

Appendix 1

Definitions

In this Advertised Call for Submission (ACS):

ACS - means Advertised Call for Submission for the delivery of Mental Health Community Support Services (MHCSS).

Approved Service Provider - means an agency which has been approved by the Minister for Mental Health as a result of this ACS process to deliver mental health community support services subject to the successful negotiation and execution of a Service Agreement.

Associates - means in relation to a legal entity its officers, employees, agents, advisers or consultants and includes, in relation to the State only, its authorities and agencies where relevant.

Carer - means a person caring for a person with a mental illness. This may include a family member, partner, dependent child, friend or other person who has a significant role in the life of the person. The role of carer may not necessarily be a static or permanent one but may vary over time according to the needs of the person and the carer. Paid carers such as professional staff in services, attendant carers or residential workers are not included in this definition.

Catchment - means a geographical area with boundaries as specified in Appendix 2.

Case Management - means the coordination of services by a professional for the assessment, planning and implementation of care to meet an individual's needs. The underlying tasks of case management include: assessment of need; care planning; implementation; monitoring; and regular review.

Client-Facing Support - means support provided directly to a client either on a one-on-one basis or in a group setting (see section 2.5.2 of this ACS). **Non-facing Client Support** - means support/activities undertaken on behalf of an individual client/group of clients/client cohort that is not provided directly to an individual client/group of clients/client cohort (see section 2.5.2 of this ACS).

Client Support Unit (CSU) - means a standard, single-price unit. A CSU is based on the average efficient overall cost of providing one hour of client related support.

Closing Time - means the time and date lodgement of a submission in response to this ACS must be made.

Consortia - means a legal entity consisting of a combination of agencies.

Contract Execution - means the execution of the Contracts and other relevant documentation by the Preferred Service Provider.

Consumer - means a user or potential user of a mental health service.

Cultural and linguistic diversity (CALD) - means the range of different cultures and language groups represented in the population who identify as having particular cultural or linguistic affiliations by virtue of their place of birth, ancestry or ethnic origin, religion, preferred language or language spoken at home.

Cultural Competence - means a set of congruent behaviours, attitudes and policies that come together in a system or agency or among professionals that enable that system, agency or those professionals to work effectively in cross-cultural situations.

Cultural Responsiveness - describes the capacity to respond to the healthcare issues of diverse communities.

Division - means the Mental Health, Drugs and Regions Division of the Victorian Department of Health

Eligible Person - means a person eligible to receive mental health support through the MHCSS program.

Evaluation Criteria - means the criteria set out in Part B section 6.1 which will be used to evaluate responses to this ACS.

FOI Act - means the *Freedom of Information Act 1982* (Vic).

Incident Reporting - means reporting of incidents and adverse events that may occur in the delivery of MHCSS. A range of incident reporting requirements are in place across the Department. These reporting requirements vary depending on the type of incident and the services involved, which in some instances are underpinned by legislation or national agreements.

Individualised Client Support Packages - means the range of support a client receives based on their recovery plan (see section 2.5.5 of this ACS and Annex 1: Service Specification)

Information Management (IM) - means the collection, storage and use of information from one or more sources and the distribution of that information to one or more audiences. It includes both electronic and physical information.

Information and Communications Technology (ICT) - means the integration of telecommunications (telephone lines, wireless networks, internet and other communication mediums), computers, software, storage and audio-visual systems which enable users to access, store, transmit, and manipulate information.

Information System - means the technical infrastructure and human resources that support the collection, storage, processing, transmission and dissemination of information required by all or some part of an agency to support the delivery of services.

Key Worker - means a worker who assists the person with a psychiatric disability and carers/family to engage with, direct and make the best use of MHCSS and to achieve outcomes that are meaningful to the individual.

Legal entity - means a service provider or individual with legal status established under:

- *Associations Incorporation Act 2009* (Vic)
- *Co-operatives Act 1996* (Vic)
- *Corporations Act 2001* (Commonwealth)
- *Health Services Act 1988* (Vic)
- An Individual Act of Parliament
- Natural person (a person at least 18 years of age, with a mental capacity to understand the agreement, not under any order or bankrupt)
- *Trustee Act 1985* (Vic).

Measures - means a defined collectable unit which enable organisations to track and assess progress against indicators.

Mental Health Community Support Services (MHCSS) - means services and functions funded by the State of Victoria as part of the Mental Health Community Support Services program.

Mental illness - means a general term that refers to a group of illnesses characterised by a significant disturbance of thought, mood, perception and memory. A psychosis is a condition caused by any one of a group of mental illnesses that are known to affect the brain causing changes in thinking, emotion and behaviour. These include schizophrenia and bipolar mood disorder. Other mental illnesses include phobias, anxiety, some forms of depression, eating disorders, obsessive compulsive disorders and personality disorders.

Preferred Provider (s) - means the Prospective Service Provider(s) formally selected as one of a group of providers with which the Department may finalise a Service Agreement.

Program and Service Advisor - means a person employed by the Department of Health to manage funding agreements at the regional level.

Project - means the entire evaluation process for the selection of funded providers to deliver MHCS subject to this ACS.

Project Director - means the person identified as the project director (and any person appointed by the Department to replace that person).

Prospective Service Provider - means a legal entity which receives, and is considering responding to this ACS. Upon submitting a response to this ACS, a Prospective Service Provider becomes a Respondent. To the fullest extent applicable, after the deadline for ACS submissions any term or condition in this ACS which refers to a Prospective Respondent will be taken to apply to a Respondent.

Psychiatric disability - means a consequence of having a mental illness that affects a person's ability to perform the tasks of everyday living and to develop and maintain effective personal and social relationships and economic participation.

Recovery - means the concept of recovery is understood to refer to a unique personal experience, process or journey that is defined and led by each person in relation to their wellbeing. While recovery is owned by and unique to each individual, mental health services have a role in creating an environment that supports, and does not interfere with, people's recovery efforts.

Recovery Oriented Support - means support that is provided to people to build and maintain a meaningful and satisfying life, regardless of whether or not there are ongoing symptoms of mental illness, with an emphasis on hope, social inclusion, community participation, self-management, personal goal setting, and improvements in a person's quality of life.

Respondent - means a legal entity which either in its own right or on behalf of a proposed or established consortium responds to this ACS by submitting the Response Schedules.

Response Schedule - means the schedule of information which a Prospective Service Provider should complete and return by way of its response to this ACS as set out in Part C of this ACS

Safety - means a state in which risk has been reduced to an acceptable level.

Standards - means general statements against which organisations can audit their performance. The Australian Council of Healthcare Standards (ACHS) defines standards as "a statement of the level of performance to be achieved" (ACHS 2006).

Service Provider - means an entity funded by the Department to deliver services.

Service Volume - means the quantum of service (expressed as an agreed standard unit).

State - means the Crown in right of the State of Victoria (and includes the Department of Health).

Submission - means the submission provided by a Prospective Service Provider in response to this ACS.