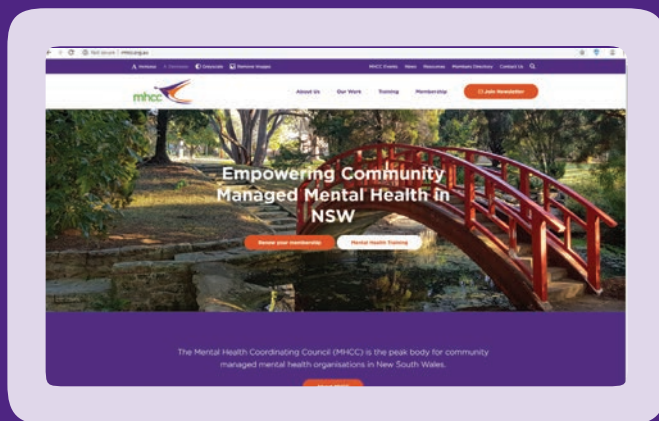


ANNUAL REPORT

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2019



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CEO & Chair Report

The last 12 months have continued to be a time of change and challenge for the community mental health sector. The Mental Health Coordinating Council has kept its focus on advocacy and sector support while making some changes to ensure our organisation remains contemporary and fit for purpose going forward.

Our advocacy work has been underpinned by our ground-breaking report, Mental Health Matters – Future Investment Priorities for NSW. MHCC worked with consumers, carers and service providers to develop the report, with KPMG undertaking the research. The report documents the current spending on community mental health in NSW, identifies priority areas for future investment and makes the economic case for that investment. **Implementing the three service models identified in Mental Health Matters would significantly improve outcomes for people living with mental health conditions across NSW and two of the measures would pay for themselves through savings in other parts of the health system.**

Our advocacy efforts have also involved numerous submissions including to the NSW Strategic Framework for Mental Health, the NSW Government Inquiry into the Implementation of the NDIS, the Draft NSW Mental Health Regulation and the Productivity Commission Inquiry into Mental Health. Community mental health organisations are a vital part of the mental health service system and MHCC provides a strong voice for the sector to ensure decision makers understand our needs and interests.

“Our advocacy work has been underpinned by our ground-breaking report, Mental Health Matters – Future Investment Priorities for NSW”

We are very proud of the work MHCC has done to provide resources and training to members and the sector more broadly. Ministry of Health support has enabled funded professional development training in areas such as Understanding Medication, Responding to Trauma, Management of Workers with a Lived Experience and Aboriginal Trauma Informed Care. **These courses were filled almost as soon as they were advertised and often oversubscribed.**

MHCC also piloted the Certificate II in Community Services Course to fill a gap in training for people wanting to enter the community mental health workforce via an introductory pathway - the feedback from course participants was very positive. We have also continued to offer qualifications in Certificate IV Mental Health Peer Work and Mental Health, including a scholarship program to increase access to peer worker training.

In addition to supporting the sector through training, **MHCC resources have been extremely popular** such as the Recovery Oriented Language Guide, the Mental Health Rights Manual, which has a new NDIS chapter and the Trauma Informed Care and Practice Toolkit (TICPOT). TICPOT

“It has been a busy year, with a new Strategic Plan, an internal board assessment and the transition of MHCC to a company limited by guarantee”

received international recognition for its approach to improving service delivery, culture and practices.

Our two NDIA ILC projects are making great progress. The CEEP project is codesigning a community engagement education package to support people living with a mental health condition who do not have an NDIS plan and the enhancement of reimagine.today will make it more accessible for diverse communities. These innovative projects have provided opportunities to improve understanding and awareness about the needs of people with a psychosocial disability and have seen MHCC work with our state counterparts, Being and NSW Mental Health Carers, other peaks and PHN's.

We have also continued our Meet Your Neighbour events which bring together organisations, government agencies and individuals interested in mental health, with events in Mt Druitt, Bathurst, Penrith and the Inner West. Alongside these and our regular CEO/Senior Managers Forums, **in 2018/19 MHCC commenced an annual forum with the NSW Parliamentary Friends of Mental Health to increase Members of Parliament's awareness and understanding of the**

role of community managed mental health organisations.

We want to thank our funding partners including the NSW Ministry of Health, the NSW Mental Health Commission and the NDIA - we could not undertake the depth and breadth of our work without this support. MHCC's achievements are the result of the hard work and support of staff, members and the board. Thank you to the board members for their leadership and commitment, **it has been a busy year, with a new Strategic Plan, an internal board assessment and the transition of MHCC to a company limited by guarantee.** We thank the staff of MHCC who go above and beyond in their passion and professionalism, and we thank the MHCC members, who in the work they do, make it all worthwhile.



