

Supporting Community Connection:
For people living with mental health conditions
outside of a funded NDIS package

Good Practice Guide

JUNE 2020



Mental Health Coordinating Council
NSW NDIS Information Linkages and Capacity Building
Project 2018/20: Community Engagement Education Package

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MHCC provides the information contained in this report in good faith. The report derives information from sources believed to be accurate and current as at the date of publication.

Acknowledgments

MHCC respects and promotes people’s fundamental human rights. We acknowledge the traditional custodians of the land and value the lived experience of people recovering from mental health related conditions – both past, present and emerging – and including those that have experienced trauma.

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Video Production

In the Thicket

Webinar Hosting

Redback Connect

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The University of Sydney

Contents

| | |
|--|----|
| Why Did MHCC Develop A Good Practice Guide? | 4 |
| What are the ‘Supporting Community Connection’ Learning Materials? | 11 |
| Using the Learning Materials | 16 |
| Provide Feedback..... | 20 |
| Attachment 1 – Acronyms and Glossary | 21 |
| Attachment 2 – Local Area Coordination Organisations in NSW..... | 23 |
| Attachment 3 – National Primary Health Networks..... | 24 |
| Attachment 4 – National Psychosocial Support (PSM) Measure Providers in NSW..... | 25 |

Why Did MHCC Develop A Good Practice Guide?

“How can you help people in your community living with mental health challenges to live more fulfilling lives outside of an NDIS package”?

The Mental Health Coordinating Council (MHCC) developed this ‘Good Practice Guide’ to assist individuals, programs, organisations and communities to use the ‘Supporting Community Connections’ learning materials to help them better support people living with mental health conditions to live more fulfilling lives in the communities of their choice.

In 2018, the National Disability Insurance Agency (NDIA) funded MHCC to undertake a two-year Information, Linkages and Capacity-building (ILC) project to strengthen communities to provide support for adult people with mental health conditions outside of a funded National Disability Insurance Scheme (NDIS) package. MHCC developed a Community Engagement Education Package (CEEP); this is a suite of free learning material that you can use in a range of ways.

The ILC Outcomes Framework goals that the ‘Supporting Community Connection’ CEEP Project helps to address are that people living with, or at risk to develop, psychosocial disability related to a mental health condition:

- participate in and benefit from the same community activities as everyone else
- are connected and have the information they need to make decisions.¹

MHCC developed learning materials to help people and communities to better understand and use recovery-oriented, trauma-informed and rights-based approaches when helping people living with mental health conditions, enabling connection and increased participation in community activities.

MHCC co-designed the learning resources with people with lived experience of a mental health condition and other project partners.² We trialled the learning resources with Community Workers working outside of the mental health sector, volunteers and peers.³

A range of people, both within and outside of the health/mental health and disability/social care sectors, will find the learning resources useful in improving their responses to people living with mental health challenges.

MHCC developed a ‘Project Report’ along with this ‘Good Practice Guide’.⁴ It includes background on the NSW ILC CEEP Project including what we did and what

¹ National Disability Insurance Agency (2016). *Information, Linkages & Capacity Building (ILC) Outcomes Framework Discussion Starter*:

<file:///C:/Users/tina/Downloads/PB%20ILC%20Outcomes%20Framework%20PDF.pdf>

² National Mental Health Consumer and Carer Forum (2017). *Advocacy Brief: Co-Design and Co-Production*: https://nmhccf.org.au/sites/default/files/docs/nmhccf_-_co-design_and_co-production_ab_-_final_-_october_2017_0.pdf

³ ‘Peers’ are who people with lived experience of a mental health condition and recovery. Peers help others with mental health issues and can be paid (Peer Workers) or unpaid (volunteers). Peers include both individuals and their family and friends.

⁴ Mental Health Coordinating Council (MHCC; 2020). *Supporting Community Connection: For people living with mental health conditions outside of a funded NDIS package – Project Report*. MHCC, Sydney.

we learned. What you can do to help build the capacity of our communities to support people living with mental health challenges and psychosocial disability, or at risk to develop psychosocial disability, to be better connected to their communities of choice is considered in both the 'Good Practice Guide' and 'Project Report'.

A Word About Language

MHCC has aimed to use Plain English throughout this publication and the 'Supporting Community Connection' learning materials. We have aimed to use person-first recovery-oriented language and encourage others to do the same.⁵ We welcome feedback where this has not happened.

It can be challenging to talk about the NDIS and mental health in Plain English. Especially when the names of things are new and sometimes shortened to acronyms (acronyms are initials like where we use 'NDIS' instead of saying 'National Disability Insurance Scheme').

Attachment 1 'Acronyms and Glossary' is a list of acronyms used and their meanings.

Sorry ... I don't get it. What is CEEP?

CEEP stands for Community Engagement Education Package.

CEEP sounds like 'seep' and means 'to move or spread slowly out of a hole or through something'.

We want to help empower people living with, and recovering from, mental health challenges to get out of holes and 'keep' them living well in the communities of their choice.

We pronounce CEEP as 'KEEP'. 'KEEP' means 'to have or continue to have in your possession'.

We all need to be there and work together to 'KEEP' people living with mental health challenges to have the opportunity to contribute to, and benefit from, their community connections. They need to be able to have:

- A safe place to live (i.e., a home)
- Something meaningful to do (i.e., a job – whether paid or unpaid)
- Relationships (i.e., family, friends and mates).

