



## Anna Love

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# Equally Well in Victoria

Physical health framework for  
specialist mental health services



VICTORIA

# Acknowledgement of Country

I acknowledge the Traditional Custodians who have lived and loved this country through the vastness of time.

I honour the People of the many Nation's whose country we stand on today. I pay my respects to the old people, to the Elders and Ancestors who are the safekeepers and caretakers of the oldest living culture on the planet.

For this is the very bedrock of this place, our shared home and our special identity in the world and the source of shared pride as Australians.

**For this land always was, and always will be, Aboriginal Land.**



Kevyn Morris

Lake Hume

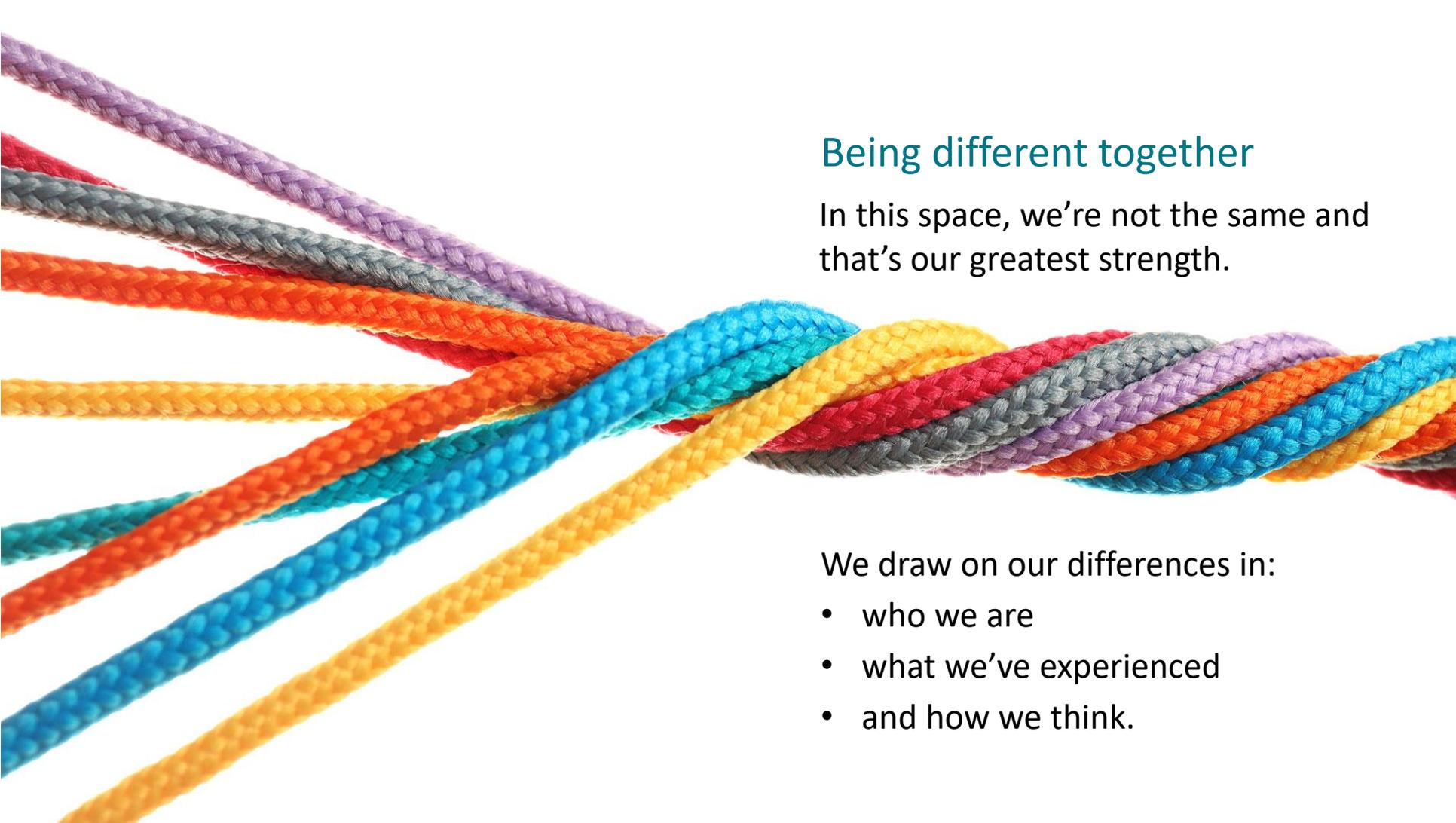


# Recognition of Lived Experience

I recognise people with a lived experience of trauma, neurodiversity, mental ill health and substance use or addiction, their families, carers and supporters.

