



# headspace Bairnsdale

## Private Practitioners: Model for Operations and Support

May 2017



## Table of Contents

Introduction to headspace Bairnsdale .....	3
Operational Model: .....	3
<b>Operational model – general practitioners</b> .....	<b>3</b>
<b>Operational model – private psychologists and allied health practitioners</b> .....	<b>4</b>
<b>Clinical expectations and operational responsibilities of private practitioners</b> .....	<b>4</b>
<b>Other clinical expectations - private practitioners</b> .....	<b>5</b>
Support of Private Practitioners .....	5
<b>Orientation of private clinicians</b> .....	<b>5</b>
<b>Supervision</b> .....	<b>5</b>
<b>Supporting staff through critical incidents</b> .....	<b>6</b>
<b>Working in a multi-disciplinary team and access to consortium members</b> .....	<b>6</b>
<b>Access to headspace training and professional development</b> .....	<b>6</b>
<b>Technical support</b> .....	<b>6</b>
<b>Referral base</b> .....	<b>6</b>
<b>Misconduct procedures:</b> .....	<b>6</b>

## Introduction to headspace Bairnsdale

**headspace** Bairnsdale is a new early intervention mental health service for young people aged 12 to 25 years in East Gippsland. The centre is led by Relationships Australia Victoria (RAV) and supported by contract manager Gippsland Primary Health Network (PHN).

**headspace** Bairnsdale will provide young people aged 12 to 25 years in East Gippsland with access free and confidential mental, general and sexual health services as well as education and employment, and alcohol and other drug support services. The comprehensive suite of services will include therapeutic, financial, and drug and alcohol counselling, psychiatric consultations, vocational guidance, help with job seeking, as well as health and wellbeing services for all young people, including young people from Aboriginal and Torres Strait Islander and Culturally and linguistically diverse backgrounds, and LGBTIQ young people.

**headspace** Bairnsdale is supported by our contract manager, Gippsland Primary Health Network (PHN), **headspace** National Office (hNO) and operated by lead agency RAV in partnership with a consortium of local services:

- Latrobe Regional Hospital
- within Australia
- Australian Community Support Organisation
- Latrobe Community Health Service
- Gippsland Lakes Community Health
- MIND Australia
- Gippsland & East Gippsland Aboriginal Co-Operative
- Advanced Personnel Management.

A group of enthusiastic and energetic young people have been engaged to participate in the centre's Youth Advisory Group, to enable young people to have direct input in to the development of the centre and to ensure that the services are provided in a welcoming, supportive, accessible and inclusive way.

Recruitment of private practitioners including general practitioners (GPs), psychologists and allied health practitioners) is an ongoing priority of **headspace** Bairnsdale. This will ensure **headspace** Bairnsdale can continue to offer appropriate, timely and effective health care for our clients. We value the clinical contributions private practitioners make to our **headspace** Bairnsdale team and client care.

### Operational Model:

#### Operational model – general practitioners

**headspace** Bairnsdale's GP clinic is available to all young people (aged 12 to 25 years old).

**NB: headspace Bairnsdale is a Bulk Billing practice and it is our policy currently for GPs not to charge co-payments.**

The **headspace** Bairnsdale Private Practice Operational Model provides the following for GP clinic staff:

- Minimum of one session (3 hours / half day) per week on site, maximum to be negotiated with **headspace** Bairnsdale management.
- Referrals provided by headspace centre team and wider community services network.
- Administration support and clinic diary management.
- GP treatment room.
- Medicare Benefits Scheme (MBS) rebate processing.
- Medical Director client data management systems.

### Operational model – private psychologists and allied health practitioners

**NB: headspace Bairnsdale is a Bulk Billing practice and it is our policy currently for private psychologists and allied health practitioners to not charge co-payments.**

The **headspace** Bairnsdale Private Practice operational model provides the following for private psychologists and allied health practitioners:

- Minimum of one session (3 hour / half day) per week on site, maximum to be negotiated with **headspace** Bairnsdale management.
- Referrals provided by headspace centre team and wider community services network.
- Administration support and clinic diary management.
- Counselling rooms.
- MBS rebate processing.
- Medical Director client data management systems.
- Initial six-month rent free period, with rent to be negotiated at the end of the initial six-month period.

### Clinical expectations and operational responsibilities of private practitioners

Operational Responsibilities:

**headspace** Bairnsdale requires all private practitioners to complete and sign a Service Level Agreement (SLA) for private practitioners. Copies of this SLA can be obtained from the Centre Manager.

Clinical Expectations:

All clinical staff at **headspace** Bairnsdale must demonstrate competent clinical practice standards that ensure they:

- practice in a safe and competent manner, within their scope of practice.
- practice in accordance with the agreed standards and ethics of their profession.
- comply with all applicable legislation, regulations, industry standards, policies, guidelines, professional codes of conduct and codes of ethics.
- respect the dignity, privacy, culture, values, beliefs and choices of every individual.
- work in partnership with young people and family or significant others to improve the health, wellbeing and informed decision making of each young person.
- communicate effectively and appropriately with young people, family or significant others, staff from other relevant agencies and staff members of the **headspace** Bairnsdale team at all times.
- where possible attend case conferences to discuss the presentation and progress of young people they are working with in a multidisciplinary team.

