicians within a facility that does not have dedicated mental health staff (on-site) or beds. Medical services are provided on-site or in close proximity to provide a rapid response at all times.

Service provision typically includes: assessment, brief interventions and monitoring; patient and carer education and information; documented case review; consultation-liaison with higher level mental health services; and referral, where appropriate.

Service requirements

As per module overview, plus:

- care to low-risk/complexity voluntary mental health patients
- identification, initial acute assessment, brief intervention and monitoring of uncomplicated mental health problems
- medication management
- forward referrals for expert assessment/diagnosis/intervention
- development of a care plan
- limited psychoeducation (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- mental health assessments/interventions conducted in consultation with a mental health clinician where clinically indicated, and associated with a documented review process
- mental health assessments and brief interventions/monitoring (and referrals to other mental health services) conducted by general health clinicians of this service
- documented processes with a Level 5 acute inpatient mental health service
- additional mental health interventions may be directly provided by mental health clinicians using telehealth facilities, visiting and/or community-based workforce.

Workforce requirements

As per module overview, plus:

Medical

- patient admitted by a registered medical practitioner
- daily care coordinated by a registered medical practitioner who has access to a registered medical specialist with credentials in psychiatry to assist and guide assessment, treatment, case management and case review (may be via telehealth)

- medical services provided on-site or in close enough proximity to provide a rapid response at all times

Nursing

- nurse in charge of the unit (however titled) is a registered nurse with demonstrated clinical competencies in addition to knowledge and skills in management processes
- nurse in charge of each shift is a registered nurse with demonstrated clinical competencies relevant to the service being provided
- the majority of nursing staff supporting the nurse in charge of the shift are registered nurses
- nursing staff supporting the registered nurse/s may complement the nursing team
- clinical staff providing mental health care have access—during business hours—to a registered nurse with extensive mental health experience and/or postgraduate qualifications in mental health who can provide advice, support and direction for nursing care

Allied health

- access—during business hours—to allied health professionals

Other

- AINs or equivalent may complement the clinical team at the discretion of the nurse in charge
- Bachelor of Nursing students (second or third year undergraduate) may complement the clinical team at the discretion of the nurse in charge and under registered nurse supervision.

Support service requirements

A Level 2 service requires:

Service	On-site	Accessible
medical imaging		1
medication		2
pathology		1

Section 2 Adult Services

Subsection 2.2: Level 3 Acute Inpatient Service

Service description

A Level 3 service is capable of providing short- to medium-term or intermittent inpatient mental health care to low-risk/complexity voluntary adult mental health patients. This service provides general healthcare and mental health care 24 hours a day.

This level service is delivered predominantly by general and mental health professionals (on-site) within a general medical facility that has a limited number of dedicated mental health beds or may operate as a mental health special care suite/area.

Service provision typically includes: assessment and targeted interventions by general and mental health professionals; patient and carer education and information; documented case review; primary and limited secondary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate.

If providing psychosurgery, an agreement with a public or suitable licensed private health facility that provide a higher level of mental health service for the transfer of the patient following the post-surgical recovery period.

Service requirements

As per Level 2, plus:

- care to low-risk/complexity voluntary mental health patients
- identification, acute assessment, brief intervention and monitoring of mental health problems (that may be associated with simple comorbidities and/or resistance to treatment)
- development of a comprehensive individual mental health recovery plan within 1 week of assessment
- a limited range of primary (e.g. stress management) and secondary (e.g. weight management) prevention services
- psychoeducation (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- mental health assessments, interventions and monitoring conducted by general and mental health clinicians of this service
- an infant can only be admitted with his/her mother to an adult acute mental health inpatient unit as defined in Subsection 4.3, Perinatal and Infant Services, of this module
- if providing psychosurgery, on-site Level 6 surgical service.

Workforce requirements

As per Level 2, plus:

Medical

- patient admitted by/under a registered medical specialist with credentials in psychiatry

- daily care is coordinated by a registered medical specialist with credentials in psychiatry and/or a registered medical practitioner who has access to a registered medical specialist with credentials in psychiatry to assist and guide assessment, treatment, case management and case review (may be via telehealth)
- if providing psychosurgery, surgical service provided by a qualified and experienced specialist medical practitioner with credentials in neurosurgery

Nursing

- at least one registered nurse (supporting the nurse in charge of the shift) with mental health experience and/or postgraduate qualifications in mental health

Allied health

- access—during business hours—to community- or hospital-based allied health professionals with training/experience in mental health

Other

- as per Level 2 service.

Support service requirements

A Level 3 service requires:

Service	On-site	Accessible
medical imaging		1
medication		2
pathology		2
surgical*	6	
perioperative (relevant section/s)*	6	

* Required only if psychosurgery is performed

Section 2 Adult Services

Subsection 2.2: Level 4 Acute Inpatient Service

Service description

A Level 4 service is capable of providing short- to medium-term and intermittent inpatient mental health care to low- and moderate-risk/complexity voluntary adult mental health patients. Adolescent patients older than 14 years and older persons (aged 65 and older) may access this service where clinically and developmentally appropriate, and in line with policy and procedural documentation of the adult service. This service provides mental health care 24 hours a day.

This level service is delivered predominantly by mental health professionals within a dedicated mental health hospital or a general hospital that has a dedicated mental health acute inpatient unit.

Service provision will typically include: multidisciplinary assessment and targeted interventions by mental health professionals; patient and carer education and information; documented weekly case review; some group programs; primary and secondary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 3, plus:

- care to low- and moderate-risk/complexity voluntary mental health patients
- identification, ongoing assessment, monitoring and interventions of mental health problems (that may be associated with comorbidities and/or indicators of treatment resistance)
- integrated approach to the identification, assessment and intervention of any co-occurring substance-use disorders
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery
- a range of primary (e.g. stress management) and secondary (e.g. weight management) prevention services
- psychoeducation for the patient and family/carers (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- mental health assessments, interventions and monitoring conducted by a team of mental health professionals
- mental health assessments/interventions for adolescents conducted in consultation with a child and youth mental health clinician from an ambulatory service Level 4 or above, or an acute inpatient service Level 5 or above where clinically indicated, and associated with a documented review process
- documented processes outlining supervisory requirements to ensure the safety of adolescents admitted to the unit
- documented processes with a Level 5 or 6 child and youth acute inpatient mental health service

- documented processes with a Level 4, 5 or 6 child and youth acute inpatient mental health service
- as clinically indicated, ECT services may be facilitated and/or provided at this level of service by a mental health service authorised to provide ECT under the Mental Health Act 2000.

Workforce requirements

As per Level 3, plus:

Medical

- access—24 hours—to a registered medical specialist with credentials in psychiatry for assessment, treatment, case management and case review
- access—24 hours—to a registered medical specialist with credentials in psychiatry and a certificate in child and adolescent psychiatry (or equivalent) to assist and guide assessment, treatment, case management and case review (may be via telehealth)

Nursing

- nurse in charge of each shift is a registered nurse with mental health experience and/or postgraduate qualifications in mental health
- two or more of the registered nurses supporting the nurse in charge of the shift have mental health experience and/or postgraduate qualifications in mental health
- if inpatient unit occupancy is low, only one of the registered nurses supporting the nurse in charge of the shift need have mental health experience and/or postgraduate qualifications in mental health
- access—during business hours—to community- or hospital-based nursing staff with training/experience in child and youth mental health

Allied health

- access—during business hours—to community- or hospital-based allied health staff with training/experience in child and youth mental health

Other

- access to some on-site and/or visiting specialties in health/mental health.

Support service requirements

A Level 4 service requires:

Service	On-site	Accessible
anaesthetic*	3	
medical imaging		2
medication	3	
pathology		2
perioperative (relevant section/s)*	3	

* Required only in services where ECT is performed

Section 2 Adult Services

Subsection 2.2: Level 5 Acute Inpatient Service

Service description

A Level 5 service is capable of providing short- to medium-term and intermittent inpatient mental health care to low-, moderate- and high-risk/complexity voluntary and involuntary adult mental health patients. Adolescent patients older than 14 years and older persons (aged 65 and older) may access this service where clinically and developmentally appropriate, and in line with policy and procedural documentation of the adult service. This service provides mental health care 24 hours a day.

This level service is delivered predominantly by a comprehensive, multidisciplinary team of mental health professionals (psychiatrist, nurses, allied health professionals) within a dedicated mental health hospital or a general hospital that has a dedicated mental health acute inpatient unit.

Service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; patient and carer education and information; documented weekly case review; group programs; extensive primary and secondary prevention programs; consultation-liaison with higher and lower level mental health services; and referral, where appropriate.

Service requirements

As per Level 4, plus:

- care to low-, moderate- and high-risk/complexity voluntary and involuntary mental health patients
- identification, ongoing assessment, monitoring and interventions of mental health problems ranging in risk and complexity (that may be associated with complex comorbidities and/or indicators of treatment resistance)
- targeted clinical programs for individuals/groups/families (e.g. group therapy for patients with Bipolar Affective Disorder)
- an extensive range of primary (e.g. stress management) and secondary (e.g. weight management) prevention services
- mental health assessments, interventions and monitoring conducted by a comprehensive multidisciplinary team of mental health professionals
- is an authorised mental health service under the Mental Health Act 2000
- may provide a range of additional clinical programs and service components, such as telehealth services or a day program.

Workforce requirements

As per Level 4, plus:

Medical

- as per Level 4 service

Nursing

- as per Level 4 service

Allied health

- access to allied health professionals (relevant postgraduate qualifications desirable)
- access to psychology, social work, occupational therapy, speech pathology and dietetic services
- access to dedicated pharmacy services for mental health

Other

- access to an extensive range of on-site and/or visiting specialties in health/mental health.

Support service requirements

A Level 5 service requires:

Service	On-site	Accessible
anaesthetic*	3	
medical imaging		2
medication	4	
pathology		2
perioperative (relevant section/s)*	3	

* Required only in services where ECT is performed

Section 2 Adult Services

Subsection 2.2: Level 6 Acute Inpatient Service

Service description

A Level 6 service is capable of providing short- to medium-term and intermittent inpatient mental health care to voluntary and involuntary adult mental health patients who present with the highest level of risk and complexity. The patient group accessing this level of service may be a targeted population with special care needs. They may demonstrate the most extreme comorbidities and/or indicators of treatment resistance.

This service is a highly specialised and/or statewide inpatient service that is delivered from a large general hospital that incorporates a dedicated mental health unit. Alternatively, this service may be delivered from a purpose-designed and -built mental health facility. This service demonstrates specialist expertise in the delivery of mental health services to a patient group that cannot be safely and effectively cared for in any other level of acute inpatient mental health service. This service provides mental health care 24 hours a day.

This level service is delivered by a highly specialised, comprehensive, multidisciplinary team of mental health professionals (medical practitioners, psychiatrists, nurses, allied health and other specialists). Medical services are provided on-site or are in close proximity to provide a rapid response at all times.

Service provision includes: multidisciplinary assessment and specialised interventions by mental health professionals; patient and carer education; documented daily case review; targeted group programs; all levels of prevention programs/services; consultation-liaison with lower level mental health services; and referral, where appropriate.

Service requirements

As per Level 5, plus:

- care to voluntary and involuntary mental health patients presenting with the highest level of risk and complexity
- identification, ongoing assessment, monitoring and interventions of complex mental health problems (that may be associated with the most complex comorbidities and/or indicators of treatment resistance)
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery and broader service delivery in all levels of service
- an extensive range of primary (e.g. stress management), secondary (e.g. weight management) and tertiary (e.g. psychosis treatment maintenance) prevention services
- statewide clinical forums to assist the dissemination of clinical expertise
- psychoeducation for patients, families/carers and groups (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- separate clinical services for families/carers, if required
- service forms part of an integrated mental health service and is based in a health service district/local health and hospital network or part of a service network that also includes a Level 5 or 6 adult ambulatory mental health service

- specialist consultation-liaison to other health and non-health services/agencies for the target population
- may provide an extensive range of additional clinical programs and service components, such as an outreach service, telehealth services or a day program.

Workforce requirements

As per Level 5, plus:

Medical

- access—24 hours—to a registered medical practitioner (psychiatry registrar/principal house officer/senior medical officer/career medical officer) with credentials relevant to the discipline

Nursing

- the majority of registered nursing staff to support the nurse in charge of the shift have extensive mental health experience and/or postgraduate qualifications in mental health

Allied health

- extended-hours access to community- or hospital-based allied health professionals with relevant specialist mental health training/experience

Other

- as per Level 5 service.