Our appreciation extends to the clinical and non-clinical workforces that support people with lived experience.





## Being different together

In this space, we're not the same and that's our greatest strength.

We draw on our differences in:

- who we are
- what we've experienced
- and how we think.

Clinical and Professional Leadership Unit:  
2024

## Mental health improvement Unit Safer Care Victoria

Quality improvement leadership and support for services

- Promote continuous improvement
- Provide system leadership on quality and safety
- Provide professional, clinical and practice leadership for mental health and wellbeing services
- Promote awareness and understanding of high-quality service delivery across the mental health and wellbeing system
- Codesign quality and safety improvement programs with people with lived experience
- Issue practice guidelines and frameworks

**The Chief Mental Health Nurse moved to Safer Care Victoria to lead and support the Mental Health reform recommendations**

Relationship focused on quality improvement and support

## Department of Health

### Mental Health and Wellbeing Division

Mental health and wellbeing strategy, policy and service performance accountability

- Set vision and strategy
- Use policy and funding arrangements to enable high-quality and safe services
- Use performance monitoring and accountability arrangements and Regional Mental Health and Wellbeing Boards to oversee quality and safety
- Use regulatory mechanisms to address service failures
- Collect and publish meaningful data

### Chief Psychiatrist , Mental Health and Wellbeing Division

Clinical leadership and oversight of specific mental health practices

- Continued existing functions (including clinical leadership, oversee use of specific practices and investigate quality and safety issues)
- Two key changes to the role:
  - Jurisdiction to include correctional facilities
  - Responsibility for continuous improvement functions transferred to Safer Care Victoria

Relationship focused on performance monitoring and accountability, compliance

Mental health and wellbeing service providers

**OFFICIAL**

## Mental Health and Wellbeing Commission

- Monitor and report on system-wide quality and safety
- Inquire into challenges to the provision of safe and good quality mental health and wellbeing service delivery
- Advise Victorian Government on issues of concern, areas for improvement
- Receive and respond to complaints about service delivery from consumers, families, carers and supporters