Carmel Tebutt
Carmel Tebutt, CEO



Judi Higgin
Judi Higgin, Chairperson

MHCC Board



Judi Higgin - Chair

*Governance Committee
Finance Committee*

Qualifications:

EMB, B. Soc Sci, Dip Frontline Management, Adv Dip Disability Services

Experience:

Various executive and senior management roles in New Horizons including: General Manager, Operations; Corporate Services Manager; HR Manager; Vocational Coordinator, Director on CMHA Board Past Director Ostara Australia Member of Australian Commission on Safety and Quality in Health Care Mental Health Advisory Group CEO New Horizons

Meetings attended: 7/7

Cam Pham - Treasurer

Finance Committee - Chair

Qualifications:

MBA, BSc, Dip, Adv Dip

Experience:

Vast experience in Finance and Accounting roles

Meetings attended: 4/7

Claire Vernon

Finance Committee

Qualifications:

B. Soc Wk.

Experience:

Many years of experience in social work CEO JewishCare

Meetings attended: 5/7

Irene Gallagher

Experience:

Mental health & wellbeing consumer, a passionate peer support worker, advocate, educator and academic who has served in the mental health sector for 25 years.

CEO Being

Meetings attended: 6/7

Jonathan Harms

Qualifications:

B. A. Laws

Experience:

A policy advisor and stakeholder manager for a variety of State and Federal Ministers.

CEO Mental Health Carers ARAFMI NSW

Meetings attended: 6/7

Luke Butcher

Finance Committee

Retired May 2019

Qualifications:

B. Psych, Post Grad training in Clinical Supervision, M. Forensic Mental Hlth

Experience:

12 years at Mission Australia managing a range of mental health recovery programs in rural and remote communities.

Meetings attended: 6/6

Mariam Faraj

Governance Committee - Chair

Qualifications:

B Soc Sci, Grad Dip Ed, Diploma in Leadership and Management, GAICD

Experience:

Over 20 years' experience in community, primary and mental health care. More recent roles have included; General Manager, Clinical Services CESPNN, Director Health Service Delivery, South Eastern Sydney Medicare Local Manager Mental Health, South Eastern Sydney Medicare Local Social Work

Meetings attended: 6/7

Margaret Bowen

Governance Committee

Qualifications:

B. Psych

Experience:

32 years community sector management experience CEO The Disability Trust

Meetings attended: 5/7

Mark Orr AM

Governance Committee

Qualifications:

B. Sc (Hons), M Hlth Serv Mgt, M e-Hlth (HI), Grad Dip Spec Ed, Grad Dip ACG, Grad Cert App Fin and Invest, GAICD, FGIA, FCIS, Registered Psychologist

Experience:

Experienced Board Director and governance professional. Extensive experience as a Senior Executive in community managed and public sector organisations. Registered Psychologist. Appointed a Member of the Order Australia in 2019 for services to community health. CEO and Company Secretary, Flourish Australia

Meetings attended: 7/7

Membership

MHCC is a member organisation that works to share information and advocate for the sector. Our members help shape the future of mental health in NSW. Members become part of a network that creates change, forming a solid evidence-base for policy and supporting constant improvements to service delivery, to achieve better outcomes for people living with mental health conditions.

The Mental Health Coordination Council is a company limited by guarantee:

- Member's liability is \$1
- Total amount members are liable for \$1 x number of members

Our members provide peer support, advocacy, housing, rehabilitation, education, counselling, helplines, information, carer support, mainstream services, primary healthcare, employment, recreation, outreach and much more.

MHCC Members:

- Belong to a peak body that works with and for them
- Contribute to policy submissions and sector consultation
- Meet and collaborate with other members
- Access research networks, promotional networks and custom-built training
- Achieve organisational compliance with our suite of workplace quality and standards tools
- Remain fully informed and up-to-date with sector news

A big thank you to our members for your support. We achieved great things together.

- ACON
- Action Foundation for Mental Health Inc
- Aftercare
- Alcohol & Drug Foundation NSW
- Anglicare Diocese of Sydney
- Australian Kookaburra Kids Foundation Inc
- B Miles Womens Foundation
- Being - Mental Health & Wellbeing Consumer Advisory Group
- Bipolar Australia
- Blue Knot Foundation
- Bobby Goldsmith Foundation
- Break Thru People Solutions
- Brown Nurses
- CCNB Ltd
- Central & Eastern Sydney PHN - EIS Health Ltd
- CHESS Employment
- Club Speranza
- Community Links Wollondilly
- Coordinare - South Eastern NSW PHN
- Drug and Alcohol Multicultural Education Centre
- Family Drug Support
- Flourish Australia
- FND Australia
- Foundation House
- Grand Pacific Health PHN
- GROW NSW
- Heal for Life Foundation
- Home in Queanbeyan
- Independent Community Living Australia Ltd
- INTENSIVE SUPPORT Pty. Ltd.
- Jewish House Limited
- JewishCare - Fischl House
- Justice Action
- Link-Up (NSW) Aboriginal Corporation
- Lou's Place
- Mental Health Carers NSW
- Mind Australia
- Mission Australia, NSW
- NALAG Centre for Loss & Grief, Dubbo
- National Centre for Suicide Prevention Training
- Neami National
- New Horizons
- Newtown Neighbourhood Centre Inc
- Oakdene House Foundation
- One Door
- ONE80TC
- PANDA - Perinatal, Anxiety and Depression Australia
- Parramatta Mission
- Peer Support Foundation Limited
- Positive Life NSW
- St John of God (Richmond)
- Survivors & Mates Support Network
- Sydney Drug Education & Counselling Centre
- Sydney Women's Counselling Centre
- Ted Noffs Foundation
- The Disability Trust
- The Salvation Army Recovery Services
- The Station Ltd
- The Wayside Chapel
- Wagga Women's Health Centre
- Wayahead - Mental Health Association
- WAYS Youth and Family
- Weave Youth and Community Services Inc
- Wellways
- Wentwest - Western Sydney Primary Health Network
- Wesley Mission Mental Health Support Services

OUR VISION

People living with mental health conditions are supported to live meaningful lives in the communities of their choice.