Support service requirements

A Level 6 service requires:

Service	On-site	Accessible
anaesthetic*	3	
medical imaging	2	
medication	5	
pathology		2
perioperative (relevant section/s)*	3	

* Required only in services where ECT is performed

Section 2 Adult Services

Subsection 2.3: Level 4 Non-Acute Inpatient Service

Service description

A Level 4 service is capable of providing medium- to long-term inpatient mental health care to low- and moderate-risk/complexity voluntary adult mental health patients. This service provides mental health care 24 hours a day.

The target population for this service includes those within the service-identified age range who either require graduated entry back into the community post-hospitalisation, or require extended and intensive clinical interventions, but do not need or would not benefit from a mental health acute inpatient admission.

This level of service is delivered predominantly by mental health professionals who provide a supervised and structured living environment, such as that of a Community Care Unit. This service is based in the community or may be co-located with a hospital-based medical/mental health service. This service provides daily clinical care and rehabilitation to patients on an extended basis before they move to more independent living arrangements.

Service provision typically includes: multidisciplinary assessment and targeted interventions and rehabilitation by mental health professionals; patient and carer education and information; documented weekly case review; group programs; primary and some secondary prevention programs; consultation-liaison with lower and higher level mental health services; and referral, where appropriate.

Service requirements

As per module overview, plus:

- care to low- and moderate-risk/complexity voluntary mental health patients
- identification, ongoing assessment, monitoring, interventions and rehabilitation of mental health problems ranging in risk and complexity (that may be associated with comorbidities and/or indicators of treatment resistance)
- an integrated approach to the identification, assessment and intervention of any co-occurring substance-use disorders
- targeted clinical programs for individuals/groups/families (e.g. group therapy for families/carers of patients with a psychotic illness)
- medication management
- forward referrals for assessment/diagnosis/intervention as required
- development of a comprehensive individual mental health recovery plan within 1 week of assessment
- an extensive range of primary (e.g. parenting support) and secondary (e.g. weight management) prevention services
- psychoeducation for the patient and family/carers (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- mental health assessments, interventions, rehabilitation and monitoring conducted by a multidisciplinary team of mental health professionals

- additional mental health interventions may be directly provided by mental health clinicians using telehealth facilities, visiting and/or community-based workforce
- service provision occurs alongside ongoing consultation-liaison with the referring service/practitioner
- as clinically indicated, ECT services may be facilitated and/or provided at this level of service by a mental health service authorised to provide ECT under the *Mental Health Act 2000*.

Workforce requirements

As per module overview, plus:

Medical

- patient admitted by/under a registered medical specialist with credentials in psychiatry
- access—during business hours—to a registered medical specialist with credentials in psychiatry for assessment, treatment, case management and case review

Nursing

- registered nurse in charge of the unit (however titled)
- nurse in charge of each shift is a registered nurse with mental health experience and/or postgraduate qualifications in mental health
- majority of nursing staff supporting the nurse in charge of the shift are registered nurses, and at least one of whom has mental health experience and/or postgraduate qualifications in mental health
- nursing staff supporting the registered nurse/s may complement the nursing team
- all clinical staff providing mental health care have access—during business hours—to a registered nurse with extensive mental health experience and/or postgraduate qualifications in mental health who can provide advice, support and direction for nursing care

Allied health

- access—during business hours—to community- or hospital-based allied health professionals
- access to psychology, social work, occupational therapy, speech pathology and dietetic services

Other

- access to a range of visiting or local health/mental health specialties
- AINs or equivalent may complement the clinical team at the discretion of the nurse in charge
- Bachelor of Nursing students (second or third year undergraduate) may complement the clinical team at the discretion of the nurse in charge and under registered nurse supervision.

Support service requirements

A Level 4 service requires:

Service	On-site	Accessible
Anaesthetic*	3	
Medical Imaging		2
Medication	3	
Pathology		2
Perioperative (relevant section/s)*	3	

* Required only in services where ECT is performed

Section 2 Adult Services

Subsection 2.3: Level 5 Non-Acute Inpatient Service

Service description

A Level 5 service is capable of providing medium- to long-term inpatient mental health care to low-, moderate- and high-risk/complexity voluntary and involuntary adult mental health patients. This service provides daily clinical care and rehabilitation to a targeted population of patients (e.g. those with a dual diagnosis of mental health disorder and an acquired brain injury) 24 hours a day.

The target population for this service includes those within the service-identified age range who require extended and intensive clinical interventions (some may require high levels of security), and whose clinical needs are not able to be safely and adequately met in an adult acute inpatient mental health service.

This level service is delivered predominantly by a comprehensive, multidisciplinary team of mental health professionals (psychiatrists, nurses, allied health) who provide a supervised, structured and secure environment (e.g. a Medium Secure Unit).

Service provision typically includes: multidisciplinary assessment and targeted interventions and rehabilitation by mental health professionals; patient and carer education and information; documented weekly case review; group programs; primary and secondary prevention programs; consultation-liaison with lower and higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 4, plus:

- care to low-, moderate- and high-risk/complexity voluntary and involuntary mental health patients
- this service is co-located with a hospital-based medical/mental health service or part of a purpose-designed and -built mental health facility
- identification, ongoing assessment, monitoring, interventions and rehabilitation of mental health problems ranging in risk and complexity (that may be associated with complex comorbidities and/or indicators of treatment resistance)
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery
- a range of additional programs and service components (e.g. partial hospitalisation, consultation-liaison services, rehabilitation programs and telehealth)
- mental health assessments, interventions, rehabilitation and monitoring conducted by a comprehensive multidisciplinary team of mental health professionals
- is an authorised mental health service under the *Mental Health Act 2000*.

Workforce requirements

As per Level 4, plus:

Medical

- access—24 hours—to a registered medical specialist with credentials in psychiatry for assessment, treatment, case management and case review
- access—24 hours—to support by registered medical practitioner/s

Nursing

- majority of nursing staff supporting the nurse in charge of the shift are registered nurses with mental health experience and/or post-graduate qualifications in mental health

Allied health

- access—during business hours—to a comprehensive multidisciplinary team of allied health professionals (relevant postgraduate training is desirable)
- access to dedicated pharmacy services for mental health

Other

- access to a wide range of visiting or local health/mental health specialties.

Support service requirements

A Level 5 service requires:

Service	On-site	Accessible
anaesthetic*	3	
medical imaging		2
medication	4	
pathology		2
perioperative (relevant section/s)*	3	

* Required only in services where ECT is performed

Section 2 Adult Services

Subsection 2.3: Level 6 Non-Acute Inpatient Service

Service description

A Level 6 service is capable of providing medium- to long-term inpatient mental health care to voluntary and involuntary adult mental health patients presenting with the highest level of risk and complexity. This service demonstrates specialist mental health expertise in the delivery of mental health services to members of a targeted population—some of whom will present with special care needs requiring non-acute extended inpatient mental health treatment and rehabilitation—24 hours a day.

This highly specialised and/or statewide extended care inpatient service is predominantly provided by a comprehensive, multidisciplinary team of mental health professionals (medical practitioners, psychiatrists, nurses, allied health and other specialists).

Service provision includes: multidisciplinary assessment and specialised interventions by mental health professionals; patient and carer education and information; documented frequent case review; targeted group programs; all levels of prevention programs/services; and referral, where appropriate.

Service requirements

As per Level 5, plus:

- care to voluntary and involuntary mental health patients presenting with the highest level of risk and complexity
- the primary service site is co-located with an adult acute inpatient mental health unit or, alternatively, the primary service site may be a purpose-designed and -built mental health facility
- identification, ongoing assessment, monitoring, interventions and rehabilitation of complex mental health problems (that may be associated with the most complex comorbidities and/or indicators of treatment resistance)
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery and broader service delivery in all levels of service
- an extensive range of primary (e.g. stress management), secondary (e.g. weight management) and tertiary (e.g. psychosis treatment maintenance) prevention services
- statewide clinical forums to assist the dissemination of clinical expertise
- psychoeducation for patients, families/carers and groups (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- an extensive range of additional programs and service components (e.g. step-down programs, consultation-liaison services, rehabilitation programs and telehealth).

Workforce requirements

As per Level 5, plus:

Medical

- medical services are provided on-site or are in close enough proximity to provide a rapid response at all times

Nursing

- the majority of registered nurses supporting the nurse in charge of the shift will demonstrate (or be working towards) knowledge, clinical competencies and experience relevant to the specialist area of mental health

Allied health

- extended-hours access to community- or hospital-based allied health professionals with training/experience in mental health
- some clinicians demonstrate specialist training/experience in specific intervention areas relevant to the service being provided

Other

- access to an extensive range of specialist health service providers (not all of whom are required to be on-site).

Support service requirements

A Level 6 service requires:

Service	On-site	Accessible
anaesthetic*	3	
medical imaging		3
medication	4	
pathology		3
perioperative (relevant section/s)*	3	

* Required only in services where ECT is performed

Section 3 Older Persons Services

Subsection 3.1: Level 1 Ambulatory Service

Service description

A Level 1 service is capable of providing short-term or intermittent non-admitted mental health care to low-risk/complexity voluntary mental health patients aged 65 and older. Services may only be available for limited hours.

This level of service is delivered predominantly by one or more general health clinicians who provide a local community healthcare service that is non-specific to mental health. Typically, the service is delivered via a community clinic or home-based care.

Service provision typically includes: basic screening and assessment; brief and/or basic assessment and intervention; patient and carer education; primary care and prevention programs; and referral, where appropriate.

Service requirements

As per module overview, plus:

- care to low-risk/complexity voluntary mental health patients
- identification, initial acute assessment and brief interventions of uncomplicated mental health problems
- forward referrals for expert assessment/diagnosis/intervention
- development of a care plan
- basic clinical data collection to inform assessment/diagnosis/intervention/recovery
- limited psychoeducation
- mental health assessments/interventions conducted in consultation with an older persons mental health clinician where clinically indicated, and associated with a documented review process
- mental health assessments/interventions (and referrals to other mental health services) conducted by general health clinicians of this service
- documented processes with a Level 5 older persons acute inpatient mental health service.

Workforce requirements

As per module overview, plus access to one or more of the following (may be on a visiting basis or via outreach service):

Medical

- a registered medical practitioner

Nursing

- a registered nurse

Allied health

- allied health professionals.

Support service requirements

A Level 1 service requires:

Service	On-site	Accessible
medical imaging		1
medication		1
pathology		1

Section 3 Older Persons Services

Subsection 3.1: Level 2 Ambulatory Service

Service description

A Level 2 service is capable of providing short- to medium-term or intermittent non-admitted mental health care to low-risk/complexity voluntary mental health patients aged 65 and older. The service is accessible during business hours and may be delivered via a hospital-based outpatient clinic, a community clinic or home-based care.

This level of service is delivered predominantly by a team of general health clinicians and visiting mental health professionals who provide a local community healthcare service. The general health clinicians providing a mental health service have training/experience in mental health care. Some mental health specific services/programs are provided at this level.

Service provision typically includes: assessment; interventions, including counselling; patient and carer education and information; documented case review; primary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 1, plus:

- care to low-risk/complexity voluntary mental health patients
- identification, initial acute assessment and interventions of mental health problems (that may be associated with simple comorbidities and/or resistance to treatment)
- a limited range of primary prevention services (e.g. stress management)
- psychoeducation (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- mental health assessments/interventions conducted by one or more general health clinicians with training/experience in mental health and/or visiting mental health clinicians.

Workforce requirements

As per module overview, plus access to one or more of the following:

Medical

- a registered medical practitioner with training/experience in mental health

Nursing

- a registered nurse with training/experience in mental health

Allied health

- allied health professional with training/experience in mental health

Other

- visiting mental health professionals.

Support service requirements

A Level 2 service requires:

Service	On-site	Accessible
medical imaging		1
medication		2
pathology		1

Section 3 Older Persons Services

Subsection 3.1: Level 3 Ambulatory Service

Service description

A Level 3 service is capable of providing short- to long-term or intermittent non-admitted mental health care to low- and moderate-risk/complexity voluntary mental health patients aged 65 and older. In addition, day programs will primarily consist of block-based intervention periods and may be delivered only at certain times of the year.

This level of service is delivered predominantly by a small team (not necessarily multidisciplinary) of mental health professionals who provide a local adult mental health care service via a hospital-based outpatient clinic or day program, a community mental health clinic or home-based care. At least one clinical team member has training/experience in older persons mental health.

