



Canberra Health Services

Procedure

Supported Accommodation – Eligibility and Referral to MHJHADS Managed Housing ACT Accommodation

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Purpose

This procedure outlines the eligibility and referral process that underpin the joint government initiative for Mental Health, Justice Health, Alcohol and Drug Services (MHJHADS) Supported Accommodation houses to provide long term accommodation to people with enduring mental health illness with a resulting high-level functional impairment.

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Alerts

- The tenancy for the houses is managed by Housing and Community Services ACT or their contracted agent (Havelock House).
- Entry and exit to the houses are managed by MHJHADS.
- Support is provided through the person’s National Disability Insurance Scheme (NDIS) package.
- All residents in the house need to have one agreed support provider in order for the in house overnight/daily supports package to be funded. They may choose to access other providers for other supports.
- The houses are not suitable for people who have child caring responsibilities as there is no capacity for children to reside in the homes or stay overnight.
- The MHJHADS contact for the houses and referrals is the Mental Health Link Team.

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Scope

This document applies to MHJHADS staff providing psychiatric care or support to people who access Canberra Health Services (CHS) MHJHADS.

Section 1 – General Information

The MHJHADS supported accommodation consists of four houses in the community. The houses are five bedrooms each (4 residents, one carer room/office) and are designed for people to live in shared accommodation with overnight or NDIS supports dependant on level of support package. This initiative was developed with the aim of enabling people with mental illness resulting in high-level functional impairment to live in shared accommodation with support through their NDIS package.

Care/Support

The people residing in the houses are not inpatients and can be actively engaged with the MHJHADS Adult Community or Forensic Teams or stepped down to the care of a GP. The

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support includes clinical coordination and recovery support, and each resident will have a current care plan that recognises their unique recovery goals.

The overnight and daily care and support is provided through the person's NDIS package by an external Support Provider. The Support Provider is chosen by the residents of the house. In order for the care packages to be viable, the residents all have to choose the same Support Provider.

The people residing in these houses will require a high level of support or care to live in the community. The care provided may include:

- Working collaboratively with people in their personal recovery through flexible, adaptive and self-directed service provision.
- Overnight presence and support.
- Support or supervision of activities of daily living, including:
 - Attending appointments
 - Taking medication
 - Attending to personal hygiene
 - Shopping
 - Preparing meals and meal planning
 - Cleaning
 - Support with completing forms and other modes of communication
 - Support with understanding and adhering to house rules and shared chores
 - Support with paying bills, paying rent and managing a shared household
 - Participation in activities and pastimes that are meaningful for the individual person
 - Maintaining health and well-being
- If the client consents, actively involving carers and family
- Culturally sensitive services

The Houses

The houses will provide long term/permanent tenancy options for people and will provide a home for people to age in place. The houses are a place for people to be supported to live safely in the community, where psychosocial and clinical supports can be tailored to individual needs and provided through onsite or in-reach services.

The houses have been designed to be fully accessible. They have five bedrooms, each with an ensuite. Four of the bedrooms are for residents and the fifth bedroom is for the NDIS Support Provider as an office/overnight room. The NDIS Support Provider's room has additional external access.

There is a meeting room available in each house as well as two living areas. People may have their pets in the house, however as with any share house this will need to be negotiated with the other residents.

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Section 2 – Program Suitability

The MHJHADS supported accommodation is suitable for people:

- 18 years or over
- Have a diagnosed mental health disorder/illness
- Be experiencing a moderate to severe level of functional impairment/psychosocial disability related to their mental health disorder/illness
- Require a high level of support to live in the community
- Have the desire to live independently in the community
- Have a referral completed and submitted to the Mental Health Link Team (see section 4)
- Be eligible for a NDIS home package
- Have appropriate plans in place, such as:
 - Care or Management plan
 - Recovery plan
 - Contemporaneous suicide vulnerability assessment and plan
- Agree with the other residents as to the combined support provider.
- A no wrong door policy applies to mental health care. Any referrals from outside CHS for supported accommodation would first focus on mental health with the person being open to MHJHADS prior to referral to the Supported Accommodation Houses.