OUR PURPOSE

Empowering community managed mental health in NSW through leadership, advocacy and support.



153
TRAINING DAYS



18
SUBMISSIONS



146
SECTOR UPDATES



11
MHCC EVENTS

Seminars and Presentations

In December MHCC launched the Mental Health Matters Report, an influential report detailing the need for investment in three key community mental health areas. In September MHCC held the first Parliamentary Friends of Mental Health CEO Forum at Parliament House, Macquarie Street. The focus was on young people and mental health and speakers included Dani and Nicole Mekler from WEAVE and Prof Patrick McGorry. Our Meet Your Neighbour networking events continue to draw people across the sector to share ideas and collaborate.

Meet Your Neighbour Networking events

- Penrith
- Inner West
- Mt Druitt
- Bathurst

Codesign Consultations

- NSW ILC CEEP Project Co-design Working Group in Dubbo
- NSW ILC CEEP Project Co-design Working Group in Sydney
- Reimagine CALD Co-design Focus Group
- Reimagine 2 x Aboriginal and Torres Strait Islander Co-design Focus Groups
- Reimagine LGBTIQ+ Co-design Focus Group
- Reimagine Rural/remote Co-design Focus group

MHCC Forums and Presentations

- CMHDARN Symposium
- Parliamentary Friends and CEO Forum
- AGM
- Mental Health Matters Report Launch
- MHCC Graduation
- CEO Forum
- NSW ILC CEEP Project webinar 'Supporting Community Connections'
- CMHDARN Symposium

Presentations to External Organisations

- Mental Health Branch – TICP Presentation
- NSLHD Supported Decision Making Presentation
- ACI Mental Health Network Executive Committee
- GROW AGM
- Mental Health Month Presentation – MoH
- CMHA/NDIS Conference – ILC Projects presentation
- Nationals Health Policy Committee
- Associations CEO Forum (presentation)
- Parliamentary Inquiry into the NDIS
- Mental Health Program Council
- Health InfoNet Roundtable
- ACHSM The Place of NGO Sector within the Health Sector
- One Door Symposium

Member Visits by CEO

- Way Ahead
- Flourish Australia
- WEAVE
- PANDA
- LikeMind – Penrith
- Headspace – Penrith
- St John of God Hospital – Burwood
- One Door

Submissions and Reports

MHCC provides a community managed mental health perspective on key policy proposals and legislative reviews. Our submissions are informed by extensive research and consultation with members, people living with mental health conditions, carers and families. MHCC's work is highly valued for giving voice to sector concerns. In 2018/2019 the following papers were submitted:

- **NSW Mental Health Regulation 2019** – includes provisions that support the NSW Mental Health Act.

- **Special Commission Inquiry into the Drug 'Ice'** – MHCC provided comment on the draft terms of reference.

- **5 Year Statutory Review: NSW Civil and Administrative Tribunal Act 2013** – MHCC urged the Department of Justice to maintain features of NSW Guardianship hearings which other jurisdictions have dropped.

- **Maximising the participation in guardianship proceedings: draft guidelines** – MHCC supported the guidelines.

- **Productivity Commission Inquiry into Mental Health** – submission focused on psychosocial support services in NSW and the interface between sectors and the NDIS, NDIS workforce and service gaps.

- **NSW Mental Health Branch: Language re forensic policy directives and communications** – submission recommended alternatives, that from a forensic human rights perspective do not imply criminal responsibility, whilst still acknowledging the gravity and impact of the offence from a victim's perspective.

- **Definitions of Mental Health Impairment and Cognitive Impairment: Consultation Paper** – MHCC commented on defining the concepts and avoiding excluding people from genuinely needed opportunities to be diverted or to receive a NGMI finding.

- **Review of draft Regulations related to the Mental Health (Forensic Provisions) Amendment (Victims) Bill 2018** – MHCC supported the draft regulations.

- **Review of the Disability Inclusion Action Plan**



Learning & Development

Certificate II Pilot Success

In June MHCC staff were delighted to take part in a graduation ceremony for the first cohort of students to complete MHCC's innovative training pilot, the Certificate II in Community Services. This course was developed by MHCC to fill a gap in training for people wanting to enter the community mental health workforce via an introductory pathway. The Certificate II is designed for people with lived experience of mental health conditions and carers. It offers one-on-one student support throughout 16 days of training. The Certificate II course sets up students with skills and confidence to secure a work placement, a volunteer position or to pursue further training such as the Certificate IV in Mental Health Peer Work.