Service provision typically includes: assessment and targeted interventions by mental health professionals; care coordination/case management; patient and carer education and information; documented case review; primary and limited secondary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 2, plus:

- care to low- and moderate-risk/complexity voluntary mental health patients
- identification, ongoing assessment, monitoring and interventions of mental health problems (that may be associated with comorbidities and/or indicators of treatment resistance)
- integrated identification, assessment and intervention of any co-occurring substance-use disorders
- development of an individual mental health recovery plan
- a range of primary (e.g. stress management) and some limited secondary (e.g. falls prevention, physical health) prevention services
- psychoeducation for the patient and family/carers (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- mental health assessments/interventions conducted by a team (not necessarily multidisciplinary) of mental health clinicians.

Workforce requirements

As per Level 2, plus:

Medical

- access to a registered medical specialist with credentials in psychiatry for assessment, case management and review

Nursing and allied health

- access to two or more registered nurses/allied health professionals—at least one with training/experience in older persons mental health

Other

- access to some visiting specialties in health and/or mental health.

Support service requirements

A Level 3 service requires:

Service	On-site	Accessible
medical imaging		1
medication		2
pathology		2

Section 3 Older Persons Services

Subsection 3.1: Level 4 Ambulatory Service

Service description

A Level 4 service is capable of providing short- to long-term or intermittent non-admitted mental health care to low- and moderate-risk/complexity voluntary and, if authorised to do so, involuntary mental health patients aged 65 and older.

This level of service is delivered predominantly by a multidisciplinary team of mental health professionals who provide a local adult mental health care service via a hospital-based outpatient clinic or day program, a community mental health clinic or home-based care.

Service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; care coordination/case management; patient and carer education and information; documented weekly case review; some group programs; primary and secondary prevention programs; consultation-liaison with lower and higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 3, plus:

- care to low- and moderate-risk/complexity voluntary and, if authorised to do so, involuntary mental health patients
- development of a comprehensive individual mental health recovery plan within 1 week of assessment
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery
- an extensive range of primary (e.g. stress management) and secondary (e.g. falls prevention, physical health) prevention services
- assertive outreach applicable to the service and target population
- mental health assessments/interventions conducted by a team of mental health professionals based on service capacity
- may be an authorised mental health service under the *Mental Health Act 2000*.

Workforce requirements

As per Level 3, plus at least one of the following team members is designated as an older persons mental health clinician:

Medical

- access to a registered medical specialist with credentials in psychiatry and training/experience in geriatric psychiatry for assessment, case management and review

Nursing

- access—during business hours—to a registered nurse with training/experience in mental health

Allied health

- access—during business hours—to a multidisciplinary team of allied health professionals

Other

- as per Level 3 service.

Support service requirements

A Level 4 service requires:

Service	On-site	Accessible
medical imaging		2
medication		2
pathology		2

Section 3 Older Persons Services

Subsection 3.1: Level 5 Ambulatory Service

Service description

A Level 5 service is capable of providing short- to long-term or intermittent non-admitted mental health care to low-, moderate- and high-risk/complexity voluntary and involuntary mental health patients who meet criteria to access care within a designated older persons mental health service. Service is accessible during business hours and patients have access to a limited extended-hours service.

This level of service is delivered predominantly by a comprehensive, multidisciplinary team of older persons mental health professionals with training/experience in older persons mental health who provide a local mental health care service via a hospital-based outpatient clinic, a community mental health clinic, home-based care, or a hospital- or community-based day program.

Service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; care coordination/case management; patient and carer education and information; documented frequent case review; group programs; primary and secondary prevention programs; consultation-liaison with lower and higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 4, plus:

- care to low-, moderate- and high-risk/complexity voluntary and involuntary mental health patients
- identification, ongoing assessment, monitoring and intervention of mental health problems ranging in risk and complexity (that may be associated with complex comorbidities and/or indicators of treatment resistance)
- targeted clinical programs for individuals/groups/families (e.g. group therapy for families/carers of patients with dementia and associated complex behaviours)
- the provision of separate clinical services for families/carers, if required
- psychoeducation for patients, families/carers and groups (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- mental health assessments/interventions conducted by a comprehensive, multidisciplinary team of older persons mental health professionals with training/experience in older persons mental health
- service is based within a health service district/local health and hospital network or is part of a service network that also includes a Level 5 or 6 adult acute inpatient mental health unit
- consultation-liaison services to local older persons health services as required.

Workforce requirements

As per Level 3, plus:

Medical

- access—during business hours—to a registered medical specialist with credentials in psychiatry and training/experience in geriatric psychiatry for assessment, case management and review

Nursing

- access—during business hours—to a registered nurse with extensive mental health experience and/or postgraduate qualifications in mental health who has training/experience in older persons mental health

Allied health

- access—during business hours—to a comprehensive, multidisciplinary team of allied health professionals with training/experience in older persons mental health
- access to psychology, social work, occupational therapy, speech pathology and dietetic services
- access to dedicated pharmacy services for mental health

Other

- access to a range of visiting or local health/mental health specialties.

Support service requirements

A Level 5 service requires:

Service	On-site	Accessible
medical imaging		2
medication		3
pathology		2

Section 3 Older Persons Services

Subsection 3.1: Level 6 Ambulatory Service

Service description

A Level 6 service is capable of providing short- to long-term or intermittent non-admitted mental health care to the highest risk/complexity voluntary and involuntary mental health patients who meet criteria to access care within a designated older persons mental health service. The patient group accessing this level of service may be a targeted population with special care needs. They may demonstrate the most severe comorbidities and/or indicators of treatment resistance. The service is accessible during business hours and an extended-hours service is provided.

This level of service is delivered by a comprehensive, highly specialised, multidisciplinary team of older persons mental health professionals who provide a specialist mental health care service locally and/or across health service districts or service areas via a hospital-based outpatient clinic, a community mental health clinic, home-based care, or a hospital- or community-based day program.

Service provision includes: multidisciplinary assessment and specialised interventions by mental health professionals; care coordination/case management; patient and carer education; documented frequent case review; targeted group programs; all levels of prevention programs/services; consultation-liaison with lower level mental health services; extended-hours service; and referral, where appropriate.

Service requirements

As per Level 5, plus:

- care to the highest risk/complexity voluntary and involuntary mental health patients
- identification, ongoing assessment, monitoring and intervention of complex mental health problems (that may be associated with the most complex comorbidities and/or indicators of treatment resistance)
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery and broader service delivery in all levels of service
- extensive range of primary (e.g. stress management), secondary (e.g. falls prevention, physical health) and tertiary (e.g. psychosis treatment maintenance) prevention services
- statewide provision of clinical forums to assist the dissemination of clinical expertise
- specialist consultation-liaison to other health and non-health services/agencies for the target population
- assertive outreach applicable to the service and target population
- service forms part of an integrated older persons mental health service, is based in a health service district or is part of a service network that also includes a Level 5 or 6 older persons acute inpatient mental health unit, and has clear documented processes with geriatric health services
- may provide an extensive range of additional clinical programs and service components, such as an outreach service, telehealth services or extended treatment program.

Workforce requirements

As per Level 3, plus:

Medical

- extended-hours access to a registered medical specialist with credentials in psychiatry and training/experience in geriatric psychiatry for assessment, case management and review
- extended-hours access to a registered medical practitioner with credentials in psychiatry (psychiatry registrar)

Nursing

- extended-hours access to registered nurses with extensive mental health experience and/or postgraduate qualifications in mental health, and training/experience in older persons mental health care

Allied health

As per Level 5, plus:

- extended-hours access to a comprehensive, multidisciplinary team of allied health professionals with training/experience in older persons mental health. Some of these clinicians have:
 - demonstrated specialist training/experience in specific intervention areas relevant to the service being provided
 - postgraduate qualifications

Other

- access to an extensive range of visiting or local health/mental health specialties.

Support service requirements

A Level 6 service requires:

Service	On-site	Accessible
medical imaging		2
medication		4
pathology		2

Section 3 Older Persons Services

Subsection 3.2: Level 2 Acute Inpatient Service

Service description

A Level 2 service is capable of providing limited short-term or intermittent inpatient mental health care to low-risk/complexity voluntary mental health patients aged 65 and older. This service will provide general healthcare and some limited mental health care 24 hours a day.

This level of service is delivered predominantly by a team of general health clinicians within a hospital that does not have dedicated mental health staff on-site or beds. Service provision will typically include: assessment, brief interventions and monitoring; patient and carer education and information; documented case review; consultation-liaison with higher level mental health services; and referral, where appropriate.

Service requirements

As per module overview, plus:

- care to low-risk/complexity voluntary mental health patients
- identification, initial acute assessment, brief intervention and monitoring of uncomplicated mental health problems
- medication management
- forward referrals for expert assessment/diagnosis/intervention
- development of a care plan
- limited psychoeducation (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- mental health assessments/interventions conducted in consultation with an older persons mental health clinician where clinically indicated, and associated with a documented review process
- mental health assessments and brief interventions/monitoring (and referrals to other mental health services) conducted by general health clinicians of this service
- additional mental health interventions may be directly provided by mental health clinicians using telehealth facilities, visiting and/or community-based workforce
- documented processes with a Level 5 older persons acute inpatient mental health service.

Workforce requirements

As per module overview, plus:

Medical

- patient admitted by a registered medical practitioner
- daily care is coordinated by a registered medical practitioner who has access to a registered medical specialist with credentials in psychiatry to assist and guide assessment, treatment, case management and case review (may be via telehealth)
- medical services provided on-site or in close enough proximity to provide a rapid response at all times

Nursing

- a registered nurse in charge of the unit (however titled) with demonstrated clinical competencies in addition to knowledge and skills in management processes
- a registered nurse in charge of each shift
- the majority of nursing staff supporting the nurse in charge of the shift are registered nurses
- nursing staff supporting the registered nurse/s may complement the nursing team
- clinical staff providing mental health care have access—during business hours—to a registered nurse with extensive mental health experience and/or postgraduate qualifications in mental health who can provide advice, support and direction for nursing care

Allied health

- access—during business hours—to allied health professionals

Other

- AINs or equivalent may complement the clinical team at the discretion of the nurse in charge
- Bachelor of Nursing students (second or third year undergraduate) may complement the clinical team at the discretion of the nurse in charge and under registered nurse supervision.

Support service requirements

A Level 2 service requires:

Service	On-site	Accessible
medical imaging		1
medication	2	
pathology		1

Section 3 Older Persons Services

Subsection 3.2: Level 3 Acute Inpatient Service

Service description

A Level 3 service is capable of providing short- to medium-term or intermittent inpatient mental health care to low-risk/complexity voluntary mental health patients aged 65 and older. This service provides mental health care 24 hours a day.

This level of service is delivered predominantly by general and mental health professionals on-site within a general medical facility that has a limited number of dedicated mental health beds or may include a mental health special care suite/area.

Service provision typically includes: assessment and targeted interventions by general and mental health professionals; patient and carer education and information; documented case review; primary and limited secondary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 2, plus:

- care to low-risk/complexity voluntary mental health patients
- identification, acute assessment, brief intervention and monitoring of mental health problems (that may be associated with simple comorbidities and/or resistance to treatment)
- development of a comprehensive individual mental health recovery plan within 1 week of assessment
- a limited range of primary (e.g. stress management) and secondary (e.g. falls prevention) prevention services
- mental health assessments/interventions conducted by a team of general and mental health professionals of this service
- psychoeducation (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services).

Workforce requirements

As per Level 2, plus:

Medical

- patient admitted by/under a registered medical specialist with credentials in psychiatry
- daily care coordinated by a registered medical specialist with credentials in psychiatry and/or registered medical practitioner who has access to a registered medical specialist with credentials in psychiatry and training/experience in older persons mental health to assist and guide assessment, treatment, case management and case review (may be via telehealth facilities)

Nursing

- at least one nurse supporting the nurse in charge of the shift is a registered nurse with mental health experience and/or postgraduate qualifications in mental health

Allied health

- access—during business hours—to community- or hospital-based allied health professional/s with training/experience in mental health

Other

- as per Level 2 service.

Support service requirements

A Level 3 service requires:

Service	On-site	Accessible
medical imaging		1
medication	2	
pathology		2

Section 3 Older Persons Services

Subsection 3.2: Level 4 Acute Inpatient Service

Service description

A Level 4 service is capable of providing short- to medium-term and intermittent inpatient mental health care to low- and moderate-risk/complexity, voluntary and, if authorised to do so, involuntary mental health patients aged 65 and older. This service provides mental health care 24 hours a day.

This level of service is delivered predominantly by mental health professionals within a dedicated mental health hospital or a general hospital that has a dedicated acute inpatient mental health unit.