The free learning materials developed by the 'Supporting Community Connection' CEEP (i.e., KEEP) Project are available for people wanting to support community connection for people living with mental health challenges outside of a funded NDIS package and crisis mental health services.

⁵ MHCC (2018). *Recovery Oriented Language Guide (2nd Edition)*: http://www.mhcc.org.au/wp-content/uploads/2019/08/Recovery-Oriented-Language-Guide_2019ed_v1_20190809-Web.pdf

People encouraged to use the 'Supporting Community Connections' learning materials

- **Community Workers (outside of mental health work settings)**

- Alcohol and Drug Officer
- Child Protection Officer
- Community Development Officer
- Community Housing Worker
- Community Support Worker
- Counsellor
- Crisis Intervention Worker
- Disability Services Officer
- Housing/Homeless Worker
- Juvenile Justice Officer
- Multicultural Support Officer
- Residential Care Officer
- Welfare Worker
- Youth Worker
- etc.

- **Volunteers**

Mental Health Volunteers

- Vinnies COMPEER
- GROW (a program of Vinnies)
- Non-government organisations/community managed organisations (NGO/CMOs) delivering mental health programs

Other Volunteers

- Vinnies
- Salvation Army
- Red Cross
- Arts and cultural organisations
- Sports and recreational clubs
- Local churches and other religious/spiritual organisations
- Civic and social groups like Rotary and the Lions Club
- etc.

- **Peers**

- People with lived experience of a mental health condition (sometimes referred to as 'consumers')
- Their families, friends and kinship groups (sometimes referred to as 'carers')
- Peer Workers (these are people in paid work roles employed in mental health, and increasingly in, other work settings)
 - o Consumer Workers
 - o Carer Workers

Peer Workers, Consumer Workers, Carer Workers, etc. are sometimes known as Lived Experience Workers.

MHCC has developed this 'Good Practice Guide' because in our experience of the CEEP Project, including co-designing and trialling the 'Supporting Community Connection' learning materials, we learned that some people:

- Are unaware of the Information, Linkages and Capacity-building (ILC) and Local Area Coordination (LAC) parts of the NDIS⁶
- What is meant by community-based mental health services (services that focus on keeping people well), or
- The changes they need to embrace to make helpful supports and services available to people living with mental health challenges.

MHCC has developed the 'Supporting Community Connections' learning materials to help all Australians to embrace changes happening because of new ways of supporting people being made possible through the NDIS and mental health reform. We encourage use of the learning opportunities they as outlined in this 'Good Practice Guide'.

The Information, Linkages and Capacity-building (ILC) part of the NDIS



The success of the NDIS and mental health reform depends on us building more inclusive communities for all people with disabilities, including psychosocial disability, and other diverse life experiences. The NDIS is contributing to mental health reforms

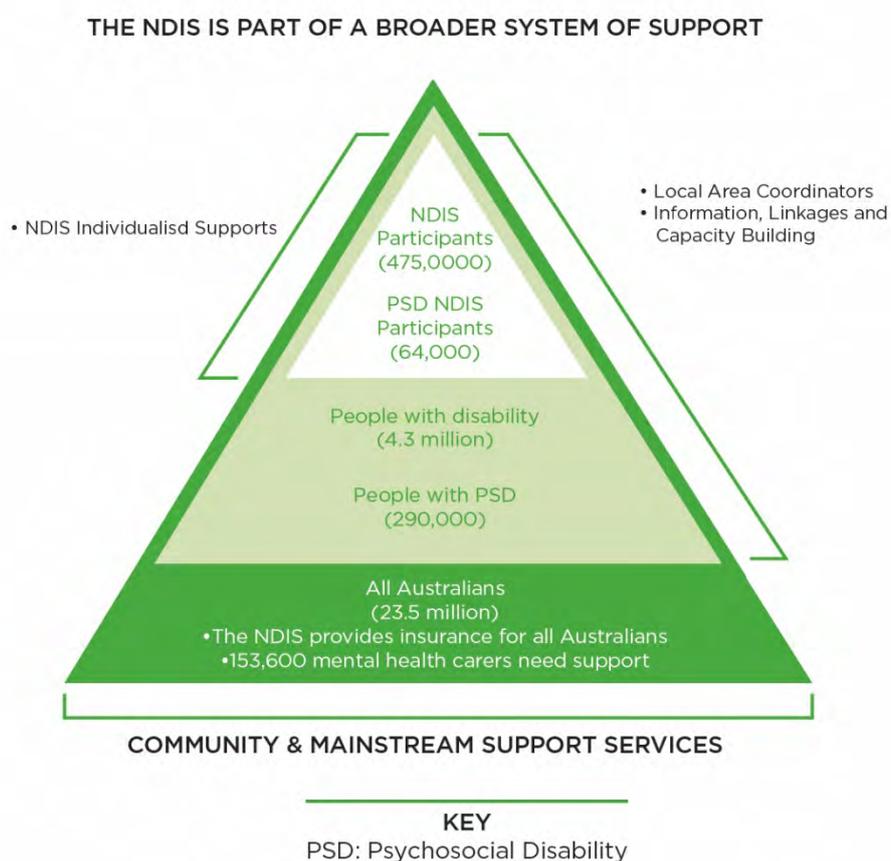
⁶ National Disability Insurance Agency (2018). *Strengthening Information, Linkages and Capacity-building: A National Strategy towards 2022*: <https://www.mhcc.org.au/wp-content/uploads/2019/09/Strengthening-ILC-National-Strategy-towards-2020.pdf>

by helping us to understand what psychosocial disability is. People with lived experience of mental health conditions have also shaped this understanding.^{7, 8}

Most people are aware that the NDIS provides funding for people living with disability to purchase services. The NDIS also helps connect people with support in the community through the Information, Linkages and Capacity Building (ILC) part of the NDIS.

