

MENTAL HEALTH COORDINATING COUNCIL

Consultancy Expressions of Interest

Monitoring and Safeguards Mechanisms in NSW: Protecting the rights of people receiving support in community-managed mental health organisations.

A project supported by the NSW Mental Health Branch

Monitoring services for safety and quality is an important means of protecting the rights of people receiving services and can drive service improvements.

The Mental Health Coordinating Council (MHCC) is seeking EOIs from suitably qualified consultants to assist with a study to investigate and discuss the issues involved in monitoring mental health community managed services (CMOs). This is in the context of significant reforms occurring in the sector in NSW including the establishment of the NDIS Quality and Safeguards Commission (Q&SC) and a Public Representative.

A study is required to establish ways in which existing and emerging services will have appropriate access to robust quality and safeguarding mechanisms that will ensure people are not unduly exposed to accountability gaps in a changing service environment.

Project deliverables will include:

1. Conducting an International and Australian state-wide literature review including: legislation and regulatory mechanisms; reporting mechanisms, data collection and evaluation processes, pathways for complaints and advocacy models ; and the role of peer advocates in monitoring processes
 2. Reviewing the monitoring oversight regulatory functions of NDIS Q&SC; the Official Visitors Program and the NSW Ombudsman Community Visitors Program; and investigate the interface between these three bodies across multiple service settings: mental health, disability, aged care and community welfare sectors.
 3. Commenting on the interface with legislation: NSW Mental Health Act 2007; the Guardianship Act 1987; NDIS instruments etc.
 4. Discussing workforce and sector development issues including training and professional development.
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5. Conducting consultations and interviews with stakeholders to ascertain the needs, risks and desired outcomes for services that fall outside the responsibility of existing bodies' spheres of activity.
6. Investigating best practice employment screening systems and the implications for NSW funded CMOs with regards to the National screening initiative proposed by the QSC.
7. Delivering a final Report on findings, and provide a Discussion Paper and Recommendations for consideration in a NSW context.

A consultant will be selected from EOI applicants who can demonstrate an understanding of the NSW mental health and human service system, and existing monitoring and safeguarding mechanisms across service contents in NSW and nationally. They will also have a good understanding and experience of working with CMOs and the challenges and barriers for both organisations and people accessing services. The successful consultant will also have a history of working in the mental health/ disability space in a similar consultancy capacity.

The precise deliverables and timeline for the Monitoring and Safeguards Study Project will be negotiated with EOI respondents. The contract is for \$23,000 plus expenses.

**Enquiries to Corinne Henderson, Principal Advisor/ Policy & Legislative Reform,
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Background to this project

With implementation of the NDIS, the commissioning of community services through PHNs and the increasing investment by NSW Health in programs managed by community providers, ensuring services are monitored for safety and quality is increasingly important. Currently the majority of community managed mental health services monitor safety and quality through service accreditation processes and other quality improvement processes. In NSW, after 1 July 2018, CMOs that provide psychosocial supports through the NDIS will have their services regulated by the newly established NDIS Q&SC (the Commission). The Commission is a new independent body that will regulate the NDIS market and support the resolution of complaints about the quality and safety of NDIS supports and services. It will replace the quality and safeguards arrangements that currently operate in each state and territory.