Service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; patient and carer education and information; documented weekly case review; some group programs; primary and secondary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate.

Service requirements

As per Level 3, plus:

- care to low- and moderate-risk/complexity voluntary and, if authorised to do so, involuntary mental health patients
- identification, ongoing assessment, monitoring and interventions of mental health problems (that may be associated with comorbidities and/or indicators of treatment resistance)
- integrated approach to the identification, assessment and intervention of any co-occurring substance-use disorders
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery
- a range of primary (e.g. stress management) and secondary (e.g. falls prevention) prevention services
- psychoeducation for the patient and family/carers (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- documented processes and established collaborative partnerships with aged care services/agencies (e.g. Aged Care Assessment Teams)
- mental health assessments/interventions conducted by a team of mental health professionals of this service
- may be an authorised mental health service under the Mental Health Act 2000
- as clinically indicated, ECT services may be facilitated and/or provided at this level of service by a mental health service authorised to provide ECT under the *Mental Health Act 2000*.

Workforce requirements

As per Level 3, plus:

Medical

- access—24 hours—to a registered medical specialist with credentials in psychiatry for assessment, treatment, case management and case review
- access to a registered medical specialist with credentials in psychiatry with training/ experience in psychogeriatric care (may be via telehealth)

Nursing

- a registered nurse in charge of each shift with mental health experience and/or postgraduate qualifications in mental health
- the majority of nursing staff supporting the nurse in charge of the shift are registered nurses and two or more have mental health experience and/or postgraduate qualifications in mental health
- if inpatient unit occupancy is low, only one of the nurses supporting the nurse in charge of the shift need have mental health experience and/or postgraduate qualifications in mental health
- nursing staff supporting the registered nurse/s may complement the nursing team

Allied health

- as per Level 3 service

Other

- access to some on-site and/or visiting specialties in health/mental health.

Support service requirements

A Level 4 service requires:

Service	On-site	Accessible
anaesthetic*	3	
medical imaging		2
medication	3	
pathology		2
perioperative (relevant section/s)*	3	

* Required only in services where ECT is performed

Section 3 Older Persons Services

Subsection 3.2: Level 5 Acute Inpatient Service

Service description

A Level 5 service is capable of providing short- to medium-term and intermittent inpatient mental health care to low-, moderate- and high-risk/complexity voluntary and involuntary mental health patients who meet criteria to access care within a designated older persons mental health service. This service provides mental health care 24 hours a day.

This level of service is delivered predominantly by a comprehensive multidisciplinary team of older persons mental health professionals within a dedicated mental health hospital or a general hospital that has a dedicated mental health acute inpatient unit. This mental health unit will have a proportion of permanently designated beds for frail elder care, with older persons mental health clinicians assigned to the clinical team.

Service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; patient and carer education and information; documented weekly case review; group programs; extensive primary and secondary prevention programs; consultation-liaison with higher and lower level mental health services; and referral, where appropriate.

Service requirements

As per Level 4, plus:

- care to low-, moderate- and high-risk/complexity voluntary and involuntary mental health patients
- identification, ongoing assessment, monitoring and interventions of mental health problems ranging in risk and complexity (that may be associated with complex comorbidities and/or indicators of treatment resistance)
- targeted clinical programs for individuals/groups/families (e.g. group therapy for families/carers of patients with dementia and associated complex behaviours)
- an extensive range of primary (e.g. stress management) and secondary (e.g. weight management) prevention services
- mental health assessments/interventions conducted by a comprehensive multidisciplinary team of older persons mental health professionals
- may provide a range of additional clinical programs and service components, such as telehealth services or a day program.

Workforce requirements

As per Level 4, plus:

Medical

- patient admitted by/under a registered medical specialist with credentials in psychiatry who has training/experience in psychogeriatric care
- access—24 hours—to a registered medical specialist with credentials in psychiatry and training/experience in psychogeriatric care to assist and guide assessment, treatment, case management and case review

- access to a registered medical specialist with credentials in geriatric health

Nursing

- at least one registered nurse per shift will demonstrate training/experience in psychogeriatric and/or geriatric medical care

Allied health

- access to psychology, social work, occupational therapy, speech pathology and dietetic services (postgraduate training desirable)
- access to dedicated pharmacy services for mental health

Other

- access to an extensive range of on-site and/or visiting specialties in health/mental health.

Support service requirements

A Level 5 service requires:

Service	On-site	Accessible
anaesthetic*	3	
medical imaging		2
medication	4	
pathology		2
perioperative (relevant section/s)*	3	

* Required only in services where ECT is performed

Section 3 Older Persons Services

Subsection 3.2: Level 6 Acute Inpatient Service

Service description

A Level 6 service is capable of providing short- to medium-term and intermittent inpatient mental health care to voluntary and involuntary mental health patients who meet criteria to access care within a designated older persons mental health service. They present with the highest level of risk and complexity. The patient group accessing this level of service may be a targeted population with special care needs. They may demonstrate the most extreme comorbidities and/or indicators of treatment resistance. This service provides care 24 hours a day.

This service forms part of an integrated mental health service and is based in a health service district/local health and hospital network or is part of a service network that also includes a Level 5 or 6 older persons ambulatory mental health service. The service is a highly specialised and/or statewide inpatient service that is delivered from a large general hospital incorporating a psychogeriatric unit. Alternatively, this service may be delivered from a purpose-designed and -built mental health facility. This service demonstrates specialist expertise in the delivery of mental health services to a patient group that cannot be safely and effectively cared for in any other level of acute inpatient mental health service.

This level of service is delivered by a highly specialised, comprehensive, multidisciplinary team of older persons mental health professionals.

Service provision includes: multidisciplinary assessment and specialised interventions by mental health professionals; patient and carer education; documented daily case review; targeted group programs; all levels of prevention programs/services; consultation-liaison with lower level mental health services; and referral, where appropriate.

Service requirements

As per Level 5, plus:

- care to the highest level of risk and complexity voluntary and involuntary mental health patients
- identification, ongoing assessment, monitoring and interventions of complex mental health problems (that may be associated with the most complex comorbidities and/or indicators of treatment resistance)
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery and broader service delivery in all levels of service
- extensive range of primary (e.g. stress management), secondary (e.g. falls prevention) and tertiary (e.g. psychosis treatment maintenance) prevention services
- statewide clinical forums to assist the dissemination of clinical expertise
- separate clinical services for families/carers, if required
- specialist consultation-liaison to other health and non-health services/agencies for the target population
- psychoeducation for patients, families/carers and groups (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)

- may provide an extensive range of additional clinical programs and service components, such as an outreach service, telehealth services or a day program.

Workforce requirements

As per Level 5, plus:

Medical

- access—24 hours—to a registered medical practitioner (psychiatry registrar/principal house officer/senior medical officer/career medical officer) with credentials in psychogeriatrics

Nursing

- nursing staff supporting the nurse in charge of the shift are registered nurses, the majority of whom have extensive mental health experience and/or postgraduate qualifications in mental health, and training/experience in older persons mental health

Allied health

- extended-hours access to community- or hospital-based allied health professionals with relevant specialist mental health training/experience

Other

- access to an extensive range of on-site and/or visiting specialties in geriatric health.

Support service requirements

A Level 6 service requires:

Service	On-site	Accessible
anaesthetic*	3	
medical imaging		2
medication	5	
pathology		2
perioperative (relevant section/s)*	3	

* Required only in services where ECT is performed

Section 4 Statewide and Other Targeted Services

Subsection 4.1: Level 5 Child and Youth Forensic Service

Service description

A Level 5 service is capable of providing short- to long-term or intermittent ambulatory mental health care to high-risk/complexity voluntary and involuntary mental health patients who are involved in, or are at risk of involvement in, the juvenile justice system. Child and youth forensic mental health services at this level also provide consultation-liaison to a range of government and non-government agencies, with the aim of facilitating a collaborative multi-agency model of care. This service functions as part of an integrated service that provides mental health care for the target population within Youth Detention Centres, court liaison services and community forensic outreach services. The service is accessible during business hours and patients may have access to a limited extended-hours service.

This level of service is delivered predominantly by a comprehensive, multidisciplinary team of child and youth mental health professionals with training/experience in forensic mental health. Service provision typically includes: multidisciplinary assessment such as forensic and risk assessments; medico-legal reporting; targeted clinical interventions by mental health professionals; care coordination/case management; patient and carer education and information; documented frequent case review; primary and secondary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate.

Note: Lower level services for child and youth forensic mental health patients are delivered as part of the core business associated with ambulatory, acute inpatient and non-acute inpatient services for children and adolescents, as defined in the Child and Youth Mental Health Services section of this module.

Service requirements

As per module overview, plus:

- care to high-risk/complexity voluntary and involuntary mental health patients who are involved in, or at high risk of involvement in, the juvenile justice system
- identification, ongoing assessment, monitoring and interventions of mental health problems ranging in risk and complexity (that may be associated with complex comorbidities and/or indicators of treatment resistance)
- an integrated approach to the identification, assessment and intervention of any co-occurring substance-use disorders
- targeted clinical programs for individuals/groups/families (e.g. therapy for families/carers of patients with a psychotic illness)
- forward referrals for assessment/diagnosis/intervention as required
- development of a comprehensive individual mental health recovery plan within 1 week of assessment
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery
- an extensive range of primary (e.g. parenting support) and secondary (e.g. weight management) prevention services
- assertive outreach to the service and target population

- psychoeducation for patients, families/carers and groups (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- separate clinical services for families/carers, if required
- specialist mental health assessments and interventions conducted by child and youth mental health clinicians and health workers of this service
- documented processes and collaborative partnerships established with key stakeholders associated with the criminal justice system—Department of Communities, including Youth Justice Services, Youth Detention Centres, Child Safety Services (Evolve Behaviour Support Services), and other stakeholders, including the Department of Education and Training
- working partnerships established with child and youth mental health and paediatric health services, the Queensland Police Service, Queensland Corrective Services, and the Department of Justice and Attorney-General
- specialist consultation-liaison to other health and non-health services/agencies for the target population
- is an authorised mental health service under the Mental Health Act 2000
- may provide a range of additional clinical programs and service components, such as an outreach service, telehealth services or an extended treatment program.

Workforce requirements

As per module overview, plus:

Medical

- access—during business hours—to a registered medical specialist with credentials in psychiatry, a certificate in child and adolescent psychiatry (or equivalent), and relevant specialist training/experience in forensic assessment, case management and review
- access—24 hours—to a registered medical specialist with credentials in psychiatry
- access—during business hours—to a registered medical specialist with credentials in paediatrics for medical consultation-liaison (may be via telehealth)

Nursing

- access—during business hours—to a registered nurse with extensive mental health experience and/or postgraduate qualifications in mental health, who has training/experience in child and youth mental health and/or forensic mental health

Allied health

- access—during business hours—to a comprehensive, multidisciplinary team of allied health professionals with child and youth mental health and/or forensic mental health training/experience
- access to psychology, social work, occupational therapy, speech pathology and dietetic services
- access to dedicated pharmacy services for mental health

Other

- access to a range of local health/mental health specialties (may be on a visiting basis or by outreach services).

Support service requirements

A Level 5 service requires:

Service	On-site	Accessible
medical imaging		2
medication		2
pathology		2

Section 4 Statewide and Other Targeted Services

Subsection 4.2: Level 6 Adult Forensic Service

Service description

A Level 6 service provides highly specialised forensic mental health services to both ambulatory and acute inpatient adult mental health patients presenting with moderate, high and the highest risk/complexity. The acute inpatient components of this service provide acute inpatient mental health care 24 hours a day.

This integrated service is delivered to members of a targeted adult population diagnosed with a serious mental illness and who have presented with serious and/or complex forensic issues. For some ambulatory services at this level of care, the target population may extend to adults who are diagnosed with a serious mental illness and are at high risk of offending.

Services are delivered from a range of sites across the state; however, statewide coordination and governance of these services are centralised.

Ambulatory service components consist of:

- the Court Liaison Service, which provides mental health assessment, liaison, advice and referral for people in police custody and magistrates court environments, including diversion to appropriate mental health services, where appropriate
- the Prison Mental Health Services, which provide psychiatric assessment, treatment, management, discharge planning and transition support to people in custody
- the Community Forensic Outreach Service, which assists and builds the capacity of integrated mental health services to assess and manage people who have a mental illness and are involved in the criminal justice system, or are at high risk of committing an offence.

Patients referred to the ambulatory components of this service present with problems ranging from moderate to high risk/complexity, some of whom may demonstrate the most extreme comorbidities and/or indicators of treatment resistance. Ambulatory mental health care is provided during service defined hours of business.