The ILC is all about inclusion – it is about creating connections between people with disability and the communities they live in. Unlike the rest of the NDIS, ILC does not provide funding to individuals. It provides grants to organisations to carry out activities in the community.

The NDIS helps all Australians who experience disability to link to other government services, and local or community-based supports (i.e., community and mainstream services). NDIS Partners in the Community (PITC) Local Area Coordination (LAC) organisations do this in partnership with the NDIA and others. Attachment 2 is a list of LAC organisations in NSW.



⁷ National Mental Health Consumer and Carers Forum (2011). *Unravelling Psychosocial Disability: A Position Statement by the National Mental Health Consumer & Carer Forum on Psychosocial Disability Associated with*

Mental Health Conditions. Canberra: NMHCCF:

https://nmhccf.org.au/sites/default/files/docs/nmhccf_psychosocial_disability_booklet_web_version_27oct11.pdf

⁸ MHCC reimagine.today: 'What does psychosocial disability mean to you?': <https://reimagine.today/step-1/what-does-psychosocial-disability-mean-to-you/>

The NDIS will help 475,000 Australians living with disability with funding to buy disability support services. 64,000 people with psychosocial disability related to mental health challenges will get this type of help. However, many more people living with mental health challenges need access to a range of community and mainstream supports and services to help them live fulfilling lives in the communities of their choice. More than 290,000 people living with severe mental health challenges will not get NDIS funding. The Information, Linkages and Capacity-building (ILC) part of the NDIS is about helping people, both with and without NDIS funding, to be able to better access community and mainstream supports and services.

Other community and mainstream supports and services need to be more helpful to people living with disabilities. These include:

1. Health
2. Mental health
3. Early childhood development
4. Child protection and family support
5. School education
6. Higher education and vocational training
7. Employment
8. Housing and community infrastructure
9. Transport
10. Justice
11. Aged care.⁹

Community supports also include, for example:

- family, friends and kinship groups
- local neighbourhood activities
- arts and cultural activities
- sports and recreation events
- a range of voluntary activities.

Will the learning material help people to get NDIS funding?

The 'Supporting Community Connection' CEEP Project learning materials and opportunities do not describe access to NDIS funding for people living with mental health challenges. For guidance about people living with mental health challenges accessing and navigating funded NDIS packages please visit reimagine.today.

reimagine.today is a resource for people living with mental health conditions and their trusted supporters – both paid and unpaid – to learn more about navigating NDIS funding.

MHCC developed the 'Supporting Community Connection' CEEP Project learning materials and opportunities so that others in the community can help people living with mental health challenges to access a range of community and mainstream supports and services; whether they get NDIS funding or not.

⁹ Council of Australian Governments (2015). *Principles to Determine the Responsibilities of the NDIS and Other Service Systems*: <https://www.coag.gov.au/sites/default/files/communique/NDIS-Principles-to-Determine-Responsibilities-NDIS-and-Other-Service.pdf>

Community-based mental health services

Mainstream mental health services provide treatment and psychosocial care for people living with mental health challenges through government, primary health care and community-managed non-government organisations (NGOs/CMOs). Services are delivered in partnership with people affected by mental health conditions and public, private and primary health care services. Services are available in both hospitals and in the community.

Community mental health services help people to manage self-care and improve social relationships and functioning in daily life, particularly in relation to social connectedness, education, physical health, housing, and employment. It is important to know about community-based mental health services in addition to hospital care.

NDIS and Mental Health Partnership

The NDIS has worked closely with the mental health sector since it started in 2013. The NDIA established an *NDIS and Mental Health Industry Reference Group* in 2014.

Most recently, in October 2019, Australian governments announced a range of NDIS and mental health sector partnership initiatives including:

- Improve access to the NDIS by people with a severe mental illness and significant, enduring psychosocial disability
- Link and refer people with a psychosocial disability who have been assessed as not eligible for the NDIS to alternative supports
- Strengthen the interface between the NDIS and the mental health service system.
- Introduce a recovery-oriented approach to the NDIS through the development of a Psychosocial Disability Recovery Framework and introduction of a Psychosocial Recovery Coach support item.

This will include the use of 'Recovery Coaches' and 'Community Connectors'. We discuss these in the 'Supporting Community Connection' learning materials. Stay tuned for more information about these important new developments.

Embracing change

From 2015, Primary Health Networks (PHNs) became important in community-based mental health service delivery. There are 31 PHNs nationally (Attachment 3). The Commonwealth government has asked PHNs to help improve primary mental health care services in local communities. PHNs work closely with a range of partners to develop more responsive community-based supports and services. PHN partners include:

- GPs and allied health care professionals in community care settings
- people living with a mental health condition
- their families, friends and kinship groups
- others in local communities,
- Local Health Networks/Local Health Districts (LHNs/LHDs; including their hospital and community-based mental health services), and

- the NDIS, including their Local Area Coordination Partners in the Community (PITC) organisations and staff.

