

# Core and Specialist Skills Assessment

## AREA 2: Practice Area – Community Care Team (Adult)

### Scope and Objectives of Core and Specialist Skills Assessment

This Core and Specialist Assessment (CSAt) will enable the allied health professional to:

- Build on their knowledge and skills within an *Adult Community Care Team (CCT)*. This includes understanding their professional role within a CCT, whilst also building on core skills of mental health allied health practitioner service to this client group.
- Develop a sound understanding of community mental health practice and the opportunities and challenges in providing this service to consumers living in the community.
- Participate in team meetings as part of the multidisciplinary team.
- Develop a sound understanding of the recovery philosophy and the provision of case management/care coordination to consumers living in the community.

This CSAt should be used in conjunction with professional supervision and the Allied Health MHAOD New Graduate Program Framework. The framework and associated resources are available at:

<https://qheps.health.qld.gov.au/allied-health/mental-health>

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The CSAt reflects best practice and agreed process for conduct of the task at the time of approval and should not be altered. Feedback, including proposed amendments to this published document, should be directed to the Office of the Chief Allied Health Officer (OCAHO) at: [OCAHO-MHAODS@health.qld.gov.au](mailto:OCAHO-MHAODS@health.qld.gov.au)

Prior to use, please check <https://qheps.health.qld.gov.au/allied-health/mental-health> for the latest version of this CSAt.

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## Requisite training, knowledge, skills and experience

### Training opportunities

- Training as outlined in the New Graduate Framework “Graduate Training Schedule and Record”.
- [Australian Mental Health Outcomes and Classification Network \(AMHOCN\)](#) training
- Internal linkage opportunities within the HHS:
  - Connect with Service Integration Coordinators (SIC) or other roles within the HHS which support connections with other service providers (e.g. Navigators, NDIS coordinators etc).
  - Senior or advanced clinical roles of each profession within the team.
- External linkage opportunities:
  - Other government agency linkages may include Department of Housing and Public Works, Queensland Public Trustee, Office of the Public Guardian.
  - Local community supports, social infrastructure and organisations which offer sustainable community connections. These might include:
    - Community centres and Non-Government Organisations (NGO’s) which offer groups, activities and psychosocial supports.
    - Crisis support services such as charity or religious services who provide emergency relief, food vouchers, free or cheap items etc.
    - Council facilities and activities such as libraries, pools, groups.
- Graduate Reflective Learning Sessions or peer learning groups and supervision.

### Clinical knowledge/evidence

The following are examples of demonstrating content knowledge by an allied health professional:

- Demonstrates an understanding of the variety of consumer presentations encountered by a CCT, including prevalent diagnoses, levels of complexity and risk, and the treatment and referral pathways for care within the community.
- Recognises deteriorating mental state and/or escalating risk and discusses plans to support a consumer’s with senior clinicians and/or medical staff as per local clinical governance processes.
- Works collaboratively within the team including contributing to team rosters, undertaking joint-home visits, sharing cars, desks and other limited resources.
- Links consumers with:
  - General Practitioner (GP) and other healthcare providers, encouraging regular monitoring of physical and mental health.
  - Other community-based support providers which may include support to navigate and access and appropriate sharing of relevant clinical information.
- Utilises outcome measures (HONOS, LSP, MHI) as a therapeutic engagement tool encouraging the consumer to reflect on their health and wellbeing through comparing results over time.

## References and supporting documents

### National Safety and Quality Health Service Standards (second edition) alignment



1. Clinical Governance Standard



2. Partnering with Consumers Standard



4. Medication Safety Standard



5. Comprehensive Care Standard



6. Communicating for Safety Standard



8. Recognising and responding to Acute Deterioration Standard

### National

- Australian Mental Health Outcomes and Classification Network (AMHOCN).
- [RANZCP guidelines and clinical resources](#).

### Queensland

- Clinical guidelines, policies and resources developed by:
  - [Mental Health Act 2016](#) policies, forms, flowcharts and
  - The Mental Health, Alcohol and Other Drugs Branch (the Branch) supports the statewide development, delivery and enhancement of safe, quality, evidence-based clinical and non-clinical services in the specialist areas of mental health and alcohol and other drugs treatment.
- Queensland Health. (2020). [Comprehensive Care - Partnerships in Care and Communication: Resource Guide](#).
- Queensland Health. (2021). [Co-occurring substance use disorders and other mental health disorders: policy position statement for Mental Health Alcohol and Other Drugs Service](#).
- Queensland Health. (2023). [Strengthening the state funded mental health alcohol and other drugs \(MHAOD\) service response for people from culturally and linguistically diverse \(CALD\) communities](#).
- Queensland Health. (2023). [Supporting Metabolic Health for Queenslanders living with Serious Mental Illness and/or Substance Use Disorders](#).