Service provision includes: comprehensive multidisciplinary assessment, such as forensic and risk assessments; medico-legal reporting; targeted specialist interventions by mental health professionals; care coordination/case management; patient and carer education; documented frequent case review; targeted group programs; all levels of prevention programs/services; consultation-liaison with lower level mental health services; and referral, where appropriate.

Lower level services for adult forensic mental health patients are delivered as part of the core business associated with ambulatory, acute inpatient and non-acute inpatient services, as defined in the Adult Services and Older Persons Services sections of this module.

Service requirements

As per module overview, plus:

- services to both ambulatory and acute inpatient adult mental health patients presenting with moderate, high and the highest risk/complexity

- acute inpatient service components are delivered across one or two sites statewide (from purpose-designed and -built facilities) and provide targeted risk management strategies for a designated population
- patients meeting admission criteria for the acute inpatient component of this service are unable to be adequately or safely cared for within their local inpatient mental health service and present with problems defined as the highest risk/complexity
- identification, ongoing assessment, monitoring and interventions of complex mental health problems (that may be associated with the most complex comorbidities and/or indicators of treatment resistance)
- medication management
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery and broader service delivery in all levels of service
- an extensive range of primary (e.g. stress management), secondary (e.g. weight management) and tertiary (e.g. psychosis treatment maintenance) prevention services
- statewide clinical forums to assist the dissemination of clinical expertise
- services are delivered by highly specialised teams that provide mental health care to the target population/s, some of whom present with special care needs
- acute inpatient units are authorised mental health services under the Mental Health Act 2000
- specialist mental health assessments and interventions conducted by mental health clinicians and health workers of this service
- specialist consultation-liaison to other health and non-health services/agencies for the target population
- clinicians providing mental health services participate in clinical practice supervision with clinician/s who are trained/experienced in forensic mental health
- may provide an extensive range of additional clinical programs and service components, such as an outreach service, telehealth services or an extended treatment program
- as clinically indicated, ECT services may be facilitated and/or provided at this level of service by a mental health service authorised to provide ECT under the *Mental Health Act 2000*.

Workforce requirements

As per module overview, plus:

A Level 6 *ambulatory service* requires:

Medical

- access—during business hours—to a registered medical specialist with credentials in psychiatry and relevant specialist training/experience in forensic assessment, case management and review

Nursing

- access—during business hours—to registered nurses with extensive mental health experience and/or postgraduate qualifications in mental health who demonstrate knowledge, clinical competencies and experience in forensic assessment, case management and review

Allied health

- access—during business hours—to a comprehensive, multidisciplinary team of allied health professionals with training/experience in forensic mental health
- access to dedicated pharmacy services for mental health

Other

- access to an extensive range of local health/mental health specialties (may be on a visiting basis or by outreach services).

A Level 6 *inpatient service* requires:

Medical

- patient admitted by/under a registered medical specialist with credentials in psychiatry
- access—24 hours—to a registered medical specialist with credentials in psychiatry who can demonstrate relevant specialist training/experience in forensic assessment, treatment, case management and review
- access—24 hours—to a registered medical practitioner (psychiatry registrar/principal house officer/senior medical officer/career medical officer) with credentials relevant to the discipline
- medical services provided on-site or are in close enough proximity to provide a rapid response at all times

Nursing

- the nurse in charge of the unit (however titled) is a registered nurse with demonstrated clinical competencies in addition to knowledge and skills in management processes
- the nurse in charge of each shift is a registered nurse with extensive mental health experience and/or postgraduate qualifications in mental health
- the majority of nursing staff supporting the nurse in charge of the shift are registered nurses with extensive mental health experience and/or postgraduate qualifications in mental health
- nursing staff supporting the registered nurse/s may complement the nursing team

Allied health

- access—24 hours—to a comprehensive, multidisciplinary team of allied health professionals with training/experience in forensic mental health (postgraduate training is desirable)
- access to psychology, social work, occupational therapy, speech pathology and dietetic services
- access to dedicated pharmacy services for mental health

Other

- access to an extensive range of local health/mental health specialties (may be on a visiting basis or by outreach services).

Support service requirements

A Level 6 service requires:

Service	On-site	Accessible
anaesthetic*		3
medical imaging		3
medication		5
pathology		3
perioperative (relevant section/s)*		3

* Required only in services where ECT is performed

Section 4 Statewide and Other Targeted Services

Subsection 4.3: Level 3 Perinatal and Infant Service

Service description

A Level 3 service is capable of providing short- to long-term or intermittent ambulatory mental health care for voluntary and involuntary mental health patients (and their infants) presenting with low-, moderate- and some high-risk/complexity perinatal- and/or infant-related mental health problems. The service is accessible during business hours with some capacity for an extended-hours service.

The time frame for ambulatory perinatal mental health service delivery ranges from preconception to the child's second birthday (24 months). Women in the perinatal period who are experiencing moderate to severe mental health difficulties that require a comprehensive mental health assessment may access the range of mental health perinatal services. Women who have had a miscarriage, stillbirth, neonatal death or termination may also access these services. It is expected that the majority of patients are female; however, some fathers may access the range of perinatal mental health services.

The time frame for ambulatory infant mental health service delivery ranges from preconception to the child's third birthday (36 months). Infants with severe and complex needs presenting with social, emotional and behavioural difficulties and developmental delays, often in the context of trauma or compromised parent–infant relationships, may access the range of infant mental health services.

This level of service is delivered predominantly by a multidisciplinary team of mental health professionals who provide a local, community mental health care service specifically for the target population. The service is most commonly delivered via a hospital-based outpatient clinic, a community mental health clinic or home-based care.

Service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; care coordination/case management; patient and carer education and information; documented weekly case review; some group programs; primary and secondary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate. Additionally, where members of this population of mental health consumers are pregnant or within the birth and early postnatal period, consultation and liaison must occur with maternity health professionals (e.g. registered nurses with credentials in midwifery and registered medical specialists with credentials in obstetrics, paediatrics and/or neonatology).

Note: Lower level services for ambulatory patients presenting with perinatal and/or infant mental health problems are delivered as part of the core business associated with ambulatory mental health services, as defined in the Child and Youth Services and Adult Services sections of this module.

Service requirements

As per module overview, plus:

- care for voluntary and involuntary mental health patients (and their infants) presenting with low-, moderate- and some high-risk/complexity perinatal- and/or infant-related mental health problems

- identification, ongoing assessment, monitoring and interventions of mental health problems (that may be associated with comorbidities and/or indicators of treatment resistance)
- integrated approach to the identification, assessment and intervention of any co-occurring substance-use disorders
- forward referrals for assessment/diagnosis/intervention as required
- clinical data collection to inform assessment/diagnosis/intervention/recovery
- development of a comprehensive individual mental health recovery plan within 1 week of assessment
- a range of primary (e.g. stress management) and secondary (e.g. mother–infant therapy) prevention services
- psychoeducation for the patient and family/carer (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- is an authorised mental health service under the *Mental Health Act 2000*
- a policy—supporting a multidisciplinary approach to pregnancy, birth and early postnatal care—is in place for women who are planning a pregnancy or who are pregnant, outlining communication channels between the mental health and maternity teams
- a policy outlining communication channels between mental health and maternity carers is in place where pregnant women are receiving care at this service level
- where appropriate, documentation of care is contained within a pregnancy handheld record to promote communication and information between the woman and the mental health and maternity care teams
- documented processes with a Level 5 or 6 acute inpatient mental health service (child and youth, adult and/or perinatal and infant) capable of perinatal and infant mental health care
- service is based within a health service district/local health and hospital network or part of a service network that also includes a Level 5 or 6 acute inpatient mental health unit (child and youth, adult and/or perinatal and infant) capable of perinatal and infant mental health care
- mental health assessments/interventions conducted by mental health clinicians of this service.

Workforce requirements

As per module overview, plus:

Medical

- access to a registered medical specialist with credentials in psychiatry (with training/experience in perinatal and/or infant mental health) for assessment, case management and review

Nursing

- access—during business hours—to a registered nurse who has extensive mental health experience and/or postgraduate qualifications in mental health, in addition to training/experience in perinatal and/or infant mental health

Allied health

- access—during business hours—to a multidisciplinary team of allied health professionals with training/experience in perinatal and/or infant mental health

Other

- consultation may be available from visiting specialties in mental health, maternity and child health and other areas of health.

Support service requirements

A Level 3 service requires:

Service	On-site	Accessible
medical imaging		1
medication		2
pathology		2

Section 4 Statewide and Other Targeted Services

Subsection 4.3: Level 4 Perinatal and Infant Service

Service description

A Level 4 service is capable of providing short-term acute inpatient mental health care for voluntary and involuntary mental health patients (and their infants) presenting with low-risk/complexity perinatal- and/or infant-related mental health problems. The service may be provided for mothers and their infants when admission to the nominated adult acute inpatient unit is the most clinically appropriate and safe service for the individual case, and when transfer to a higher level perinatal and infant mental health inpatient service is not feasible or clinically necessary.

Perinatal and infant inpatient mental health services at this level provide inpatient mental health care for mothers and their infants (from the third trimester of pregnancy until the infant becomes mobile) where the mother exhibits signs and/or symptoms of serious mental illness that have not responded adequately to less intensive interventions in the community, and/or the safety and treatment needs of the dyad/family warrant admission. Infants will only be admitted to a service at this level if it can be clearly determined during assessment that the mother is capable of caring independently (with support of staff as required) for the infant in a safe manner.

This level of service is delivered predominantly by a multidisciplinary team of mental health professionals 24 hours a day in an adult acute inpatient mental health service without dedicated mother–infant beds. The service may operate on demand and is delivered via a hospital that incorporates an acute inpatient mental health unit or via a purpose-designed and -built mental health facility.

Service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; care coordination/case management; patient and carer education and information; documented frequent case review; primary and some secondary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate.

Note: Lower level services for inpatients presenting with perinatal and/or infant-related mental health problems are delivered as part of the core business associated with acute inpatient mental health services, as defined in the Child and Youth Services and Adult Services sections of this module. For an adult acute inpatient unit to admit infants with their mothers, the service is required to meet the criteria stipulated in this section, Subsection 4.3, Perinatal and Infant Services (Level 4 or higher).

Service requirements

As per Level 3, plus:

- care for voluntary and involuntary mental health patients (and their infants) presenting with low-risk/complexity perinatal- and/or infant-related mental health problems
- a wide range of primary (e.g. stress management) and some secondary (e.g. mother–infant therapy) prevention services.

If an infant is admitted with the mother, the following requirements are to be met:

- consultation-liaison is initiated immediately and maintained with a higher level perinatal and infant mental health service throughout the admission

- the mother and infant are provided with a single, ensuite room that must have clear observation paths for nursing staff at all times and is within close proximity to the nursing station (the room should be able to be locked from the outside and be key accessible only by nursing staff)
- infant monitors, either connected to the nurses' station or able to transmit while mobile, must be in use at all times in order for the infant's wellbeing to be monitored.

Workforce requirements

As per Level 3, plus:

Medical

- patient admitted by/under a registered medical specialist with credentials in psychiatry
- access—24 hours—to a medical practitioner
- access to a registered medical specialist with credentials in paediatrics for medical consultation-liaison (may be via telehealth)

Nursing

- the nurse in charge of the unit (however titled) is a registered nurse with demonstrated clinical competencies in addition to knowledge and skills in management processes
- the nurse in charge of each shift is a registered nurse with extensive mental health experience and/or postgraduate qualifications in mental health
- nursing staff supporting the nurse in charge of the shift are registered nurses, two or more of whom have extensive mental health experience and/or postgraduate qualifications in mental health
- if inpatient unit occupancy is low, only one of the nurses supporting the nurse in charge of the shift need have extensive mental health experience and/or postgraduate qualifications in mental health
- enrolled nurses may complement the nursing team
- if an infant is admitted with the mother, a registered nurse with extensive mental health experience and/or postgraduate qualifications in mental health provides 24-hour care and observation for the mother and infant throughout admission

Allied health

- access to psychology, social work, occupational therapy, speech pathology and dietetic services (postgraduate training desirable)
- access to dedicated pharmacy services for mental health

Other

- AINs or equivalent may complement the clinical team at the discretion of the nurse in charge (however titled)
- Bachelor of Nursing students (second or third year undergraduate) may complement the clinical team at the discretion of the nurse in charge and under registered nurse supervision
- access to a range of on-site and/or visiting specialties in health/mental health/maternity/child health.

