

Clinical Services Capability Framework

Mental Health Services

Module Overview

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

The Mental Health Services module represents a range of mental health services for people in South Australia. Mental health is a specialist area of healthcare promoting 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. Fundamental principles underpinning effective mental health services involve consumer-centeredness, family/carer involvement and recovery planning.

Mental health services address the needs of a broad mix of patient types across the entire age spectrum (children, adolescents, youth, 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 in out-of-home care
- > people with a comorbidity or complex needs—this may include, but is not restricted to, people 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, with these services 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
- > **psychogeriatric** refers to older persons mental health services which may include dementia services
- > **qualification** refers to either formal qualification/s from a higher education institution such as a university, at either under-graduate or post-graduate level, or informal qualification/s obtained as part of ongoing professional development, employer-based in-service program, or a College / Professional Association.

By national convention, the accepted term used when referring to a mental health patient is **consumer**, with consumers supported by their family and/or carers. However, on occasion 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: Adult (25 – 64 years) and Youth Services (16 – 24 years)

Section 2: Child and Adolescent (0 – 15 years)

Section 3: Older Persons Services (65 years and older)

Section 4: Statewide and Other Targeted Services.

Table 1: Mental health services defined in the Clinical Services Capability Framework (CSCF)

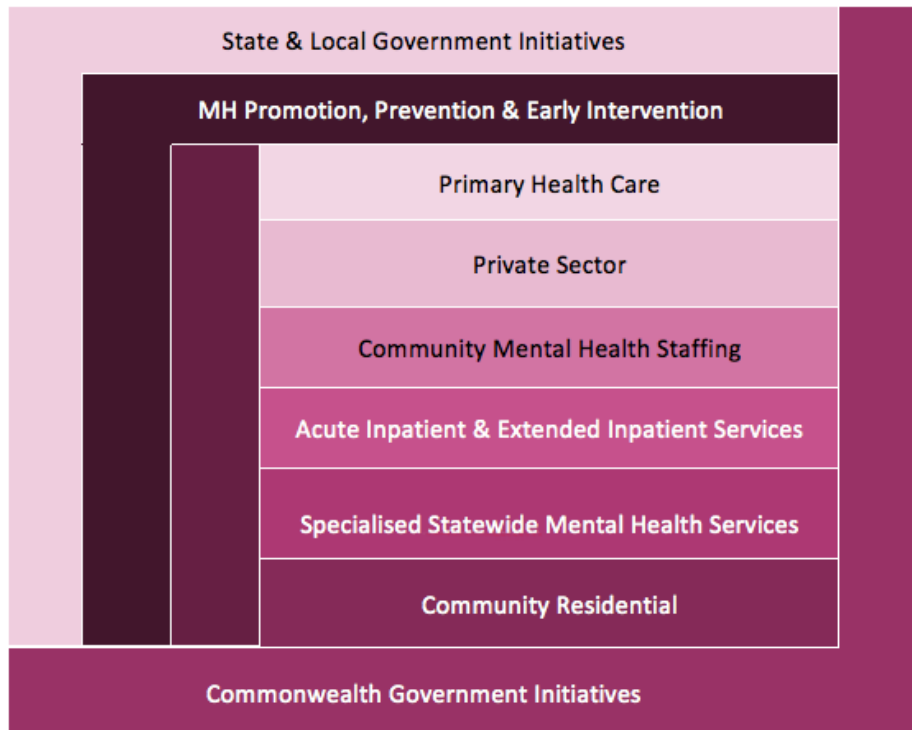
Service section	Service subsections	Service subsection notes
1. Adult Services (16 - 65 years) and Youth Services (16-24 years)	1.1 Ambulatory Services	Levels 1–6, including services delivered by Continuing Care Teams, Mobile Intensive Treatment Teams and community-based Acute Care Teams
	1.2 Acute Inpatient Services	Levels 2–6. Private sector commences at Level 3 for psychosurgery only, otherwise commences at Level 4
	1.3 Non-Acute Inpatient Services	Levels 4–6, including criteria for Community Care Units, Secure Mental Health Rehabilitation Units, and
2. Mental Health Services for Children (0 to 15 years) and Adolescent	2.1 Ambulatory Services	Levels 1–6
	2.2 Acute Inpatient Services	Levels 2–6
3. Services for Older Persons (65 years and older)	3.1 Ambulatory Services	Levels 1–6
	3.2 Acute Inpatient Services	Levels 2–6
4. Statewide and Other Targeted Services	4.1 Adult Forensic Services	Level 6 (relevant to public sector mental health services only)
	4.2 Child and Youth Forensic Services	Level 5 (relevant to public sector mental health services only)
	4.3 Eating Disorders Services	Level 6
	4.4 Emergency Services and Short Stay Units	Levels 4–5, including services delivered by hospital-based Acute Care Teams (relevant to public sector mental health services only)
	4.5 Evolve Therapeutic Service	Levels 4-5
	4.6 Perinatal and Infant Services (Helen Mayo House)	Levels 3–6
Specific risk considerations	Nil	Levels 3–6

An integrated South Australian mental health service system

A strong focus on the integration of mental health services across South Australia 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 South Australian mental health service system, are integrated and work together to promote continuity of care (Figure 1).

Figure 1: South Australia Mental Health Service System



Mental health service areas

The Mental Health Services module defines broad service areas separately so 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 consumers, 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 consumers, 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 consumers 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 e.g. Intermediate Care Centres, Community Rehabilitation Centres, Inpatient Rehabilitation Services and Crisis Respite Services.

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 populations.

General support services

Documented processes (e.g. MOUs) and collaborative partnerships—relevant to the service being provided and individual consumer need—should be established between a mental health service and a range of:

- > clinical support services including (but not limited to) medical practitioners (general practitioners); health services (acute, non-acute and ambulatory) for the target population
- > non-clinical support services including (but not limited to) education, housing, vocational and other appropriate government agencies (e.g. South Australia 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 the consumer'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)¹:

- > **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 consumer, the consumer's carers and relatives, the South Australia 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 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
<p>LOW RISK Requires only general level of observation and/or standard level of care that might focus on monitoring and/or respite.</p>	<ul style="list-style-type: none"> > No current suicidal, homicidal ideation, plan or intentions > Low likelihood for harmful behaviour > Ability to care for self with support > Intact impulse control 	<ul style="list-style-type: none"> > Transient impairment in functioning, but able to maintain some meaningful relationships > Minor or intermittent disruption/s to usual activities 	<ul style="list-style-type: none"> > Evidence that medical, substance use and/or other psychiatric illnesses or problems have potential to develop, which may affect presenting problem 	<ul style="list-style-type: none"> > Life circumstances predominantly stable > At least one source of support available 	<ul style="list-style-type: none"> > Where relevant, prior experience/s with treatment/recovery been predominantly successful 	<ul style="list-style-type: none"> > Potential to understand and accept illness and its effects (with support and psychoeducation)
<p>MODERATE RISK Requires visual proximity and/or regular clinician contact.</p>	<ul style="list-style-type: none"> > Current suicidal or homicidal ideation without intent, plan or past history > Potential for harmful behaviour > Evidence of self-neglect > Impaired impulse control 	<ul style="list-style-type: none"> > 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) 	<ul style="list-style-type: none"> > Medical, substance use and/or other psychiatric illnesses or problems exist that may affect presenting problem and will then require additional intervention and monitoring 	<ul style="list-style-type: none"> > 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 significant area > Limited support resources accessible 	<ul style="list-style-type: none"> > 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 	<ul style="list-style-type: none"> > Some variability in understanding or accepting illness, associated disability and/or comorbidities > Limited commitment to change and accepting responsibility for recovery
<p>HIGH RISK Requires one or more clinicians in immediate proximity.</p>	<ul style="list-style-type: none"> > 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. 	<ul style="list-style-type: none"> > 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). 	<ul style="list-style-type: none"> > Significant medical, substance use and/or other psychiatric illnesses or problems currently exist and require significant monitoring/intervention > Comorbid illnesses or problems place person in additional danger of complications, and impair potential for recovery from presenting problem. 	<ul style="list-style-type: none"> > Serious disruption of family/social milieu or life circumstances > Episodes of victimisation or violence > Overwhelming demands > No support resources accessible. 	<ul style="list-style-type: none"> > Past or current treatment/recovery associated with minimal success > Symptoms persistent. 	<ul style="list-style-type: none"> > 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)¹

The reader should consult other key documents, such as the Fundamentals to Care South Australia and the Mental Health Services: Pathways to Care Policy Directive and Guidelines 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 Adolescent (0 -15 years)
- > Youth Services (16 – 24 years) as a subset of adult services
- > Adult Services (25 – 64 years)
- > Older Persons Services (65 years and older)

There will however, 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 person's 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 consumer with both mental health care and general healthcare, the service is required to comply, for instance, with the relevant components of the Children's and Adolescent's Services modules (for consumers aged 0 to 15 years), Medical Services module (for consumers aged over 16 years) and other relevant CSCF modules, 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, policy and procedure requirements, documented processes, integrated mental health recovery plans, and common elements for inpatient care relevant to all mental health services are detailed below.

Specific service requirements:

- > All screening, assessment, treatment and planning tools are age-specific.
- > Routine clinical detail collected to inform assessment, diagnosis, intervention and/or recovery.
- > Assessments and interventions reflect age-appropriate, evidence-based care.
- > Assessments and interventions in Levels 4, 5 and 6 services reflect multidisciplinary input.
- > Assessments and interventions are associated with a documented case review process, and are conducted in accordance with the National Standards for Mental Health Services and for involuntary consumers
- > Service delivery reflects specific needs of target population and individual.
- > Consumers and family/carers are supported to initiate contact with and engage in all ambulatory, inpatient and community-based mental health, health and support services.
- > Consumer's individual educational program is coordinated with and integrated into their inpatient, community or day program, wherever appropriate.
- > Multidisciplinary (and where possible, multi-systemic) collaboration for review of all care plans in cases where risk status of mental health consumers escalate beyond capability of current service level (or in case of emergency mental health presentations), including Consultation-Liaison with higher level mental health service (which may be via telehealth facilities).
- > Acknowledgement of need for multi-systemic input into all mental health care.
- > All episodes of care are documented in a health record.
- > Consideration of decision-making capacity and/or role of alternate, legally appointed individual or agency in decision-making on behalf of the consumer (e.g. Advanced Care Directive)
- > Working knowledge of processes involving involuntary treatments and consumer rights under the *Mental Health Act 2009* as issues may arise concerning ability of children, adolescents and adults to consent to treatment.
- > 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 effectiveness of clinical and referral pathways.
- > Consumers with eating disorders (who are on inpatient refeeding programs) should be assumed to be at risk of refeeding syndrome and be managed accordingly in an inpatient setting.
- > *Children's Protection Act 1993* (SA) - for all services caring for children and/or adolescents, there is a documented process and/or contact with child protection liaison officers with clear child protection referral processes in place.
- > 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.
- > Provide relevant clinical indicator data to satisfy accreditation and other statutory reporting obligations.

Service requirements

In addition to what is outlined in the [Fundamentals of the Framework](#), specific service requirements, policy and procedure requirements, documented processes, integrated mental health recovery plans, and common elements for inpatient care relevant to all mental health services are detailed below.

Current policy and procedure:	<ul style="list-style-type: none">> Should explicitly outline care pathways and inform assessment, diagnosis, admission, monitoring, treatment, evaluation, ongoing care, referral, transfer and discharge of mental health consumers.> Reflect specific needs of target population and individual.> Inform 24 hours a day response to psychiatric emergencies and high-risk situations.> Inform management of high-risk behaviour/s and address any (but not be limited to) relational, pharmacological, physical and environmental interventions used in management and containment of violent and/or self-harm behaviours.> Inform short-term, high-dependency care and stabilisation of mental health consumers awaiting transfer for inpatient admission.> Inform identification, prevention, response to and evaluation of adverse clinical events.> Inform safe administration and ongoing management of consumers receiving electroconvulsive therapy (ECT) and psychosurgery in services authorised by the <i>Mental Health Act 2009</i> to provide these services, and should inform how to manage special needs and/or age-specific needs, and vulnerabilities of consumers accessing the service.> Processes relating to the transfer and closure of non-active consumer cases are uniform across the state resulting in consistent approaches to the management of non-active consumer cases.> Inform processes of consultation-liaison between higher level services (Levels 4, 5 and 6) and lower level services.> Inform refeeding programs used to treat inpatients with eating disorders, and should align/comply with Australian and/or local standards and requirements.> Inform continuing care of mental health consumers admitted to/ discharged from inpatient mental health care.
Documented processes should:	<ul style="list-style-type: none">> Demonstrate links and collaborative partnerships with other mental health services (ambulatory, acute inpatient and non-acute inpatient) as is relevant to target population.> Demonstrate links with local government, non-government organisation/s and other general support services.> Reflect timely responses and specific needs of individuals.> Demonstrate involvement of consumers and carers in planning, operation, monitoring and evaluation of mental health services (Levels 3 to 6).
Integrated mental health recovery plans should include:	<ul style="list-style-type: none">> Assessments pertaining to each person's family/carer factors, including family/carer risk factors.> Risk assessments pertaining to each mental health episode. Assessments follow a state-wide formulation that includes assessment of risk relating to each episode and phase of care.> Developmental/educational/vocational tasks relevant to consumers.> Family/carer and community roles in ongoing care and support of the person.

Service requirements

In addition to what is outlined in the [Fundamentals of the Framework](#), specific service requirements, policy and procedure requirements, documented processes, integrated mental health recovery plans, and common elements for inpatient care relevant to all mental health services are detailed below.

Common elements for inpatient care include:

- > Encouragement and support for consumers (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 reducing stress related to resuming normal activities in the post-hospitalisation environment (e.g. promoting access to community services associated with ongoing consumer 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 consumer of that service, ongoing and age-specific consultation-liaison is required with a higher level mental health service.

Workforce requirements

The CSCF does not prescribe staffing ratios, absolute skill mix, or clerical and/or administration workforce requirements for a team providing a service, as these are best determined locally and in accordance with relevant industrial instruments. Where minimum standards, guidelines or benchmarks are available, the requirements outlined in this module should be considered as a guide only. All staffing requirements should be read in conjunction with the *Health Care Act 2008*, Awards and relevant Enterprise Agreements including, but not limited to:

- > SA Health Salaried Medical Officers Enterprise Agreement 2013
- > SA Health Visiting Medical Specialists Enterprise Agreement 2012
- > SA Health Clinical Academics Enterprise Agreement 2014
- > Nursing/Midwifery (South Australian Public Sector) Enterprise Agreement 2013
- > SA Ambulance Service Enterprise Agreement 2011
- > SA Public Sector Wages Parity Enterprise Agreement Salaried 2014

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
 - current severity of illness experienced by consumers
 - special individual needs
 - age-specific needs and vulnerabilities.
- > clinicians within Level 4, 5 and 6 services demonstrate high levels of clinical expertise in assessment, intervention and evaluation of consumers 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 qualified and 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 qualified and 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 consumers or with specific groups of mental health consumers, such as children, is intermittent or limited. Sound aspirational statement. How could we demonstrate evidence that this occurs at accreditation.