Relationship focused on system oversight, complaints handling

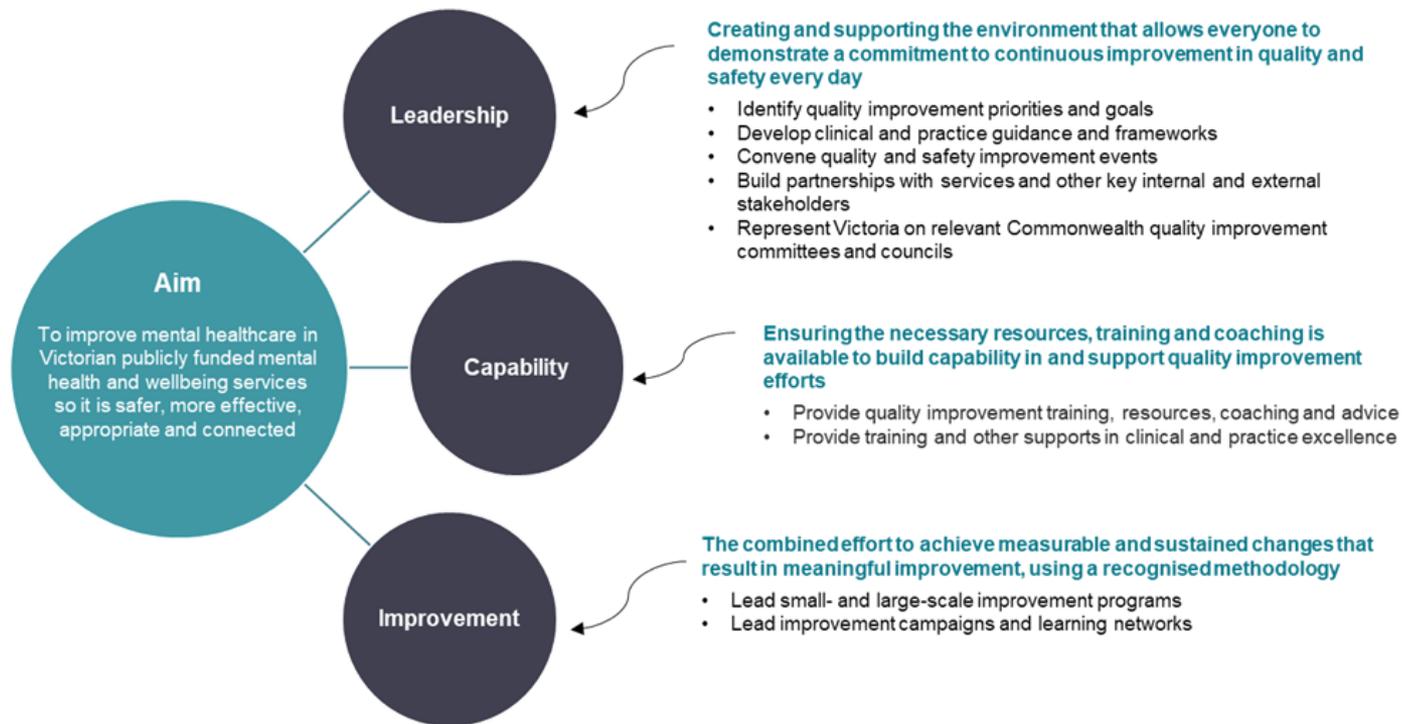
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# The Mental Health Improvement Program



- Improve healthcare in Victorian publicly funded mental health and wellbeing services, making them safer, and more effective, appropriate and connected.
- Works in partnership with consumers, carers, families and supporters, and the mental health and wellbeing workforce and content knowledge leaders to partner in quality improvement programs.

# Mental Health Improvement Program



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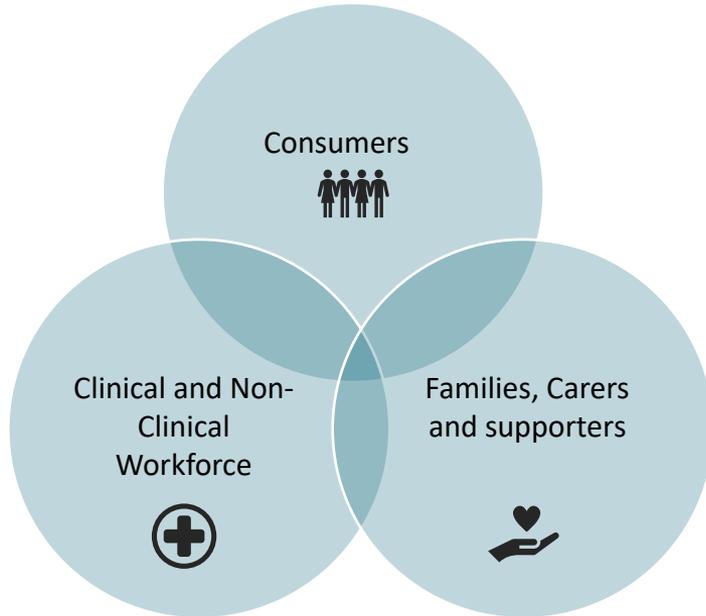
## MHIP and the CPLU

Supports the Office of the Chief Mental Health Nurse across mental health service improvement activities not limited to:

- Development and implementation of clinical guidelines and standards
- Responding to issues that raise the opportunity for improvement
- Mental Health workforce capability support and development
- Mental Health Learning Health Network
- Supporting Communities of Practice
- Embedded Consumer and Carer voice, leadership and developing co-design/ production