Support service requirements

A Level 4 service requires:

Service	On-site	Accessible
medical imaging		2
medication	3	
pathology		2

Section 4 Statewide and Other Targeted Services

Subsection 4.3: Level 5 Perinatal and Infant Service

Service description

A Level 5 service is capable of providing short- to medium-term or intermittent acute inpatient mental health care for voluntary and involuntary mental health patients (and their infants) presenting with low-, moderate- and high-risk/complexity perinatal- and/or infant-related mental health problems. This service is delivered as one component of a Level 5 or Level 6 adult acute inpatient mental health unit that comprises a limited number of designated mother–infant beds and provides mental health care 24 hours a day.

This level of service is delivered predominantly by a multidisciplinary team of mental health professionals providing an acute inpatient mental health service. The service is delivered via a hospital that incorporates an acute inpatient mental health unit or via a purpose-designed and -built mental health facility.

Service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; care coordination/case management; patient and carer education and information; documented frequent case review; group programs; primary and secondary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate.

Note: Lower level services for inpatients presenting with perinatal and/or infant-related mental health problems are delivered as part of the core business associated with acute inpatient mental health services, as defined in the Child and Youth Services and Adult Services sections of this module.

Service requirements

As per Level 4, plus:

- care for voluntary and involuntary mental health patients (and their infants) presenting with low-, moderate- and high-risk/complexity perinatal- and/or infant-related mental health problems
- identification, ongoing assessment, monitoring and interventions of mental health problems ranging in risk and complexity (that may be associated with complex comorbidities and/or indicators of treatment resistance)
- medication management
- targeted clinical programs for individuals/groups/families
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery
- an extensive range of primary (e.g. stress management) and secondary (e.g. mother–infant therapy) prevention services
- assertive outreach applicable to the service and target population
- psychoeducation for patients, families/carers and groups (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- separate clinical services for families/carers, if required
- consultation-liaison services to local health services as required

- clinicians providing mental health services participate in clinical practice supervision with clinician/s who are trained/experienced in perinatal and infant mental health
- mental health assessments/interventions conducted by a multidisciplinary team of mental health professionals
- as clinically indicated, ECT services may be facilitated and/or provided at this level of service to an adult by a mental health service authorised to provide ECT under the *Mental Health Act 2000*.

Workforce requirements

As per Level 4, plus:

Medical

- as per Level 4 service

Nursing

- at least one registered nurse supporting the nurse in charge of the shift has qualifications/experience in child health and/or perinatal/infant mental health

Allied health

- as per Level 4 service

Other

- access to an extensive range of on-site and/or visiting specialties in health/mental health/maternity/child health.

Support service requirements

A Level 5 service requires:

Service	On-site	Accessible
anaesthetic*	3	
medical imaging		3
medication	4	
pathology		3
perioperative (relevant section/s)*	3	

* Required only in services where ECT is performed

Section 4 Statewide and Other Targeted Services

Subsection 4.3: Level 6 Perinatal and Infant Service

Service description

A Level 6 service is capable of providing short- to medium-term and intermittent inpatient perinatal and/or infant mental health care to voluntary and involuntary mental health patients (and their infants) presenting with the highest level of risk and complexity, and special care needs. Patients presenting with low to moderate risk and/or complexity can be admitted to this level of service as is clinically appropriate and relevant to individual patient needs. This service provides care 24 hours a day.

This is a highly specialised statewide inpatient service that is delivered via a dedicated mother–infant mental health unit that is co-located with a Level 5 or 6 acute inpatient mental health unit. The service provides inpatient care to parents and their infants (from preconception to 36 months—the upper age limit will depend on the physical environment of the service) where the mother exhibits signs and/or symptoms of serious mental illness at the severe end of the spectrum that have not responded adequately to less intensive interventions in the community, and/or the safety and treatment needs of the dyad/family warrant admission. On occasion, a mother may be admitted in the third trimester of pregnancy. Rarely, a father may be admitted in his own right, along with his infant.

The service offers assessment and intervention for the range of perinatal and infant mental health disorders and relationship disturbances at the highest level of risk and complexity, especially those that require the admission of several family members. This may include the most complex cases where there is a combination of mental illness, personality disorder, substance abuse, infant distress or disorder, and child safety concerns.

The service demonstrates specialist expertise in the delivery of perinatal and infant mental health services to a targeted population and is delivered by a comprehensive, multidisciplinary team of mental health professionals with expertise in perinatal and/or infant mental health. Service provision includes: multidisciplinary assessment and specialised interventions by mental health professionals; patient and carer education; documented daily case review; targeted group programs; all levels of prevention programs/services; consultation-liaison with lower level mental health services; and referral, where appropriate.

If the physical environment permits, this service can operate as a parent–infant inpatient service with a physical layout designed to safely meet the needs of older infants and their families, including family rooms and outdoor play spaces. This allows for the admission of infants up to the age of 36 months as well as sibling groups (where all are younger than 36 months at the time of admission).

Service requirements

As per Level 5, plus:

- care to voluntary and involuntary mental health patients (and their infants) presenting with the highest level of risk and complexity, and special care needs
- identification, ongoing assessment, monitoring and interventions of complex mental health problems (that may be associated with the most complex comorbidities and/or indicators of treatment resistance)
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery and broader service delivery in all levels of service

- an extensive range of primary (e.g. stress management), secondary (e.g. mother-infant therapy) and tertiary (e.g. psychosis treatment maintenance) prevention services
- statewide clinical forums to assist the dissemination of clinical expertise
- specialist mental health assessments and interventions conducted by a comprehensive, multidisciplinary team of mental health professionals (medical practitioners, psychiatrists, nurses, allied health and other specialists) who demonstrate specialist training/experience in perinatal and/or infant mental health
- specialist consultation-liaison to other health and non-health services/agencies for the target population.

Workforce requirements

As per Level 5, plus:

Medical

- access—24 hours—to a registered medical specialist with credentials in psychiatry who can demonstrate training/experience in perinatal and/or infant mental health

Nursing

- nursing staff supporting the nurse in charge of the shift are registered nurses, the majority of whom have either extensive mental health experience and/or postgraduate qualifications in mental health or training/extensive experience in perinatal and/or infant mental health

Allied health

- extended-hours access to community- or hospital-based allied health professionals with relevant specialist mental health experience/training

Other

- as per Level 5 service.

Support service requirements

A Level 6 service requires:

Service	On-site	Accessible
anaesthetic*	3	
medical imaging		3
medication	5	
pathology		3
perioperative (relevant section/s)*	3	

* Required only in services where ECT is performed

Section 4 Statewide and Other Targeted Services

Subsection 4.4: Level 4 Emergency Service

Service description

A Level 4 service is capable of providing short-term emergency mental health care for low- to high-risk/complexity mental health patients (across the age spectrum) who present to an emergency service and are triaged as having a mental health problem/disorder associated with their current presentation. This service provides emergency mental health care 24 hours a day.

This level of service is provided predominantly by general health clinicians within a general hospital. The local mental health service (may be community- or hospital-based) provides a consultation-liaison service to the emergency department as required.

Service provision typically includes: assessment and brief treatment of acute mental health problems and illnesses; and stabilisation of emergencies before onward referral or retrieval by medical practitioners and/or other qualified staff.

Service requirements

As per module overview, plus:

- care for low- to high-risk/complexity mental health patients (across the age spectrum)
- identification, initial acute assessment, brief intervention, monitoring and stabilisation of mental health problems
- medication review/management
- forward referrals for expert assessment/diagnosis/intervention as required
- basic clinical data collection to inform assessment/diagnosis/intervention/recovery
- limited psychoeducation (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- the level of patient observation is informed by the triage category and the individual risk assessment
- mental health assessments, interventions and monitoring conducted by a team of general health and mental health (as required) professionals reflecting the triage rating
- mental health assessments/interventions conducted in consultation with a mental health clinician where clinically indicated, and are associated with a documented review process
- clinical staff providing mental health care have access—during business hours—to an experienced mental health clinician who is an authorised mental health practitioner and can provide advice, support and direction for care
- a consultation-liaison mental health service from the on-site and/or community-based mental health service as required
- additional mental health assessments/interventions may be directly provided by mental health clinicians using telehealth facilities, visiting and/or community-based workforce

- may provide a short-stay inpatient unit/area; however, there are no designated mental health beds or mental health clinicians associated with this short-stay unit/area.

Workforce requirements

As per module overview, plus:

Medical

- access to a registered medical practitioner
- medical services are provided on-site or are in close enough proximity to provide a rapid response at all times

Nursing

- registered nurses

Allied health

- access—during business hours—to community- or hospital-based allied health professionals with mental health experience/training.

Support service requirements

A Level 4 service requires:

Service	On-site	Accessible
medical imaging		3
medication	5	
pathology		3

Section 4 Statewide and Other Targeted Services

Subsection 4.4: Level 5 Emergency Service

Service description

This service is delivered on-site with a Level 5 or Level 6 acute inpatient mental health service and provides initial triage, treatment and definitive care for the majority of emergency presentations before retrieval by medical practitioners and/or other qualified staff.

This level of service is provided predominantly by mental health professionals within a general hospital. Triage is conducted by general health clinicians of the emergency department and further mental health assessments/interventions are then conducted by mental health clinicians who are assigned to the emergency department.

Mental health clinicians are stationed within the emergency department at least during business hours. One example of a service model that would be delivered at this level of service is a Psychiatric Emergency Centre (or equivalent).

Service requirements

As per Level 4, plus:

- assessment and brief treatment of acute mental health problems and illnesses, and stabilisation of emergencies before onward referral or retrieval by medical practitioners and/or other qualified staff
- an integrated approach to the identification, assessment and preliminary intervention of any co-occurring substance-use disorders
- psychoeducation (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- mental health assessments, interventions and monitoring conducted by a multidisciplinary team of mental health professionals assigned to the emergency department (at least on during business hours)
- one mental health clinician (assigned to the emergency department per shift) is an authorised mental health practitioner
- a mental health Acute Care Team and/or consultation-liaison service provides an extended-hours service and has documented processes and a collaborative partnership with the emergency department
- documented processes with a Level 5 or 6 acute inpatient mental health service
- current policy and procedure informs the documented processes and collaborative partnerships between this service and all other mental health services within the same health service district/local health and hospital network or service area
- documented processes and collaborative partnerships are established between the emergency department and the integrated mental health service, as evidenced by regular minuted meetings—a copy of the minutes should be forwarded to the emergency department and the lead clinician/s responsible for governance of Emergency Mental Health
- a designated mental health area within the emergency department, but this does not necessarily have designated mental health beds

- if clinically indicated, patients younger than 18 years are reviewed by a registered medical specialist with credentials in psychiatry and a certificate in child and adolescent psychiatry (or equivalent) or their delegated registered medical practitioner with credentials in psychiatry (psychiatric registrar) within 48 hours of the initial psychiatric assessment
- a registered medical specialist with credentials in psychiatry reviews health records of all mental health patient separations within 24 hours
- is an authorised mental health service under the Mental Health Act 2000
- may be delivered by emergency department-based Acute Care Teams (or their equivalent)
- may provide short-stay medical inpatient beds and mental health clinicians may provide the direct care of mental health patients admitted to these beds (as required/negotiated).

Workforce requirements

As per Level 4, plus:

Medical

- extended-hours access to a registered medical specialist with credentials in psychiatry for assessment, treatment, case management and case review
- access—24 hours—to a registered medical practitioner

Nursing

- extended-hours access to registered nurses, the majority with extensive mental health experience and/or postgraduate qualifications in mental health

Allied health

- extended-hours access to community- or hospital-based allied health professionals with training/experience in mental health care

Other

- access to a range of visiting or local health/mental health specialties.

Support service requirements

A Level 5 service requires:

Service	On-site	Accessible
medical imaging		3
medication	5	
pathology		3

Section 4 Statewide and Other Targeted Services

Subsection 4.5: Level 4 Evolve Therapeutic Service

Service description

A Level 4 service is capable of providing medium- to long-term ambulatory mental health care for a targeted population of voluntary and involuntary mental health patients (up to the age of 18 years) presenting with high-risk/complexity psychological and behavioural support needs. All referrals are of those children and young people in the care of the Department of Communities (Child Safety Services, ChSS). This service is provided in partnership with ChSS, the Department of Education and Training (DET), and the Department of Communities (Disability Services). The service is accessible during business hours.