Workforce requirements

Medical	<ul style="list-style-type: none">> 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 consumers receiving ECT in accordance with the <i>Mental Health Act 2009</i>.
Nursing	<ul style="list-style-type: none">> registered nurses have qualifications and/or experience in mental health.
Allied health	<ul style="list-style-type: none">> allied health professionals have qualifications and/or experience in mental health.
Other	<ul style="list-style-type: none">> interpreter services (e.g. language and sign language) accessible as required.> access to mental health workforce and/or associated key stakeholders or service providers as required with expertise in:<ul style="list-style-type: none">– Aboriginal and Torres Strait Islander mental health– Lived Experience– transcultural mental health– dual diagnosis (e.g. mental health disorder plus alcohol/other drug disorder)– consumer and carer support needs

Section 1 Adult (25-64 years) and Youth Services (16-24 years)

Subsection 1.1 - Ambulatory Service

Adult Ambulatory Services	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
<p>Service description</p> <ul style="list-style-type: none"> > capable of providing limited short-term or intermittent non-admitted mental health care to low-risk/complexity voluntary adult mental health consumers. > may only be available for limited hours. > delivered predominantly by one or more general health clinicians who provide local community healthcare service non-specific to mental health. > typically, service delivered via community clinic or home-based care. > service provision typically includes: basic screening and assessment; brief and/or basic assessment and intervention; consumer and carer education; primary care and prevention programs; and referral, where appropriate. 	<ul style="list-style-type: none"> > capable of providing short- to medium-term or intermittent non-admitted mental health care to low-risk/complexity voluntary adult mental health consumers. > accessible during business hours and may be delivered via hospital-based outpatient clinic, community clinic or home-based care. > delivered predominantly by team of general health clinicians or visiting mental health professionals who provide a local community healthcare service (general health clinicians providing mental health service have qualifications and/or experience in mental health care). > some mental health specific services / programs provided at this level. > service provision typically includes: assessment; interventions, including counselling; consumer and carer education and information; documented case review; primary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate. 	<ul style="list-style-type: none"> > capable of providing short- to long-term or intermittent non-admitted mental health care to low- and moderate-risk/complexity voluntary adult mental health consumers. > day programs primarily consist of block-based intervention periods and may only be delivered at certain times of the year. > delivered predominantly by small team (not necessarily multidisciplinary) of mental health professionals who provide local mental health care service via hospital-based outpatient clinic or day program, community mental health clinic or home-based care. > service provision typically includes: assessment and targeted interventions by mental health professionals; care coordination / case management; consumer 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. 	<ul style="list-style-type: none"> > 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 consumers > Youth consumers older than 15 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. > delivered predominantly by multidisciplinary team of mental health professionals who provide local mental health care service via hospital-based outpatient clinic or day program, 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; consumer 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. 	<ul style="list-style-type: none"> > 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 consumers (child and youth consumers 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). > accessible during business hours and consumers have access to limited extended-hours service. > delivered predominantly by multidisciplinary team of mental health professionals who provide a local mental health care service via hospital-based outpatient clinic, community mental health clinic, home-based care, or designated hospital- or community-based day program (service delivered by community-based Acute Care Teams and Mobile Intensive Treatment Teams – or their equivalents – may be defined at this level of service). 	<ul style="list-style-type: none"> > capable of providing short- to long-term or intermittent non-admitted mental health care to highest risk/complexity voluntary and involuntary adult mental health consumers. > may be targeted population with special care needs and may demonstrate most extreme comorbidities and/or indicators of treatment resistance. > accessible during business hours and extended-hours service provided. > delivered by highly specialised multidisciplinary team of mental health professionals (medical practitioners, psychiatrists, nurses, allied health and other specialists) providing specialist mental health care service either locally and/or across service areas via hospital-based outpatient clinic, community mental health clinic, home-based care or hospital- or community-based day program. > service provision includes: multidisciplinary assessment and specialised interventions by mental health professionals; care coordination/case management; consumer and carer education; documented frequent case review; targeted group programs; all levels of prevention. 	

Adult Ambulatory Services	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
<p>Service description</p>					<p>> 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.</p>	
<p>Service requirements</p>	<p>As per module overview, plus:</p> <ul style="list-style-type: none"> > identification, initial acute assessment and brief interventions of uncomplicated mental health problems. > forward referrals for expert assessment / diagnosis / intervention as required. > development of care plan. > basic clinical detail collected to inform assessment / diagnosis / intervention / recovery. > limited psychoeducation. > mental health assessments / interventions conducted in consultation with mental health clinician where clinically indicated, and associated with documented review process. > mental health assessments / interventions (and referrals to other mental health services) conducted by general health clinicians of service. 	<p>As per Level 1, plus:</p> <ul style="list-style-type: none"> > identification, initial acute assessment and interventions of mental health problems (that may be associated with simple comorbidities and/or resistance to treatment). > 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 with qualifications and/or experience in mental health and/or visiting mental health clinicians. 	<p>As per Level 2, plus:</p> <ul style="list-style-type: none"> > 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 individual mental health recovery plan. > range of primary (e.g. stress management) and some limited secondary (e.g. weight management) prevention services. > psychoeducation for consumer and family / carer (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services). 	<p>As per Level 3, plus:</p> <ul style="list-style-type: none"> > development of comprehensive individual mental health recovery plan within 1 week of assessment. > extensive clinical detail collected to inform assessment, diagnosis, intervention and recovery. > extensive range of primary (e.g. stress management) and secondary (e.g. weight management) prevention services. > assertive outreach applicable to service and target population. > mental health assessments / interventions conducted by team of mental health professionals. > may be authorised mental health service under <i>Mental Health Act 2009</i>. 	<p>As per Level 4, plus:</p> <ul style="list-style-type: none"> > 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 / carers. > psychoeducation for consumers, 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 multidisciplinary team of mental health professionals. 	<p>As per Level 5, plus:</p> <ul style="list-style-type: none"> > identification, ongoing assessment, monitoring and interventions of complex mental health problems (that may be associated with most complex comorbidities and/or indicators of treatment resistance). > extensive clinical detail collected to inform assessment, diagnosis, intervention and recovery, and broader service delivery across all levels of service. > 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 dissemination of clinical expertise. > services form part of an integrated mental health service and are part of service network that also includes Level 5 or 6 adult acute inpatient mental health unit.

Adult Ambulatory Services	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Service requirements	<ul style="list-style-type: none"> > documented processes with Level 5 adult inpatient mental health service. 		<ul style="list-style-type: none"> > mental health assessments / interventions conducted by mental health clinicians of the service. > if providing psychosurgery, authorised mental health service under <i>Mental Health Act 2009</i>. 		<ul style="list-style-type: none"> > service based within or part of service network that includes Level 5 or 6 adult acute inpatient mental health unit. > consultation-liaison services to local health services as required. > authorised mental health service under <i>Mental Health Act 2009</i>. 	<ul style="list-style-type: none"> > assertive outreach applicable to service and target population. > specialist consultation-liaison to other health and non-health services / agencies for target population. > may provide extensive range of additional clinical programs and service components, such as outreach service, telehealth services or extended treatment program.

Workforce requirements	<p>As per module overview, plus access to one or more of following (visiting basis or outreach services):</p> <p>Medical</p> <ul style="list-style-type: none"> > medical practitioner. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > registered nurse. <p>Allied health</p> <ul style="list-style-type: none"> > allied health professionals. 	<p>As per Level 1, plus access to one or more of the following qualified and experienced mental health professionals:</p> <p>Medical</p> <ul style="list-style-type: none"> > medical practitioner. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > registered nurse. <p>Allied health</p> <ul style="list-style-type: none"> > allied health professionals. <p>Other</p> <ul style="list-style-type: none"> > access to visiting mental health professionals. 	<p>As per Level 2, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > limited access to registered medical specialist with credentials in psychiatry. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > access to two or more qualified and/or experienced mental health nurses. <p>Allied health</p> <ul style="list-style-type: none"> > access to allied health professionals with qualifications and/or experience in mental health. <p>Other</p> <ul style="list-style-type: none"> > access to some visiting specialties in health and/or mental health (e.g. Community Forensic Outreach Service). 	<p>As per Level 3, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access to registered medical specialist with credentials in psychiatry for assessment, case management and review. > may have extended-hours access to medical practitioner in psychiatry under supervision (e.g. psychiatry registrar). <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. <p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to registered nurse with qualifications and/or experience in mental health. 	<p>As per Level 4, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access—during business hours—to registered medical specialist with credentials in psychiatry for assessment, case management and review. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > access—during business hours—to registered nurse with extensive mental health experience and/or qualifications in mental health. <p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to multidisciplinary team of allied health professionals with qualifications and/or experience in mental health. > access to psychology, social work, occupational therapy, speech pathology and dietetic services > access to dedicated pharmacy services for mental health. 	<p>As per Level 5, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > extended-hours access to registered medical specialist with credentials in psychiatry for assessment, case management and review. > extended-hours access to medical practitioner with credentials in psychiatry (psychiatry registrar). <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > extended-hours access to registered nurses with extensive mental health experience and/or qualifications in mental health. <p>Allied health</p> <ul style="list-style-type: none"> > extended-hours access to multidisciplinary team of allied health professionals with mental health qualifications and/or experience, some with: <ul style="list-style-type: none"> - specialist qualifications / experience in specific intervention areas relevant to service being provided
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Adult Ambulatory Services	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Workforce requirements					Other > access to range of visiting or local health / mental health specialties including lived experience workforce.	Other > access to extensive range of visiting or local health / mental health specialties including lived experience workforce.
Specific risk considerations	Nil	Nil	Nil	Nil	Nil	Nil

Support service requirements for adult ambulatory mental health services	Level 1		Level 2		Level 3		Level 4		Level 5		Level 6	
	On-site	Accessible	On-site	Accessible	On-site	Accessible	On-site	Accessible	On-site	Accessible	On-site	Accessible
Medical imaging		1		1		1		2		2		2
Pathology		1		1		2		2		2		2
Pharmacy		1		2		2		2		3		4

Table note: *On-site* means staff, services and/or resources located within the health facility or adjacent campus including third party providers.
Accessible means ability to utilise a service (either located on-site or off-site) or skills of a suitably qualified person (who may be either on-site or off-site)—without difficulty or delay—via various communication mediums including but not limited to face-to-face, telehealth and/or outreach.

Section 1 Adult (25-64 years) and Youth Services (16-24 years)

Subsection 1.2 - Acute Inpatient Service (e.g. Psychiatric Intensive Care Unit)

Adult Acute Inpatient Services	Level 2	Level 3	Level 4	Level 5	Level 6
<p>Service description</p>	<ul style="list-style-type: none"> > capable of providing limited short-term or intermittent inpatient mental health care to low-risk/complexity voluntary adult mental health consumers. > provides general healthcare and some limited mental health care 24 hours a day. > delivered predominantly by team of general health clinicians within a facility without dedicated mental health staff (on-site) or allocated beds. > medical services provided on-site or in close proximity to provide rapid response at all times. > service provision typically includes: assessment, brief interventions and monitoring; consumer and carer education and information; documented case review; consultation-liaison with higher level mental health services; and referral, where appropriate. 	<ul style="list-style-type: none"> > capable of providing short- to medium-term or intermittent inpatient mental health care to low-risk/complexity voluntary adult mental health consumers. > provides general healthcare and mental health care 24 hours a day. > delivered predominantly by general and mental health professionals (on-site) within a general medical facility that has limited number of allocated mental health beds or may operate as mental health special care suite/area. > service provision typically includes: assessment and targeted interventions by general and mental health professionals; consumer 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. 	<ul style="list-style-type: none"> > capable of providing short- to medium-term and intermittent inpatient mental health care to low- and moderate-risk/complexity voluntary adult mental health consumers, adolescent consumers 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). > provides mental health care 24 hours a day. > 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 typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; consumer 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. 	<ul style="list-style-type: none"> > 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 consumers (adolescent consumers 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. > provides mental health care 24 hours a day. > delivered predominantly by multidisciplinary team of mental health professionals (psychiatrist, nurses, allied health professionals) within dedicated mental health hospital or general hospital that has dedicated mental health acute inpatient unit. > service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; consumer 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. 	<ul style="list-style-type: none"> > capable of providing short- to medium-term and intermittent inpatient mental health care to voluntary and involuntary adult mental health consumers who present with highest level of risk and complexity. > may be targeted population with special care needs. > may demonstrate most extreme comorbidities and/or indicators of treatment resistance. > service is highly specialised and/or statewide inpatient service delivered from large general hospital incorporating dedicated mental health unit or may be delivered from purpose-designed and built mental health facility. > demonstrates specialist expertise in delivery of mental health services to a consumer group that cannot be safely and effectively cared for in any other level of acute inpatient mental health service. > provides mental health care 24 hours a day. > delivered by highly specialised multidisciplinary team of mental health professionals (medical practitioners, psychiatrists, nurses, allied health and other specialists). > medical services provided on-site or are in close proximity to provide rapid response at all times. > service provision includes: multidisciplinary assessment and specialised interventions by mental health professionals; consumer 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.

Adult Acute Inpatient Services	Level 2	Level 3	Level 4	Level 5	Level 6
<p>Service requirements</p>	<p>As per module overview, plus:</p> <ul style="list-style-type: none"> > identification, initial acute assessment, brief intervention and monitoring of uncomplicated mental health problems. > medication management. > forward referrals for expert assessment, diagnosis and intervention. > development of 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 and interventions conducted in consultation with mental health clinician where clinically indicated, and associated with 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 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. 	<p>As per module overview, plus:</p> <ul style="list-style-type: none"> > 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 comprehensive individual mental health recovery plan within 1 week of assessment. > 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. 	<p>As per Level 3, plus:</p> <ul style="list-style-type: none"> > 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 identification, assessment and intervention of any co-occurring substance-use disorders. > extensive clinical detail collected to inform assessment, diagnosis, intervention and recovery. > range of primary (e.g. stress management) and secondary (e.g. weight management) prevention services. > psychoeducation for the consumer and family / carer (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 team of mental health professionals. > mental health assessments and interventions for youth conducted in consultation with child and youth mental health clinician from ambulatory service Level 4 or above, or acute inpatient service Level 5 or above where clinically indicated, and associated with documented review process. > documented processes outlining supervisory requirements to ensure safety of youth admitted to the unit. 	<p>As per Level 4, plus:</p> <ul style="list-style-type: none"> > 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 / carers (e.g. group therapy for consumers with Bipolar Affective Disorder). > extensive range of primary (e.g. stress management) and secondary (e.g. weight management) prevention services. > mental health assessments, interventions and monitoring conducted by multidisciplinary team of mental health professionals. > authorised mental health service under <i>Mental Health Act 2009</i>. > may provide range of additional clinical programs and service components, such as telehealth services or a day program. 	<p>As per Level 5, plus:</p> <ul style="list-style-type: none"> > identification, ongoing assessment, monitoring and interventions of complex mental health problems (that may be associated with most complex comorbidities and/or indicators of treatment resistance). > extensive clinical detail collected to inform assessment, diagnosis, intervention and recovery, and broader service delivery in all levels of service. > if providing psychosurgery, agreement must exist with public or facility that provides higher level of mental health service for transfer of consumers following postoperative period – treating psychiatrist shall assess consumer prior to discharge to determine whether transfer to higher level of mental health service is required to meet the clinical mental health needs of the consumer. > 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 dissemination of clinical expertise. > psychoeducation for consumers, 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 integrated mental health service and is based in a HHS or part of service network that also includes Level 5 or 6 adult ambulatory mental health service.