All places were fully funded by the Ministry of Health. Sixteen students attended the ceremony in June to celebrate their achievements with MHCC staff. MHCC is now working with a second intake of students, due to complete the course in mid-November. More intakes are planned over the next two years in metropolitan and regional areas. Manager of MHCC Learning and Development, Jenny Reid, said students responded favourably to the level of tailored support provided throughout the course and all successes were celebrated. "It was wonderful to see the change in the students. Confidence levels increased and there was a sense of satisfaction. At the graduation I spoke to parents and carers of some of the students who confirmed this, with students now looking for their next training challenge".



Part Qualification Training in Western Sydney

MHCC partnered with Western Sydney Recovery College to run part-qualification training, after the College identified a need for mental health training for workers in Western Sydney. Sixteen students completed the training, covering three nationally recognised units of competency including understanding and responding to trauma, safety of individuals at risk of suicide and managing stress. The training was funded under Smart and Skilled and was delivered in Parramatta between May and June 2019.

Reimagine Training

In 2018 the NDIA Mental Health team identified a need to further familiarise NDIA and LAC staff with MHCC's reimagine.today website. The reimagine.today website helps people living with mental health conditions, carers and families to better navigate the NDIS. The NDIA contracted MHCC to deliver training about reimagine.today to staff across Australia. MHCC produced a 3-hour face-to-face training session, informed by feedback gathered from a co-design with NDIA/LAC staff in August 2018. Training was delivered by MHCC's peer trainer Emma Paino, who ran 14 workshops in NSW, ACT, Tasmania, Northern Territory, South Australia and Western Australia.

Further, MHCC developed an online learning version of this training, which is hosted on the NDIA's Learning Management System. This training consisted of three micro-learning modules. The workshop and online learning increase awareness of the reimagine.today resource and help NDIA staff and partners to use it effectively.

MHCC in 2018/19

MHCC Becomes Company Limited by Guarantee

On April 24 this year MHCC officially became a **Company Limited by Guarantee**, following a motion at the AGM. As advised at the 2018 AGM, MHCC had been contacted by Fair Trading NSW to review our corporate structure. Following a review of possible options it was decided that becoming a Company Limited by Guarantee would be best for MHCC and our members.

As a member of Mental Health Coordinating Council Limited, there will be minimal outward change and we continue to report to the Australian Charities and Not-For-Profit Commission and continue as the peak body for community managed mental health organisations in NSW. In the unlikely event of MHCC being wound up, we have limited the guarantee that will need to be paid by our members to \$1. This amount was nominated in the updated constitution that was also passed by members at the 2018 AGM.

Member Survey

The **2018 MHCC Member Survey** evaluated our products and services. Responses were from small to large organisations and from metro to rural locations, providing MHCC with rich cross-sector feedback.

Members indicated that our communications are effective in keeping them informed. Of particular note is our weekly FYI newsletter with **91.3%** of members rating it excellent and good. An excellent and good rating was given by **91.3%** for MHCC keeping members informed about broader sector issues.

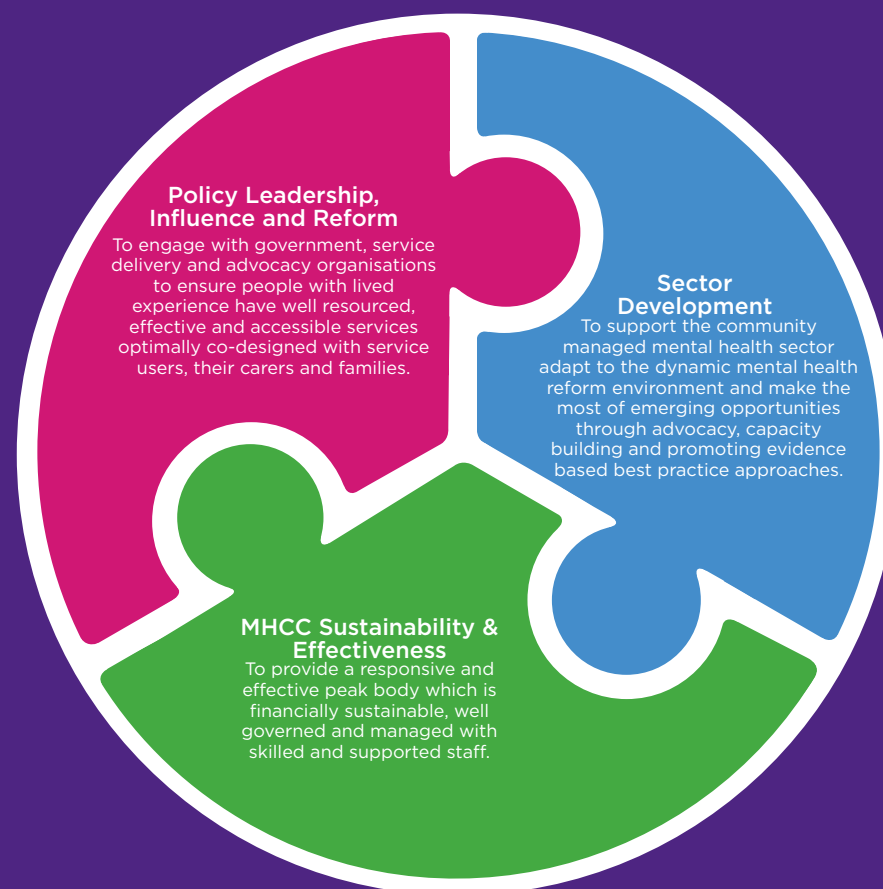
Members were asked to rate initiatives within policy influence and reform, and research and development. MHCC's mental health reform through representation on advisory bodies and via submissions received the highest rating, with **80%** rating it very useful and somewhat useful. Within research and development, research seeding grants received the highest rating with **71.11%** rating them very useful and somewhat useful. **100%** of respondents rated the quality of training received as excellent and good.