A Level 4 service is delivered by one or two child and youth mental health professionals (nurses, allied health) who provide specialised mental health care services from a spoke site, and who work in consultation with a Level 5 Evolve Therapeutic Service (or hub site). The hub site acts as a central base for activity and plays a support and coordination role to the spoke sites or satellite services. Providers in the spoke sites may also provide services from the hub site.

Service provision typically includes: assessment; therapeutic and systemic intervention; care coordination/case management; patient and carer education and information; documented frequent case review; primary and secondary prevention programs; consultation-liaison with lower and higher level mental health services, and a Level 5 Evolve Therapeutic Service; and referral, where appropriate.

Service requirements

As per module overview, plus:

- care for a targeted population of voluntary and involuntary mental health patients presenting with high-risk/complexity psychological and behavioural support needs
- identification, ongoing assessment, monitoring and interventions of mental health problems ranging in risk and complexity (that may be associated with comorbidities and/or indicators of treatment resistance)
- an integrated approach to the identification, assessment and intervention of any co-occurring substance-use disorders
- some targeted clinical programs for individuals/groups/families
- forward referrals for assessment/diagnosis/intervention as required
- development of a comprehensive individual mental health recovery plan within 1 week of assessment
- clinical data collection to inform assessment/diagnosis/intervention/recovery
- a range of primary (e.g. parenting support) and secondary (e.g. weight management) prevention services
- assertive outreach applicable to the service and target population
- psychoeducation for patients, families/carers and groups (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- separate clinical services for families/carers, if required

- mental health assessments/interventions conducted by child and youth mental health clinicians of this service
- mental health assessments/interventions demonstrate a theoretical underpinning of trauma, abuse and neglect
- this service works in partnership with the local/nearest child and youth mental health service
- a weekly consultation-liaison session between staff of the spoke site and a credentialed child and adolescent psychiatrist from the hub site (may be via telehealth)
- effective corporate and clinical governance structures and communication strategies promoting and supporting integration between the hub and spoke sites
- documented processes and collaborative partnerships established with ChSS, DET and the Department of Communities (Disability Services).

Workforce requirements

As per module overview, plus:

Medical

- a registered medical specialist with credentials in psychiatry and a certificate in child and adolescent psychiatry (or equivalent) conducts clinical/case supervision with service clinicians (this may be via telehealth facilities)
- a registered medical specialist with credentials in psychiatry and a certificate in child and adolescent psychiatry (or equivalent) attends/consults on all clinical review meetings on a weekly basis (this may be via videoconference)
- access on a sessional/visiting basis to a registered medical specialist with credentials in psychiatry and a certificate in child and adolescent psychiatry (or equivalent) for assessment, case management and review (this may be via telehealth facilities)

Nursing and allied health

- access—during business hours—to at least one registered nurse or allied health professional with relevant specialist child and youth mental health experience/training (postgraduate training desirable)

Other

- access to an Aboriginal and Torres Strait Islander mental health worker/senior health worker, a service and evaluation research coordinator, and a professional development coordinator.

Support service requirements

A Level 4 service requires:

Service	On-site	Accessible
medical imaging		2
medication		3
pathology		2

Section 4 Statewide and Other Targeted Services

Subsection 4.5: Level 5 Evolve Therapeutic Service

Service description

A Level 5 service is capable of providing medium- to long-term mental health care for a targeted population of mental health patients (up to the age of 18 years) presenting with the highest risk/complexity psychological and behavioural support and special care needs. They may demonstrate the most severe comorbidities and/or indicators of treatment resistance. All referrals are of those children and young people in the care of the Department of Communities, Child Safety Services (ChSS). This service is provided in partnership with ChSS, Department of Education and Training, and the Department of Communities (Disability Services). This level of service is delivered predominantly from a hub site.

A Level 5 service is delivered by a comprehensive, multidisciplinary team of mental health professionals (medical practitioners, psychiatrists, nurses, allied health and other specialists) with training/experience in child and youth mental health.

Service provision typically includes: assessment; therapeutic and systemic intervention; care coordination/case management; patient and carer education and information; documented frequent case review; all levels of prevention programs; consultation-liaison with lower and higher level mental health services, and lower level Evolve Therapeutic Services; and referral, where appropriate.

Service requirements

As per Level 4, plus:

- care for a targeted population of mental health patients presenting with the highest risk/complexity psychological and behavioural support and special care needs
- identification, ongoing assessment, monitoring and interventions of complex mental health problems (that may be associated with complex comorbidities and/or indicators of treatment resistance)
- targeted clinical programs for individuals/groups/families
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery and broader service delivery in all levels of service
- an extensive range of primary (e.g. parenting support), secondary (e.g. weight management) and tertiary (e.g. treatment maintenance) prevention services
- specialist consultation-liaison with other health and non-health services/agencies for the target population
- mental health assessment/intervention conducted by a comprehensive multidisciplinary team of mental health clinicians
- current policy and procedure documentation informs the processes of consultation-liaison with lower level Evolve services
- may be an authorised mental health service under the *Mental Health Act 2000*.

Workforce requirements

As per Level 4, plus:

Medical

- access to a registered medical practitioner with credentials in psychiatry (psychiatry registrar)

Nursing

- access—during business hours—to registered nurses with extensive mental health experience and/or postgraduate qualifications in mental health and training/experience in child and youth mental health

Allied health

- access to a comprehensive, multidisciplinary team of allied health professionals with child and youth mental health training/experience. Some of these clinicians have:
 - demonstrated specialist training/experience in specific intervention areas relevant to the service being provided
 - postgraduate qualifications

Other

- access to a range of visiting or local health/mental health specialties.

Support service requirements

A Level 5 service requires:

Service	On-site	Accessible
medical imaging		2
medication		3
pathology		3

Section 4 Statewide and Other Targeted Services

Subsection 4.6: Level 6 Eating Disorders Service

Service description

A Level 6 service provides highly specialised mental health care, comprising both ambulatory and acute inpatient services. This integrated service is delivered to a targeted adult population diagnosed with (or are at high risk of developing) a serious and/or complex eating disorder. The service provides acute ambulatory and inpatient mental health care to voluntary and involuntary adult mental health patients with an eating disorder who present with problems ranging from low to the highest risk/complexity, and may have special care needs. The service is accessible 24 hours a day.

Adolescent patients older than 14 years may access this service, where clinically and developmentally appropriate, and in line with policy and procedural documentation of the eating disorders service. Services may be delivered from a range of sites across the state; however, this service is centrally coordinated.

Ambulatory service components consist of a statewide consultation-liaison service and/or an outpatient or day patient clinic. Patients referred to the ambulatory components of this service present with problems ranging from low to the highest risk/complexity, some of whom may demonstrate the most extreme comorbidities and/or indicators of treatment resistance.

Acute inpatient service components at this level are co-located with a Level 5 or 6 adult acute inpatient mental health service. Patients meeting admission criteria for the acute inpatient component of this service present with problems defined as the highest risk/complexity. These patients are unable to be adequately or safely cared for within their local acute inpatient mental health service.

Service provision includes: comprehensive multidisciplinary assessment; targeted specialist interventions by mental health and medical health professionals; care coordination; patient and carer education; documented frequent case review; targeted group programs; all levels of prevention programs/services; consultation-liaison with lower level mental health services; and referral, where appropriate.

Lower level services for mental health patients with an eating disorder are delivered as part of the core business associated with ambulatory, acute inpatient and non-acute inpatient services. These service areas are defined in the Child and Youth Services, Adult Services and Older Persons Services sections of this module.

The service is delivered by a comprehensive, multidisciplinary team of highly specialised clinicians/mental health professionals (medical practitioners, psychiatrists, nurses, allied health and other specialists).

Service requirements

As per module overview, plus:

- mental health care for low to highest risk/complexity voluntary and involuntary mental health patients with an eating disorder
- identification, ongoing assessment, monitoring and interventions of complex mental health problems (that may be associated with the most complex comorbidities and/or indicators of treatment resistance)

- an integrated approach to the identification, assessment and intervention of any co-occurring substance-use disorders
- targeted clinical programs for individuals/groups/families
- medication management
- forward referrals for assessment/diagnosis/intervention as required
- development of a comprehensive individual mental health recovery plan within 1 week of assessment
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery and broader service delivery in all levels of service
- an extensive range of primary (e.g. stress management), secondary (e.g. re-feeding syndrome) and tertiary (e.g. treatment maintenance) prevention services
- statewide clinical forums to assist the dissemination of clinical expertise
- psychoeducation for patients, families/carers and groups (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- separate clinical services for families/carers, if required
- specialist mental health assessments/interventions conducted by clinicians of this service
- specialist consultation-liaison to other health and non-health services/agencies for the target population
- current policy and procedure documentation informs the processes of consultation-liaison with lower level services who provide an eating disorders mental health service
- documented processes and collaborative partnerships with key stakeholders associated with eating disorder treatment, research and education (e.g. Eating Disorders Association)
- clinicians providing mental health services participate in clinical practice supervision with clinician/s who are trained/experienced in eating disorders and mental health
- may provide an extensive range of additional clinical programs and service components, such as an outreach service, telehealth services or a day program
- as clinically indicated, ECT services may be facilitated and/or provided at this level of service by a mental health service authorised to provide ECT under the *Mental Health Act 2000*.

Workforce requirements

As per module overview, plus:

A Level 6 *ambulatory service* requires:

Medical

- access—during business hours—to a registered medical specialist with credentials in psychiatry and specialist training/experience in eating disorders assessment, case management and review

Nursing

- access—during business hours—to registered nurses (with extensive mental health experience and/or postgraduate qualifications in mental health) who demonstrate knowledge, clinical competencies and experience relevant to the service being provided

Allied health

- access—during business hours—to a comprehensive, multidisciplinary team of allied health professionals with training/experience in eating disorders and mental health
- access to dedicated pharmacy services for mental health

Other

- access to an extensive range of visiting or local health/mental health specialties.

A Level 6 *inpatient service* requires:

Medical

- patient admitted by/under a registered medical specialist with credentials in psychiatry
- access—24 hours—to a registered medical specialist with credentials in psychiatry and specialist training/experience in eating disorders assessment, treatment, case management and review
- access—24 hours—to a registered medical practitioner (psychiatry registrar/principal house officer/senior medical officer/career medical officer) with credentials relevant to the discipline
- medical services are provided on-site or in close enough proximity to provide a rapid response at all times

Nursing

- the nurse in charge of the unit (however titled) is a registered nurse with demonstrated clinical competencies, in addition to knowledge and skills in management processes
- the nurse in charge of each shift is a registered nurse with extensive mental health experience and/or postgraduate qualifications in mental health
- nursing staff supporting the nurse in charge of the shift are registered nurses, two or more of whom have extensive mental health experience and/or postgraduate qualifications in mental health
- nursing staff supporting the registered nurse/s may complement the nursing team

Allied health

- access—24 hours—to a comprehensive, multidisciplinary team of allied health professionals with training/experience in eating disorders and mental health (postgraduate training desirable)
- access to psychology, social work, occupational therapy, speech pathology and dietetic services
- access to dedicated pharmacy services for mental health

Other

- access to an extensive range of visiting or local health/mental health specialties.

Support service requirements

A Level 6 service requires:

Service	On-site	Accessible
anaesthetic*	3	
medical imaging		2
medication		4
pathology		3
perioperative (relevant section/s)*	3	

* Required only in services where ECT is performed

Section 4 Statewide and Other Targeted Services

Subsection 4.7: Level 5 Homeless Health Outreach Service

Service description

A Level 5 service is capable of providing short- to long-term or intermittent non-admitted mental health care to low-, moderate- and high-risk/complexity voluntary and involuntary mental health patients across the age spectrum who have been displaced or are homeless, and who have difficulty in accessing other services. This service provides an extended-hours weekday service in addition to a limited-hours weekend mental health care service.

This level of service is delivered predominantly by a comprehensive multidisciplinary team of general, mental health, and drug and alcohol professionals (psychiatry, medical, nursing, allied health and other health workers) on an assertive outreach basis, either at dedicated homeless services or on the streets ('in place') to homeless people who are experiencing mental illness and/or drug and alcohol problems.

Service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; care coordination/case management; patient and carer education and information; documented frequent case review; primary and secondary prevention programs; consultation-liaison with lower and higher level mental health services; and referral, where appropriate.