Adult Acute Inpatient Services	Level 2	Level 3	Level 4	Level 5	Level 6
<p>Service requirements</p>			<p>> as clinically indicated, ECT services may be facilitated and/or provided at this service level by mental health service authorised to provide ECT under <i>Mental Health Act 2009</i>.</p>		<p>> specialist consultation-liaison to other health and non-health services / agencies for target population.</p> <p>> may provide extensive range of additional clinical programs and service components, such as outreach services, telehealth services or day programs.</p>
<p>Workforce requirements</p>	<p>As per module overview, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > admitted by medical practitioner. > daily care coordinated by medical practitioner who has access to 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 rapid response at all times. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > suitably qualified and experienced registered nurse in charge (however titled) of unit. > qualified and experienced registered nurse in charge of each shift with skills appropriate to service being provided. > other suitably qualified nursing staff working within their scope of clinical practice. 	<p>As per Level 2, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > admitted by / under registered medical specialist with credentials in psychiatry. > daily care coordinated by registered medical specialist with credentials in psychiatry and/or medical practitioner who has access to 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 qualified and experienced specialist medical practitioner with credentials in neurosurgery. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. <p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to community- or hospital-based allied health professionals with qualifications and/or experience in mental health. 	<p>As per Level 3, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access—24 hours—to registered medical specialist with credentials in psychiatry for assessment, treatment, case management and case review. > access—24 hours—to 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). <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > registered nurse in charge of each shift is suitably qualified and/or experienced mental health professional. 	<p>As per Level 4, plus:</p> <p>Allied health</p> <ul style="list-style-type: none"> > access to allied health professionals e.g. psychology, social work, occupational therapy, speech pathology and dietetic services (relevant postgraduate qualifications desirable). > access to dedicated pharmacy services for mental health. <p>Other</p> <ul style="list-style-type: none"> > access to extensive range of on-site and/or visiting specialties in health / mental health e.g. lived experience workforce. 	<p>As per Level 5, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access—24 hours—to medical practitioner (psychiatry registrar /principal house officer / senior medical officer / career medical officer) with credentials relevant to the discipline. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > majority of registered nursing staff qualified mental health practitioners and have extensive mental health experience. <p>Allied health</p> <ul style="list-style-type: none"> > extended-hours access to community- or hospital-based allied health professionals with relevant specialist mental health qualifications and experience.

Adult Acute Inpatient Services	Level 2	Level 3	Level 4	Level 5	Level 6
Workforce requirements	<ul style="list-style-type: none"> > access—during business hours—to registered nurse with qualifications in mental health and/or extensive mental health experience who can provide advice, support and direction for nursing care. <p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to allied health professionals. <p>Other</p> <ul style="list-style-type: none"> > Bachelor of Nursing students (second or third year undergraduate) and or, Post-graduate students may complement clinical team at discretion of nurse in charge and under registered nurse supervision. 		<p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to community- or hospital-based allied health staff with qualifications and/or experience in adult acute mental health. > access to dedicated pharmacy services for mental health. <p>Other</p> <ul style="list-style-type: none"> > access to some on-site and/ or visiting specialties in health / mental health, e.g. lived experience workforce. 		
Specific risk considerations	Nil	Nil	Nil	Nil	Nil

Support service requirements for acute inpatient mental health services	Level 2		Level 3		Level 4		Level 5		Level 6	
	On-site	Accessible	On-site	Accessible	On-site	Accessible	On-site	Accessible	On-site	Accessible
Anaesthetics					3*		3*		3*	
Medical imaging		1		1		2		2	2	
Pathology		1		2		2		2		2
Perioperative (relevant section/s)			6**		3*		3*		3*	
Pharmacy		2		2	3		4		5	
Surgical			6**							

Required only if ECT* and/or psychosurgery** performed

Table note: *On-site* means staff, services and/or resources located within the health facility or adjacent campus including third party providers.
Accessible means ability to utilise a service (either located on-site or off-site) or skills of a suitably qualified person (who may be either on-site or off-site)—without difficulty or delay—via various communication mediums including but not limited to face-to-face, telehealth and/or outreach.

Section 1 Adult (25-64 years) and Youth Services (16-24 years)

Subsection 1.3 - Non-Acute Inpatient Service (E.g. Intermediate Care Centres)

Adult Non-Acute Inpatient Services	Level 4	Level 5	Level 6
<p>Service description</p>	<ul style="list-style-type: none"> > capable of providing medium- to long-term inpatient mental health care to low- and moderate-risk/complexity voluntary adult mental health consumers 24 hours a day. > target population includes those within service-identified age range who either require graduated entry back into 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. > delivered predominantly by mental health professionals who provide supervised and structured living environment, such as that of a Community Care Unit. > based in the community or may be co-located with a hospital-based medical / mental health service. > provides daily clinical care and rehabilitation to consumers 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; consumers 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 	<ul style="list-style-type: none"> > capable of providing medium- to long-term inpatient mental health care to low-, moderate- and high-risk/complexity voluntary and involuntary adult mental health consumers. > provides daily clinical care and rehabilitation to targeted population of consumers (e.g. those with dual diagnosis of mental health disorder and acquired brain injury) 24 hours a day. > target population for this service includes those within 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. > delivered predominantly by 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; consumer 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. 	<ul style="list-style-type: none"> > capable of providing medium- to long-term inpatient mental health care to voluntary and involuntary adult mental health consumers presenting with highest level of risk and complexity. > demonstrates specialist mental health expertise in delivery of mental health services to members of 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. > highly specialised and/or statewide extended care inpatient service predominantly provided by 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; consumer and carer education and information; documented frequent case review; targeted group programs; all levels of prevention programs/ services; and referral, where appropriate.
<p>Service requirements</p>	<p>As per module overview, plus:</p> <ul style="list-style-type: none"> > 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). > integrated approach to identification, assessment and intervention of any co-occurring substance-use disorders. > targeted clinical programs for individuals / groups / families / carers (e.g. group therapy for families/carers of consumers with a psychotic illness). 	<p>As per Level 4, plus:</p> <ul style="list-style-type: none"> > co-located with hospital-based medical / mental health service or part of 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 detail collected to inform assessment, diagnosis, intervention and recovery. 	<p>As per Level 5, plus:</p> <ul style="list-style-type: none"> > primary service site co-located with adult acute inpatient mental health unit or, alternatively, primary service site may be 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 detail collected to inform assessment, diagnosis, intervention and recovery, and broader service delivery in all levels of service.

Adult Non-Acute Inpatient Services	Level 4	Level 5	Level 6
<p>Service requirements</p>	<ul style="list-style-type: none"> > medication management. > forward referrals for assessment, diagnosis and intervention as required. > development of comprehensive individual mental health recovery plan within 1 week of assessment. > extensive range of primary (e.g. parenting support) and secondary (e.g. weight management) prevention services. > psychoeducation for consumer 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 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 referring service / practitioner. 	<ul style="list-style-type: none"> > 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 multidisciplinary team of mental health professionals. > authorised mental health service under <i>Mental Health Act 2009</i>. 	<ul style="list-style-type: none"> > 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 dissemination of clinical expertise. > psychoeducation for consumers, families/carers and groups (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services). > extensive range of additional programs and service components (e.g. step-down programs, consultation-liaison services, rehabilitation programs and telehealth).
<p>Workforce requirements</p>	<p>As per module overview, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > admitted by / under registered medical specialist with credentials in psychiatry. > access—during business hours—to registered medical specialist with credentials in psychiatry for assessment, treatment, case management and case review. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > suitably qualified and experienced registered nurse (however titled) in charge of unit. > registered nurse in charge of each shift has mental health qualifications and/or experience in mental health. > two or more registered nurses per shift qualified and/or experienced in mental health. > if inpatient unit occupancy is low, only one registered nurse per shift qualified and/or experienced in mental health. 	<p>As per Level 4, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access—24 hours—to registered medical specialist with credentials in psychiatry for assessment, treatment, case management and case review. > access—24 hours—to support by medical practitioner/s. <p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to multidisciplinary team of allied health professionals (relevant postgraduate training is desirable). > access to dedicated pharmacy services for mental health. <p>Other</p> <ul style="list-style-type: none"> > access to wide range of visiting or local health / mental health specialties. 	<p>As per Level 5, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > medical services provided on-site or are in close enough proximity to provide rapid response at all times. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > majority of registered nursing staff qualified mental health practitioners and have extensive mental health experience. <p>Allied health</p> <ul style="list-style-type: none"> > extended-hours access to community- or hospital-based allied health professionals with qualifications and experience in mental health e.g. Social Worker > some clinicians will be specialists in specific intervention areas relevant to service being provided. <p>Other</p> <ul style="list-style-type: none"> > access to extensive range of specialist health service providers (not all of whom are required to be on-site).

Adult Non-Acute Inpatient Services	Level 4	Level 5	Level 6
Workforce requirements	<p>Other</p> <ul style="list-style-type: none"> > access to range of visiting or local health / mental health specialties. > AINs or equivalent may complement clinical team at discretion of nurse in charge. > Bachelor of Nursing students (second or third year undergraduate) and or, Postgraduate students may complement clinical team at discretion of nurse in charge and under registered nurse supervision. 		
Specific risk considerations	Nil	Nil	Nil

Support service requirements for adult non-acute inpatient mental health services	Level 4		Level 5		Level 6	
	On-site	Accessible	On-site	Accessible	On-site	Accessible
Anaesthetics*	3		3		3	
Medical imaging		2		2		3
Pathology		2		2		3
Pharmacy	3		4		4	
Perioperative (relevant section/s)*	3		3		3	

*Required only if ECT performed

Table note: *On-site* means staff, services and/or resources located within the health facility or adjacent campus including third party providers.
Accessible means ability to utilise a service (either located on-site or off-site) or skills of a suitably qualified person (who may be either on-site or off-site)—without difficulty or delay—via various communication mediums including but not limited to face-to-face, telehealth and/or outreach.

Section 2 Child and Adolescent Services (0-15 years)

Subsection 2.1 - Ambulatory Service

Child & Adolescent Ambulatory Services	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
<p>Service description</p> <ul style="list-style-type: none"> > capable of providing some limited short-term or intermittent non-admitted mental health care to low-risk/complexity voluntary mental health consumer up to 15 years. > may only be accessible for limited hours. > delivered predominantly by one or more general health clinicians who provide local community healthcare service that is non-specific to mental health. > typically, service delivered via community clinic or home-based care. > service provision typically includes: basic screening and assessment; brief and/or basic intervention; consumer and carer education; primary care and prevention programs; and referral, where appropriate. 	<ul style="list-style-type: none"> > capable of providing short- to medium-term or intermittent non-admitted mental health care to low-risk/complexity voluntary mental health consumers up to 15 years. > accessible during business hours. > delivered predominantly by team of general health clinicians and visiting mental health professionals who provide local community healthcare service. > general health clinicians have qualifications and/or experience in mental health care. > some mental health-specific services / programs provided at this level. > may be delivered via hospital-based outpatient clinic, community clinic or home-based care. > service provision typically includes: assessment; interventions including counselling; consumer and carer education and information; documented case review; primary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate. 	<ul style="list-style-type: none"> > capable of providing short- to long-term or intermittent non-admitted mental health care to low- and moderate-risk/complexity voluntary mental health consumers up to 15 years. > delivered predominantly by small team (not necessarily multidisciplinary) of mental health professionals who provide local mental health care service via hospital-based outpatient clinic, community mental health clinic or home-based care. > most clinical team members have qualifications and/or experience in child and youth mental health care. > service provision typically includes: assessment and targeted interventions by mental health professionals; care coordination / case management; consumer 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. 	<ul style="list-style-type: none"> > 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 consumers up to 15 years. > accessible during business hours with exception of day programs, which are delivered primarily during school terms and consist of block-based intervention periods. > delivered predominantly by multidisciplinary team of child and youth mental health professionals who provide local mental health care service via hospital-based outpatient clinic or day program, 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; consumer 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. 	<ul style="list-style-type: none"> > capable of providing short- to long-term or intermittent non-admitted mental health care to high-risk/complexity voluntary and involuntary mental health consumers up to 15 years. > accessible during business hours and consumers have access to limited extended-hours service. > day programs delivered primarily during school terms and consist of block-based intervention periods. > delivered predominantly by multidisciplinary team of child and youth mental health professionals who provide local mental health care service via a hospital-based outpatient clinic, community mental health clinic, home-based care or hospital- or community-based day program. > service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; care coordination / case management; consumer 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. 	<ul style="list-style-type: none"> > capable of providing short- to long-term or intermittent non-admitted mental health care to highest risk/complexity voluntary and involuntary mental health consumers up to 15 years. > consumer group accessing this service level may be targeted population with special care needs who may demonstrate most severe comorbidities and/or indicators of treatment resistance. > accessible during business hours and extended-hours service provided. > delivered by multidisciplinary team of child and youth mental health professionals providing specialist mental health care service either locally and/or across service areas via a hospital-based outpatient clinic, community mental health clinic, home-based care or through hospital- or community-based day program. > service provision includes: multidisciplinary assessment and specialised interventions by mental health professionals; care coordination / case management; consumer 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. 	

Child & Adolescent Ambulatory Services	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Service requirements	<p>As per module overview, plus:</p> <ul style="list-style-type: none"> > identification, initial acute assessment and brief interventions of uncomplicated mental health problems. > forward referrals for expert assessment, diagnosis and/or intervention as required. > development of a care plan. > basic clinical detail collected to inform assessment, diagnosis, intervention and/or recovery. > limited psychoeducation. > mental health assessments and interventions (and referrals to other mental health services) conducted by general health clinicians of this service. > mental health assessments and interventions conducted in consultation with child and youth mental health clinician, from Level 4 ambulatory service or above, where clinically indicated, and associated with documented review process. 	<p>As per Level 1, plus:</p> <ul style="list-style-type: none"> > identification, initial acute assessment and interventions for mental health problems (that may be associated with simple comorbidities and/or resistance to treatment). > 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 and interventions conducted by one or more general health clinicians with qualifications and/or experience in mental health and/or by visiting mental health professionals 	<p>As per Level 2, plus:</p> <ul style="list-style-type: none"> > 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. > range of primary (e.g. parenting support) and some limited secondary (e.g. weight management) prevention services. > psychoeducation for consumer and family/carer (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. 	<p>As per Level 3, plus:</p> <ul style="list-style-type: none"> > development of comprehensive individual mental health recovery plan within 1 week of assessment. > extensive clinical detail collected to inform assessment, diagnosis, intervention and/or recovery. > extensive range of primary (e.g. parenting support) and secondary (e.g. weight management) prevention services. > assertive outreach applicable to service and target population. > mental health assessments and interventions conducted by team of mental health professionals with qualifications and/or experience in child and adolescent mental health. > may be authorised mental health service under <i>Mental Health Act 2009</i>. 	<p>As per Level 4, plus:</p> <ul style="list-style-type: none"> > authorised service under <i>Mental Health Act 2009</i>. > 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 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 children's health services as required. > mental health assessments and interventions conducted by multidisciplinary team of mental health professionals with qualifications and/or experience in child and youth mental health. 	<p>As per Level 5, plus:</p> <ul style="list-style-type: none"> > identification, ongoing assessment, monitoring and interventions for complex mental health problems (that may be associated with most complex comorbidities and/or indicators of treatment resistance). > extensive clinical detail collected to inform assessment, diagnosis, intervention and/or recovery and broader service delivery in all levels of service. > extensive range of primary (e.g. parenting support), secondary (e.g. weight management) and tertiary (e.g. psychosis treatment maintenance) prevention services. > specialist consultation-liaison to other health and non-health services / agencies for target population. > assertive outreach applicable to service and target population. > may provide extensive range of additional clinical programs and service components, such as outreach service, telehealth services or extended treatment program.