From 2019, PHNs have worked to start a new National Psychosocial Support (NPS) service for people living with mental health challenges who do not get NDIS funding. The NPS replaces mental health programs that the Commonwealth government used to fund (i.e., Partners in the Community, the Personal Helpers and Mentors Services, and the Day-to-Day Living program). PHNs do not provide the NPS program but fund CMOs/NGOs to do so. A list of NPS providers funded by PHNs in NSW is in Attachment 4.

The ‘Supporting Community Connection’ learning materials encourage people to become, and encourage other people to become, familiar with the new NPS and LAC services in their community. It is through NPS and LAC organisations and workers, as well as through lived experience of the changes occurring through NDIS implementation and mental health sector reform, that we will learn more about emerging elements of the ‘NDIS psychosocial stream’ including the new ‘Recovery Champions’ and ‘Community Connectors’ that being introduced.

What are the ‘Supporting Community Connection’ Learning Materials?

The ‘Supporting Community Connection’ learning materials are opportunities for people wanting to learn more about:

- Recovery-oriented, trauma-informed and human-rights based approaches to supporting people living with mental health challenges, and
- Changes happening in health/mental health and social/disability services to support people living with mental health challenges.

MHCC’s CEEP Project developed the ‘Supporting Community Connection’ learning materials through exploring the question:

“How can Community Workers, volunteers and peers (i.e., both paid and unpaid trusted supporters) learn how to better support people living with mental health conditions to have a fulfilling life outside of a funded NDIS package”?

The final learning materials explore six key topics.

- What is Recovery?
- Community Inclusion
- Supports and Services
- Embracing Change
- Creating Healing Environments, and
- Empowerment.

MHCC identified the key topics through co-design with people with lived experience and other project partners.

We briefly describe each of the key topics and their learning outcomes below.



What is Recovery?

This is about understanding the special meaning of the word 'recovery'. Learners will understand the importance of hope, purpose and meaning when healing from the impacts of a mental health condition. Learners will remember that in mental health 'recovery' means building a life of hope, purpose and meaning in order to heal and thrive despite challenges.



Community Inclusion

This is about understanding the importance of supportive environments in recovery. Learners will be able to better help people to create personal and social connections. They will remember that isolation harms our mental health and they can help people simply by engaging with them and helping them to connect with others.



Supports and Services

This is about the types of supports and services available in our community. Learners will gain a greater knowledge of supports and services outside of NDIS funding and crisis mental health services. Learners will remember that they can help people to find a range of supports and services in their community and that a good place to start is with your NDIS Local Area Coordinator (LAC) or Primary Health Network (PHN). They will learn who their local LAC & PHN are.



Embracing Change

This is about understanding changes in the mental health sector. Learners will gain an awareness of new approaches and practices in the mental health, NDIS and Information, Linkages and Capacity-building (ILC) environment. They will remember that while major changes to improve access to supports and services are causing short-term disruption, they can help others to navigate the changes by engaging NDIS Local Area Coordinator (LAC) or Primary Health Network (PHN). They will again reflect on who their local LAC & PHN are?



Creating Healing Environments

This is about understanding that you make people feel safe by understanding trauma. Learners will gain an awareness of the importance of trauma informed care and practice. They will remember that reminders of past trauma can create discomfort and distress and the importance of being sensitive and creating environments in which people feel safe.



Empowerment

This is about empowering people by helping them to help themselves. Learners will better understand the importance of self-direction as a key recovery tool. They will remember that people feel better and learn better when making their own choices (including owning mistakes) and that we need to support people by doing things with them, not for them.

Content Overview

'Supporting Community Connection' Learning Materials Key Topics



What is Recovery? - Understand the importance of hope, purpose and meaning when healing from the impacts of a mental health condition.

- A word about language
- Personal recovery and medical recovery
- What is recovery (CHIME – the five elements of recovery)
- Life/goal planning (person-centred recovery planning)
- Rights



Community Inclusion - Understand the importance of supportive environments in recovery.

- What is community inclusion?
- Capacity-building
- Challenges and barriers to participation
- Having good mental health
- Health and well-being impacts of loneliness
- Importance of outreach and engagement



Supports and Services - Greater knowledge of supports and services outside of NDIS funding, and crisis mental health services.

- What are mainstream services?
- What are community services?
- What other support is there?
- Making warm referrals
- Service/care coordination



Embracing Change - Awareness of innovative approaches and practices in the mental health, NDIS and ILC environment.

- What is NDIS Local Area Coordination (LAC)?
- LAC and Local Area Coordinators (LACs)
- What is the Psychosocial Stream of the NDIS?
- Recovery Coaches & Community Connectors
- What are Primary Health Networks?
- The National Psychosocial Support Measure



Creating Healing Environments - Understand the importance of creating safe and healing environments in trauma informed care and practice.

- What is trauma and its impacts
- Healing from trauma
- Creating safe and healing environments
- People and communities at risk for trauma
- Self-care



Empowerment - Understand the importance of self-direction as a key recovery tool.

