

**Developing Partnerships in  
Community Mental Health**  
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**Medicare Locals and  
Community Managed Organisations**

**DATE:**                    **Thursday 27 March 2014**                    **9 am – 3.30 pm**

**VENUE:**                **Inner West Medicare Local**  
Level 1, 158 Liverpool Road, Ashfield NSW 2131

**Presented in partnership by:**  
**General Practice NSW (GP NSW) and the Mental Health Coordinating Council (MHCC)**

## Forum Objectives

1. Identify how Medicare Locals and Community Managed Organisations (CMOs) can work effectively together to improve consumer outcomes and their own organisational sustainability.
  - **Explore key trends** - emerging roles of Medicare Locals and the impact of consolidation on CMOs
  - **Improve understanding** of different partnership and governance models across MLs and CMOs – and their impact on consumers and providers
  - **Identify tools**, techniques and strategies for building effective cross-organisational partnerships
  - **Identify steps** to take within organisations, and collectively, to achieve a stronger community mental health sector
  
2. A participative session designed to inform, challenge and support an exchange of ideas across MLs and mental health CMOs

**Morning session:** explore macro partnership issues (governance, relationships across MLs and CMOs)

**Afternoon session:** explore micro issues of building client-centred networks across organisations

**Final session:** actions for sustainable change

## Program

| <i>Time</i> | <i>Item</i>                     | <i>Who?</i>                                                   | <i>Notes</i>                                                                               |
|-------------|---------------------------------|---------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| 9.00am      | Registration & networking       |                                                               | Coffee & tea on arrival                                                                    |
| 9.30am      | Welcome and overview of the day | Facilitators:<br>Philip Gandar and Paul Stephenson (Synergia) | Acknowledgement of Country<br>Aims of the day<br>Role of facilitators<br>Housekeeping etc. |
| 9.40am      | Intro / Background              | Lewis Kaplan (GP NSW)                                         | ML emergence, policy, politics and possible future                                         |
| 9.50am      | Introducing CMO sector          | Jenna Bateman (MHCC)                                          | CMS consolidation<br>Diverse partnerships<br>Sustainability<br>Consumer impact             |

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|------------|----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10.00am    | Exploring models of partnership – brief presentations and extended interactive panel discussion    | <p>1. Maria Visotina – Manager Partners in Recovery, Schizophrenia Fellowship NSW in partnership with Chris Jones - South Western Sydney ML</p> <p>2. Pamela Rutledge<br/>CEO Richmond PRA</p> <p>3. Jenni Campbell<br/>Murrumbidgee ML<br/>Executive Director<br/>Mental Health</p> <p>4. Walter Kmet<br/>CEO Western Sydney ML</p> | <p>Extended/interactive panel session to explore diversity of models, issues, tensions, learnings, sustainability, consumer focus:</p> <ul style="list-style-type: none"> <li>• <i>What are the factors that have sustained local partnerships?</i></li> <li>• <i>How is partnership focusing on consumer outcomes?</i></li> </ul>                                                                                                                                        |
| 11.00am    | Morning tea & networking                                                                           |                                                                                                                                                                                                                                                                                                                                      | Take a question from the morning session to morning tea – aim to speak with someone you haven't before.                                                                                                                                                                                                                                                                                                                                                                   |
| 11.30am    | Bringing the focus back and intro consumer                                                         | Philip and Paul: facilitators                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 11.35am    | Consumer perspective                                                                               | <p>Peri O'Shea<br/>CEO<br/>NSW Consumer Advisory Group (NSWCAG)</p> <p>Ian Hoffman<br/>Team Leader<br/>Consumer Representatives<br/>Uniting Care Mental Health</p>                                                                                                                                                                   | <p>Presentation and questions – focus on exploring role of consumer in design of partnerships</p> <ul style="list-style-type: none"> <li>• Consumer perspective on how PIR partnerships have developed.</li> <li>• Positive aspects for consumers?</li> <li>• What do consumers need for best outcomes?</li> </ul>                                                                                                                                                        |
| 12.00 noon | Group interactive/ exploration                                                                     | Group work around tables                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>• Each table takes an ML perspective and a mental health CMO perspective</li> <li>• 3 new opportunities for consumer focused service design</li> </ul>                                                                                                                                                                                                                                                                             |
| 12.30pm    | Lunch & networking                                                                                 |                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 1.15pm     | Developing high performing consumer focused health networks – presentation and interactive session | Philip and Paul: facilitators                                                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>• Science behind networks</li> <li>• Why networks in mental health?</li> <li>• Case studies</li> <li>• Tools and techniques to analyse and build networks</li> </ul>                                                                                                                                                                                                                                                               |
| 2.15pm     | Summing up, take home messages and Group interactive/ exploration                                  | <p>Karen Burns<br/>CEO Uniting Care Mental Health</p> <p>Jenny Beange,<br/>CEO Western NSW ML</p>                                                                                                                                                                                                                                    | <p>Looking at key points from the day – macro and micro issues around effective mental health partnerships:</p> <ul style="list-style-type: none"> <li>• What is working well? (protect and enhance)</li> <li>• What is not working well? (address, challenge, rework)</li> <li>• PIR is creating an opportunity for us to work in different ways together. What is the legacy we need to build from this opportunity and how does that mean we act right now?</li> </ul> |
| 3.00pm     | Close & afternoon tea                                                                              |                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |