



**Mental Health**  
Network

# Principles for Delivery and Development of Trans-regional Services

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## What is this document for?

The purpose of this document is to facilitate the goal that all state-wide and state services are:

- Well understood by their stakeholders with respect to services provided;
- Accessible to their stakeholders;
- Providing their services equitably on a state-wide basis; and
- Continually improving service delivery based on feedback and performance data.

The document has been developed by a temporary working group, which was formed within the Western Australian Mental Health Network (MHN) and has been endorsed by the MHN Executive Advisory Group and the Co-Leads.

During the course of this project, it became clear that the use of the terms “state-wide services” and ‘state services’ is contentious and the Department of Health is in the process of defining the terms. To avoid confusion, the working group has proposed the use of the term “Trans-regional” and this indicates that a service will take referrals from outside the geographical catchment area of a single Health Service Provider (HSP). For example, WA Eating Disorders Outreach & Consultation Service (WAEDOCS) is under the governance of North Metropolitan Health Service, and accepts referrals from across the state. The Youth Mental Health Program (YMHP) is managed through the North Metropolitan Health Service Mental Health and provides services for young people residing in the Perth Metropolitan area, whereas WA Country Health Service (WACHS) provides specialist mental health services for young people residing in WACHS regions. Both YMHP and WAEDOCS would be considered Trans-regional services, for the purposes of this document.

These Trans-regional services are usually highly specialised and it would not be cost-effective for each HSP to provide its own service. However, this working group also identified concerns that access to specialised services was often compromised if not residing within the catchment area of the HSP that operates the service. The working group aims to promote equity of access to specialist care, that reflects principles of stepped care and integrated care, regardless of the address of the client.

It is intended that this document will provide some overarching principles that can guide Health Service Providers (HSPs) when planning and delivering such services. These principles can also guide negotiations between Health Service Providers (HSPs) and the Mental Health Commission (MHC) to facilitate efficient commissioning and effective delivery of trans-regional mental health services in the future.

## Principles of service delivery for trans-regional services

In common with all other mental health services in Western Australia, trans-regional services are expected to operate in accordance with certain core principles. In addition to complying with all relevant national and state standards and legislation, these principles include that:

- 1. Clear governance structures are in place which ensures that any problems regarding access to or performance of the service and, where relevant, with other services, can be quickly and effectively resolved and communicated.** If more than one service provides trans-regional services in a particular field, integrated governance structures are in place to ensure quality assurance and comprehensive coverage of the state's population.
- 2. The service has a demonstrated commitment to actively ensuring effective transition between providers/streams (e.g. child to adult, youth to adult services).**
- 3. The service demonstrates a commitment to clearly communicating with its stakeholders, and seeking and acting on their feedback.**
- 4. The service and other stakeholders have clarity regarding the accountability, performance and reporting requirements and KPIs of the service.**

In addition, the following proposed principles particularly apply to trans-regional services:

- 5. The service has demonstrated consumer, family and carer engagement, specific to the trans-regional service and the recovery framework is built in to all aspects of the planning and operation of the service.**
- 6. Trans-regional services operate on principles of equity of access.** This includes geographic and socio-demographic equity of access. The service can demonstrate how its pathways, relationships and operations support this principle.

**7. The relationship between the trans-regional service and other services is well-explained and this information is easily accessible.**

This includes:

- Clear pathways exist to access the service from within the same Health Service Provider (HSP), across different HSPs, and from services from outside WA Health, including primary care, private providers and NGOs;
- Services that include stepped care provide their stakeholders with clear pathways of referral and escalation; and
- If overlap exists between more than one trans-regional services, clear clinical criteria and processes exist and are well-communicated about pathways into and between these services.

**8. The service has structures, policies and processes in place which address the need for an ongoing sufficient and sustainable workforce specific to the service.**

Endorsed By	Date
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