Note: people do not have to meet the normal eligibility criteria for ACT Housing in order to have a tenancy in a MHJHADS supported accommodation house.

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Section 3 – Priority

MHJHADS will prioritise applications from people who meet the above suitability and who are:

- Unable to be placed with other community organisations providing supported accommodation
- Homeless, at risk of homelessness or inappropriately housed individuals. This may include people whose current housing is at risk due to a lack of care and support
- Residing in an inpatient bed because it has been difficult to access appropriate accommodation and support
- Unlikely to maintain a tenancy or residence in the community without a range of supports in place.

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Section 4 – Referrals

Referrals

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- Referrals will be submitted to the Mental Health Link Team via the team email address: CHS.MentalHealthLinkTeam@act.gov.au.
- Referrals may be made by the MHJHADS clinical teams.
- The Community Agency Provider and Community Housing Provider for a house may also make a referral in the case of an expected vacancy by email to the Mental Health Link Team.
- The referral should contain:
 - A brief message stating the interest in a Supported Accommodation house
 - Attached:
 - Latest ISBAR+SS (Identify, Situation, Background, Assessment and Recommendation + Suicide and serious events)
 - *Suicide Vulnerability Assessment Tool (35485)*
 - Care Plan where applicable.
 - Copy of the approved NDIS plan paperwork
 - Schedule of services for how the funding is needing to be used to support the client
- The treating clinical team may call the Mental Health Link Team prior to submitting a referral to determine if there are any current or imminent vacancies.
- The Mental Health Link Team may seek referrals from community and inpatient settings when there is a potential vacancy in a house.
- Once a referral is received, the Mental Health Link Team will review the referral and assess the person's suitability for the program.
- To assess the person's suitability the Mental Health Link Team will convene an advisory panel. Examples of key stakeholders include:
 - Mental Health Link clinician
 - Community Clinical Manager/Team Leader of community team that will take over care of the patient once discharged
 - Team Leader of community team of the area that the house is in (if this is different to the above person)
 - Clinical Nurse Consultant of referring clinical team
 - Multi-Disciplinary Team of referring clinical team
 - Treating Psychiatrist.
- The Mental Health Link clinician will advise the treating clinical team of the status of the referral and anticipated availability as soon as practical.
- While filling a vacancy, applicants may be put on a wait list pending the outcome of any referrals in the intake processes with the house. This will be overseen by the Mental Health Link Team. Please note that a waitlist will not be kept if there are no vacancies to fill as these houses provide long term accommodation.
- Any questions or concerns regarding the application process can be directed to the applicant's primary treating team who can liaise with the Mental Health Link Team.
- Once a potential place in a house has been offered to a person, the person will need to be supported to:
 - Meet the other people in the house
 - Meet with the support provider in the house and obtain a quote for their care needs

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- In conjunction with the clinical team, submit the NDIS application if any changes in circumstances.
- Sign a tenancy agreement with ACT Housing or their contracted housing provider.

Referral documentation

To expedite a referral, applicants should have:

- A referral submitted to Mental Health Link Team
- The known status of an existing NDIS package Assessments ready for submission to NDIS, for example:
 - An Occupational Therapy Functional Assessment
 - A Neuropsychology Assessment
 - A Medical Assessment.

NDIS application

The NDIA have committed to ensuring a fast-track process for applications for new people to move into a supported share accommodation house.

To enable this to happen the clinical team should:

- Know the status of the current NDIS plan
- Submit a request review of circumstances form as soon as possible to the NDIA
- Engage early with the Support Coordinator
- Contact the NDIS Liaison Worker to identify the applicant
 - The Mental Health Link Team will be able to assist with the contact details for the NDIS Liaison Worker.

Clinical teams should refer to the NDIS website and engage with the applicant’s NDIS Support Coordinator or Local Area Coordinator, where relevant, to submit the NDIS application and to ensure the information is still current.