- Decision making
- Types of decision making
- Self-advocacy
- Self-directed care
- Choice and control
- Digital literacy

For each key topic the 'Supporting Community Connection' learning materials include a:

- Power Point Presentation
- Trainer/Facilitator Guide
- Video
- Additional Resources.

Power Point Presentations

Each Power Point (PPT) presentation is about 15 slides. Each presentation begins with an inspiring quote to help general reflection on the topic. Key knowledge and skills are emphasised throughout the slides. Each topic has three major activities. The emphasis is on ensuring reflective practice, either for individuals or groups of people, with other small activities related to this.

The 'Supporting Community Connection' PPT presentations are unlocked and can be modified for individual preferences in use.

Facilitator/Trainer Guides

Each Trainer/Facilitator Guide is 15 pages or less. The Trainer/Facilitator Guide template includes:

- Slide/s - information about which slides can be with what key messages
- Time – a suggestion about the time to be spent on each key message
- Key message/s – more detailed information about each slide for the trainer/facilitator
- Resource/s – that materials that may be needed for content delivery.

The 'Supporting Community Connection' Trainer/Facilitator Guides are unlocked and can be modified for individual preferences in use.

Videos

Each video is about five minutes long. The videos feature Community Workers, volunteers, peers and other supporters, both paid and unpaid, talking about their experiences against each key topic. The videos reinforce the learning outcomes for each key topic using Plain English.

Additional Resources

Another resource for each key topic is suggested for people who want additional learning. Facilitators/trainers are asked to be familiar with the additional resources so they can be discussed, and their use encouraged, during learning.

Additional resources used with key topics



What is Recovery? – MHCC (2018). *Recovery Oriented Language Guide - Second Edition Revised*: https://www.mhcc.org.au/wp-content/uploads/2019/08/Recovery-Oriented-Language-Guide_2019ed_v1_20190809-Web.pdf

It is vital that words used in recovery-oriented practice approaches convey hope and optimism, and support and promote a culture that fosters recovery.



Community Inclusion - MHCC reimagine.today: 'What does psychosocial disability mean to you?': <https://reimagine.today/step-1/what-does-psychosocial-disability-mean-to-you/>

This short video has people with lived experience describing what psychosocial disability means to them.



Supports and Services - World Health Organisation (2019). *Right of everyone to the enjoyment of the highest attainable standard of physical and mental health*: <https://www.mhcc.org.au/wp-content/uploads/2019/09/Right-Physical-MHWHO-2019-.pdf>

This quote and rights-based approaches have shaped development of all learning resources:

“Good mental health and well-being cannot be defined by the absence of a mental health condition, but must be defined instead by the social, psychosocial, political, economic and physical environment that enables individuals and populations to live a life of dignity, with full enjoyment of their rights and in the equitable pursuit of their potential.”



Embracing Change - *Strengthening Information, Linkages and Capacity-building: A National Strategy towards 2022* (2018): <https://www.mhcc.org.au/wp-content/uploads/2019/09/Strengthening-ILC-National-Strategy-towards-2020.pdf>

This document describes directions for strengthening community inclusion for people living with disabilities.



Creating Healing Environments – MHCC (2019). *Trauma Informed Events Checklist and Policy and Protocol*: https://www.mhcc.org.au/wp-content/uploads/2018/05/ticp_checklist_v4_20180222.pdf

MHCC used this guideline to shape all project activities. It is a useful and easy to use tool for creating healing environments



Empowerment
<https://reimagine.today/>

The MHCC reimagine. today website includes knowledge and skills to empower people to navigate the NDIS.

The CEEP Project has generated other ideas for resource development to help people learn skills to better support people living with mental health challenges. These include:

- Conducting a social/digital media marketing campaign to help direct people to MHCC's 'Supporting Community Connection' webpage and encourage use its learning materials
- Development of online learning resources against the key topic areas.

MHCC developed the key topic learning materials for trial delivery as one-hour key topics over two half-days of face-to-face training.¹⁰ This approach, along with the University of Sydney trial evaluation, allowed us to understand what content worked best to help people better support people living with mental health challenges.

However, MHCC has designed the learning materials for use in a range of optional ways and we describe these next.

Using the Learning Materials

The 'Supporting Community Connection' learning materials and opportunities are designed for Community Workers working outside of the mental health sector. They will also be of use to a range of other trusted supporters of people living with mental health challenges, both paid and unpaid.

MHCC conducted the 'Supporting Community Connection' CEEP Project learning materials trial as face-to-face training.¹¹ However, people are increasingly time poor for learning activity and especially traditional face-to-face training. In addition, the resources that people, workplaces and communities have available to them to have learning opportunities happen can vary. This is in addition to us learning in environments where learning priorities and opportunities change frequently.

You can choose any of the 'Supporting Community Connections' learning materials and use them in a range of ways to best address leaning and development needs. Different learners will have different education and training needs and make different choices to address them. The 'Good Practice Guide' does not educate people about adult learning theory and methods. Facilitators, trainers, learners and others that use the learning materials may or may not be qualified trainer and assessors.

People interested to use the learning resources may include:

- Individuals like Community Workers, volunteers, peers and others in the community
- Groups of people wanting to learn together
- Organisations
- Programs or teams within organisations
- Local community capacity-building initiatives.