2019/2021 Strategic Plan

2018 saw MHCC develop a new **Strategic Plan**. In August 2018, Board and Senior Staff spent a day reviewing the previous plan and discussing the future direction of MHCC. Following robust discussion, it was agreed that 3 of the previous 4 priority areas should be retained and the fourth area of Research and Development be incorporated into the remaining 3 areas, as all of MHCC's work is underpinned by research. The 2019-2021 strategic plan was released at the end of 2018 with an operational plan being developed to sit underneath for additional guidance to ensure our strategic goals are being met. Our 3 key priority areas are

- Policy Leadership, Influence and Reform
- Sector Development
- MHCC Sustainability & Effectiveness

These will enable MHCC to represent our members and to achieve our vision that people living with mental health conditions are supported to live meaningful lives in the communities of their choice.



Advocacy in Action

Key Report Identifies Investment Priorities

Mental Health Matters – Future Investment Priorities for NSW

Policy leadership, influence and reform is a core priority for the Mental Health Coordinating Council. Mental health reform is under the spotlight as never before and many organisations are calling for a rebalancing of the mental health system with better support and services available in the community, so people can get the support they need without having to wait for a crisis to occur.

MHCC has been demanding such reform for decades, informed by the real life experience of MHCC member organisations, who see first-hand the challenges many people living with mental health conditions face in getting the support they need, when and where they need it.

In 2018, MHCC undertook a project to build the evidence base for greater investment in community mental health services in NSW, by both documenting existing spending on community mental health and developing key priorities for the future. There are no shortage of reviews and reports about what is needed to improve mental health services and therefore the project did not attempt to replicate the work of numerous other reports. Rather it provided a clear set of priorities and made the economic case for increased investment by developing a return on investment for key initiatives.

MHCC worked with member organisations, carers and consumers and KPMG undertook the research and analysis. The result was the release in November 2018 of “Mental Health Matters – Future Investment Priorities for NSW”. The report found NSW spends a lower proportion of its mental health budget on community mental health services compared to other states.

Implementing the three service models outlined in the report would significantly improve outcomes for people living with mental health conditions, make the

“The report provided a clear set of priorities and made the economic case for increased investment”

“MHCC wrote to political parties with our key mental health priorities and published their responses on our website”

service system easier to navigate and reduce hospital admissions. Two of the measures would pay for themselves through savings in other parts of the health system.

This report has laid the foundation for MHCC’s ongoing advocacy. It was distributed to all members of the NSW Parliament and the 2019 NSW election provided an opportunity to lobby the major political parties about their commitment to mental health and implementing the measures in the report.

MHCC wrote to political parties with our key mental health priorities and published their responses on our website - all the major political parties indicated support for improved mental health services in NSW. MHCC will now work with the re-elected Berejiklian Government and the Minister for Mental Health, the Hon Bronnie Taylor, to progress these priorities. We will also continue to advocate for change and greater investment in prevention, early intervention and community-based support through other inquiries such as Productivity Commission Inquiry into mental health.



Expand supported living services which should also address the physical health needs of people with mental health conditions (HASI/CLS type supports)



Provide 600 step up, step down places to bridge the gap between acute care and community living



Establish community mental health hubs with a range of co-located and peer support services

Projects

Reimagine Stage 2 National ILC Project

In 2018/19 through the Reimagine Stage 2 project, Peer Leaders worked to establish Peer-led networks in SA, TAS, NSW/ACT, NT, VIC and QLD of people with psychosocial disabilities, their carers and other supporters. **Networks have included over 100 face-to-face meetings, hundreds of phone calls and thousands of emails, to reach out to people and form linkages between contacts.** Engagement through these networks has led more people to be supported in their NDIS applications and plan management, through education, connections with local services, and promoting use of reimagine.today.

One network member noted:

"I talked with the Peer Leader who encouraged me to apply again and within a day I got a call from NDIS and I had met access. This was life changing for me. The difference was that I now had a doctor that was willing to do the paperwork, a primary carers statement, using the reimagine carers statement as a guide and I used the reimagine workbook to help with my NDIS plan."