Child & Adolescent Ambulatory Services	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Service requirements	<ul style="list-style-type: none"> > service is based within a LHN or is part of a service network that includes Level 5 or 6 child/adolescent acute inpatient mental health unit. 		<ul style="list-style-type: none"> > mental health assessments and interventions conducted by team (not necessarily multidisciplinary) of mental health professionals, most of whom have qualifications and/or experience in child and adolescent mental health. 		<ul style="list-style-type: none"> > service based within LHN or is part of service network that also includes Level 5 or 6 child / adolescent acute inpatient mental health unit. > 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. 	
Workforce requirements	<p>As per module overview, plus access to one or more of following (visiting basis or outreach services):</p> <p>Medical</p> <ul style="list-style-type: none"> > medical practitioner. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > registered nurse. <p>Allied health</p> <ul style="list-style-type: none"> > allied health professionals. <p>Other</p> <ul style="list-style-type: none"> > Aboriginal Mental Health Consultants 	<p>As per Level 1, plus access to one or more of following qualified and experienced mental health professionals:</p> <p>Medical</p> <ul style="list-style-type: none"> > medical practitioner. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > registered nurse. <p>Allied health</p> <ul style="list-style-type: none"> > allied health professionals. <p>Other</p> <ul style="list-style-type: none"> > access to visiting mental health professionals. 	<p>As per Level 2, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > limited access to registered medical specialist with credentials in psychiatry and certificate in child and adolescent psychiatry (or equivalent). <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > access to two or more registered nurses with qualifications and/or experience in child and youth mental health. <p>Allied health</p> <ul style="list-style-type: none"> > access to allied health professionals with qualifications and/or experience in child and youth mental health. 	<p>As per Level 3, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access to registered medical specialist with credentials in psychiatry and certificate in child and adolescent psychiatry (or equivalent) for assessment, case management and review. > access—during business hours—to registered medical specialist with credentials in paediatrics for medical consultation-liaison. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > access—during business hours—to registered nurse with qualifications and/or experience in child and youth mental health. 	<p>As per Level 4, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access—during business hours and limited extended hours—to registered medical specialist with credentials in psychiatry and certificate in child and adolescent psychiatry (or equivalent) for assessment, case management and review. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > access—during business hours—to registered nurse with extensive experience in mental health and/or qualifications in mental health and qualifications and/or experience in child and youth mental health. 	<p>As per Level 5, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > extended-hours access to registered medical specialist with credentials in psychiatry and certificate in child and adolescent psychiatry (or equivalent) for assessment, case management and review. > extended-hours access to medical practitioner in psychiatry under supervision (e.g. psychiatry registrar). <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > extended-hours access to registered nurses with qualifications and experience in child and adolescent mental health.

Child & Adolescent Ambulatory Services	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Workforce requirements			<p>Other</p> <ul style="list-style-type: none"> > access to some visiting specialties in health and/or mental health (e.g. Child and Adolescent Forensic Outreach Service). > may have access to school-based health nurse. 	<p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to multidisciplinary team of allied health professionals with qualifications and/or experience in child and youth mental health. 	<p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to multidisciplinary team of allied health professionals with child and adolescent mental health qualifications and/or experience. > access to psychology, social work, occupational therapy, speech pathology and dietetic services. > access to dedicated pharmacy services for mental health. <p>Other</p> <ul style="list-style-type: none"> > access to range of visiting or local health / mental health specialties. 	<ul style="list-style-type: none"> > some of these clinicians have: <ul style="list-style-type: none"> - demonstrated specialist qualifications and experience in specific intervention areas relevant to service being provided - post-graduate qualifications <p>Allied health</p> <ul style="list-style-type: none"> > extended-hours access to multidisciplinary team of allied health professionals with child and adolescent mental health qualifications and experience. > some of these clinicians have: <ul style="list-style-type: none"> - specialist qualifications and experience in specific intervention areas relevant to service being provided - postgraduate qualifications. <p>Other</p> <ul style="list-style-type: none"> > access to extensive range of visiting or local health / mental health specialties.
Specific risk considerations	Nil	Nil	Nil	Nil	Nil	Nil

Support service requirements for child and youth ambulatory mental health services	Level 1		Level 2		Level 3		Level 4		Level 5		Level 6	
	On-site	Accessible	On-site	Accessible	On-site	Accessible	On-site	Accessible	On-site	Accessible	On-site	Accessible
Medical imaging		1		1		1		2		2		2
Pathology		1		1		2		2		2		2
Pharmacy		1		2		2		2		3		4

Table note: *On-site* means staff, services and/or resources located within the health facility or adjacent campus including third party providers.
Accessible means ability to utilise a service (either located on-site or off-site) or skills of a suitably qualified person (who may be either on-site or off-site)—without difficulty or delay—via various communication mediums including but not limited to face-to-face, telehealth and/or outreach.

Section 2 Child and Adolescent Services

Subsection 2.2 - Acute Inpatient Service

Child & Adolescent Acute Inpatient Services	Level 2	Level 3	Level 4	Level 5	Level 6
<p>Service description</p>	<ul style="list-style-type: none"> > capable of providing limited short-term (up to 72 hours) or intermittent inpatient mental health care to low-risk/complexity voluntary mental health consumers up to 18 years (time frames beyond this require specific consultation with higher level child and youth mental health acute inpatient service that will contribute in ongoing manner to case review and management). > provides general healthcare and some limited mental health care 24 hours a day. > delivered predominantly by team of general health clinicians within a hospital that does not have dedicated mental health staff (on-site) or allocated beds. > service provision typically includes: assessment, brief interventions and monitoring; consumer and carer education and information; documented case review; consultation-liaison with higher level mental health services; and referral, where appropriate. 	<ul style="list-style-type: none"> > 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 consumers up to 18 years (time frames beyond this require specific consultation with higher level acute inpatient service for child and youth mental health who will continually contribute to case review and management). > provide some mental health care 24 hours a day. > delivered predominantly by team of general and children's health professionals within hospital that has paediatric unit or beds. > does not have allocated mental health beds or staff on-site. > service provision typically includes: assessment, interventions and monitoring; consumer and carer education and information; documented case review; consultation-liaison with higher level mental health services; and referral, where appropriate. 	<ul style="list-style-type: none"> > capable of providing short- to long-term (4 to 6 weeks) or intermittent inpatient mental health care to low- and moderate-risk/complexity voluntary and, if authorised to do so, involuntary mental health consumers up to 18 years (time frames beyond this require specific consultation with higher level child and youth mental health acute inpatient service that will contribute in ongoing manner to case review and management). > provides mental health care 24 hours a day. > delivered predominantly by team of mental health clinicians and general or children's health professionals within hospital that has allocated mental health beds for children and/or adolescents. > service provision typically includes: multidisciplinary assessment, targeted interventions and monitoring; consumer and carer education and information; documented weekly case review; some group programs; consultation-liaison with higher level mental health services; and referral, where appropriate. 	<ul style="list-style-type: none"> > 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 consumers up to 18 years 24 hours a day. > delivered predominantly by child and youth mental health professionals within dedicated child and youth mental health unit. > service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; consumer 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. 	<ul style="list-style-type: none"> > capable of providing short- to long-term and intermittent inpatient mental health care 24 hours a day to voluntary and involuntary mental health consumers up to 18 years who present with highest level of risk and complexity. > consumer group may be targeted population with special care needs. > may demonstrate most extreme comorbidities and/or indicators of treatment resistance. > highly specialised and/or statewide inpatient service delivered from child / adolescent hospital that incorporates dedicated mental health unit or may be delivered from purpose-designed and built mental health facility. > demonstrates specialist expertise in 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. > delivered by a highly specialised, multidisciplinary team of child and youth mental health professionals. > has statewide and/or interstate health service functions. > service provision includes: multidisciplinary assessment and specialised interventions by mental health professionals; consumer 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.

Child & Adolescent Acute Inpatient Services	Level 2	Level 3	Level 4	Level 5	Level 6
<p>Service requirements</p>	<p>As per module overview, plus:</p> <ul style="list-style-type: none"> > identification, initial acute assessment, brief intervention and monitoring of uncomplicated mental health problems. > development of care plan. > medication management. > forward referrals for expert assessment, diagnosis and intervention as required. > limited psychoeducation (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services). > 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 child and youth mental health clinician where clinically indicated, and associated with documented review process. > documented processes with Level 5 or 6 child/adolescent acute inpatient mental health service. > considers necessity of parent / carer being admitted with child aged 5 years and younger. 	<p>As per Level 2, plus:</p> <ul style="list-style-type: none"> > identification, acute assessment, intervention and monitoring of mental health problems (that may be associated with simple comorbidities and/or resistance to treatment). > basic clinical detail collected to inform assessment, diagnosis, intervention and recovery. > 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). 	<p>As per Level 3, plus:</p> <ul style="list-style-type: none"> > identification, ongoing assessment, monitoring and interventions for mental health problems (that may be associated with comorbidities and/or indicators of treatment resistance). > integrated approach to identification, assessment and intervention of any co-occurring substance-use disorders. > development of comprehensive individual mental health recovery plans within 1 week of assessment. > may be an authorised mental health service under <i>Mental Health Act 2009</i>. > extensive clinical detail collected to inform assessment, diagnosis, intervention and recovery. > range of primary (e.g. parenting support) and secondary (e.g. weight management) prevention services. > psychoeducation for consumer and family / carer (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. 	<p>As per Level 4, plus:</p> <ul style="list-style-type: none"> > 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 / carers (e.g. group therapy for families / carers of patients with psychotic illness). > extensive range of primary (e.g. parenting support) and secondary (e.g. weight management) prevention services. > authorised mental health service under <i>Mental Health Act 2009</i>. > as clinically indicated, ECT services may be facilitated and/or provided by mental health service authorised to provide ECT under <i>Mental Health Act 2009</i>, and under care of registered medical specialist with credentials in psychiatry and certificate in child and adolescent psychiatry (or equivalent), and in accordance with <i>Mental Health Act 2009</i>. > may provide a range of additional clinical programs and service components, such as telehealth services or a day program. 	<p>As per Level 5, plus:</p> <ul style="list-style-type: none"> > identification, ongoing assessment, monitoring and interventions for complex mental health problems (that may be associated with most complex comorbidities and/or indicators of treatment resistance). > extensive clinical detail collected to inform assessment, diagnosis, intervention, recovery and broader service delivery in all levels of service. > 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 dissemination of clinical expertise. > separate clinical services for families / carers, if required. > specialist consultation-liaison to other health and non-health services / agencies for target population. > psychoeducation for consumer, 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 integrated mental health service and is part of service network that also includes Level 5 or 6 child and adolescent ambulatory mental health service. > may provide extensive range of additional clinical programs and service components, such as an outreach service, telehealth services or day program.

Child & Adolescent Acute Inpatient Services	Level 2	Level 3	Level 4	Level 5	Level 6
Workforce requirements	<p>As per module overview, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > consumer admitted by medical practitioner. > daily care coordinated by medical practitioner who has access to registered medical specialist with credentials in psychiatry and 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 rapid response at all times. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > suitably qualified and experienced registered nurse (however titled) in charge of unit. > qualified and experienced registered nurse in charge of each shift with skills appropriate to service being provided. > other suitably qualified nursing staff working within their scope of clinical practice. > access—during business hours—to registered nurse with extensive mental health qualifications and/or experience who can provide advice, support and direction for nursing care. <p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to allied health professionals. 	<p>As per Level 2, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > consumer admitted by medical practitioner or registered medical specialist with credentials in paediatrics. > daily care coordinated by medical practitioner or registered medical specialist with credentials in paediatrics who has access to registered medical specialist with credentials in psychiatry and 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 registered medical specialist with credentials in paediatrics for medical consultation-liaison (may be via telehealth). <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. 	<p>As per Level 3, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > consumer admitted by / under registered medical specialist with credentials in psychiatry and certificate in child and adolescent psychiatry (or equivalent). > daily care coordinated by registered medical specialist with credentials in psychiatry who has access—24 hours—to registered medical specialist with credentials in psychiatry and certificate in child and adolescent psychiatry (or equivalent) to assist and guide assessment, treatment, case management and case review (may be via telehealth). <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. <p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to community- or hospital-based allied health staff with qualifications and/or experience in mental health. <p>Other</p> <ul style="list-style-type: none"> > access to some on-site and/or visiting specialties in health / mental health. 	<p>As per Level 4, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access—24 hours—to registered medical specialist with credentials in psychiatry and certificate in child and adolescent psychiatry (or equivalent) to assist and guide assessment, treatment, case management and review. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > registered nurse (however titled) in charge of unit is qualified and experienced in child and youth mental health. > qualified and/or experienced registered nurse in charge of each shift with extensive skills appropriate to service being provided. > majority of unit nursing staff have mental health qualifications and/or experience, and/or qualifications and/or experience in child and youth mental health, and/or children's health. 	<p>As per Level 5, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access—24 hours—to 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 rapid response at all times. <p>Allied health</p> <ul style="list-style-type: none"> > extended-hours access to community- or hospital-based allied health staff with qualifications and experience in child and youth mental health. <p>Other</p> <ul style="list-style-type: none"> > access to extensive range of on-site and/or visiting specialties in children's health. > access to school teachers who can provide range of educational services dedicated to children and/or adolescents with mental illness.

Child & Adolescent Acute Inpatient Services	Level 2	Level 3	Level 4	Level 5	Level 6
	<p>Other</p> <ul style="list-style-type: none"> > Bachelor of Nursing students (second or third year undergraduate) and or, Postgraduate students may complement clinical team at discretion of nurse in charge (however titled) and under registered nurse supervision. 			<p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to community- or hospital-based allied health staff with qualifications and/or experience in child and youth mental health (postgraduate qualifications desirable). > access to psychology, social work, occupational therapy, speech pathology and dietetic services. > access to dedicated pharmacy services for mental health. <p>Other</p> <ul style="list-style-type: none"> > access to extensive range of on-site and/or visiting specialties in health/mental health. 	
Specific risk considerations	Nil	Nil	Nil	Nil	Nil

Support service requirements for child and youth acute inpatient mental health services	Level 2		Level 3		Level 4		Level 5		Level 6	
	On-site	Accessible	On-site	Accessible	On-site	Accessible	On-site	Accessible	On-site	Accessible
Children's anaesthetics*							3		3	
Medical imaging		1		1		2		2	2	
Pathology		1		2		2		2		2
Perioperative (relevant sections)*							3		3	
Pharmacy	2		2		3		4		5	

*Required only in services where ECT performed

Table note: *On-site* means staff, services and/or resources located within the health facility or adjacent campus including third party providers. *Accessible* means ability to utilise a service (either located on-site or off-site) or skills of a suitably qualified person (who may be either on-site or off-site)—without difficulty or delay—via various communication mediums including but not limited to face-to-face, telehealth and/or outreach.