# Assessment: performance criteria

## AREA 2: Practice Area – Community Care Team (Adult)

Name:

Position:

Work Unit:

	Assessment criteria	Applicable (Y/N)	Date achieved	Assessor initial
1	Completes a mental state assessment with a community mental health consumer and documents this accurately within consumer's clinical record.			
2	Demonstrates the development of a therapeutic relationship with CCT consumers, including building trust, rapport and positive communication skills.			
3	Demonstrates an understanding of the role of graduate's profession within the CCT including their scope of practice, assessments, professional formulation and treatments provided.			
4	Explains risk considerations for working with consumers living in the community. Examples may include home visiting risks, recognising and responding to a deteriorating person (RRDP) or risks from others in the home.			
5	Completes consistent, high quality clinical documentation relevant to consumers within a CCT in alignment with the MHAOD comprehensive care resource guide e.g. Longitudinal summary, care review summary and Transition of Care (TOC).			
6	Demonstrates a level of communication skills appropriate to work effectively as a team member with a demonstrated willingness to assist other team members.			
7	Demonstrates effective communication skills in presenting care reviews, intakes, and delivering clinical handovers to the multidisciplinary team. This includes discussion of information from their professional viewpoint.			
8	Demonstrates the ability to identify early warning signs and the symptoms of deterioration (RRDP) of the consumer's mental health while in the community and implements a management strategy that is documented in their recovery and care plan.			
9	Demonstrates time management skills that are evident by prioritising workloads according to urgency and flexibility while assisting consumers with crisis situations.			
10	Provides a range of psychoeducation sessions e.g. for core diagnosis and clinically significant outcomes e.g. sleep hygiene for consumers of a CCT.			
11	Demonstrates sound knowledge of other service providers and non-government organisations that work with the community mental health team to deliver a seamless/integrated service to consumers.			
12	Demonstrates a sound understanding of the local process required when admitting a consumer to the hospital mental health clinical area via: <ul style="list-style-type: none"> <li>urgent outpatient assessment e.g. Acute Care Team (ACT)/Intake team</li> <li>direct admission to the inpatient unit</li> <li>admission via the Emergency Department.</li> </ul>			
13	Undertakes a wholistic assessment of needs for a consumer in the community setting and documents their observations concisely in the in the consumer's clinical record.			
14	Demonstrates an understanding of the Mental Health Act (2016) and the requirements of an allied health professional within a CCT setting e.g. explaining a Treatment Authority (TA) and MHRT tribunals – reports and attendance.			
15	Demonstrates understanding of the purpose of the Public Guardian and the Public Trust and relevant legislation including The Public Guardian Act (2014), Guardianship and Administration Act (2000) and the Public Trustee Act (1978).			

Assessment criteria		Applicable (Y/N)	Date achieved	Assessor initial
16	Identifies and escalates concerns about a consumer's mental state and/or risk as per local clinical governance processes and procedures.			
17	Routinely completes KPI's with the consumer to enhance consumer engagement and meaningful clinical utility for a community mental health consumer including: <ul style="list-style-type: none"> <li>• Face-to-face contact within 7-days of <b>prior to</b> and <b>post-discharge</b> from mental health inpatient unit</li> <li>• Care package requires including diagnosis, outcome measures and care review POS</li> <li>• Physical health screening documents</li> </ul>			
18	Demonstrates understanding of the CCT processes and procedures for medication monitoring and management, including Clozapine and depot administration and management.			
19	Demonstrates the organisational ability while working closely with other multidisciplinary team members to support medication management in alignment with the CCT's procedure. This may include: <ul style="list-style-type: none"> <li>• medication management care planning;</li> <li>• arranging consumer prescriptions and medications, storage and transport;</li> <li>• facilitating access for depot medications;</li> <li>• working with community pharmacies to ensure that consumers receive their medications in a timely manner and packed appropriately. (i.e., Webster pack).</li> </ul>			

Reflective practice		Date achieved	Assessor initial
R1	Reflects on how to integrate discipline specific models and tools into case management practice.		
R2	Considers ways to work collaboratively with multidisciplinary colleagues to deliver discipline specific skills and high quality MHAODS care to consumers.		
R3	Completes a clinical case study and reflects on consumer experience/perspective, care provided and professional practice learnings.		

**Comments:**

Record of assessment competence:				
Assessor name and signature:		Assessor position:		Competence achieved: / /
Assessor name and signature:		Assessor position:		
Assessor name and signature:		Assessor position:		