Networks have also included an online presence through Facebook, with over 800 people connected to a Facebook page, as well as positive engagement with community through groups in NSW/ACT, QLD and NT. **This work continues to drive users to reimagine.today, with about 6000 users each month.**

Also core to Reimagine Stage 2 is the enhancement of reimagine.today to ensure increased accessibility and resources for more diverse communities, including people from culturally and linguistically diverse backgrounds, LGBTQIA+ people, Aboriginal and Torres Strait Islander people and people living in rural and remote areas. This year has seen planning and an initial design phase of 8 co-design groups, with over 50 consumers and carers gathered together across Darwin, Sydney, Launceston, Cherbourg, Ceduna and Melbourne as well as online. **Sessions provided invaluable feedback on reimagine.today and identified new resources that we will build together to better support people's diverse needs.**

We continue to work within a co-design framework to ensure our process truly reflects peoples' needs. We also face this challenge through our co-design of new capacity-building resources in the topics of self-advocacy, decision making and self-management, which are important skills in the NDIS access and planning journey. To inform this process, **Peer Leaders have each run skill-building workshops across the country, with over 60 people trained across Cairns, Alice Springs, Hobart, Western Sydney, Canberra, Adelaide and Melbourne.** Feedback from these participants, as well as a co-design video conference with the Peer Leaders, has all formed part of the first phase of this process, in which a number of new resources have been identified.

The Reimagine Stage 2 project is funded by the National Disability Insurance Agency (NDIA) through the National Information, Linkages and Capacity building (ILC) Readiness Grants (Round 2).

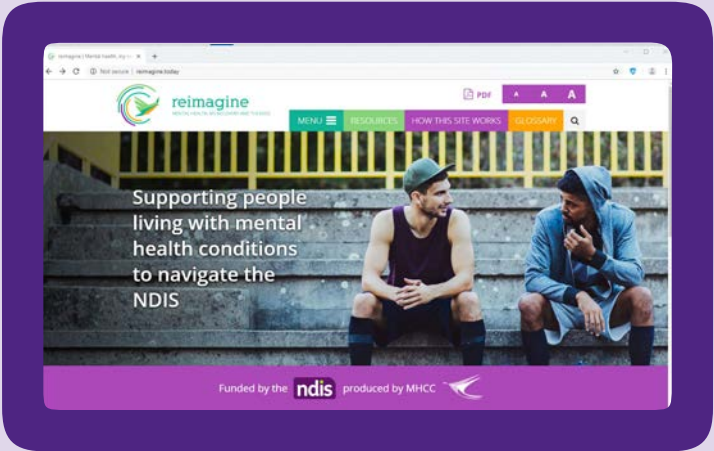
PROJECT STATUS

ONGOING



- 6 Peer Networks established
- 6000 reimagine.today website users each month
- 8 co-design focus groups
- 60 people trained in capacity-building

www.reimagine.today



Projects

Community Mental Health Drug and Alcohol Research Network

The Community Mental Health Drug and Alcohol Research Network facilitates a culture of research by providing opportunities and promoting the exchange of ideas, resources and collaboration between community managed organisations and academic researchers. These aims have been progressed through a number of activities in 2018/2019.

Community Research Mentoring Program

During the year, 6 mentoring relationships were established between representatives of NADA /MHCC member organisations and academics at the Matilda Centre. Research mentoring develops worker confidence to research, evaluate and further develop a research culture within community managed organisations.

Seeding Grants

CMHDARN awarded 3 Seeding Grants this year to support organisations to develop a research project. The organisations that received these grants (Kathleen York House, DAMEC and Positive Life) all reported positive outcomes and increased their capacity to conduct research.

Network Membership

This year, the CMHDARN network membership grew by 83% on 2017/2018 numbers demonstrating the relevance and need for CMHDARN to create collaborative and innovative research spaces between the mental health and alcohol and other drugs sectors.

Symposium

The annual CMHDARN Symposium held on June 5, 2019, was attended to full capacity, reflecting the fact that community led practice-based research is a topic of great interest across the sectors. It drew diverse stakeholders including consumer/clients, support persons, academics, clinicians, frontline staff and management from across the service system including the PHNs, LHDs and peak bodies in NSW.

This year's theme "Exploring the Potential - feedback, outcome measures and practice" generated animated conversation from the presenters, panel and audience alike.

The Symposium was rated very highly by respondents, with most indicating they would attend again, saying they had increased their knowledge of turning research into practice, had found the content informative and made new connections.

CMHDARN is a partnership between the Network of Alcohol and Other Drugs Agencies (NADA), MHCC and the Mental Health Commission of NSW.

PROJECT STATUS

ONGOING

- 3 Seeding grants
- 6 mentoring relationships
- Symposium drew full capacity
- Membership grew 83%



Projects

New NDIS Chapter in Mental Health Rights Manual

In 2019 MHCC added an important section to the Mental Health Rights Manual, with a new chapter on the NDIS. The Mental Health Rights Manual is MHCCs online guide to the legal rights of people navigating the mental health system in NSW. The new NDIS chapter includes information about rights and access to the NDIS, plans, services, reviews and more. In a dynamically evolving mental health and human services environment, MHCC continues to maintain the manual as a living document with new material added as it becomes available.

The Mental Health Rights Manual has been transferred to a new, highly accessible website designed for easy navigation across all screen devices. Information is now easier to find, download and print. The new website platform will make updating the manual much easier and MHCC plans to revise all material for 2020.



