



Australian Government
Department of Social Services

Disability, Mental Health and Carers Programme

Community Mental Health
Individual Placement and Support Trial
Operational Guidelines
July 2019

Summary of changes

Date	Pages affected	Change
1 July 2019	6	Deleted reference to programs that have transitioned to NDIS
	7	Updated to reflect Trial expansion and end date
	10	Caseload size
	15	Reporting outcome data quarterly and final report date
	16	Policy mailbox

Preface

The Australian Government Department of Social Services (DSS) has a suite of Programme Guidelines, which provide information about each Programme that provides grants funding, and the Activities that contribute to that Programme. They provide the key starting point for parties considering whether to participate in a Programme and form the basis for the business relationship between DSS and the grant recipient.

These Operational Guidelines are to assist organisations delivering services under the Australian Government Individual Placement and Support Trial within the Community Mental Health component of the Disability, Mental Health and Carers Programme. They should be read in conjunction with the Disability, Mental Health and Carers Programme – Community Mental Health Guidelines Overview. These documents and the Grant Agreement form the basis of the business relationship between DSS and service providers.

DSS reserves the right to amend these Operational Guidelines, and other documents in the Programme Guidelines suite, from time to time, by whatever means it may determine in its absolute discretion and will provide reasonable notice of these amendments.

Amendments made to this document will be notified by email to the contact person named in the Grant Agreement within 20 business days of any change.

It is the responsibility of each service provider to ensure that it is familiar with this document's content and requirements of the Operational Guidelines as detailed in the current version on the DSS website.

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1 Overview – Community Mental Health

The Department of Social Services (DSS) currently funds eligible non-government organisations to deliver the following Community Mental Health (CMH) programs.

- Family Mental Health Support Services
- Carers and Work
- The Individual Placement Support Trial
- A Better Life.

1.1 Aims and objectives

Programs funded under CMH aim to assist people with mental illness, with the support of their families and carers.

The objective of programs funded under CMH is to provide accessible, responsive, high quality and integrated community mental health services. The current CMH programs aim to:

- Intervene early to assist children and young people affected by, or showing early signs of, mental illness, with the support of their families and carers;
- Provide support for carers of people with mental illness to achieve employment goals;
- Assist young people with mental illness, aged up to 25, to achieve and maintain sustainable participation in vocational education and employment and
- provide opportunities for recovery and support for people with mental health conditions that include drug and alcohol use disorders and/or gambling disorders, in areas where the cashless debit card is being trialled.

2 Individual Placement and Support (IPS) Trial

2.1 Background

Mental illness often first occurs in adolescence and early adulthood. It is estimated that about 75 per cent of mental health disorders have developed by the age of 25. Mental illness for this group can therefore impact negatively on educational attainment and transition to the workforce, leading to poor employment outcomes. Many teenagers and young adults with a mental health condition do not complete Year 12, and are at high risk of long-term labour market disadvantage and of welfare dependency.

In the 2015 Budget, the Australian Government announced funding of over \$330 million to implement a Youth Employment Strategy as part of a broader \$5.5 billion *Growing Jobs and Small Business Package*. The Strategy's aim is to tackle high youth unemployment.

- The Strategy included funding to undertake a national Trial of the IPS model of vocational assistance for young people with mental illness up to the age of 25.
- The Trial will help to address the additional barriers to employment faced by this cohort.

The results of the IPS Trial will be used to inform future policy for the delivery of appropriate and targeted vocational assistance for young people experiencing mental health issues.

2.2 Overview of the IPS Trial

The IPS model integrates employment and vocational support with clinical mental health and non-vocational support, and focuses on the individual needs of people with mental illness who are seeking to enter or remain in education or employment.

Under the IPS Trial, professional vocational specialists will be fully integrated into clinically-focussed youth mental health services. They will provide career development advice and vocational and employment assistance to young people with mental illness up to the age of 25, in tandem with clinical support and non-vocational assistance.

The IPS Trial commenced in late 2016 and was expected to be completed by 30 June 2019. It has since been extended and expanded to a further 10 sites until June 2021. It is now being delivered from 24 selected headspace sites nationally.

The quality of the IPS services being delivered will be monitored and maintained at each Trial site using an approved Fidelity Scale. A concurrent evaluation of the IPS Trial may also be undertaken.