Section 3 Older Person's Services (65 years and older)

Subsection 3.1 - Ambulatory Service

Older Persons Ambulatory Services	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
<p>Service description</p> <ul style="list-style-type: none"> > capable of providing short-term or intermittent non-admitted mental health care to low-risk/complexity voluntary mental health consumers aged 65 and older. > may only be available for limited hours. > delivered predominantly by one or more general health clinicians who provide local community healthcare service that is non-specific to mental health. > typically, service delivered via a community clinic or home-based care. > service provision typically includes: basic screening and assessment; brief and/or basic assessment and intervention; consumer and carer education; and referral, where appropriate 	<ul style="list-style-type: none"> > capable of providing short- to medium-term or intermittent non-admitted mental health care to low-risk/complexity voluntary mental health consumers aged 65 and older. > accessible during business hours. > may be delivered via hospital-based outpatient clinic, community clinic or home-based care. > delivered predominantly by team of general health clinicians and visiting mental health professionals who provide local community healthcare service (general health clinicians providing mental health service have qualifications and/or experience in mental health care). > some mental health specific services / programs provided at this level. > service provision typically includes: assessment; interventions, including counselling; consumer and carer education and information; documented case review; consultation-liaison with higher level mental health services; and referral, where appropriate. 	<ul style="list-style-type: none"> > capable of providing short- to long-term or intermittent non-admitted mental health care to low- and moderate-risk/complexity voluntary mental health consumers aged 65 and older. > delivered predominantly by small team (not necessarily multidisciplinary) of mental health professionals who provide local adult mental health care service via hospital-based outpatient clinic or day program, community mental health clinic or home-based care. > service provision typically includes: assessment and targeted interventions by mental health professionals; care coordination / case management; consumer and carer education and information; documented case review; consultation-liaison with higher level mental health services; and referral, where appropriate. 	<ul style="list-style-type: none"> > 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 consumers aged 65 and older. > delivered predominantly by multidisciplinary team of mental health professionals who provide local adult mental health care service via hospital-based outpatient clinic or day program, 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; consumer and carer education and information; documented weekly case review; may provide group programs and prevention programs; consultation-liaison with lower and higher level mental health services; and referral, where appropriate. 	<ul style="list-style-type: none"> > 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 consumers who meet criteria to access care within designated older persons mental health service. > accessible during business hours. > delivered predominantly by multidisciplinary team of older persons mental health professionals with qualifications and/or experience in older persons mental health who provide local mental health care service via hospital-based outpatient clinic, community mental health clinic, home-based care, or hospital- or community-based day program. > service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; care coordination/case management; consumer and carer education and information; documented regular case review; consultation-liaison with lower and higher level mental health services; and referral, where appropriate. 	<ul style="list-style-type: none"> > capable of providing short- to long-term or intermittent non-admitted mental health care to highest risk/complexity voluntary and involuntary mental health consumers who meet criteria to access care within designated older persons mental health service. > may be targeted population with special care needs and may demonstrate most extreme comorbidities and/or indicators of treatment resistance. > delivered by highly specialised multidisciplinary team of older persons mental health professionals providing specialist mental health care service either locally and/or across service areas via hospital-based outpatient clinic, community mental health clinic, home-based care or hospital- or community-based day program. > service provision includes: multidisciplinary assessment and specialised interventions by mental health professionals; care coordination / case management; consumer and carer education; documented frequent case review; may provide targeted group programs; consultation-liaison with lower level mental health services; extended-hours service; and referral, where appropriate. 	

Older Persons Ambulatory Services	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
<p>Service requirements</p>	<p>As per module overview, plus:</p> <ul style="list-style-type: none"> > identification, initial acute assessment and brief interventions of uncomplicated mental health problems. > forward referrals for expert assessment, diagnosis and intervention. > development of care plan. > basic clinical detail collected to inform assessment, diagnosis, intervention and recovery. > limited psychoeducation. > mental health assessments and interventions conducted in consultation with an older persons mental health clinician where clinically indicated, and associated with documented review process. > mental health assessments and interventions (and referrals to other mental health services) conducted by general health clinicians of this service. > documented processes with Level 5 older persons acute inpatient mental health service. 	<p>As per Level 1, plus:</p> <ul style="list-style-type: none"> > identification, initial acute assessment and interventions of mental health problems (that may be associated with simple comorbidities and/or resistance to treatment). > psychoeducation (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services). > mental health assessments and interventions conducted by one or more general health clinicians with qualifications and/or experience in mental health and/or visiting mental health clinicians. 	<p>As per Level 2, plus:</p> <ul style="list-style-type: none"> > 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 individual mental health recovery plan. > psychoeducation for patient and family / carer (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services). > mental health assessments and interventions conducted by team (not necessarily multidisciplinary) of mental health clinicians. 	<p>As per Level 3, plus:</p> <ul style="list-style-type: none"> > development of comprehensive individual mental health recovery plan within 1 week of assessment. > extensive clinical detail collected to inform assessment, diagnosis, intervention and recovery. > assertive outreach applicable to service and target population. > mental health assessments and interventions conducted by team of mental health professionals based on service capacity. > may be authorised mental health service under <i>Mental Health Act 2009</i> 	<p>As per Level 4, plus:</p> <ul style="list-style-type: none"> > 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). > facilitates access to targeted clinical programs for individuals / groups / families / carers (e.g. patients with dementia and associated complex behaviours). > 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 and interventions conducted by multidisciplinary team of older persons mental health professionals with qualifications and/or experience in older persons mental health. > service based within service network that includes Level 5 or 6 adult acute inpatient mental health unit. > consultation-liaison services to local health services as required. > authorised mental health service under <i>Mental Health Act 2009</i>. 	<p>As per Level 5, plus:</p> <ul style="list-style-type: none"> > identification, ongoing assessment, monitoring and interventions of complex mental health problems (that may be associated with most complex comorbidities and/or indicators of treatment resistance). > extensive clinical detail collected to inform assessment, diagnosis, intervention and recovery, and broader service delivery across all levels of service. > may have 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 dissemination of clinical expertise. > specialist consultation and/or liaison to other health and non-health services / agencies for target population. > services form part of integrated older persons mental health service or, are part of service network that also includes Level 5 or 6 older persons acute inpatient mental health unit, and has clear document processes with geriatric health services. > may provide extensive range of additional clinical programs and service components, such as outreach service, telehealth services or extended treatment program.

Older Persons Ambulatory Services	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Workforce requirements	<p>As per module overview, plus access to one or more of following (visiting basis or outreach services):</p> <p>Medical</p> <ul style="list-style-type: none"> > medical practitioner. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > registered nurse. <p>Allied health</p> <ul style="list-style-type: none"> > allied health professionals. 	<p>As per Level 1, plus access to one or more of following qualified and/or experienced mental health professionals:</p> <p>Medical</p> <ul style="list-style-type: none"> > medical practitioner. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > registered nurse. <p>Allied health</p> <ul style="list-style-type: none"> > allied health professionals. <p>Other</p> <ul style="list-style-type: none"> > access to visiting mental health professionals. 	<p>As per Level 2, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access to registered medical specialist with credentials in psychiatry for assessment, case management and review. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. <p>Allied health</p> <ul style="list-style-type: none"> > access to allied health professionals—at least one with qualifications and/or experience in older persons mental health. <p>Other</p> <ul style="list-style-type: none"> > access to some visiting specialties in health and/or mental health. 	<p>As per Level 3, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access to registered medical specialist with credentials in psychiatry and qualifications and/or experience in geriatric psychiatry for assessment, case management and review. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > access—during business hours—to registered nurse with qualifications and/or experience in older persons mental health. <p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to multidisciplinary allied health professional team. 	<p>As per Level 4, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access—during business hours—to registered medical specialist with credentials in psychiatry and qualifications and/or experience in geriatric psychiatry for assessment, case management and review. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > access—during business hours—to registered nurse with qualifications and/or extensive mental health experience who has qualifications and/or experience in older persons mental health. <p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to multidisciplinary team of allied health professionals with qualifications and/or 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. <p>Other</p> <ul style="list-style-type: none"> > access to range of visiting or local health / mental health specialties. 	<p>As per Level 5, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > extended-hours access to registered medical specialist with credentials in psychiatry, and qualifications and experience in geriatric psychiatry for assessment, case management and review. > extended-hours access to medical practitioner with credentials in psychiatry (psychiatry registrar). <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > extended-hours access to registered nurses with mental health qualifications and extensive experience in mental health including older persons mental health care. <p>Allied health</p> <ul style="list-style-type: none"> > extended-hours access to multidisciplinary team of allied health professionals with mental health qualifications and experience in older persons mental health, some of who have: <ul style="list-style-type: none"> - demonstrated specialist qualifications and experience in specific intervention areas relevant to service being provided - postgraduate qualifications. <p>Other</p> <ul style="list-style-type: none"> > access to extensive range of visiting or local health / mental health specialties.
Specific risk considerations	Nil	Nil	Nil	Nil	Nil	Nil

Support service requirements for older persons ambulatory mental health services	Level 1		Level 2		Level 3		Level 4		Level 5		Level 6	
	On-site	Accessible	On-site	Accessible	On-site	Accessible	On-site	Accessible	On-site	Accessible	On-site	Accessible
Medical imaging		1		1		1		2		2		2
Pathology		1		1		2		2		2		2
Pharmacy		1		2		2		2		3		4

Table note: *On-site* means staff, services and/or resources located within the health facility or adjacent campus including third party providers.
Accessible means ability to utilise a service (either located on-site or off-site) or skills of a suitably qualified person (who may be either on-site or off-site)—without difficulty or delay—via various communication mediums including but not limited to face-to-face, telehealth and/or outreach.

Section 3 Older Person's Services

Subsection 3.2 - Acute Inpatient Service

Older Persons Acute Inpatient Services	Level 2	Level 3	Level 4	Level 5	Level 6
<p>Service description</p>	<ul style="list-style-type: none"> > capable of providing limited short-term or intermittent inpatient mental health care to low-risk/complexity voluntary mental health consumers aged 65 and older. > provides general healthcare and some limited mental health care 24 hours a day. > delivered predominantly by team of general health clinicians within a facility without dedicated mental health staff (on-site) or allocated beds. > service provision typically includes: assessment, brief interventions and monitoring; consumer and carer education and information; documented case review; consultation-liaison with higher level mental health services; and referral, where appropriate. 	<ul style="list-style-type: none"> > capable of providing short- to medium-term or intermittent inpatient mental health care to low-risk/complexity voluntary mental health consumers aged 65 and older 24 hours a day. > delivered predominantly by general and mental health professionals (on-site) within general medical facility with limited number of allocated mental health beds or may operate as mental health special care suite/area. > service provision typically includes: assessment and targeted interventions by general and mental health professionals; consumer and carer education and information; documented case review; consultation-liaison with higher level mental health services; and referral, where appropriate. 	<ul style="list-style-type: none"> > 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 consumers aged 65 and older 24 hours a day. > delivered predominantly by mental health professionals within dedicated mental health hospital or general hospital with dedicated mental health acute inpatient unit. > service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; consumer and carer education and information; documented weekly case review; consultation-liaison with higher level mental health services; and referral, where appropriate. 	<ul style="list-style-type: none"> > 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 consumers who meet criteria to access care within designated older persons 24 hours a day. > delivered predominantly by multidisciplinary team of older persons mental health professionals within dedicated mental health hospital or general hospital with dedicated mental health acute inpatient unit. > has allocated beds for frail elder care and may have older persons mental health clinicians assigned to clinical team. > service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; consumer and carer education and information; documented weekly case review; program access e.g. psychoeducation, symptom management and/or non-pharmacologic therapies; consultation-liaison with higher and lower level mental health services; and referral, where appropriate. 	<ul style="list-style-type: none"> > capable of providing short- to medium-term and intermittent inpatient mental health care to voluntary and involuntary mental health consumers who meet criteria to access care within designated older persons 24 hours a day, and presenting with highest level of risk and complexity. > may be targeted population with special care needs. > may demonstrate most extreme comorbidities and/or indicators of treatment resistance. > forms part of integrated mental health service or part of service network that also includes Level 5 or 6 older persons ambulatory mental health service. > is highly specialised and/or statewide inpatient service delivered from large general hospital incorporating a psychogeriatric unit or may be delivered from purpose-designed and built mental health facility. > demonstrates specialist expertise in delivery of mental health services to consumer group that cannot be safely and effectively cared for in any other level of acute inpatient mental health service. > services delivered by highly specialised, multidisciplinary team of older persons mental health professionals. > service provision includes: multidisciplinary assessment and specialised interventions by mental health professionals; consumer and carer education; documented daily case review; may provide targeted group programs; consultation-liaison with lower level mental health services; and referral, where appropriate.

Older Persons Acute Inpatient Services	Level 2	Level 3	Level 4	Level 5	Level 6
<p>Service requirements</p>	<p>As per module overview, plus:</p> <ul style="list-style-type: none"> > identification, initial acute assessment, brief intervention and monitoring of uncomplicated mental health problems. > medication management. > forward referrals for expert assessment, diagnosis and intervention. > development of 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 and interventions conducted in consultation with older persons mental health clinician where clinically indicated, and associated with documented review process. > mental health assessments and brief interventions and 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 Level 5 older persons acute inpatient mental health service. 	<p>As per Level 2, plus:</p> <ul style="list-style-type: none"> > 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 comprehensive individual mental health recovery plan within 1 week of assessment. > psychoeducation (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services). 	<p>As per Level 3, plus:</p> <ul style="list-style-type: none"> > 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 identification, assessment and intervention of any co-occurring substance-use disorders. > extensive clinical detail collected to inform assessment, diagnosis, intervention and recovery. > psychoeducation for patient and family / carer (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 and interventions conducted by team of mental health professionals of this service. > may be authorised mental health service under <i>Mental Health Act 2009</i>. > as clinically indicated, ECT services may be facilitated and/or provided at this service level by mental health service authorised to provide ECT under <i>Mental Health Act 2009</i>. 	<p>As per Level 4, plus:</p> <ul style="list-style-type: none"> > 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). > supports access to targeted clinical programs for individuals / groups / families / carers (e.g. family/carers of patients with dementia and associated complex behaviours). > mental health assessments, interventions and monitoring conducted by multidisciplinary team of mental health professionals. > authorised mental health service under <i>Mental Health Act 2009</i>. > may provide range of additional clinical programs and service components, such as telehealth services or a day program. 	<p>As per Level 5, plus:</p> <ul style="list-style-type: none"> > identification, ongoing assessment, monitoring and interventions of complex mental health problems (that may be associated with most complex comorbidities and/or indicators of treatment resistance). > extensive clinical detail collected to inform assessment, diagnosis, intervention and recovery, and broader service delivery in all levels of service. > may have extensive range of primary (e.g. stress management), secondary (e.g. falls prevention) and tertiary (e.g. psychosis treatment maintenance) prevention services. > separate clinical services for families / carers, if required. > specialist consultation and/or liaison to other health and non-health services / agencies for target population. > psychoeducation for consumers, families / carers and groups (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services). > may provide extensive range of additional clinical programs and service components, such as outreach services, telehealth services or day programs.