PROJECT STATUS

ONGOING



- New NDIS Chapter
- Accessible website upgrade

Projects

Safeguards and Monitoring

Protecting the Rights of People Receiving Care and Support in Community-Managed Mental Health Organisations in NSW - Summary Report and Landscape Review

Mental health community-managed organisations (CMOs) play a crucial role in achieving the goals of the Fifth National Mental Health and Suicide Prevention Plan and the Living Well: A Strategic Plan for Mental Health in NSW. Both plans envision an expanded role for CMOs with an emphasis on safeguards, monitoring and compliance. Major changes to the service delivery environment have increased the focus on safety and quality. These changes include the NDIS, which has a self-contained quality and safeguards framework, community-based services now being commissioned by PHNs and NSW Health, and CMOs providing a range of services under different Commonwealth or state funded programs integrated at the point of service delivery.

In this transforming service delivery environment, MHCC investigated the need for further or changed safeguarding and monitoring mechanisms. We examined the function and effectiveness of safeguarding and monitoring mechanisms across community-managed mental health services, supported by funding from NSW Health Mental Health Branch.

The Landscape Review outlines the national and state policy context and the safeguarding and monitoring mechanisms that apply to CMOs providing psychosocial supports in NSW.

The project identifies the implications of reforms for NSW mental health CMOs that are registered NDIS providers, as well as those who are not. It also documents models of international and interstate safeguarding and monitoring for CMOs providing psychosocial supports, drawing tentative conclusions to be tested through further research and consultation.

PROJECT STATUS

COMPLETE



PROJECT OUTCOME

Find the Summary Report at mhcc.org.au/our-work/publications

Trauma-Informed Care and Practice Organisational Toolkit

The new edition of TICPOT was launched in January 2019. It is delivered in two parts comprising three sections, Planning and Audit, Supporting Organisational Change and Implementation. These free-to-download resources provide a roadmap to preparing for all elements of a quality improvement cycle. The resources include information and tools to build on existing trauma-informed practices as well as providing opportunities for enhanced capacity development. The new edition incorporates updates based on learnings from users of the original TICPOT 2015 resource, together with the most contemporary research evidence. The TICPOT toolkit is a systematic approach to guiding organisational change, appropriate for all mental health service settings as well as other human services contexts.

Over the six-month period since the launch MHCC has received very positive responses both from Australian and international colleagues and organisations across a diversity of service environments, some representing leaders in the field from the UK and USA. The breakdown of data shows that product downloads reflect access from approximately 38% CMOs, 30% public services including Primary Health Networks, 12% government agencies, 3% overseas organisations, 5% academia and 3% peak bodies. Others identified as associations, legal bodies and individual professionals. Total visits for the six-month period were 2972, and numbers have been increasing on a monthly basis. MHCC is working continually to grow the resource package and launch a Stage 4 product in 2019-2018.

PROJECT STATUS

ONGOING



- New edition launched January
- 2972 downloads in 6 months



Download ticpot
mhcc.org.au/resource/ticpot

Your Experience of Service Survey

CMO YES and Carers Project

Established in 2018, the project demonstrates the NSW Government's commitment to greater accountability in response to the NSW Mental Health Commission's Living Well report. The Community Managed Organisations Your Experience of Service and the Carer Experience Survey Project (CMO YES & CES) **will support consistent experience measurement in NSW mental health CMOs**, to allow services to compare consumer and carer experiences. MHCC is working with InforMH, an analytics branch of NSW Health, and MHCC Members to ensure only they receive the feedback that relates to their service delivery type category.

Seven MHCC Members in the pilot are members of the Advisory Working Group that developed the lived experience measurement with InforMH. They will be represented by 75 teams gathering surveys from clients receiving Housing and Accommodation Support Initiative (HASI) and Community Living Supports (CLS) services. During the pilot, the Advisory Working Group will consult CLS participants on issues such as survey use, impact on practice for consumers and carers, service culture and the business processes of CMOs.

The YES questionnaire, first cab off the rank, gathers information from consumers about their experiences of care to help build better mental health services. The second pilot, CES, will gather evidence from carers of people using mental health CMO services. The YES questionnaire was co-designed with consumers based on recovery principles in the 2010 National Standards for Mental Health Services. **YES questionnaire data is confidential and does not include personal identifiers.** The pilot starts October 2019 and ends June 2020. Evaluation will occur after 12 months.

PROJECT STATUS

ONGOING



- Co-design questionnaire

Projects

Supporting Community Connection

NDIS ILC Project

During 2018/19, MHCC progressed the NSW ILC Community Engagement Education Package (CEEP) Project to better support community connection for people outside of an NDIS funded package - people who are ineligible or do not want an NDIS plan but also those with NDIS funding who want improved access to mainstream and community services.

MHCC has co-designed learning resources with people living with mental health conditions. The learning resources target non-mental health specific community workers, volunteers and people with lived experience (ie, peers in both paid and unpaid supporter roles).

The project will equip community workers to use recovery-oriented, trauma-informed and rights-based approaches when helping people living with mental health conditions, enabling social connection and increased community participation.