2.3 Objectives of the IPS Trial

The objective of the IPS Trial is to improve the educational and employment outcomes of young people with mental illness up to the age of 25, who are at risk of disengaging from education or employment and who are at risk of long-term welfare dependency.

The objectives of the IPS Trial are to:

- implement the IPS Trial in selected headspace sites nationally (initially 14 and expanded to 24 from 1 July 2019);
- deliver the IPS model of vocational assistance to young people with mental illness up to the age of 25 within the Trial sites;
- provide specialist vocational assistance that adheres to the eight core IPS Practice Principles (refer **Attachment A**) to around 2,000 participants per year at full capacity;
- improve the educational and employment outcomes for young people with mental illness up to the age of 25; and
- evaluate the effectiveness of the IPS model within the headspace trial site setting and gain an understanding of the key elements of the model required for successful outcomes.

3 Participant Eligibility and Access to Services

3.1 Participant eligibility

To be eligible to participate in the IPS Trial, people must:

- be a young person with mental illness aged up to 25*;
- be an eligible client of headspace in the participating Trial site;
- have employment, education or training goals and be facing barriers to achieving these goals; and
- be willing to participate in the service and able to make an informed decision to participate.

***Note:** A formal diagnosis of mental illness is not required to access the IPS Trial. The decision that a young person has a mental illness can be established by the clinical staff of the headspace trial site.

3.2 How people access the IPS Trial

To access the services being delivered under the IPS Trial, young people with mental illness will be aged up to 25 and be a client of headspace, in the Trial site.

3.3 What participants can expect

Participants can expect to receive individually tailored and specialist vocational and employment support delivered in tandem with the existing clinical mental health treatment and personal (non-vocational) support provided at the participating Trial site.

The IPS model of vocational assistance is a highly defined form of employment support with eight core Practice Principles (**Attachment A**).

Participants in the Trial can expect to work in a collaborative and goal-oriented partnership with a vocational specialist, trained in the delivery of the IPS model. To achieve this, the IPS vocational specialists will:

- adhere to the principles of IPS when providing vocational support to participants;
- assist the participant to identify their educational and employment goals;
- develop a career profile and individual employment plan for each participant, with input from the participant and the participant's clinical team;
- have formal procedures in place to work with the participant's clinical team;
- conduct regular job development and job search activities with the participant;
- assist the participant to apply for jobs and contact employers;
- liaise with the participant's Disability Employment Services (DES) or jobactive provider. This includes assisting participants to meet mutual obligation requirements where applicable; and
- develop a broad range of employer contacts to ensure there are job vacancies for IPS participants, and provide employers appropriate education and support.

Participants can expect respect, trust and understanding - each participant will be supported to feel welcome, valued and treated with respect, dignity and understanding as a unique person. To achieve this, headspace will:

- have knowledge and understanding of mental illness and the impacts it has on people's behaviours and lives;
- engage professional vocational specialists who are able to build meaningful relationships with participants based on openness and trust; and
- take all practical and appropriate steps to prevent abuse and neglect of participants and to uphold participant legal and human rights.

3.4 Consent

Participating headspace sites are required to gain written consent from each IPS Trial participant for the release of de-identified information to the organisation engaged to undertake an independent evaluation of the IPS Trial, and separate consent for the release of de-identified participant data to DSS for reporting, research and evaluation purposes.

3.5 Fees

Vocational and employment related assistance provided under the IPS Trial will be provided free of any charge for participants and employers in the Trial.

3.6 Participants rights and responsibilities

Services are to be delivered in accordance with the *National Standards for Mental Health Services*, applying to all mental health services, including government, non-government and private sectors across Australia.

Rights: [Standard 6 of the National Standards for Mental Health Services](#) lists rights applying to consumers of mental health services. They include that participants must:

- be treated with respect;
- have their privacy protected; and
- receive services appropriate to their needs in a safe and healthy environment.

Responsibilities: Participants have a responsibility to provide accurate information about their needs and circumstances so they can receive quality services, and are required to comply with the rules and regulations for engaging with services and behave in a manner that does not compromise the health and safety or privacy of others.

