

# Complex Needs Program

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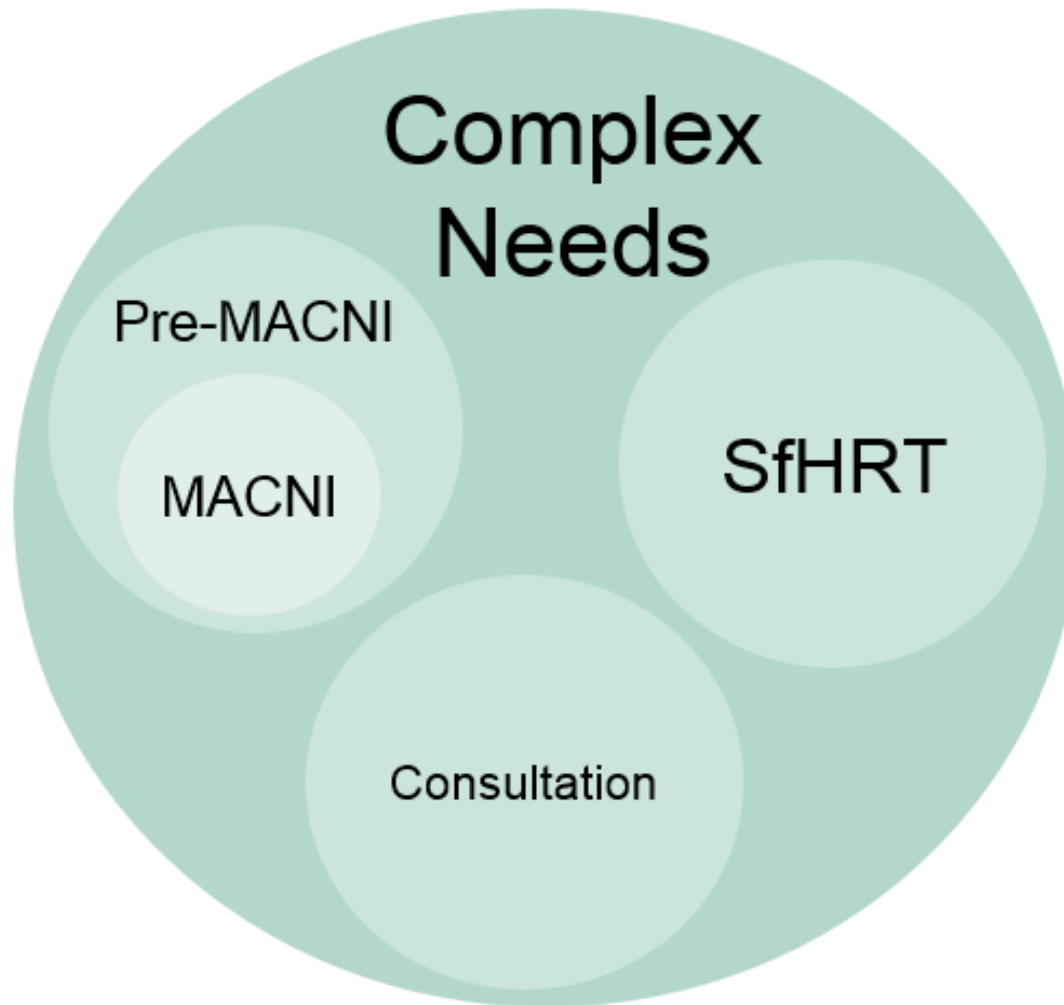
Department of Families, Fairness and Housing

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# The Complex Needs Program

- The Department of Families Fairness and Housing is made up of 17 areas across Victoria.
- Each of the 17 areas in the department has two dedicated Complex Needs Coordinators, which provides a single point of contact for service providers, clinicians or clients seeking general information about complex needs service responses/interventions or wishing to discuss a potential referral.
- The Complex Needs Program provides a place based approach to improve the service systems ability to respond proactively and flexibly to clients with complex needs.
- Complex needs service responses/interventions include MACNI, SfHRT and broader complex needs responses. Upon referral, the Complex Needs Coordinator works with the referrer to consider which of the available service responses is most appropriate. The program is voluntary is client consent is required.

# Complex Needs Model



# Role of the Complex Needs Coordinator

Complex Needs Coordinators do not provide a primary service to clients but support the service system in the following ways:

- Provide consultation and facilitate service planning and coordination for clients with complex support needs
- Provide guidance and practice advice including information on potential referral sources and pathways
- Partner with service providers to develop integrated responses and promote practice excellence
- Present client information and advice to panels to assist in decision making and problem solving
- Oversee the implementation of MACNI care plans for eligible clients
- Collate information on systemic issues and barriers and training opportunities that will improve the service systems response for clients with complex needs.

# Support for High Risk Tenancies (SfHRT)

- Consultation (social housing renters) and Brokerage (for public housing renters only) service.
- Support for High Risk Tenancies is underpinned by holistic, evidence-based approaches that improve the overall coordination of services and connectedness of the client to the support system. It aims to strengthen the service system response to social housing renters with complex needs through integration and coordination of services to sustain tenancies by:
  - Improving service responses to high risk tenancies
  - Stabilising housing, health, social connection and safety issues
  - Providing a platform for long-term engagement in the service system
  - Identifying gaps and service development opportunities
  - Developing a greater understanding of the needs of high risk renters and service response options to promote learnings and develop good practice.

# Complex Needs Consultation / Service Coordination

The following key factors are considered in determining the need for Complex Needs intervention:

- a highly coordinated, integrated service response from multiple departments, programs and/or services is required
- there is evidence of a fragmented service response to the client and an alternate approach is required to ensure a high level of co-ordination
- a client's challenging and high-risk behaviour requires enhanced management to stabilise and continue service provision, particularly where there is history of service withdrawal
- there is a need for intensive time limited care coordination that is seen to be independent and sufficiently authorised in order to positively affect client outcomes.

Outcomes can include

- facilitate assessment
- provide information and practice advice
- system navigation and problem-solving
- capacity-building
- time limited care coordination

# Multiple and Complex Needs Initiative (MACNI)

- Commenced in 2004 & is **underpinned by the *Human Services (Complex Needs) Act 2009***
- Legislated, robust process ensuring transparency
- The Department of Families, Fairness and Housing and the Department of Justice and Regulation jointly fund this program.
- Complex Needs Program is the “gateway” to MACNI

# MACNI Eligibility

## An eligible client is a person who:

- has attained 16 years of age; and
- ***appears*** to satisfy **2 or more** of the following criteria;
  - has mental illness within the meaning of the *Mental Health Act 2014*
  - has an acquired brain injury
  - has an intellectual impairment (inclusive of but not limited to Intellectual Disability)
  - has a severe substance dependence within the meaning of section 5 of the *Severe Substance Dependence Treatment Act 2010*; and
    - has exhibited **violent or dangerous behaviour** that caused serious harm to **himself or herself or some other person**
    - is in need of **intensive supervision and support** and **would derive benefit** from receiving coordinated services



# Referral Process

There is a referral form and consent form however we welcome an enquiry in the first instance

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