¹⁰ MHCC (2020). *Op. cit.*

¹¹ MHCC (2020). *Op. cit.*

Co-design participants identified other services that may want to use the learning resources

- Primary Health Networks (PHNs)
- National Psychosocial Support (NPS) service providers
- Local Area Coordination (LAC) services providers
- GPs
- Carer Gateway service providers
- Mental health service directors
- Rotary, Lions Clubs, etc
- TAFE and other tertiary education providers
- Police, ambulance and other first responders.

The learning resources and opportunities aim to:

- Upskill Community Workers (non-mental health specific) and other supporters with foundational knowledge and skills in recovery-oriented and trauma-informed practices that are essential to establishing relationships with people living with mental health conditions with, or at risk to develop, psychosocial disability
- Increase the capability of Community Workers (non-mental health specific), volunteers and peers to encourage and support the choice and control of people living with mental health conditions
- Assist workers to understand how aspects of recovery-oriented practice can be applied to disability support work when working with participants experiencing psychosocial disability
- Provide guidance to frontline managers directly supervising NDIS Support Workers, on how to support the learning outcomes for workers engaged in this learning program
- Peer group supervision (peer in this context means a co-learner who may or may not have a lived experience of a mental health condition).

Some ways to use the learning materials include:

- Self-directed learning including on-line learning
- Line and/or professional development supervision
- Using coaching, mentorship and peer group supervision arrangements
- Face-to-face (classroom)
- Blended delivery (mixed media).

Facilitator/trainer tips

- MHCC recommends that each learning event commence with an Aboriginal, Torres Strait Islander acknowledgement. A lived experience and trauma acknowledgment can follow.
- All learning events and/or activities should be trauma informed. MHCC has developed a brief resource to help people to do this.¹²
- Do I need to be a subject matter expert to work with the topic content? No. It is helpful to be aware of the content and this is why MHCC has developed

¹² Mental Health Coordinating Council (2019). *Trauma Informed Events Checklist and Policy and Protocol*: https://www.mhcc.org.au/wp-content/uploads/2018/05/ticp_checklist_v4_20180222.pdf

Facilitator/Trainer Guides for each key topic. We encourage facilitators/trainers to be familiar prior to delivery and to also be open about what they are not familiar with. It is important to role model a desire to learn and to also instil this desire in others.

- Do I need training and assessment qualifications to deliver the content? No. A formal qualification in training, education, assessment, etc. is not needed.
- Where possible, we suggest that people using the learning materials make use of a peer facilitator/trainer or co-facilitator/trainer. This is because the contribution of lived experience of a mental health condition adds richness and depth to the learning material.
- Please avoid using acronyms. There was strong co-design and trial feedback that people found the use of acronyms – especially within the National Disability Insurance Scheme (NDIS) implementation and mental health reform environment to be overwhelming and confusing. When you use acronyms, try to also use the full names of things at the same time.
- Where possible, use a ‘train-the-trainer’ approach to content delivery. This for facilitators/trainers to build their capacity to deliver the content and related learning opportunities over time.
- Some topics can work well bundled. For example:
 - Recovery followed by Creating Healing Environments
 - Community Inclusion followed by Supports and Services
 - Supports and Services followed by Embracing Change
 - Empowerment followed by Embracing Change

MHCC encourages you to be creative, innovative and have fun in your use of the learning materials!

Sample Aboriginal, lived experience and trauma acknowledgement

I would like to acknowledge the Aboriginal owners of the land on which we meet, (e.g. the Gadigal People of the Eora nation) and pay my respects to their elders past, present and emerging. I also acknowledge the lived experience of people recovering from mental health conditions here today and in our community and their contributions to building more inclusive communities including human services reform. I also acknowledge the impacts of trauma on people’s health and wellbeing, including their social and emotional wellbeing.

Examples of using the ‘Supporting Community Connection’ learning materials

A new assertive outreach and engagement service to help people struggling with their social and emotional wellbeing, and to link them with supports and services that they want and need, is being established. Partner ‘host’ organisations in all States and Territories will need to recruit 150 staff and volunteers to deliver the service. Host organisations are made aware of, and encouraged to use, the ‘Supporting Community Connection’ learning materials as part of their workforce professional development offerings.

A Primary Health Network (PHN) in Western NSW is funding a new service for people with mental health challenges that are not eligible for the NDIS. They ask the

organisations who will provide the new service to use all six of the learning key topics to make available two-half days of orientation and induction training for new staff and volunteers. They require the training to be co-facilitated with a person with lived experience of recovery from mental health challenges.

A small sized emergency housing service in Adelaide works to develop a strategy for creating learning opportunities to upskill their 15 staff. As a group they watch and discuss the 'What is Recovery?', 'Community Inclusion' and 'Empowerment' videos and then staff discuss these in line supervision.

A drop-in homeless program in the inner-city Melbourne area play all six videos in their lunchroom. They also introduce a 90-minute educational offering for both clients and staff using the 'Creating Healing Environments' key topic.

A large national charity provides a range of community services throughout Australia. They employ about 2,800 workers and have about 1,750 volunteers. They help in the areas of homelessness and housing, families and children, early learning, youth, employment and skills, alcohol and other drugs, disability, mental health, and strengthening communities.

The Northern Territory organisation brings together a group of indigenous people to watch the 'Community Inclusion' and 'Supports and Services' videos, yarn about them, and think about how they could use the video within aboriginal communities. They decide to provide MHCC with feedback about how the resources could be more culturally inclusive.