Service requirements

As per module overview, plus:

- care to low-, moderate- and high-risk/complexity voluntary and involuntary mental health patients across the age spectrum who have been displaced or are homeless, and who have difficulty in accessing other services
- identification, ongoing assessment, monitoring and interventions of mental health problems ranging in risk and complexity (that may be associated with complex comorbidities and/or indicators of treatment resistance)
- an integrated approach to the identification, assessment and intervention of any co-occurring substance-use disorders
- forward referrals for assessment/diagnosis/intervention as required
- development of a comprehensive individual mental health recovery plan within 1 week of assessment
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery
- an extensive range of primary (e.g. stress management) and secondary (e.g. weight management) prevention services
- assertive outreach applicable to the service and target population
- psychoeducation for patients, families/carers and groups (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- is an authorised mental health service under the *Mental Health Act 2000*
- assessments/interventions conducted by a comprehensive multidisciplinary team of general, mental health, and drug and alcohol professionals

- service provision takes place in the patient's own environment or at other sites (e.g. the hospital, recreational venues) ensuring all safety concerns are taken into account
- consultation-liaison services to local health services as required
- the service works in partnership with mental health services and non-government specialist providers
- documented processes and collaborative partnerships with key stakeholders relevant to homeless health (e.g. Department of Communities and non-government organisations providing shelter/refuge/food).

Workforce requirements

As per module overview, plus a comprehensive multidisciplinary team of general, mental health, and drug and alcohol professionals, including:

Medical

- access—during business hours—to a registered medical specialist with credentials in psychiatry for assessment, case management and review

Nursing

- access—during business hours and some extended-hours—to a registered nurse with extensive mental health experience and/or postgraduate qualifications in mental health

Allied health

- access—during business hours and some extended hours—to a comprehensive, multidisciplinary team of allied health professionals with training/experience in mental health
- drug and alcohol clinicians may also be a part of the integrated team

Other

- each team has a minimum of two Aboriginal and Torres Strait Islander health workers, male and female, to ensure appropriate gender-specific and cultural requirements are met
- access to an extensive range of visiting or local health/mental health specialties.

Support service requirements

A Level 5 service requires:

Service	On-site	Accessible
medication		2
medical imaging		1
pathology		1

Section 4 Statewide and Other Targeted Services

Subsection 4.8: Level 6 Deafness and Mental Health Service

Service description

A Level 6 service is capable of providing short- to long-term or intermittent mental health care to low-, moderate- and high-risk/complexity voluntary and involuntary adult mental health patients via a statewide consultation-liaison service. This highly specialised integrated service is delivered to a targeted adult population who are diagnosed with a mental illness and who are deaf or have hearing loss, and some of whom have special care needs. Services are delivered from a range of sites across the state; however, statewide coordination of these services is centralised. The service is accessible during business hours.

A Level 6 adult mental health service is delivered to people who are deaf or hard of hearing by a comprehensive and highly specialised multidisciplinary team of mental health professionals (psychiatry, medical, nursing and allied health) who demonstrate specialist training/experience in deafness and mental health.

Service components consist of:

- statewide consultation-liaison with Queensland Health and non-Queensland Health service providers
- acute psychiatric assessments of mental health patients (face-to-face and/or via telehealth facilities)
- educational modules for skills transfer to service providers
- specialised consultation-liaison services for special needs groups (e.g. Aboriginal and Torres Strait Islander people who are deaf).

Service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; patient and carer education and information; primary and secondary prevention programs; consultation-liaison with other service providers; and referral, where appropriate.

Service requirements

As per module overview, plus:

- care to low-, moderate- and high-risk/complexity voluntary and involuntary adult mental health patients via a statewide consultation-liaison service
- identification, ongoing assessment, monitoring and interventions of mental health problems ranging in risk and complexity (that may be associated with complex comorbidities and/or indicators of treatment resistance)
- an integrated approach to the identification, assessment and intervention of any co-occurring substance-use disorders
- targeted clinical programs for individuals/groups/families
- forward referrals for assessment/diagnosis/intervention as required
- input into the development of a comprehensive and individual mental health recovery plan within 1 week of assessment
- extensive clinical data collection to inform assessment/diagnosis
- intervention/recovery and broader service delivery in all levels of service

- facilitation of access to a range of primary and secondary prevention services
- assertive outreach applicable to the service and target population
- statewide clinical forums to assist the dissemination of clinical expertise
- psychoeducation for patients, families/carers and groups (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- separate clinical services for families/carers, if required
- as a consultation service, primary clinical responsibility and decision-making for the patient remains with the referring service
- specialist mental health assessments and interventions are conducted by clinicians and health workers of this service
- the service works in partnership with mental health services and non-government specialist providers
- statewide specialist consultation-liaison to other health and non-health services/agencies for people who are deaf or hard of hearing
- mental health assessments/interventions are conducted in accordance with the Queensland Health guidelines for working with patients who are deaf or hard of hearing
- assessments/interventions conducted by a comprehensive multidisciplinary team of mental health professionals who demonstrate specialist training/experience in deafness and mental health
- assistance, support and resources are provided to the referring mental health service to ensure an appropriate recovery plan is prepared and reviewed for each patient.

Workforce requirements

As per module overview, plus:

Medical

- access—during business hours—to a registered medical specialist with credentials in psychiatry for assessment, case management and review

Nursing

- access—during business hours—to a registered nurse with extensive mental health experience and/or postgraduate qualifications in mental health

Allied health

- access—during business hours—to a multidisciplinary team of allied health professionals with training/experience in mental health

Other

- consultation available from a range of specialist services, particularly related to people who are deaf and as such identify as a cultural and linguistic minority, as well as to those with marked hearing loss.

Support service requirements

A Level 6 service requires:

Service	On-site	Accessible
medical imaging		2
medication		3
pathology		3

Section 4 Statewide and Other Targeted Services

Subsection 4.9: Level 6 Transcultural Service

Service description

A Level 6 service is capable of providing short-term or intermittent mental health care to low-, moderate- and high-risk/complexity voluntary and involuntary mental health patients via a statewide consultation-liaison and/or outreach mental health service. This integrated service is delivered to a targeted population across all ages from culturally and linguistically diverse backgrounds, who are diagnosed with a mental illness or present with mental health problems and who may show evidence of a range of complexities relating to cultural barriers, migration and settlement issues. Some patients present with special care needs.

The service is accessible during business hours with some service components operating on an extended-hours basis. Service components consist of:

- a transcultural clinical consultation service that provides intake, triage and consultation
- a range of programs/strategies for the promotion, prevention and early intervention of mental illness in the target population
- a cultural consultation service that provides cultural clarification, advice and support (including socio-cultural assessments) and is coordinated by clinicians of the Transcultural Mental Health Service with input from a range of bicultural/bilingual cultural consultants.

Service provision typically includes: multidisciplinary assessment, diagnosis clarification, triage and targeted interventions by transcultural mental health professionals; assistance with care planning/care coordination; co-therapy; patient and carer education and information; primary and secondary promotion, prevention and early intervention programs; consultation-liaison with other service providers; and referral, where appropriate.

This service is delivered by a highly specialised, comprehensive, multidisciplinary team of mental health professionals (psychiatrists, nurses, allied health professionals, cultural consultants and other health workers) who demonstrate training/experience in transcultural mental health.

Service requirements

As per module overview, plus:

- care to low-, moderate- and high-risk/complexity voluntary and involuntary mental health patients via a statewide consultation-liaison and/or outreach mental health service
- identification, assessment, monitoring and interventions of mental health problems ranging in risk and complexity (that may be associated with complex comorbidities and/or indicators of treatment resistance)
- an integrated approach to the identification, assessment and intervention of any co-occurring substance-use disorders
- input into targeted clinical programs for individuals/groups/families (transcultural content for group programs delivered by mental health services)
- forward referrals for assessment/diagnosis/intervention as required

- timely contribution to the development of a comprehensive and culturally appropriate mental health recovery plan
- extensive clinical data collection to inform assessment/diagnosis/intervention/recovery and broader service delivery in all levels of service
- access to a range of primary (e.g. transcultural stress management resources) and secondary (e.g. culturally tailored programs for mental health literacy and recovery programs) prevention services
- assertive outreach applicable to the service and target population
- statewide clinical forums to assist the dissemination of clinical expertise
- psychoeducation for patients, families/carers and groups (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services)
- separate clinical services for families/carers, if required
- specialist mental health assessments and interventions are conducted by clinicians and health workers of this service, reflecting cultural appropriateness
- as a consultation service, primary clinical responsibility and decision-making for the patient remains with the referring service
- where appropriate, facilitates access for presenting individuals to their local mental health service or other relevant services, including general practitioners and multicultural support services
- manages a statewide program of multicultural mental health coordinators based in local mental health services, and retains professional management and accountability for the outcomes of this program
- statewide specialist consultation-liaison to other health and non-health services/agencies for the target population
- Mental Health Promotion Prevention and Early Intervention (MHPPEi) activities are coordinated and delivered by project officers and/or group facilitators who are suitably qualified and trained in the topic of the program area and cross cultural work, and are supervised by qualified allied health staff
- culturally appropriate MHPPEi activities are delivered by bilingual mental health promoters employed in the Administrative Officer stream, and cultural consultation is delivered by cultural consultants in the Operational Officer stream who are trained in areas relevant to their roles and supervised by qualified allied health staff
- works in partnership with mental health services and non-government specialist providers
- provides assistance, support and resources to the referring mental health service to ensure a culturally appropriate recovery plan is prepared and reviewed for each patient
- current policy and procedure documentation is maintained for MHPPEi and cultural consultation programs, and integrated into staff induction training
- documented processes and collaborative partnerships with the multicultural services sector (e.g. the Department of Immigration and non-government multicultural services, such as refugee services, cultural groups and organisations)
- qualified and registered bilingual mental health clinicians in private practice (including private psychiatrists and allied health professionals) who are not in the pool of bilingual/bicultural mental health clinicians may provide additional mental health interventions as required. These clinicians are supported and coordinated by the transcultural clinical specialists.

Workforce requirements

As per module overview, plus a comprehensive, multidisciplinary team of mental health professionals who demonstrate training/experience in transcultural mental health, including:

Medical

- access—during business hours—to a registered medical specialist with credentials in psychiatry, who can demonstrate relevant specialist training and/or experience in transcultural mental health in relation to assessment, management and review of culturally and linguistically diverse patients
- where patients of the clinical consultation service are also patients of their local mental health service, their ongoing care is coordinated by a registered medical specialist with credentials in psychiatry for assessment, treatment, case management and case review
- referrals generated by transcultural MHPPEi and cultural consultation activities are reviewed by a registered medical specialist with credentials in psychiatry at weekly case review

Nursing

- access—during business hours—to a registered nurse with demonstrated knowledge, clinical competencies and cross-cultural experience relevant to the service being provided

Allied health

- access—during business hours—to a comprehensive, multidisciplinary team of allied health professionals with relevant specialist mental health and cross-cultural experience and/or training
- additional allied health support is provided to the cultural consultation service by registered clinicians with training/experience in delivering transcultural mental health care
- access to a senior allied health staff member of the service (in an on-call capacity) for bilingual mental health clinicians who deliver services outside regular business hours

Other

- access to bilingual consultants
- access to a range of visiting or local health/mental health specialties
- clinical and cultural consultation services are provided face-to-face, via telehealth facilities or on a visiting basis.

Support service requirements

A Level 6 service requires:

Service	On-site	Accessible
medical imaging		2
medication		3
pathology		3

Legislation, regulations and legislative standards

In addition to what is outlined in the Fundamentals of the Framework, mental health services must comply with the following:

- National Standards for Mental Health Services 2010
- *Queensland Criminal Code Act 1899*
www.legislation.qld.gov.au/LEGISLTN/CURRENT/C/CriminCode.pdf

Non-legislative standards, guidelines, benchmarks, policies and frameworks

In addition to what is outlined in the Fundamentals of the Framework, the following are relevant to mental health services:

- Australian and New Zealand College of Anaesthetists. Technical Standard T1: Recommendations of Minimum Facilities for Safe Administration of Anaesthesia in Operating Suites and Other Anaesthetising Locations. ANZCA; 2008.
www.anzca.edu.au/resources/professional-documents/
- Australian Government Department of Health and Ageing. National Practice Standards for the Mental Health Workforce. Canberra: Department of Health and Ageing; 2002.
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- Australian Mental Health Outcomes and Classification Network. Reporting Framework for the National Outcomes and Casemix Collection. www.amhocn.org/
- Multicultural Mental Health Australia. Framework for the Implementation of the National Mental Health Plan 2003-2008 in Multicultural Australia. Canberra: Department of Health and Ageing; 2004. www.mmha.org.au/
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- Queensland Government. Child Safety Out-of-Home Care Services Licensing Manual. Child Safety Services; 2011. www.communities.qld.gov.au/resources/childsafety/partners/documents/oohcs-licensing-manual.pdf
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