3.7 Exiting a service

Participation is voluntary and participants may exit the service when they choose or as agreed with headspace. Exiting participants may be asked to provide information on the reasons for exiting the service.

4 Service delivery

4.1 Overview

Under this Trial, lead agencies from 24 headspace sites located nationally will implement and deliver the IPS model of vocational assistance. This will include engaging suitably qualified vocational specialists to deliver IPS services to around 2,000 young people each year.

Vocational assistance delivered under the IPS Trial in each headspace site must be provided in addition to, and not replace, existing vocational or educational assistance already being provided at that site through other funding arrangements.

DSS will engage a suitably experienced external organisation (or organisations) to monitor and assist with maintaining fidelity with the IPS model at each Trial site, and to undertake a concurrent evaluation of the IPS Trial throughout the Trial period.

4.2 IPS Vocational Specialists

Participating headspace sites will be required to engage suitably qualified vocational specialists to provide IPS vocational services to young people with mental illness in the Trial sites. This activity will be undertaken in tandem with delivery of clinical mental health and non-vocational assistance by other staff employed by the headspace site.

Vocational specialists will be professionals who are experienced in helping participants find and keep competitive employment, consistent with their capabilities, interests and vocational goals. Vocational specialists will have experience in managing caseloads of people with mental illness, particularly in liaising with clinical treatment teams, families and employers to achieve positive outcomes for participants.

At least two full time equivalent vocational specialists must be engaged at each Trial site for the duration of the Trial, unless otherwise agreed by DSS.

DSS will liaise with headspace sites about the selection and engagement of vocational specialists.

4.3 Services to be delivered

Participating headspace sites will develop a model of service delivery that is aligned with the eight core IPS Practice Principles outlined in **Attachment A**. DSS expects headspace sites to employ a high level of flexibility and innovation to ensure the service design is responsive to individual need while at the same time allowing for robust evaluation of the IPS approach. headspace sites must work co-operatively with the DSS contracted organisations that will undertake the concurrent evaluation of the Trial and manage adherence to fidelity.

The vocational specialist will work closely with each participant's existing clinical support team to:

- coordinate services to ensure roles are complementary and not duplicated;
- ensure the clinical team is aware of the participant's goals and plans;
- gather clinical input for the participant's employment or education/training plan; and
- make appropriate referrals.

Participants will be given specialist vocational assistance to obtain employment or training/education outcomes, including:

- job coaching, application assistance, interview techniques;
- assistance to navigate mental health and community support services; and
- assistance to use services and Centrelink systems, including accompanying participants and advocating for them at appointments and assessments.

Vocational specialists will liaise with employers and education/training providers to:

- create real opportunities that align with the participant's goals;
- provide on the job support to assist the participant to maintain their placement; and
- provide support to employers and educators/trainers and participants if circumstances change, such as if the person has an episode of their mental illness.

4.4 Caseloads and duration and intensity of support

Participating headspace sites will develop their own approach to caseloads, service duration and intensity of support as part of their IPS service delivery model, consistent with the eight core IPS Practice Principles (**Attachment A**). While there is a high level of flexibility, IPS is premised on the provision of *individualised* assistance tailored to each participant's preferences, choices and goals. To meet the intent of the Trial, assistance should be provided by vocational specialist workers with relatively small caseloads (20 per vocational specialist at any one time is considered the benchmark). Participants should also be able to identify their specialist vocational worker. It is important that caseload structure facilitates the maintenance of high quality service delivery aligned with the intent of the Trial.

Another key IPS principle to be built into the Trial service delivery model is the provision of time-unlimited support. DSS expects that a flexible and sophisticated approach will be taken that accounts for the differing levels of support young people will require. Some will need an assurance of ongoing support for the foreseeable future; some will need a safety net in times of crisis; while others will move on from IPS and require no ongoing support.

These elements of the service delivery model will be the subject of ongoing discussion between the Department and headspace sites as the Trial progresses. It is envisaged that adjustments may be made over time in response to information flowing from monitoring and evaluation activity.

4.5 Links and working with other agencies and services

To achieve the best outcomes for participants, support services should complement and intersect with other services in the local area, including clinical and non-clinical mental health services, community services, other employment services and employers. This approach is designed to build on existing arrangements and ensure services are coordinated to provide holistic and flexible support.