The Tenants Advisory Council of a large Sydney community housing estate decides to spend one year focusing on ways that neighbours might better support people living with complex health and social problems, including mental health conditions. One element of their work makes use of each of the six videos as conversation starters at their bi-monthly meetings.

An emergency and homelessness service in Newcastle (20 staff and 50 volunteers) focus on the 'Embracing Change' module. They make some changes to the PPT and Facilitator/Trainer guide to conduct six two-hour face-to-face training sessions. They arrange for peer coaching and mentorship for four people with lived experiences of homelessness, substance misuse and recovery to co-facilitate the training.

A small program Broken Hill, NSW, uses volunteers to support the community connection of people in the far west of NSW who are lonely or socially isolated. They use all six of the videos to offer volunteers one hour of training each month as part of their orientation and induction process.

A substance misuse program in Orange, NSW, have used both the videos, Power Point presentations, and one-hour facilitator plans to offer the 'What is Recovery?', 'Creating Healing Environments' and 'Empowerment' key topics to residential clients as part of their therapeutic program.

A Local Area Coordination (LAC) service in Tasmania organises a professional development forum for their staff and volunteers. They amend to Trainer/Facilitator

Guides and Power Point presentations for 'Community Inclusion', 'Supports and Services' and 'Embracing Change' to fit into their planned one-day event program.

Although the 'Supporting Community Connection' CEEP Project has concluded MHCC is doing other work to help support people to use the resources nationally. This includes the development of three one-minute videos:

- An 'Introduction' video – explaining the project including the people that contributed, the activities they undertook and the ILC outcomes that these contributed to
- A 'Trailer' video – to be used for promotions to help people find the MHCC project webpage and learning materials, and encourage their use
- A 'promotional' video – to provide more information about how the learning materials can be used.

A social/digital media marketing campaign will make use of the brief videos to help to send people to the MHCC project webpage and learning materials; and to encourage use of the learning materials.

Opportunities to develop brief e-learning resources for some, or all, of the six key topics areas are also being explored.

To help promote the availability and use of the 'Supporting Community Connection' learning materials you can post information about them to your Twitter, Face Book, Linked In, You Tube, Instagram, Pinterest or other social/digital media account.

If you have other ideas for promoting the availability and use of the learning materials, or have used them, please let us know.

Provide Feedback

MHCC is keen to receive feedback about your creative, innovative and fun use of the learning materials:

- How you have used the free 'Supporting Community Connection' learning materials
- Which elements of the learning materials did you use?
 - Content
 - Products
- Suggestions for other content and products that could be useful
- Stories about the impact that the learning materials have had on the lives of people and communities
- Where you have promoted the availability of the 'Supported Community Connection' learning resources.

Please send your feedback to:

info@mhcc.org.au

Subject: 'Supporting Community Connection' Learning Material

Attachment 1 – Acronyms and Glossary

| | |
|---------|---|
| CEEP | <p>Community Education Engagement Package</p> <p>This is what the National Disability Insurance Agency (NDIA) asked the Mental Health Coordinating Council (MHCC) to develop.</p> |
| CMO | <p>Community managed organisation. Some people call CMOs non-government organisations (NGOs).</p> |
| COS | <p>Continuity of Support. This time-limited program is for transitioning clients of Commonwealth mental health programs who are testing out their NDIS eligibility.</p> |
| ILC | <p>Information, Linkages and Capacity-building. The ILC component of the National Disability Insurance Scheme aims to build the capacity of people with disability in Australia to achieve their goals and for them to be included in all aspects of community life.</p> |
| LAC/s | <p>Local Area Coordination/Local Areas Coordinators. LAC/s LACs are local organisations working in partnership with the National Disability Insurance Agency (NDIA), to help participants, their families and carers access the National Disability Insurance Scheme (NDIS). LACs help participants write and manage their plans and connect participants to mainstream services and local and community-based supports.</p> <p>Attachment 5 is an example of LAC organisations in NSW.</p> |
| LHN/LHD | <p>Local Health Networks (LHNs), known as Local Health Districts (LHDs) in NSW, are government health services including mental health services.</p> |
| MHCC | <p>Mental Health Coordinating Council. MHCC is the peak body for non-government CMOs working to assist people living with mental health challenges in NSW.</p> |
| NDIA | <p>National Disability Insurance Agency. The NDIA is the Commonwealth government organisation administering the NDIS.</p> |
| NDIS | <p>National Disability Insurance Scheme. The NDIA is a new way of providing support for Australians with disability, their families and carers.</p> |
| NGO | <p>Non-government organisation. Some people call NGOs community-managed organisations (CMOs).</p> |
| NPS | <p>National Psychosocial Support (NPS) measure. The 31 PHNs in Australia have worked with CMOs to start a new program called</p> |

the Psychosocial Support Service. These programs can help people living with mental health challenges who are ineligible, or do not want to apply, for NDIS funded supports and services.

Attachment 6 is an example of NPS programs in NSW.

PICT

Partners in the Community. The NDIA pays PICT organisations, who are CMOs/NGOs, to help make communities more inclusive for people living with disability.