Older Persons Acute Inpatient Services	Level 2	Level 3	Level 4	Level 5	Level 6
<p>Workforce requirements</p>	<p>As per module overview, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > consumer admitted by medical practitioner. > daily care coordinated by medical practitioner who has access to 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 rapid response at all times. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > suitably qualified and experienced registered nurse (however titled) in charge of unit. > qualified and experienced registered nurse in charge of each shift with skills appropriate to service being provided. > other suitably qualified nursing staff working within their scope of clinical practice. > access—during business hours—to registered nurse with qualifications in mental health and/or extensive mental health experience who can provide advice, support and direction for nursing care. <p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to allied health professionals. 	<p>As per Level 2, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > consumer admitted by / under registered medical specialist with credentials in psychiatry. > daily care coordinated by registered medical specialist with credentials in psychiatry and/or medical practitioner who has access to registered medical specialist with credentials in psychiatry and qualifications and/or experience in older persons mental health to assist and guide assessment, treatment, case management and case review (may be via telehealth). <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > at least one registered nurse per shift with qualifications and/or experience in mental health. <p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to community- or hospital-based allied health professionals with qualifications and/or experience in mental health. 	<p>As per Level 3, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access—24 hours—to registered medical specialist with credentials in psychiatry for assessment, treatment, case management and case review. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > registered nurse in charge of each shift is suitably qualified and experienced mental health professional. > two or more registered nurses per shift qualified and experienced in mental health. > if inpatient unit occupancy is low, only one registered nurse per shift qualified and experienced in mental health. <p>Other</p> <ul style="list-style-type: none"> > access to some on-site and/ or visiting specialties in health / mental health. 	<p>As per Level 4, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > consumer admitted by / under registered medical specialist with credentials in psychiatry (and qualifications and/or experience in psychogeriatric care preferable). > access to registered medical specialist with credentials in geriatric health. <p>Allied health</p> <ul style="list-style-type: none"> > access to psychology, social work, occupational therapy, speech pathology and dietetic services (postgraduate training desirable). > access to dedicated pharmacy services for mental health. <p>Other</p> <ul style="list-style-type: none"> > access to extensive range of on-site and/or visiting specialties in health / mental health. 	<p>As per Level 5, plus:</p> <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > majority of registered nursing staff qualified mental health practitioners and have extensive mental health experience.

Older Persons Acute Inpatient Services	Level 2	Level 3	Level 4	Level 5	Level 6
	Other > Bachelor of Nursing students (second or third year undergraduate) and or, Postgraduate students may complement clinical team at discretion of nurse in charge and under registered nurse supervision.				
Specific risk considerations	Nil	Nil	Nil	Nil	Nil

Support service requirements for older persons acute inpatient mental health services	Level 2		Level 3		Level 4		Level 5		Level 6	
	On-site	Accessible	On-site	Accessible	On-site	Accessible	On-site	Accessible	On-site	Accessible
Anaesthetics*					3		3		3	
Medical imaging		1		1		2		2		2
Pathology		1		2		2		2		2
Pharmacy	2		2		3		4		5	
Perioperative (relevant section/s)*					3		3		3	

*Required only if ECT performed

Table note: *On-site* means staff, services and/or resources located within the health facility or adjacent campus including third party providers. *Accessible* means ability to utilise a service (either located on-site or off-site) or skills of a suitably qualified person (who may be either on-site or off-site)—without difficulty or delay—via various communication mediums including but not limited to face-to-face, telehealth and/or outreach.

Section 4 Statewide and Other Targeted Services

Subsection 4.1 - Adult Forensic Service

Adult Forensic Service	Level 6
<p>Service description</p>	<ul style="list-style-type: none"> > provides highly specialised forensic mental health services to both ambulatory and acute inpatient adult mental health consumers presenting with moderate, high and highest risk/complexity, with acute inpatient components of this service providing acute inpatient mental health care 24 hours a day). > delivered to members of targeted adult population diagnosed with serious mental illness and who have presented with serious and/or complex forensic issues (for some ambulatory services at this level of care, target population may extend to adults diagnosed with serious mental illness and at high risk of offending). > delivered from a range of sites across the state; however, statewide coordination and governance of these services are centralised. > ambulatory service components consist of: <ul style="list-style-type: none"> – 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 – Prison Mental Health Services, which provide psychiatric assessment, treatment, management, discharge planning and transition support to people in custody – Community Forensic Outreach Service, which assists and builds capacity of integrated mental health services to assess and manage people who have mental illness and are involved in the criminal justice system, or are at high risk of committing an offence. > Inpatient service component consists of: <ul style="list-style-type: none"> – high secure service (Consumers referred to ambulatory components of this service present with problems ranging from moderate to high risk/complexity, some of whom may demonstrate most extreme comorbidities and/or indicators of treatment resistance). > ambulatory mental health care is provided during service defined hours of business and includes: comprehensive multidisciplinary assessment, such as forensic and risk assessments; medico-legal reporting; targeted specialist interventions by mental health professionals; care coordination / case management; consumer 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 consumers are delivered as part of 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.
<p>Service requirements</p>	<p>As per module overview, plus:</p> <ul style="list-style-type: none"> > 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 designated population. > consumers meeting admission criteria for 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 most complex comorbidities and/or indicators of treatment resistance). > medication management. > extensive clinical detail collected 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. weight management) and tertiary (e.g. psychosis treatment maintenance) prevention services. > statewide clinical forums to assist dissemination of clinical expertise. > services delivered by highly specialised teams that provide mental health care to target population/s, some of whom present with special care needs.

Adult Forensic Service	Level 6
Service requirements	<ul style="list-style-type: none"> > acute inpatient units are authorised mental health services under <i>Mental Health Act 2009</i>. > 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 target population. > clinicians providing mental health services participate in clinical practice supervision with clinician/s qualified and experienced in forensic mental health. > may provide 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 <i>Mental Health Act 2009</i>.
Workforce requirements	<p>As per module overview, plus a Level 6 ambulatory service requires:</p> <p>Medical</p> <ul style="list-style-type: none"> > access—during business hours—to registered medical specialist with credentials in psychiatry and relevant specialist qualifications and experience in forensic assessment, case management and review. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > access—during business hours—to registered nurses with qualifications in mental health and/or extensive mental health experience in forensic assessment, case management and review. <p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to multidisciplinary team of allied health professionals with qualifications and experience in forensic mental health, including pharmacy services for mental health. <p>Other</p> <ul style="list-style-type: none"> > access to extensive range of local health / mental health specialties (may be on a visiting basis or by outreach services). <hr/> <p>A Level 6 inpatient service requires:</p> <p>Medical</p> <ul style="list-style-type: none"> > consumer admitted by / under registered medical specialist with credentials in psychiatry. > access—24 hours—to registered medical specialist with credentials in psychiatry and relevant specialist qualifications and experience in forensic assessment, treatment, case management and review. > medical services provided on-site or are in close enough proximity to provide rapid response at all times. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > suitably qualified and experienced registered nurse in charge (however titled) of unit. > registered nurse in charge of each shift is suitably qualified and experienced mental health professional. > majority of nursing staff on each shift have required qualifications and experience in mental health. <p>Allied health</p> <ul style="list-style-type: none"> > access to multidisciplinary team of allied health professionals with qualifications and experience in forensic mental health including psychology, social work, occupational therapy, speech pathology and dietetics (postgraduate training is desirable). > access to dedicated pharmacy services for mental health. <p>Other</p> <ul style="list-style-type: none"> > access to extensive range of local health / mental health specialties (may be on a visiting basis or by outreach services).
Specific risk considerations	Nil

Support service requirements for adult forensic mental health services	Level 6	
	On-site	Accessible
Anaesthetics*		3
Medical imaging		3
Pathology		3
Pharmacy		5
Perioperative (relevant section/s)*		3

*Required only if ECT performed

Table note: *On-site* means staff, services and/or resources located within the health facility or adjacent campus including third party providers.
Accessible means ability to utilise a service (either located on-site or off-site) or skills of a suitably qualified person (who may be either on-site or off-site)—without difficulty or delay—via various communication mediums including but not limited to face-to-face, telehealth and/or outreach.

Section 4 Statewide and Other Targeted Services

Subsection 4.2 - Child and Youth Forensic Service

Child and Youth Forensic Service	Level 5
<p>Service description</p>	<ul style="list-style-type: none"> > capable of providing short- to long-term or intermittent ambulatory mental health care to high-risk/complexity voluntary and involuntary mental health consumers involved in, or at risk of involvement in, the juvenile justice system. > also provide consultation-liaison to range of government and non-government agencies, with aim of facilitating collaborative multiagency model of care. > functions as part of integrated service that provides mental health care for target population within Youth Detention Centres, court liaison services and community forensic outreach services. > accessible during business hours. > delivered predominantly by multidisciplinary team of child and youth mental health professionals with qualifications and or/ 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; consumer and carer education and information; documented frequent case review; primary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate. <p>Note: Lower level services for child and youth forensic mental health consumers are delivered as part of core business associated with ambulatory, acute inpatient and non-acute inpatient services for children and adolescents, as defined in Child and Youth Mental Health Services section of this module.</p>
<p>Service requirements</p>	<p>As per module overview, plus:</p> <ul style="list-style-type: none"> > 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). > integrated approach to identification, assessment and intervention of any co-occurring substance-use disorders. > targeted clinical programs for individuals and/or groups. > forward referrals for assessment / diagnosis / intervention as required. > development of comprehensive individual mental health recovery plan within 1 week of assessment where appropriate. > extensive clinical detail collected to inform assessment / diagnosis / intervention / recovery. > assertive outreach to the service and target population. > access to psychoeducation for consumers, families/carers and groups (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services). > 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 criminal justice system. > working partnerships established with child and youth mental health and children's health services, South Australian Police Service, South Australian Correctional Services, and Department of Justice and Attorney-General. > specialist consultation-liaison to other health and non-health services/agencies for target population. > authorised mental health service under Mental Health Act 2009. > may provide range of additional clinical programs and services such as outreach and telehealth services, extended treatment program.

Child and Youth Forensic Service	Level 5
Workforce requirements	<p>As per module overview, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access—during business hours—to registered medical specialist with credentials in psychiatry, a certificate in child and adolescent psychiatry (or equivalent), and relevant specialist qualifications and/or experience in forensic assessment, case management and review. > access—during business hours—to registered medical specialist with credentials in paediatrics for medical consultation-liaison (may be via telehealth). > access—24 hours—to registered medical specialist with credentials in psychiatry. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > access—during business hours—to registered nurse with qualifications in mental health and/or extensive mental health experience who has qualifications and/or experience in child and youth mental health and/or forensic mental health. <p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to multidisciplinary team of allied health professionals with child and youth mental health and/or forensic mental health qualifications and/or experience. > access to psychology, social work, occupational therapy, speech pathology, dietetic and dedicated pharmacy services for mental health. <p>Other</p> <ul style="list-style-type: none"> > access to range of local health / mental health specialties (may be on a visiting basis or by outreach services).
Specific risk considerations	Nil

Support service requirements for child and youth forensic mental health services	Level 5	
	On-site	Accessible
Medical imaging		2
Pathology		2
Pharmacy		2

Table note: *On-site* means staff, services and/or resources located within the health facility or adjacent campus including third party providers. *Accessible* means ability to utilise a service (either located on-site or off-site) or skills of a suitably qualified person (who may be either on-site or off-site)—without difficulty or delay—via various communication mediums including but not limited to face-to-face, telehealth and/or outreach.

Section 4 Statewide and Other Targeted Services

Subsection 4.3 - Eating Disorders Service

Eating Disorders Service	Level 6
<p>Service description</p>	<ul style="list-style-type: none"> > provides specialist resources and support enabling mental health ambulatory and acute inpatient care services 24/7. > integrated service delivered to targeted adult population diagnosed with (or at high risk of developing) serious and/or complex eating disorders. > provides acute ambulatory and inpatient mental health care to voluntary and involuntary adult mental health consumers with an eating disorder who present with problems ranging from low to highest risk/complexity, and may have special care needs. > adolescent consumers 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 may include statewide consultation-liaison service, outpatient assessment and treatment recognition services, specialist outpatient therapy and/or intensive outpatient program (consumers referred to ambulatory service components present with problems ranging from low to highest risk/complexity, some of whom may demonstrate 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 (consumers meeting admission criteria for acute inpatient component present with problems defined as highest risk/complexity and these consumers 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; consumers 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 consumers with an eating disorder are delivered as part of core business associated with ambulatory, acute inpatient and non-acute inpatient services – these service areas are defined in the Child and Adolescent Services, Adult Services and Older Person's Services sections of this module.
<p>Service requirements</p>	<p>As per module overview, plus:</p> <ul style="list-style-type: none"> > authorised service under <i>Mental Health Act 2009</i>. > identification, ongoing assessment, monitoring and interventions of complex mental health problems (that may be associated with most complex comorbidities and/or indicators of treatment resistance). > integrated approach to identification, assessment and intervention of any co-occurring substance-use disorders. > targeted clinical programs for individuals / groups / families / carers. > medication management. > forward referrals for assessment / diagnosis / intervention as required. > development of comprehensive individual mental health recovery plan within 1 week of assessment. > referral to community mental health clinicians on hospital discharge, as appropriate. > extensive range of primary (e.g. stress management), secondary (e.g. re-feeding syndrome) and tertiary (e.g. treatment maintenance) prevention services. > psychoeducation for consumers, 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.

<p>Service requirements</p>	<ul style="list-style-type: none"> > specialist mental health assessments / interventions conducted by clinicians of this service. > specialist consultation-liaison to other health and non-health services / agencies for 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 qualified and experienced in eating disorders and mental health. > may provide 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 by mental health service authorised to provide ECT under <i>Mental Health Act 2009</i>. > statewide clinical forums to assist dissemination of clinical expertise. > extensive clinical detail collected to inform assessment / diagnosis / intervention / recovery and broader service delivery in all levels of service.
<p>Workforce requirements</p>	<p>As per module overview, plus:</p> <ul style="list-style-type: none"> > delivered by multidisciplinary team of highly specialised clinicians / mental health professionals. > A Level 6 ambulatory service requires: <ul style="list-style-type: none"> Medical > access—during business hours—to registered medical specialist with credentials in psychiatry and specialist qualifications and experience in eating disorders assessment, case management and review. Nursing > staffing levels in accordance with the relevant industrial instruments. > access—during business hours—to registered nurses (with qualifications in mental health and/or extensive mental health experience) relevant to the service being provided. Allied health > access—during business hours—to multidisciplinary team of allied health professionals with qualifications and 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. <hr/> <p>A Level 6 inpatient service requires:</p> <ul style="list-style-type: none"> Medical > consumer admitted by / under registered medical specialist with credentials in psychiatry. > access—24 hours—to registered medical specialist with credentials in psychiatry and specialist qualification and experience in eating disorders assessment, treatment, case management and review. > access—24 hours—to 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 rapid response at all times. Nursing > staffing levels in accordance with the relevant industrial instruments. > suitably qualified and experienced nurse in charge (however titled) of unit. > registered nurse in charge of each shift with qualifications in mental health and/or extensive mental health experience. > nursing staff on each shift, two or more of whom have qualifications in mental health and/or extensive mental health experience.