Services are expected to form partnerships and establish formal links with a range of local networks, services and other stakeholders, which may include:

- developing referral processes and managing referrals to other services, including to housing support, employment and education, drug and alcohol rehabilitation, financial services, independent living skills courses, clinical services and other mental health and allied health services; and
- participating in inter-agency meetings and other forums to ensure local service delivery and case coordination is well coordinated.

Where participants are already receiving assistance from employment service providers, including **Disability Employment Services (DES)** or **jobactive**, the Trial site is expected to negotiate formal parallel servicing arrangements. These could take the form of memoranda of understanding or an exchange of letters that set out the roles and responsibilities of each party and how the arrangements will operate including the process for managing referrals and how respective participant employment plans will be negotiated and jointly managed.

It is not acceptable for an organisation funded or sub-contracted to deliver the IPS Trial, which also delivers an employment service such as jobactive or DES, to only have internal parallel servicing arrangements in place. IPS participants must be allowed choice in service delivery particularly where they are being referred to an employment provider.

4.6 Monitoring and evaluation

Monitoring

Throughout the trial period, the quality of the services provided under the IPS Trial will be measured and maintained at each trial site. As part of the evaluation, each trial site will be monitored by an independent organisation at least once every four to six months to ensure the fidelity of the IPS services being delivered.

An approved Fidelity instrument will be used to monitor IPS service delivery at each site. Fidelity is used to measure the quality of IPS services and has shown that services with higher fidelity scores produce better outcomes in terms of competitive employment. The Fidelity instrument incorporates quality measurements in a range of areas and includes assessments of staffing profile, caseloads, number of and structure of the employment specialists within the organisation, time spent providing ongoing support, and the extent of service integration.

Evaluation

A priority for DSS is to establish a robust and transparent evaluation of the IPS Trial, so as to provide data and information on its effectiveness, efficiency and outcomes. headspace sites are required to actively participate in the design and conduct of the evaluation.

The organisation engaged to undertake the evaluation of the IPS Trial will have demonstrated ability and experience in undertaking similar evaluations. The evaluation must include the use of one or more control groups and/or other comparative methodologies.

5 Practice Standards

All services must operate according to the principles outlined in the '[National Standards for Mental Health Services 2010](#)' and the '[National Practice Standards for the Mental Health Workforce 2013](#)'.

In addition, the following principles apply:

- **Early Intervention** – an early intervention approach ensures support is offered as early as possible, to individuals where mental health risk factors can be identified and addressed through practical support
- **Flexibility** – services take a flexible approach that ensures they meet the broad needs of the individual and offers a range of tailored supports
- **Accessibility and responsiveness** – services are accessible to individuals according to their needs, are provided in ways that reduce the stigma of mental illness, and are responsive to individual circumstances.

5.1 Service Development and Improvement

Participating headspace site must regularly review and revise their service delivery practices to meet the needs of participants and to ensure that:

- IPS participants are aware of the headspace site's procedures for complaints handling;
- IPS participants are encouraged to raise, and have resolved without fear of retribution, any issues, dissatisfaction, complaints or disputes they may have about the headspace site or the service they receive;
- complaints and feedback are taken seriously by the headspace site, and are investigated, addressed and used to improve ongoing services;

All participating sites must

- have quality management and financial systems in place to ensure standards of service and optimal outcomes for participants are met;
- foster a flexible and learning culture to ensure improved outcomes for participants;
- understand the community and environment they service;
- identify and address any issues and risks that might impact on service delivery;
- have mechanisms in place to plan future service delivery and set objectives or goals to improve service delivery; and
- have strong and effective leadership to provide strategic direction, uphold, and exemplify the IPS values and standards.

5.2 Cultural Competency

Organisations delivering IPS services need to ensure that:

- cultural competence is embedded in their philosophy, mission statement, policies and the key objectives of Trial sites;
- they have a strong understanding of the cultural profile of their area and where possible, culturally and linguistically appropriate team members are employed;
- cultural competence resources are readily available to IPS Trial employees in the workplace;
- IPS Trial employees are encouraged to be flexible in their approach and seek information on specific cultural behaviours or understandings; and
- IPS Trial employees receive appropriate training for cultural competence.