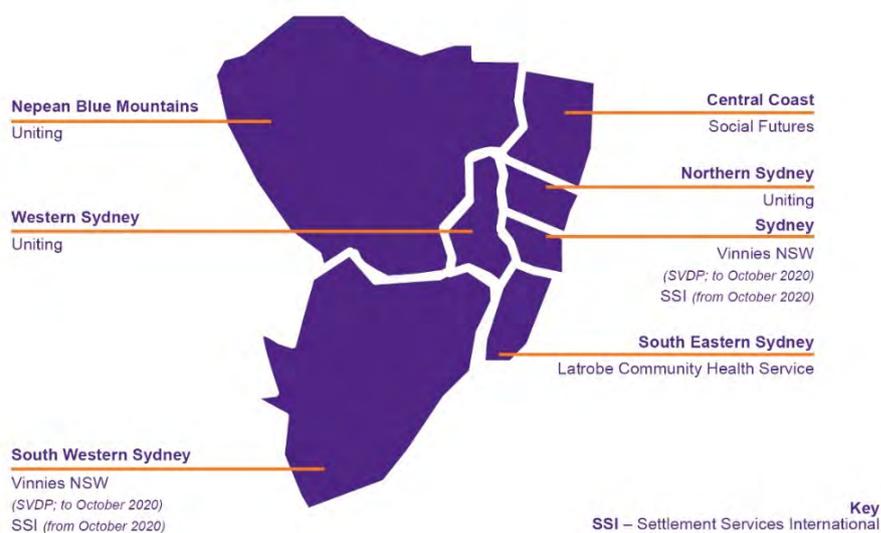
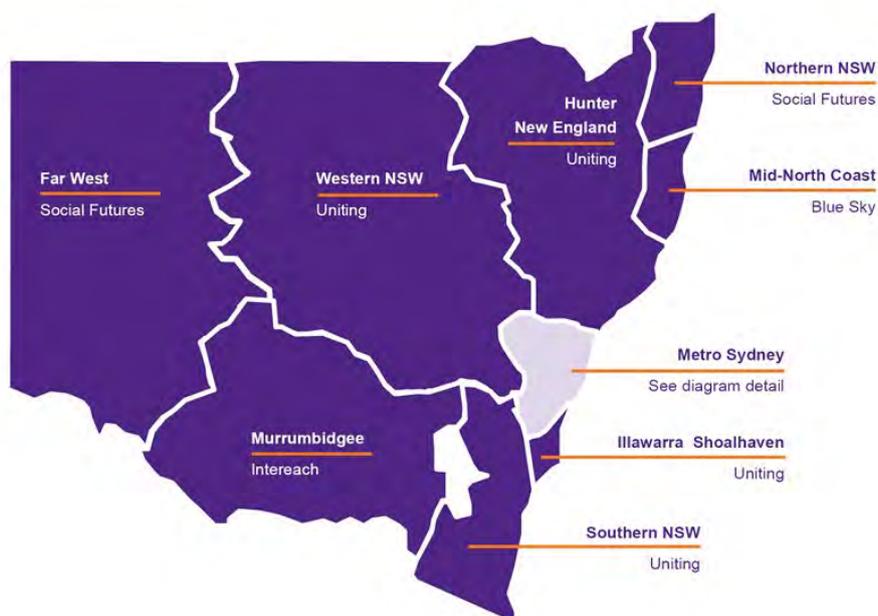
Attachment 2 is an example of PICT organisations delivering Local Area Coordination services in NSW (these are the same as LAC organisations).

PHN

Primary Health Network. There are 31 PHNs in Australia and 10 of these are in NSW.

Attachment 3 lists Australian PHNs.

Attachment 2 – Local Area Coordination Organisations in NSW¹³



¹³ To use the ‘Supports and Services’ key topic learning material you will need to be aware of Local Areas Coordination (LAC) service providers in your area.

Attachment 3 – National Primary Health Networks¹⁴

There are 31 Primary Health Networks (PHNs) in Australia.
PHNs are about providing:

- The right care
- In the right place
- At the right time.

Many PHNs provide an initial assessment and referral service for mental health care.



¹⁴ To use the 'Embracing Change' key topic learning material you will need to be aware of the Primary Health Network (PHN) service/s in your area.

Attachment 4 – National Psychosocial Support (PSM) Measure Providers in NSW¹⁵

| Primary Health Network (funder) | PSM Provider |
|--------------------------------------|--|
| <u>Metropolitan NSW</u> | |
| Central and Eastern Sydney | Flourish Australia ('Connect and Thrive') |
| Northern Sydney | Mission Australia |
| South Western Sydney | One Door Mental Health in partnership with Flourish Australia ('Connector Hub') |
| Western Sydney | One Door Mental Health in partnership with Flourish Australia ('Connector') |
| <u>Non-metropolitan NSW</u> | |
| Hunter New England and Central Coast | |
| Newcastle and Hunter | Hunter Primary Care |
| Central Coast | Central Coast Primary Care |
| New England (most) | Flourish Australia |
| Moree, Narrabri and Gunnedah | Anglicare |
| Murrumbidgee | Wellways Australia ('Well Connected') |
| Nepean Blue Mountains | Stride (formerly Aftercare) |
| North Coast | Mission Australia |
| South Eastern NSW | Flourish |
| Western NSW | NEAMI National |

¹⁵ To use the 'Embracing Change' key topic learning material you will need to be aware of National Psychosocial Support (NPS) service/s in your area.