- adhere to the **headspace** ethos of a youth-focused, strengths-base empowerment approach to service provision.
- maintain current and full registration for practice in Australia with the private practitioner's relevant professional association/clinical governing body.

It is expected that all private clinicians also have a schedule of formal supervision in place for their practice, especially in relation to working with young people.

### Other clinical expectations - private practitioners

All private practitioners working with **headspace** Bairnsdale are required to complete our minimum data set (client out comes), provide at least brief entries in to **headspace** files, and actively participate in our care planning process. This is consistent with the **headspace** Model Integrity Framework (hMIF), which requires **headspace** staff to collect and review information that assists facilitation of service planning, delivery and quality improvement for **headspace** Bairnsdale, our funding contract manager Gippsland PHN and the **headspace** national network. As RAV is the lead agency for **headspace** Bairnsdale, it is expected that all staff will work within the RAV Clinical Governance Policy framework, as well as according to their own professions Codes of Ethics to ensure delivery of safe, high quality services for young people and their families/friends.

## Support of Private Practitioners

### Orientation of private clinicians

The induction process requires all new staff to complete and sign the **headspace** Bairnsdale Staff Orientation Program Checklist, Workplace Health and Safety orientation checklist and a Confidentiality Agreement between the private practitioner and **headspace** Bairnsdale's lead agency Relationships Australia Victoria. This process also includes orientation to the **headspace** Bairnsdale *Clinical Practice Manual*.

Overseeing the induction process of the **headspace** staff and workers is the responsibility of the **headspace** Bairnsdale Centre Manager, who delegates responsibility for leading induction to **headspace** Bairnsdale team members with adequate training and experience.

All **headspace** Bairnsdale private clinicians will be familiarised with the **headspace** psychosocial assessment tool for young people and associated outcomes measures.

### Supervision

**headspace** Bairnsdale employs a Clinical Lead, whose role involves provision of clinical supervision to all core staff operating out of the **headspace** Centre, including day to day clinical supervision of the collocated staff members. This support is also available to private practitioners. The purpose of clinical supervision is to enhance the skills and capabilities of the individual clinician by providing a structured approach to peer reflection on a practitioner's values, attitudes, knowledge, and clinical practice. As part of a range of workforce support strategies, clinical supervision has been demonstrated to have a positive impact on the provision of high quality care, resulting in improved clinical outcomes for clients. Clinical supervision – when delivered in conjunction with strong, team-based clinical case review systems and processes – is also a useful

tool in disseminating evidence-based practices. It can therefore enhance the fidelity and effectiveness of the services provided by **headspace** Bairnsdale.

### Supporting staff through critical incidents

**headspace** Bairnsdale is committed to ensuring that all staff including private practitioners and co located staff have access to support and debriefing in response to any critical incidents that occur. It is the responsibility of the Clinical Lead or Centre Manager to either provide this or assist in the organisation of this to occur externally. RAV's Critical Incident Policy reflects RAV's commitment to effectively managing, reporting and investigating incidents, in order to ensure the safety of all persons engaged in RAV service delivery and operations, as well as comply with mandated organisation reporting and duty of care responsibilities.

### Working in a multi-disciplinary team and access to consortium members

Private practitioners will enjoy the benefits of working within **headspace** Bairnsdale's multi-disciplinary team. This allows private practitioners to seek input and assistance from other disciplines, including psychiatry, psychology, mental health nursing and social work. In addition, private practitioners will have access to **headspace** Bairnsdale's Consortium members to support their service provision and care planning. This means private practitioners will have access to a wide range of services within our wider Consortium team to refer to and to utilise for secondary consultation.

### Access to headspace training and professional development

Private practitioners will have access to free professional development and training whilst working with **headspace** Bairnsdale. There will be quarterly professional development opportunities, secondary consults available with the Clinical Lead and Child and Adolescent Psychiatrist, and **headspace** specific training as deemed necessary. Training through RAV will also be made available to private practitioners. In addition, private practitioners will have access to (hNO's online learning resources, including webinars.

### Technical support

All staff including private practitioners working at the **headspace** Bairnsdale centre will have access to IT / tech support for matters related to technology use as it pertains to one's role.

### Referral base

Private practitioners will have access to a referral base within an established and well-known service. **headspace** Bairnsdale will have a part time psychiatrist on-site, as well as working relationships with local GPs with a focus on Mental Health Care Plans; this will allow continued growth of **headspace** Bairnsdale's referral base. Where appropriate and clinically indicated, our multi-disciplinary team will also be able to recommend that the young person visits their GP to ask if they're eligible for a Mental Health Care Plan for mental health care coordination and treatment.

### Misconduct procedures:

In the instance of any private practitioner acting in a manner that is not in line with the above expectations/responsibilities, the **headspace** Bairnsdale Manager, in consultation with the practitioner, will follow relevant procedures and components of: the Lead Agency and Sole Traders License and Services Agreement; RAV's Discipline Policy and Procedure; RAV's Client Complaints Policy, and the **headspace** Serious Client Complaints and Incidents Policy (currently under revision with **headspace** National Office - 2017).