See **Attachment B** for more information.

6 Eligible and Ineligible Activities

6.1 Eligible activities

Funding provided under the IPS Trial may be used for:

- staff salaries and on-costs, which can be directly attributed to the provision of the IPS Trial in the identified Trial sites as per the Grant Agreement
- employee training for paid and unpaid staff, and Committee and Board members that is relevant, appropriate and in line with the delivery of the IPS Trial
- engaging people or organisations with relevant expertise to ensure organisational capacity to deliver services (i.e., measurement of fidelity, research and evaluation, as appropriate)
- operating and administration expenses directly related to the delivery of services such as:
 - materials and equipment directly relating to service delivery
 - marketing of services, including electronic promotion of services
 - telephones
 - rent and outgoings
 - computer/IT/website/software
 - insurance
 - utilities
 - postage
 - stationery and printing
 - accounting and auditing
 - travel/accommodation costs
 - assets as defined in Grant Agreement Terms and Conditions that can be reasonably attributed to meeting agreement deliverables.

The Terms and Conditions outline how funds must be spent, acquitted and repaid (if necessary).

6.2 Ineligible activities

The grant funding may not be used for:

- the purchase of land;
- costs that are not directly related to the provision of the IPS Trial;
- purchase of goods and services for participants e.g. paying participants medical bills or accommodation costs;
- major construction/capital works;
- funding to cover retrospective costs;
- costs incurred in the preparation of a funding application or related documentation;
- overseas travel; and
- activities for which other Commonwealth, state, territory or local government bodies have primary responsibility.

7 Communication and Promotion

The IPS Trial is an Australian Government initiative funded by the Department of Social Services that will be implemented into 24 Trial sites throughout Australia from 2016-17 to 2020-21.

An important part of the IPS Trial is to promote the service.

Participating headspace sites are free to name or brand IPS Trial in such a way that it is relevant and welcoming for young people in their local area and consistent with branding used for the host service. However, there is a requirement for the name “Individual Placement and Support Trial” to be included in any advertising or promotion of the service, and to acknowledge that funding is provided by the Australian Government Department of Social Services. For example:

“(Name of the organisation) is launching our new Individual Placement and Support Trial called (own brand name). This service is funded by the Australian Government Department of Social Services.”

8 Compliance with Relevant Legislation

Participating headspace sites are required to deliver services in accordance with relevant legislation and industry standards, including relevant legislation regarding police checks for staff working with children and vulnerable persons.

headspace sites should be aware of any case-based law that may apply or has an effect on their service delivery. headspace sites must ensure that the services meet health and safety requirements and all licence, certification and/or registration requirements in the area in which they are providing services.

9 Service agreements for brokering / subcontracting services

You can only subcontract services with the agreement of your Funding Agreement Manager.

10 Information Technology

headspace sites must have information technology systems in place to allow them to meet their data collection and reporting obligations outlined in their grant conditions.

11 Performance and Reporting

Reporting requirements for each Trial site will be stipulated in the grant agreement, and are likely to include the following:

- agree with DSS, evaluation parameters including the requirements for headspace within the first three months of the Trial;
- provide quarterly outcome data in a Program Reporting Tool provided by DSS;
- six monthly progress reports throughout the Trial period detailing Trial site specific information in a format to be provided by DSS;
- a final report detailing experience and outcomes from the implementation of the Trial to be provided by October 2021.

Performance reporting will be undertaken through the DSS Data Exchange that has been developed as a simple and easy-to-use reporting tool for participant-based activities.

Performance information including participant characteristics and service delivery information will be required to be collected at the participant level and entered into the DSS Data Exchange in accordance with the DSS Data Exchange Protocols.

Further information about the DSS Data Exchange is available at the [DSS website](#).

12 Financial Reporting

The programme will be managed to ensure the efficient and effective use of public monies. This will be consistent with 'best value in social services' principles, the DSS grant agreement, and will aim to maintain viable services and act to prevent fraud upon the Commonwealth.

Acquittal documents must be provided to DSS as outlined in the grant agreement.

Funding must only be used for the purposes for which it was provided.

