

## Referring for a Community Support Activity in Mental Health Services: Recommendations

**Recommendation 1: The Referring for a Community Support Activity Model could be considered for implementation as an integrated service and workforce model in adult Mental Health Alcohol and Other Drug Services with Community Managed Organisation partner services.**

The service model is an opportunity to change the way we work as partners. The outcomes of the project support the implementation of the Toolkit, Guideline, Implementation and Learning Resources in Mental Health Alcohol and Other Drug Services collaboratively with partner organisations, across Queensland.

Hospital and Health Services could consider collaborative planning, coordination, and integration with Community Managed Organisation partner organisations to embed the service model within their local facilities and:

- a) identify services, including Queensland Health and Community Managed Organisation partner services that could apply the model of care within existing resources, with consideration to currently funded NDIS supports.
- b) align the model to local partnership agreements to support the extent and scope of the services provided and the types of activities associated with client outcomes related to the community support activities.
- c) identify manager/clinical/professional/support worker/peer worker leads to implement the toolkit and learning resources.
- d) identify change management processes, resource allocation and workforce support that could be applied when implementing the toolkit as a service enhancement activity.

**Recommendation 2: The scope of the model could be expanded to all clinicians and other mental health and alcohol and other drugs services who work in partnership with Community Managed Organisations.**

While the Guidelines included referrals by allied health professionals in Queensland Health to psychosocial support workers in community managed organisations (and the reciprocal referrals), beyond the pilot, the model could be applied to all mental health and alcohol and other drugs service clinicians in the multidisciplinary team providing case management and care coordination.

Although the Guideline specifically pertains to requests to community managed organisations, the principles could apply to referrals to other Queensland Health Hospital and Health Service Mental Health and Alcohol and Other Drugs services employees for example referrals of activities, by members of the multidisciplinary team, to the peer support workforce, that is within their scope of practice.

Beyond this pilot (that included Adult Step Up/Step Down Units and Community Care Units) the services that consider the implementation of the model and toolkit may vary and include:

- a) sub-acute services for example in-reach Hospital to Home services.
- b) community services for example case management, outreach services or transitional recovery program
- c) long-term services for example rehabilitation services.

The implementation resources within the toolkit could be applied and adapted according to the nature of the partnership agreement and the type of model of care, with resourcing requirements considered.

Pilot site leads may assist as points of contact for new services wishing to implement the toolkit supporting local adaption and to maintain the fidelity of the model

### **Recommendation 3: A project dissemination strategy is implemented**

The strategy could support the reach and sustainability of the service model in collaboration with Referring for a Community Support Activity Steering Group and the Allied Health Mental Health Advisory Group including:

- Publication of the Referring for a Community Support Activity Final Evaluation Report and the Toolkit on the Internet.
- Dissemination of the model resources through the Allied Health, Mental Health Advisory Group
- Promote and showcase the model, so that interested services could consider it e.g.
  - a) the Allied Health Mental Health Videoconference series.
  - b) Queensland Health Lived Experience Network
  - c) Statewide Mental Health Alcohol and Other Drugs Clinical Network
  - d) Mental Health Alcohol and Other Drugs Clinical Clusters
  - e) Community Managed Organisations Peak Body