There are six learning modules being trialled:

- What is Recovery? The importance of purpose and meaning when healing from the impacts of a mental health condition
- Community Inclusion Supportive environments in recovery
- Supports and Services Greater knowledge of services outside of the NDIS and acute mental health sectors
- Embracing Change Understanding new approaches and practices in the mental health, NDIS and ILC environment
- Creating Healing Environments Trauma-informed care and practice
- Empowerment Awareness of self-direction as a key recovery tool



Community
Engagement
Education
Package

The University of Sydney is evaluating the learning resources trial. Resources will be further refined from late 2019 based on these findings along with further lived experience co-design. The final project learning resources will be available nationally on MHCC's website.

Webinars

MHCC partnered with Being and Mental Health Carers NSW to host the first of three project webinars in May 2019. The webinar introduced people to the project. A second webinar is planned for February 2020 to discuss the trial experience from a community worker, volunteer and peer perspective. The final webinar is planned for May 2020 to launch the final resources.

PROJECT STATUS

ONGOING

- To equip community workers to use recovery-oriented, trauma-informed and rights-based approaches when helping people living with mental health conditions
- Trial learning modules on the MHCC website mhcc.org.au/our-work/projects/

“MHCC has co-designed learning resources that target non-mental health specific community workers”

2018/19 Financials

Statement of profit and loss and other comprehensive income for the year ended 30 June 2019

	2019	2018
Revenue	3,307,847	2,526,216
Employee Expenses	(1,748,625)	(1,678,866)
Depreciation and Amortisation	(7,280)	(11,991)
Program Activity Expenses	(837,725)	(674,582)
Computer Expenses	(87,667)	(87,353)
Motor Vehicle Expenses	(5,542)	(8,750)
Other Operating Expenses	(185,216)	(155,886)
Travel Expenses	(29,120)	(20,561)
Income tax expense	-	-
Surplus/(Deficit) for the year	406,672	(111,773)

Statement of financial position as at 30 June 2019

	2019	2018
Current Assets		
Cash and Cash Equivalents	4,572,278	3,574,253
Trade and other receivables	281,489	170,314
Other Assets	36,255	5,531
Total Current Assets	4,890,022	3,750,098
Non-Current Assets		
Property, Plant and Equipment	37,633	47,012
Total Non-Current Assets	37,633	47,012
Total Assets	4,927,655	3,797,110
Current Liabilities		
Trade and other payables	97,723	43,723
Employee benefits	195,887	171,350
Other financial liabilities	1,305,322	945,440
Total Current Liabilities	1,598,932	1,160,513
Non-Current Liabilities		
Other financial liabilities	1,022,202	736,748
Total Non-Current Liabilities	1,022,202	736,748
Total Liabilities	2,621,134	1,897,261
Net Assets	2,306,521	1,899,849

Statement of financial position as at 30 June 2019

	2019	2018
Equity		
Retained Earnings	1,899,849	2,011,622
Results for the year	406,672	(111,773)
Total Equity	2,306,521	1,899,849

Statement of changes in equity for the year ended 30 June 2019

	Retained Earnings	Total
2019		
Balance at 1 July 2018	1,899,849	1,899,849
Surplus of the year	406,672	406,672
Balance at 30 June 2019	2,306,521	2,306,521
2018		
Balance at 1 July 2017	2,011,622	2,011,622
(Deficit) of the year	(111,773)	(111,773)
Balance at 30 June 2018	1,899,849	1,899,849

Statement of cash flow for the year ended 30 June 2019

	2019	2018
CASH FLOWS FROM OPERATING ACTIVITIES		
Grants (state) operating received	1,724,397	2,563,250
Grant administration fees	261,084	342,877
Contributions received from members	53,622	58,455
LDU course and project income	1,209,582	798,522
Consultancy & coordination fees	43	107
Interest received	58,998	18,234
Seminar income	-	45,000
Other receipts	13,684	35,082
Payments to suppliers and employees	(2,323,384)	(2,765,188)
Net cash provided by/ (used in) operating activities	998,026	1,096,339
CASH FLOWS FROM FINANCING ACTIVITIES		
Net cash provided by/ (used in) financial activities:		
Net increase/(decrease) in cash and cash equivalents held	998,026	1,096,339
Cash and cash equivalents at beginning of year	3,574,252	2,477,913
Cash and cash equivalents at end of financial year	4,572,278	3,574,252



COME JOIN US
info@mhcc.org.au

Help MHCC set the agenda for our sector and define the messages that we campaign on and communicate to government agencies and service bodies. We need your experience to inform the future shape of our sector. Become an MHCC member today!

Thank you to all our staff

Carmel Tebbutt Chief Executive Officer

Policy

Corinne Henderson Principal Advisor – Policy and Legislative Reform

Tina Smith Principal Advisor – Sector and Workforce Development

Operations

Erika Hewitt Operations and HR Manager

Carrie Stone Communications Team Leader

Kim Shaw Content Officer

Lara Summers Design Officer

Kathleen Consul Design Officer (Parental leave)

Ian Bond Administration

Wayne Willis Finance Officer

Projects

Elisabeth Wilkinson National ILC Project Manager

Grahame Richards Peer Leader National ILC

Rebecca Lewis Project Officer ILC

Jo Penhallurick CMHDARN Coordinator

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Amira Robinson Administration Assistant

Mary Mizo LD Administration Team Leader

Emma Paino Internal Assessor/Trainer

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