13 Privacy and Handling Complaints

13.1 Confidentiality and Privacy

Participating headspace sites will have access to personal and sensitive information. Personal information should only be shared with other support services with the written consent of participants, and should be kept safe and secure from access by others.

It is critical that headspace sites understand and adhere to privacy and confidentiality obligations. DSS expects headspace sites to meet their obligations under the *Privacy Act 1988* and any other relevant state or territory privacy legislation.

Each participant's right to privacy, dignity and confidentiality in all aspects of life is recognised and respected.

The participant can expect that their headspace site:

- complies with the *Privacy Act 1988* in order to protect and respect the rights of individual service recipients.

- only collects necessary information and uses it for the purpose for which it was collected. Information is only released with the written consent of the participant.
- promotes tolerance and respect for each participant's personal needs and circumstances.
- ensures the protection of information and data from unauthorised access or revision, so that the information or data is not compromised through corruption or falsification.
- stores information and records in a secure place and disposes of them in an appropriate manner.

13.2 Complaints

Participating headspace sites must have an Internal Complaints Procedure (ICP) in place and it must be prominently displayed for participants.

A complaint is defined as: "Any expression of dissatisfaction with a product or service offered or provided". Complaints, queries and feedback are considered a valuable opportunity for providers and DSS to review and improve processes and the quality of services provided.

The ICP should respect the participant's confidentiality in order for issues to be raised in a constructive and safe way without any fear of their issues affecting the support or assistance they receive.

headspace sites must refer their complaints to DSS if the complainants are dissatisfied with the site's internal handling of the complaints. Complaints can be lodged through the following channels:

Telephone: 1800 634 035
 Fax: (02) 6204 4587
 Email: DSSfeedback@dss.gov.au
 Mail: The Department of Social Services Complaints
 GPO Box 9820
 Canberra ACT 2601

If the complainant is at any time dissatisfied with DSS' handling of a complaint, he or she can contact the Commonwealth Ombudsman [via this link to the Ombudsman Website](#) or by phoning 1300 362 072.

14 Incidents

Participating headspace sites must notify DSS within 24 hours of any incidents such as accidents, injuries, damage to property, errors, acts of aggression, unnatural death of participants or staff, or potential for negative media coverage that may adversely impact the delivery of services to participants or the reputation of the Department.

Incident reporting can also contribute to service improvement through analysis of critical incidents to inform the implementation of preventative measures and responses to adverse events.

An incident-reporting template is at **Attachment C**.

15 Contact Information

For enquires regarding current funding agreements, headspace sites should contact their DSS Funding Agreement Manager. Contact details are listed in grant agreements.

For general programme enquiries contact IPSTrial@dss.gov.au or phone 1800 020 283. Information is also available on the DSS website at www.dss.gov.au.

Glossary

Caseload – the number of participants that each member of the IPS Team may be providing with intensive support at any given time.

Cultural competence – the ability to interact effectively with people of different cultures, particularly in the context of non-profit organisations and government agencies whose employees work with persons from different cultural/ethnic backgrounds.

Cultural sensitivity – being aware and accepting of other cultures and cultural beliefs.

Duty of Care – can be defined as “an obligation, recognised by law, to avoid conduct fraught with unreasonable risk of danger to others”. headspace have a duty of care to take reasonable care to ensure that their acts or omissions do not cause reasonably foreseeable injury to their participants (from *The Law Handbook, Fitzroy Legal Service Inc.*)

Individual Placement and Support (IPS) – is an evidence-based, supported employment model to assist people with mental illness to seek and obtain employment.

IPS vocational specialist – a specialist IPS worker employed to assist young people with mental illness who are willing to engage with employment services or educational training.

Mental health – a state of wellbeing in which an individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her own community.

Mental illness – a diagnosable disorder that significantly interferes with an individual's cognitive, emotional or social abilities. Under this Trial, participants do not require a formal diagnosis.

Participant – a person receiving vocational assistance under the IPS Trial.

Supported Employment Fidelity Scale – a 25-point scale used to ensure fidelity to the IPS model, developed by the Dartmouth Psychiatric Research Centre.

Terms and Conditions – means the terms and conditions of the standard grant agreement between DSS and successful Applicants.

