

## 3.6 Priority area 5: Accountability: Measuring and reporting progress

### Progress of actions under this priority area

The *Fourth National Mental Health Plan* lists four actions that relate to accountability, and progress has been made on all of these. By way of example, extensive efforts have been made in regard to Action 33, which focuses on the further development of mental health information, including national mental health data collections, that provide the foundation for system accountability and reporting. Highlights of progress in this area include:

- **Mental Health Non-Government Organisation Establishments National Minimum Data Set (MH NGOE NMDS) Project:** In February 2011, the Australian Institute of Health and Welfare (AIHW) commenced the MH NGOE NMDS Project, which aims to collect nationally consistent information about the mental health NGO sector. The AIHW, in collaboration with the MH NGOE NMDS Working Group, has developed a draft specifications and data collection manual which includes, for example, a mental health NGO service taxonomy and definitions of service types in the taxonomy. The AIHW is now consulting with relevant funders to confirm that the MH NGOE NMDS is 'fit for purpose' and that jurisdictions are able to map their MH NGO activities to the NGO service taxonomy.
- **Development of a carer (family inclusiveness) measure:** The Australian Mental Health Outcomes and Classification Network (AMHOCN) commenced work to develop a measure of carers' experiences of the family inclusiveness of mental health care. A literature review identified that the carer version of the Victorian Consumer and Carer Experiences Questionnaires (C&CEQ) was suitable for trialing but required some modification. AMHOCN's next step is to modify the C&CEQ and pilot the revised measure.
- **Development of the Living in the Community Questionnaire:** AMHOCN, in collaboration with a Technical Advisory Group, commenced work to develop a consumer self-report measure that focuses on the social inclusion aspects of recovery. A draft of instrument known as the Living in the Community Questionnaire (LCQ) was produced and underwent 'proof of concept' testing during 2011. Further development of the LCQ occurred on the basis of feedback in early 2012, and field trials of the latest instrument began in early 2013.
- **Measuring consumers' experiences of their care:** Under the auspices of the Mental Health Information Strategy Standing Committee (MHISSC), the Victorian Department of Health commenced work on a project to develop a mental health Consumer Experiences of Care (CEoC) tool suitable for national adoption, to measure the degree to which consumers are involved and engaged in their care as well as the quality of that care. A draft CEoC tool has been completed and a national 'proof of concept' trial and an evaluation of the tool were completed in the second half of 2012. Further work to test the reliability of the instrument will be completed by June 2013. This work builds on a number of initiatives taken by individual states and territories (notably New South Wales and Queensland) which have developed their own consumer experiences of services measures and/or established systems for regular monitoring of consumers' experiences.
- **Mental Health Intervention Classification:** The AIHW developed and conducted a pilot study of a mental health interventions classification to be used in specialist mental health services. The classification was endorsed by MHISSC for voluntary implementation by jurisdictions.
- **Review of the National Outcomes and Casemix Collection (NOCC):** A review of the data collected by Australian public sector mental health services under NOCC commenced in 2012. Known as the NOCC Strategic Directions 2014-24 Project, this review will document the implementation of NOCC to date and develop recommendations for further development of NOCC.