Workforce requirements	<p>Allied health</p> <ul style="list-style-type: none"> > access to, multidisciplinary team of allied health professionals with qualifications and experience in eating disorders and mental health (postgraduate training desirable). > access after-hours to generalist psychology, social work and dietetic services. > access to dedicated pharmacy services for mental health. <p>Other</p> <ul style="list-style-type: none"> > access to extensive range of visiting or local health / mental health specialties.
Specific risk considerations	Nil

Support service requirements for eating disorders services	Level 6	
	On-site	Accessible
Anaesthetic*	3	
Medical imaging		2
Pathology		3
Pharmacy		4
Perioperative (relevant section/s)*	3	

*Required only in services where ECT performed

Table note: *On-site* means staff, services and/or resources located within the health facility or adjacent campus including third party providers.
Accessible means ability to utilise a service (either located on-site or off-site) or skills of a suitably qualified person (who may be either on-site or off-site)—without difficulty or delay—via various communication mediums including but not limited to face-to-face, telehealth and/or outreach.

Section 4 Statewide and Other Targeted Services

Subsection 4.4 - Emergency Services and Short Stay Units

Emergency Service-Short Stay	Level 4	Level 5
<p>Service description</p>	<ul style="list-style-type: none"> > capable of providing 24 hours a day short-term emergency mental health treatment and care for low- to high-risk/complexity voluntary, and if authorised to do so, involuntary mental health consumers (across age spectrum) who present to emergency service and are triaged as having mental health problem / disorder associated with their current presentation. > service provided predominantly by general health clinicians within general hospital. > local mental health service (may be community- or hospital-based) provides consultation-liaison service to 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. 	<ul style="list-style-type: none"> > delivered on-site with Level 5 or Level 6 acute inpatient mental health service and provides initial triage, treatment and definitive care for majority of emergency presentations before retrieval by medical practitioners and/or other qualified staff. > provided predominantly by mental health professionals within general hospital. > triage conducted by general health clinicians of emergency department and further mental health assessments / interventions then conducted by mental health clinicians assigned to emergency department. > mental health clinicians stationed within emergency department at least during business hours (one example of service model delivered at this level of service is Psychiatric Emergency Centre – or equivalent).
<p>Service requirements</p>	<p>As per module overview, plus:</p> <ul style="list-style-type: none"> > identification, initial acute assessment, brief intervention, monitoring and stabilisation of mental health problems. > medication review and management. > forward referrals for expert assessment, diagnosis and intervention as required. > basic clinical detail collected to inform assessment, diagnosis, intervention and recovery. > limited psychoeducation (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services). > level of consumer observation informed by triage category and individual risk assessment. > mental health assessments, interventions and monitoring conducted by team of general and mental health (as required) professionals reflecting triage rating. > mental health assessments and interventions conducted in consultation with mental health clinician where clinically indicated, and associated with documented review process. > clinical staff providing mental health care have access—during business hours—to experienced mental health clinician who is authorised mental health practitioner and can provide advice, support and direction for care. > consultation-liaison mental health service from on-site and/or community-based mental health service as required. > additional mental health assessments and interventions may be directly provided by mental health clinicians using telehealth facilities, visiting and/or community-based workforce. > may provide short-stay inpatient unit/area; however, there are no designated mental health beds or mental health clinicians associated with this short-stay unit / area. > may be authorised service under <i>Mental Health Act 2009</i>. 	<p>As per Level 4, plus:</p> <ul style="list-style-type: none"> > 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. > integrated approach to 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 multidisciplinary team of mental health professionals assigned to emergency department (at least on during business hours). > one mental health clinician (assigned to emergency department per shift) is authorised mental health practitioner. > mental health Acute Care Team and/or consultation-liaison service provides extended-hours service and has documented processes and collaborative partnership with emergency department. > documented processes with Level 5 or 6 acute inpatient mental health service. > current policy and procedure informs documented processes and collaborative partnerships between this service and all other mental health services within same HHS or service area. > documented processes and collaborative partnerships established between emergency department and integrated mental health service, as evidenced by regular minuted meetings—copy of minutes should be forwarded to emergency department and lead clinician/s responsible for governance of Emergency Mental Health.

Emergency Service-Short Stay	Level 4	Level 5
Service requirements		<ul style="list-style-type: none"> > designated mental health area within emergency department, but this does not necessarily have designated mental health beds. > if clinically indicated, consumers younger than 18 years reviewed by registered medical specialist with credentials in psychiatry and certificate in child and adolescent psychiatry (or equivalent) or their delegated medical practitioner in psychiatry under supervision (e.g. psychiatric registrar) within 48 hours of initial psychiatric assessment. > registered medical specialist with credentials in psychiatry reviews health records of all mental health consumer separations within 24 hours. > is authorised mental health service under <i>Mental Health Act 2009</i>. > 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 direct care of mental health consumers admitted to these beds (as required/negotiated).
Workforce requirements	<p>As per module overview, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access to medical practitioner > medical services provided on-site or in close enough proximity to provide rapid response at all times. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > registered nurses. <p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to community- or hospital-based allied health professionals with mental health qualifications and/or experience. 	<p>As per Level 4, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > extended-hours access to registered medical specialist with credentials in psychiatry for assessment, treatment, case management and case review. > access—24 hours—to medical practitioner. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > extended-hours access to registered nurses, majority with qualifications in mental health and/or extensive mental health experience. <p>Allied health</p> <ul style="list-style-type: none"> > extended-hours access to community- or hospital-based allied health professionals with qualifications and/or experience in mental health care. <p>Other</p> <ul style="list-style-type: none"> > access to a range of visiting or local health / mental health specialties.
Specific risk considerations	Nil	Nil

Support service requirements for emergency –short stay mental health services	Level 4		Level 5	
	On-site	Accessible	On-site	Accessible
Emergency	4		5	
Medical imaging		3		3
Pharmacy	5		5	
Pathology		3		3

Table note: *On-site* means staff, services and/or resources located within the health facility or adjacent campus including third party providers.
Accessible means ability to utilise a service (either located on-site or off-site) or skills of a suitably qualified person (who may be either on-site or off-site)—without difficulty or delay—via various communication mediums including but not limited to face-to-face, telehealth and/or outreach.

Section 4 Statewide and Other Targeted Services

Subsection 4.5 - Evolve Therapeutic Service

Evolve Therapeutic Service	Level 4	Level 5
<p>Service description</p>	<ul style="list-style-type: none"> > capable of providing medium- to long-term ambulatory mental health care for targeted population of voluntary and involuntary mental health consumers (up to age of 18 years) presenting with high-risk/complexity psychological and behavioural support and special care needs and/or indicators of treatment resistance. > all referrals are of those children and young people in care of Department for Education and Child Development – Families SA (Child Safety Services) and (Disability Services) and accessible during business hours. > service delivered by one or more child and youth mental health professionals (nurses, allied health) who provide specialised mental health care services, and who work in consultation with Level 5 Evolve Therapeutic Service which acts as central base for activity and plays support and coordination role to satellite services. > service provision typically includes: assessment; therapeutic and systemic intervention; care coordination / case management; consumer 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 Level 5 Evolve Therapeutic Service; and referral, where appropriate. 	<ul style="list-style-type: none"> > capable of providing medium- to long-term mental health care for targeted population of voluntary and involuntary mental health consumers (up to age of 18 years) presenting with highest risk/complexity psychological and behavioural support and special care needs, demonstrating most severe comorbidities and/or indicators of treatment resistance. > all referrals are of those children and young people in care of Department for Education and Child Development – Families SA (Child Safety Services). > service provided in partnership with Department for Education and Child Development – Families SA – (Child Safety Services) and (Disability Services). > service delivered by multidisciplinary team of mental health professionals with qualifications and/or experience in child and youth mental health. > service provision typically includes: assessment; therapeutic and systemic intervention; care coordination / case management; consumer 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.
<p>Service requirements</p>	<p>As per module overview, plus:</p> <ul style="list-style-type: none"> > 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). > integrated approach to identification, assessment and intervention of any co-occurring substance-use disorders. > some targeted clinical programs for individuals / groups / families / carers. > forward referrals for assessment / diagnosis / intervention as required. > development of comprehensive individual mental health recovery plan within 1 week of completed assessment report. > clinical detail collected to inform assessment / diagnosis / intervention / recovery. > range of primary, secondary and tertiary prevention services, as clinically indicated. > specialist consultation-liaison with other health and non-health services / agencies for the target population. > assertive outreach applicable to service and target population. > psychoeducation for consumers, 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. 	<p>As per Level 4, plus:</p> <ul style="list-style-type: none"> > targeted clinical programs for individuals / groups / families / carers. > clinical detail collected to inform assessment / diagnosis / intervention / recovery, and broader service delivery in all levels of service. > extensive range of primary, secondary and tertiary prevention services, as clinically indicated. > mental health assessment / intervention conducted by comprehensive multidisciplinary team of mental health clinicians. > current policy and procedure documentation informs processes of consultation-liaison with lower level Evolve services. > may be an authorised mental health service under <i>Mental Health Act 2009</i>.

Evolve Therapeutic Service	Level 4	Level 5
Service requirements	<ul style="list-style-type: none"> > mental health assessments / interventions conducted by child and youth mental health clinicians of this service. > mental health assessments / interventions demonstrate multiple theoretical underpinnings. > this service works in partnership with local/nearest child and youth mental health service. > weekly consultation-liaison session between staff of spoke site and credentialed child and adolescent psychiatrist from hub site (may be via tele health) as appropriate. > effective corporate and clinical governance structures and communication strategies promoting and supporting integration between hub and spoke sites. > documented processes and collaborative partnerships established with Department for Education and Child Development and Department for Communities and Social Inclusion. > authorised service under <i>Mental Health Act 2009</i>. 	
Workforce requirements	<p>As per module overview, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > 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 tele health facilities) as appropriate. > registered medical specialist with credentials in psychiatry and certificate in child and adolescent psychiatry (or equivalent) attends / consults on all clinical review meetings on regular basis (this may be via videoconference) as appropriate. > access to registered medical specialist with credentials in psychiatry and certificate in child and adolescent psychiatry (or equivalent) for assessment, case management and review (this may be via tele health facilities) as appropriate. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > access—during business hours—to at least one registered nurse with relevant specialist child and youth mental health qualifications and/or experience (postgraduate training desirable). <p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to an allied health professional with relevant specialist child and youth mental health qualifications and/or experience (where registered nurse not accessible). <p>Other</p> <ul style="list-style-type: none"> > access to Aboriginal and Torres Strait Islander mental health worker / senior health worker, service and evaluation research coordinator, and professional development coordinator. 	<p>As per Level 4, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access to medical practitioner with credentials in psychiatry (psychiatry registrar). <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > access—during business hours—to registered nurses with qualifications in mental health and/or extensive mental health experience and/or qualifications and experience in child and youth mental health. <p>Allied health</p> <ul style="list-style-type: none"> > access to multidisciplinary team of allied health professionals with child and youth mental health qualifications and/or experience. > some of these clinicians have: <ul style="list-style-type: none"> – specialist qualifications and/or experience in specific intervention areas relevant to service being provided – postgraduate qualifications. <p>Other</p> <ul style="list-style-type: none"> > access to range of visiting or local health / mental health specialties.
Specific risk considerations	Nil	Nil

Support service requirements for evolve therapeutic services	Level 4		Level 5	
	On-site	Accessible	On-site	Accessible
Medical imaging		2		2
Pharmacy		3		3
Pathology		2		3

Table note: *On-site* means staff, services and/or resources located within the health facility or adjacent campus including third party providers.
Accessible means ability to utilise a service (either located on-site or off-site) or skills of a suitably qualified person (who may be either on-site or off-site)—without difficulty or delay—via various communication mediums including but not limited to face-to-face, telehealth and/or outreach.

Section 4 Statewide and Other Targeted Services

Subsection 4.6 - Perinatal and Infant Service

Perinatal and Infant Service	Level 3	Level 4	Level 5	Level 6
<p>Service description</p>	<ul style="list-style-type: none"> > capable of providing short- to long-term or intermittent ambulatory mental health care for voluntary and involuntary mental health consumers (and their infants) presenting with low-, moderate- and some high-risk/ complexity perinatal- and/or infant-related mental health problems. > accessible during business hours with some capacity for extended-hours service. > timeframe for ambulatory perinatal mental health service delivery ranges from preconception to child's second birthday (24 months) – women in perinatal period experiencing moderate to severe mental health difficulties requiring mental health assessment may access range of mental health perinatal services, as can women who have had miscarriage, stillbirth, neonatal death or termination. > expected majority of consumers are female; however, some fathers may access range of perinatal mental health services. > timeframe for ambulatory infant mental health service delivery ranges from preconception to child's third birthday (36 months) – infants with severe and complex needs presenting with social, emotional and behavioural difficulties and developmental delays, often in context of trauma or compromised parent–infant relationships, may access range of infant mental health services. 	<ul style="list-style-type: none"> > capable of providing short-term acute inpatient mental health care for voluntary and involuntary mental health consumers (and their infants) presenting with low risk/ complexity perinatal- and/or infant-related mental health problems. > may be provided for mothers and their infants when admission to nominated adult acute inpatient unit is most clinically appropriate and safe service for the individual case, and when transfer to higher level perinatal and infant mental health inpatient service is not feasible or clinically necessary. > provide inpatient mental health care for mothers and their infants (from third trimester of pregnancy until infant becomes mobile) where mother exhibits signs and/or symptoms of serious mental illness that have not responded adequately to less intensive interventions in the community, and/or safety and treatment needs of dad/family warrant admission. > infants will only be admitted if it can be clearly determined during assessment mother is capable of caring independently (with support of staff as required) for the infant in a safe manner. > delivered predominantly by multidisciplinary team of mental health professionals 24 hours a day in an adult acute inpatient mental health service without allocated mother–infant beds. > service may operate on demand and is delivered via a hospital that incorporates an acute inpatient mental health unit or via purpose-designed and built mental health facility. 	<ul style="list-style-type: none"> > capable of providing short- to medium-term or intermittent acute inpatient mental health care for voluntary and involuntary mental health consumers (and their infants) presenting with low-, moderate- and high-risk/complexity perinatal- and/or infant-related mental health problems. > service delivered as one component of Level 5 or Level 6 adult acute inpatient mental health unit that comprises limited number of designated mother–infant beds and provides mental health care 24 hours a day. > delivered predominantly by multidisciplinary team of mental health professionals providing acute inpatient mental health service. > delivered via a hospital that incorporates an acute inpatient mental health unit or via purpose-designed and built mental health facility. > service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; care coordination / case management; consumer 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. <p>Note: Lower level services for inpatients presenting with perinatal and/or infant-related mental health problems delivered as part of core business associated with acute inpatient mental health services, as defined in the <i>Child and Adolescent Services</i> and <i>Adult Services</i> sections of this module.</p>	<ul style="list-style-type: none"> > capable of providing short- to medium-term and intermittent inpatient perinatal and/or infant mental health care to voluntary and involuntary mental health consumers (and their infants) presenting with highest level of risk and complexity, and special care needs (consumers 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 consumer needs). > provides care 24 hours a day. > highly specialised statewide inpatient service delivered via dedicated mother–infant mental health unit co-located with Level 5 or 6 acute inpatient mental health unit. > provides inpatient care to parents and their infants (from preconception to 36 months— upper age limit will depend on physical environment of the service) where mother exhibits signs and/ or symptoms of serious mental illness at severe end of spectrum that have not responded adequately to less intensive interventions in the community, and/or safety and treatment needs of dyad/family warrant admission. > on occasion, mother may be admitted in third trimester of pregnancy. > father may rarely be admitted in his own right, along with his infant.