IPS Practice Principles

All IPS services must subscribe to a set of Practice Principles that underpin delivery of support to participants. IPS is a highly defined form of supported employment and has eight core Practice Principles:

1. **Focus on Competitive Employment:** IPS services are committed to competitive employment as an attainable goal for participants with mental illness seeking employment.
2. **Eligibility Based on Participants Choice:** Participants are not excluded from the IPS service on the basis of readiness, diagnoses, symptoms, substance use history, psychiatric hospitalisations, level of disability, or legal system involvement.
3. **Integration of Rehabilitation and Mental Health Services:** The IPS model is based on a close integration of mental health treatment teams, including clinical care.
4. **Attention to Participant Preferences:** Services are based on participants' preferences and choices, rather than headspaces' judgments.
5. **Personalised Benefits Counselling:** Vocational specialists help participants obtain personalised, understandable, and accurate information about their government entitlements. (Fear of losing benefits is a major barrier to employment)
6. **Rapid Job Search:** The IPS model is based on a rapid job search approach to help participants obtain jobs directly, rather than providing lengthy pre-employment assessment, training, and counselling.
7. **Systematic Job Development:** Vocational specialists build an employer network based on participants' interests, developing relationships and partnerships with local employers.
8. **Time-Unlimited and Individualised Support:** Follow-along supports are individualised and are continued for as long as the participant wants and needs the support.

Cultural competence

Cultural competence is the ability to interact effectively with people across different cultures. It has four main components:

- being aware of one's own cultural worldview (one's own assumptions and biases that could affect decision making and actions)
- having a positive, respectful and accepting attitude towards cultural differences
- having knowledge of different cultural practices and world views
- having good cross-cultural communication skills.

A person who is culturally competent can communicate sensitively and effectively with people who have different languages, cultures, religions, genders, ethnicities, disabilities, socio-economic backgrounds, ages and sexualities. Culturally competent staff strive to provide services that are consistent with a person's needs and values.

Culturally competent services

In delivering culturally competent services, headspace should:

- Seek to identify and understand the needs of specific special needs groups within the site.
- Investigate, understand and take into account a participant's beliefs, practices or other culture-related factors in designing services.
- At all times be respectful of a participant's cultural beliefs and values.
- Ensure that the work environment and practices are culturally inviting and helpful.
- Ensure that services are flexible and adapted to take account of the needs of specific special needs groups and individual participants.
- Provide access to culturally specific training and supports to improve team understanding of the local community groups and effective communication methods.
- Regularly monitor and evaluate cultural competence of the service and staff (including obtaining input from participants and the community).
- Use information and data about specific special needs groups to inform planning, policy development, service delivery, operations, and implementation of services.

Individual Placement and Support Trial Incident Report

ORGANISATION: _____

SERVICE ACTIVITY: _____

SITE: _____

DETAILS OF INCIDENT

DATE OF INCIDENT: _____ TIME OF INCIDENT: _____

NO. OF INDIVIDUALS INVOLVED: _____ GENDER OF INDIVIDUALS INVOLVED: _____

AGE OF INDIVIDUALS INVOLVED: _____ STATUS OF INDIVIDUALS INVOLVED (STAFF, PARTICIPANTS ETC) _____

WHERE DID THE INCIDENT TAKE PLACE? _____

WHAT OCCURRED? (DESCRIPTION OF INCIDENT) _____

RESPONSE TO THE INCIDENT: _____

ACTION THAT HAS BEEN TAKEN OR CAN BE TAKEN TO PREVENT THE INCIDENT FROM HAPPENING AGAIN: _____

HAS THERE BEEN OR IS THERE LIKELY TO BE MEDIA COVERAGE OF THE INCIDENT; _____

NAME OF SITE MANAGER: _____ DATE: _____

SIGNATURE OF SITE MANAGER: _____

GUIDELINES FOR REPORTING INCIDENTS

headspace should report incidents to their DSS Grant Agreement Manager within 24 hours of occurrence/discovery. Reportable incidents include:

- Death, injury or abuse of a participant while in headspace's care
- Death, injury or abuse of staff or volunteers undertaking delivery of IPS tasks
- Inappropriate conduct between a participant, especially a child or young person, and employee
- Significant damage to or destruction of property impacting service delivery
- Adverse community reaction to the IPS activities
- Misuse of the IPS funding.