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Section 5 – Exiting the house

Residents may exit the house or end their tenancy with ACT Housing at any time.

If a resident presents or is admitted to hospital, then their tenancy in the house is not adversely affected. On discharge from hospital they can return to the house.

If a resident chooses to leave the house or they need to live in/transfer to alternative accommodation such as a Residential Aged Care Facility or alternative group home, then their tenancy for this property will end.

If a resident wishes to leave the house because they no longer need supported accommodation, then they will be supported by ACT Housing to find another suitable ACT

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Housing property if required. In this instance, the person would need to meet the ACT Housing eligibility criteria for further accommodation.

Once a resident has made a plan to exit the house, the support provider and resident should advise ACT Housing or their contracted representative and the relevant MHJHADS Community Clinical Manager.

The Community Clinical Manager and/or NDIS Support provider is responsible for informing the Mental Health Link Team of the residents expected exit from the house as soon as practical.

The Mental Health Link Team are responsible for finding another suitable resident as soon as possible. Havelock Housing cover the cost difference in the rent while the house is not fully tenanted.

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Section 6 – Housing and Community Services ACT

The MHJHADS supported accommodation houses are a collaboration between MHJHADS and Housing and Community Services ACT and the NDIS Support Provider.

- The normal eligibility rules for Housing and Community Services ACT properties do not apply to people applying for or residing in a MHJHADS supported accommodation house.
- The normal conditions of tenancy as set by Housing and Community Services ACT do apply, for example, residents will need to pay a bond and ongoing rent.
- Havelock House has been contracted by Housing and Community Services to manage the maintenance and collection of rent.

The Mental Health Link Team should contact Havelock Housing (Housing and Community Services ACT contracted agent) to advise of any departing or new residents.

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Section 7 – Model of Care

The people in the MHJHADS supported accommodation houses will be actively managed in a stepped care approach from either a MHJHADS team or GP. People in the supported accommodation can be re-referred to MHJHADS through the Access Mental Health Team if required.

Frequency of contact will be determined by the MHJHADS Mental Health Triage Scale 2019 or court or treatment orders. After hours support for the person and the Support Provider can be obtained by contacting the Access Mental Health Team.

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When a person is being considered for the house (during the referral/discharge period), the referring/discharging clinical team will provide the required information to the Support Provider to aid the Support Provider to complete the quote and to provide the care and support required. This will be with the person’s consent.

The Mental Health Link Team and appropriate representatives from the community mental health team will attend a partnership meeting with the NDIS Support Provider, residents, and their nominated carers/family on a minimum quarterly basis. This meeting will be run by the residents but can be facilitated if needed by the Mental Health Link clinician. The Mental Health Link Team will also meet with the Housing and Community Services ACT contracted agent as required. The purpose of these meetings is to provide support to all parties and to overcome any potential challenges. These meetings may need to occur more frequently when a new person enters the house.

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Evaluation

Outcome

Eligible people with enduring mental illness with a resulting high-level functional impairment are provided with long term accommodation in MHJHADS Supported Accommodation houses.

Measure

The supported accommodation initiative will be reviewed at all MHJHADS Clinical Governance Program meetings.

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Related Policies, Procedures, Guidelines and Legislation

Policies

- Informed Consent - Clinical

Procedures

- Mental Health Triage Scales- Use within MHJHADS

Legislation

- *Health Records (Privacy and Access) Act 1997*
- *Human Rights Act 2004*
- *Work Health and Safety Act 2011*
- *Mental Health ACT 2015*
- *The National Disability Insurance Scheme Act 2013*

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- *Child and Young People Act 2008*
- *Carers Recognition Act 2021*

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Search Terms

Supported Accommodation, MHJHADS, House, Mental Health Link.

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Policy Team ONLY to complete the following:

<i>Date Amended</i>	<i>Section Amended</i>	<i>Divisional Approval</i>	<i>Final Approval</i>
30/11/2022	Complete Revision	Katie McKenzie, ED MHJHADS	CHS Policy Committee

This document supersedes the following:

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