Perinatal and Infant Service	Level 3	Level 4	Level 5	Level 6
<p>Service description</p>	<ul style="list-style-type: none"> > delivered predominantly by multidisciplinary team of mental health professionals who provide local, community mental health care service specifically for target population. > most commonly delivered via hospital-based outpatient clinic, 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; consumer and carer education and information; documented regular case review; some group programs; primary and secondary prevention programs; consultation-liaison with higher level mental health services; and referral, where appropriate. > where members of this population of mental health consumers are pregnant or within 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, children's and/or neonatology). <p>Note: Lower level services for ambulatory consumers presenting with perinatal and/or infant mental health problems are delivered as part of core business associated with ambulatory mental health services, as defined in the <i>Child and Adolescent Services</i> and <i>Adult Services</i> sections of this module.</p>	<ul style="list-style-type: none"> > service provision typically includes: multidisciplinary assessment and targeted interventions by mental health professionals; care coordination / case management; consumer 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. <p>Note: Lower level services for inpatients presenting with perinatal and/or infant-related mental health problems delivered as part of core business associated with acute inpatient mental health services, as defined in the <i>Child and Adolescent Services</i> and <i>Adult Services</i> sections of this module. For an adult acute inpatient unit to admit infants with their mothers, service is required to meet criteria stipulated in this section, Subsection 4.3, Perinatal and Infant Services (Level 4 or higher).</p>		<ul style="list-style-type: none"> > offers assessment and intervention for range of perinatal and infant mental health disorders and relationship disturbances at highest level of risk and complexity, especially those that require admission of several family members. > may include most complex cases where there is combination of mental illness, personality disorder, substance abuse, infant distress or disorder, and child safety concerns. > service demonstrates specialist expertise in delivery of perinatal and infant mental health services to targeted population and is delivered by 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; consumer 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 physical environment permits, this service can operate as parent–infant inpatient service with physical layout designed to safely meet needs of older infants and their families, including family rooms and outdoor play spaces (allowing for admission of infants up to age of 36 months as well as sibling groups where all are younger than 36 months at time of admission).

Perinatal and Infant Service	Level 3	Level 4	Level 5	Level 6
<p>Service requirements</p>	<p>As per module overview, plus:</p> <ul style="list-style-type: none"> > 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 identification, assessment and intervention of any co-occurring substance-use disorders. > forward referrals for assessment, diagnosis and/or intervention as required. > clinical detail collected to inform assessment, diagnosis, intervention and recovery. > development of comprehensive individual mental health recovery plan within 1 week of assessment. > range of primary (e.g. stress management) and secondary (e.g. mother–infant therapy) prevention services. > psychoeducation for consumers and family/ carer (including information about available mental health services, mental health problems and illnesses, indicated treatment options and support services). > may be authorised mental health service under <i>Mental Health Act 2009</i>. > policy—supporting multidisciplinary approach to pregnancy, birth and early postnatal care—is in place for women who are planning pregnancy or who are pregnant, outlining communication channels between mental health and maternity teams. > policy outlining communication channels between mental health and maternity carers is in place where pregnant women are receiving care at this service level. 	<p>As per Level 3, plus:</p> <ul style="list-style-type: none"> > wide range of primary (e.g. stress management) and some secondary (e.g. mother infant therapy) prevention services. > If infant admitted with mother, following requirements are to be met: > consultation-liaison initiated immediately and maintained with higher level perinatal and infant mental health service throughout the admission > mother and infant provided with single, ensuite room that must have clear observation paths for nursing staff at all times and is within close proximity to nursing station (room should be able to be locked from outside and be key accessible only by nursing staff) > infant monitors, either connected to nurses’ station or able to transmit while mobile, in use at all times in order for infant’s wellbeing to be monitored. 	<p>As per Level 4, plus:</p> <ul style="list-style-type: none"> > 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 detail collected to inform assessment, diagnosis, intervention and recovery. > extensive range of primary (e.g. stress management) and secondary (e.g. mother infant therapy) prevention services. > assertive outreach applicable to service and target population. > psychoeducation for consumers, 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 qualified and/or experienced in perinatal and infant mental health. > mental health assessments and interventions conducted by multidisciplinary team of mental health professionals. > authorised mental health service under <i>Mental Health Act 2009</i>. 	<p>As per Level 5, plus:</p> <ul style="list-style-type: none"> > identification, ongoing assessment, monitoring and interventions of complex mental health problems (that may be associated with most complex comorbidities and/or indicators of treatment resistance). > extensive clinical detail collected to inform assessment, diagnosis, intervention and recovery, and broader service delivery in all levels of service. > 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 dissemination of clinical expertise. > specialist mental health assessments and interventions conducted by multidisciplinary team of mental health professionals with specialist qualifications and experience in perinatal and/or infant mental health. > specialist consultation-liaison to other health and non-health services / agencies for target population.

Perinatal and Infant Service	Level 3	Level 4	Level 5	Level 6
<p>Service requirements</p>	<ul style="list-style-type: none"> > where appropriate, documentation of care is contained within pregnancy handheld record to promote communication and information between the woman and mental health and maternity care teams. > documented processes with 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 based within LHN or part of service network that also includes 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 and interventions conducted by mental health clinicians of this service. 		<ul style="list-style-type: none"> > as clinically indicated, ECT services may be facilitated and/or provided to an adult by mental health service authorised to provide ECT under <i>Mental Health Act 2009</i>. 	
<p>Workforce requirements</p>	<p>As per module overview, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access to registered medical specialist with credentials in psychiatry (with training / experience in perinatal and/or infant mental health) for assessment, case management and review. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > access—during business hours—to registered nurse who has qualifications in mental health and/or extensive mental health experience, in addition to training and/or experience in perinatal and/or infant mental health. 	<p>As per Level 3, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > consumer admitted by / under registered medical specialist with credentials in psychiatry. > access—24 hours—to medical practitioner. > access to registered medical specialist with credentials in paediatrics for medical consultation-liaison (may be via telehealth). <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > suitably qualified and experience registered nurse (however titled) in charge of unit. > registered nurse in charge of each shift suitably qualified and has extensive mental health experience. > unit nursing staff, two or more of whom each shift are registered nurses and have qualifications in mental health and/or extensive mental health experience. 	<p>As per Level 4, plus:</p> <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > at least one registered nurse per shift with qualifications and experience in child health and/or perinatal/infant mental health. <p>Other</p> <ul style="list-style-type: none"> > access to extensive range of on-site and/or visiting specialties in health / mental health / maternity / child health. 	<p>As per Level 5, plus:</p> <p>Medical</p> <ul style="list-style-type: none"> > access—24 hours—to registered medical specialist with credentials in psychiatry and qualifications and experience in perinatal and/or infant mental health. <p>Nursing</p> <ul style="list-style-type: none"> > staffing levels in accordance with the relevant industrial instruments. > registered nurses, majority of whom have qualifications in mental health and/or extensive mental health experience or qualifications and/or extensive experience in perinatal and/or infant mental health.

Perinatal and Infant Service	Level 3	Level 4	Level 5	Level 6
Workforce requirements	<p>Allied health</p> <ul style="list-style-type: none"> > access—during business hours—to multidisciplinary team of allied health professionals with training / experience in perinatal and/or infant mental health. <p>Other</p> <ul style="list-style-type: none"> > consultation may be available from visiting specialties in mental health, maternity and child health and other areas of health. 	<ul style="list-style-type: none"> > if inpatient unit occupancy is low, only one nurse per shift need have qualifications in mental health and/or extensive mental health experience. > enrolled nurses may complement nursing team. > if infant admitted with mother, registered nurse with qualifications in mental health and/or extensive mental health experience provides 24-hour care and observation for mother and infant throughout admission. <p>Allied health</p> <ul style="list-style-type: none"> > access to psychology, social work, occupational therapy, speech pathology and dietetic services (postgraduate training desirable). > access to dedicated pharmacy services for mental health. <p>Other</p> <ul style="list-style-type: none"> > Bachelor of Nursing students (second or third year undergraduate) and or, Post Graduate Students may complement clinical team at the discretion of nurse in charge and under registered nurse supervision. > access to range of on-site and/or visiting specialties in health / mental health / maternity / child health. 		<p>Allied health</p> <ul style="list-style-type: none"> > extended-hours access to community- or hospital-based allied health professionals with relevant specialist mental health qualifications and experience.
Specific risk considerations	Nil	Nil	Nil	Nil

Support service requirements for perinatal and infant mental health services	Level 3		Level 4		Level 5		Level 6	
	On-site	Accessible	On-site	Accessible	On-site	Accessible	On-site	Accessible
Anaesthetic*					3		3	
Medical imaging		1		2		3		3
Pharmacy		2	3		4		5	
Pathology		2		2		3		3
Perioperative (relevant section/s)*					3		3	

*Required only in services where ECT performed

Table note: *On-site* means staff, services and/or resources located within the health facility or adjacent campus including third party providers. *Accessible* means ability to utilise a service (either located on-site or off-site) or skills of a suitably qualified person (who may be either on-site or off-site) without difficulty or delay—via various communication mediums including but not limited to face-to-face, telehealth and/or outreach.

<p>Legislation, regulations and legislative standards</p>	<p>In addition to what is outlined in the Fundamentals of the Framework, mental health services must comply with the following:</p> <ul style="list-style-type: none"> > <i>Mental Health Act 2009</i> (SA) > <i>National Standards for Mental Health Services 2010</i> <p>Other legislation:</p> <ul style="list-style-type: none"> > <i>Criminal Law Consolidation Act 1935</i> (SA) > <i>Correctional Services Act 1982</i> (SA) > <i>Children’s Protection Act 1993</i> (SA) > <i>Health Care Act 2008</i> (SA)
<p>Non-mandatory standards, guidelines, benchmarks, policies and frameworks</p>	<p>Specific SA Health Policy Guidelines:</p> <ul style="list-style-type: none"> > The Office of the Chief Psychiatrist and Policy. Mental Health Services: Pathways to Care Policy Directive – applies to all mental health services in South Australia that provide care to adults and older persons inclusive of specific Veteran Services and youth services that are being established in 2014. Government of South Australia. SA Health. > The Office of the Chief Psychiatrist and Policy. Mental Health Services: Pathways to Care Policy Guidelines – applies to all mental health services in South Australia that provide care to adults (between 18 years and 65 years) and older persons (over 65 years) inclusive of specific Veteran Services and Forensic Services. Government of South Australia. SA Health. > South Australian Youth Mental Health System of Care. Government of South Australia. SA Health. <p>In addition to what is outlined in the Fundamentals of the Framework, the following are relevant to mental health services:</p> <ul style="list-style-type: none"> > A national framework for recovery-oriented mental health services, AHMAC, Commonwealth of Australia, 2013 http://www.ahmac.gov.au/cms_documents/National%20Mental%20Health%20Recovery%20Framework%202013-Guide-practitioners&providers.PDF > Australian and New Zealand College of Anaesthetists. Professional Standard PS55: 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. 2013 State of Victoria, Department of Health 2013. http://www.health.gov.au/internet/main/publishing.nsf/Content/5D7909E82304E6D2CA257C430004E877/\$File/wkstd13.pdf > Australian Government Department of Health and Ageing. Principles and Actions for Services and People Working with Children of Parents with a Mental Illness. Canberra: Australian Government; 2004. www.copmi.net.au/images/pdf/principles-and-actions.pdf > Australian Government. Cultural Competency in Health: A Guide for Policy, Partnerships and Participation. National Health and Medical Research Council; 2006. www.nhmrc.gov.au/files_nhmrc/file/publications/synopses/hp19.pdf > Australian Government. Department of Health and Ageing. Guidelines for Determining Benefits for Health Insurance Purposes for Private Patient Hospital Based Mental Health Care. Canberra: Australian Government; 2007. www.health.gov.au/ > Australian Government. Department of Health and Ageing. National Safety Priorities in Mental Health: A National Plan for Reducing Harm. Canberra: Australian Government; 2005. www.health.gov.au/internet/main/publishing.nsf/Content/mental-pubs-n-safety > Australian Health Ministers’ Advisory Council, Mental Health Working Group. National Statement of Principles for Forensic Mental Health 2002. www.health.wa.gov.au/mhareview/resources/documents/FINAL_VERSION_OF_NATIONAL_PRINCIPLES_FOR_FMH-Aug_2002.pdf

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

- > Australian Health Ministers' Advisory Council, Care of Older Australians Working Group. Age-friendly Principles and Practices: Managing Older People in the Health Services Environment. Melbourne: Victorian Government Department of Human Services; 2004. www.health.gov.au/
- > Australian Health Ministers' Advisory Council. Best Practice Approaches to Minimise Functional Decline in the Older Person across the Acute, Sub-Acute and Residential Aged Care Settings. Melbourne: Victorian Government Department of Human Services; 2004. www.health.vic.gov.au/acute-agedcare/
- > Australian Mental Health Outcomes and Classification Network. Reporting Framework for the National Outcomes and Casemix Collection. www.amhocn.org/
- > Guidelines for determining benefits for private health insurance purposes for private mental health care, Private Mental Health Alliance. (as updated from time to time) <http://www.pmha.com.au/Portals/4/PublicDocuments/GuidelinesForDeterminingBenefitsForHealthInsuranceBenefitsPurposesForPrivateMentalHealthCare/Guidelines%20for%20Determining%20Benefits%202012%20Edition.pdf>
- > Guideline for Mental Health Service Responsiveness for Aboriginal and Torres Strait Islander People. <http://www.health.qld.gov.au/qhpolicy/docs/gdl/qh-gdl-365-4-1.pdf>
- > Guideline for the use of the cultural information gathering tool (best practice for the provision of Aboriginal and Torres Strait Islander culturally appropriate mental health care). Mental Health, Alcohol and Other Drugs Branch. <http://www.health.qld.gov.au/qhpolicy/docs/gdl/qh-gdl-365-3.pdf>
- > 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/
- > National Collaborating Centre for Mental Health. Antenatal and Postnatal Mental Health: Clinical Management and Service Guidance: NICE Clinical Guideline 45. London: National Institute for Health and Clinical Excellence; 2007. www.nice.org.uk/
- > National Health Service. Guidelines for the Diagnosis and Management of Delirium in the Elderly. NHS; 1995. www.bgs.org.uk/
- > NICE Clinical Guidelines 103, Delirium: Diagnosis, prevention and management, July 2010, National Institute for Health and Care Excellence, UK.
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- > Royal Australian and New Zealand College of Psychiatrists. Position Statement 56: Children of Parents with a Mental Illness. RANZCP; 2009. www.ranzcp.org/Home.aspx
- > Victorian Government, Department of Health. Falls Prevention Best Practice Guidelines for Public Hospitals and State Government Residential Aged Care Facilities Incorporating a Community Integration Supplement. Victorian Government; 2009. www.health.vic.gov.au

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For more information

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