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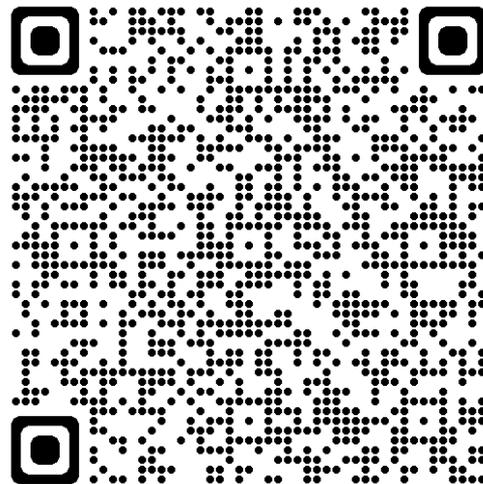
# Way of Working: Tripartite Model of Partnership



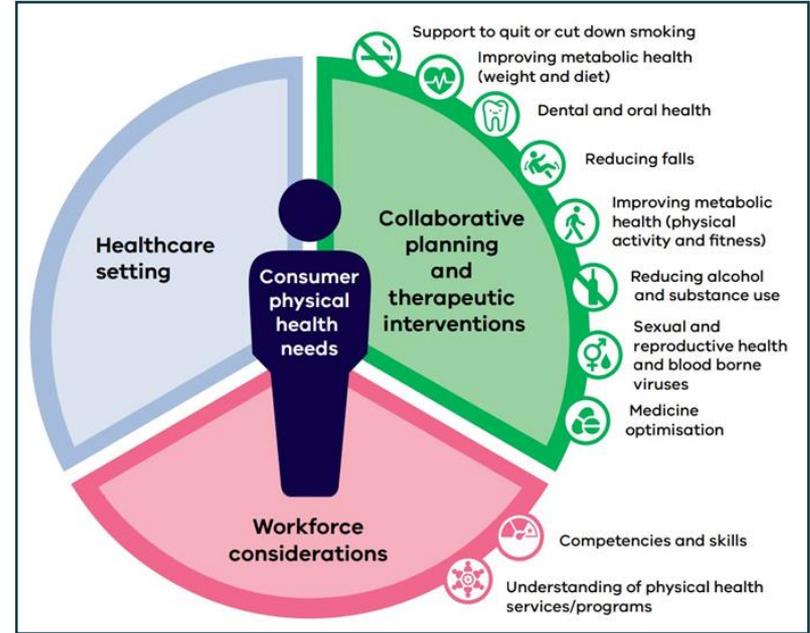
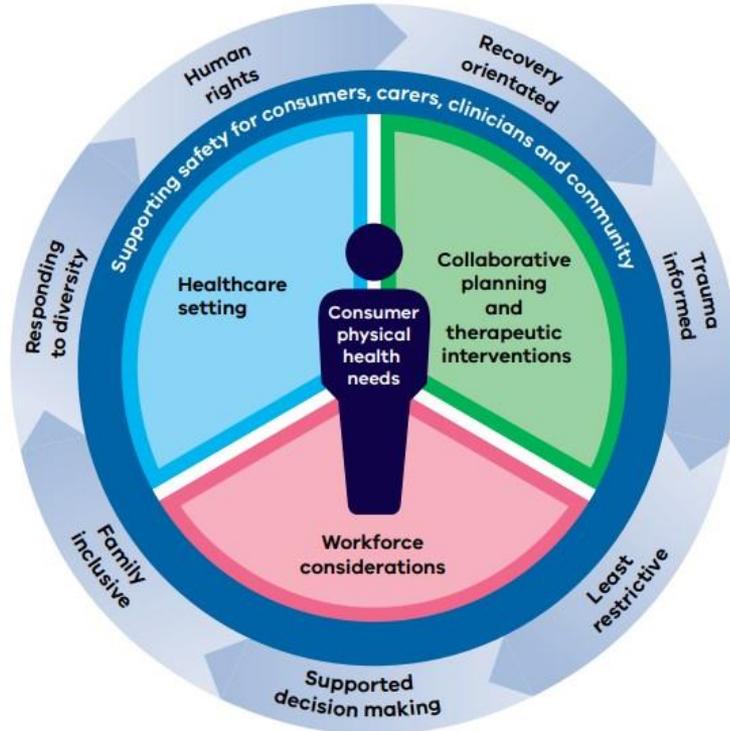
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# Physical health framework for specialist mental health services

- To support mental health services to make decisions about developing, implementing and reviewing policies, procedures and programs that help consumers to make decisions about addressing physical health issues.
- To enable services to provide a positive experience of care and improve outcomes for consumers, with the support of families and carers.
- To create a consistent approach to physical health care in Victorian specialist mental health services.



# The Framework



# The Priority areas

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## Supporting Implementation – to 2023

- Chief Mental Health Nurse and Office of the Chief Psychiatrist
- CMHL physical health in mental health training
- Supporting frameworks and clinical guidelines including:
  - Smoking Cessation (discuss review to incorporate vaping)
  - Medication safety in mental health (Australian Commission on Safety and Quality in Health Care)
  - National Standards in mental health services
  - Framework for recovery-oriented practice (Victoria)
- CoP – Nurse Practitioners

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# The New Equally Well Victoria: from late 2023

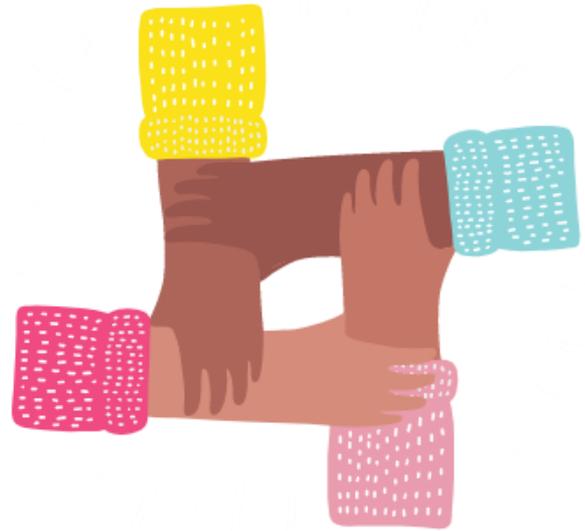


- SCV Equally Well team Driving the inclusion and leadership of the lived experience workforces
  - Forward planning, coordination and using stakeholder networks
  - Updating the Framework and related guidelines
  - Lobbying and levers
- Development of a state-wide working group
  - Sector ownership
  - Refocus and reinvigoration
  - Lived experience inclusion
- CoP – expansion to all MH&WB workforces

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# The Importance of the Lived Experience Workforce

- The collaborative value of sharing space with consumers should not be underestimated.
- The Mental health lived experience engagement framework recognises that responsibility for promoting health care in Victoria's community requires a shared approach.
- We must create opportunities for and enable consumers and carers to actively participate in decision making that guides the future of policies and practices that affect all Victorians.



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# The lived experience lens and workforce is essential in shaping the future of Equally Well

- Good health and wellbeing is broader than the clinical/ medical model definition
- Deeper understanding
- Responsive to their communities, can provide real time feedback and actions
- Fit for purpose, holistic, accessible and safe initiatives or interventions
- Rebalancing power, addressing stigma and discrimination
- Unique skill and knowledge set - peer support provides a very different type of engagement, with lived experience, system knowledge and have “real world” or non-clinical options
- Lived experience workforces have a different way of engaging - enhancing a sense of safety, respect and collaboration

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## A Victorian Snapshot



- Eastern Health: Whole of service priority
- Royal Melbourne Hospital: Physical health team
- Northern Health: Hepatitis C and Sexual Health
- South-West Health Care: Physical Health Team (PHAT)
- Goulburn Valley Health: NP led metabolic clinic
- Western Health: Lived experience workforce inclusion
- Latrobe Regional Hospital: Intensive support for complex community consumers



To access key information and resources about the MHIP visit:

<https://www.safercare.vic.gov.au/improvement/mental-health-improvement-program>



Contact us in relation to the MHIP by emailing:

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