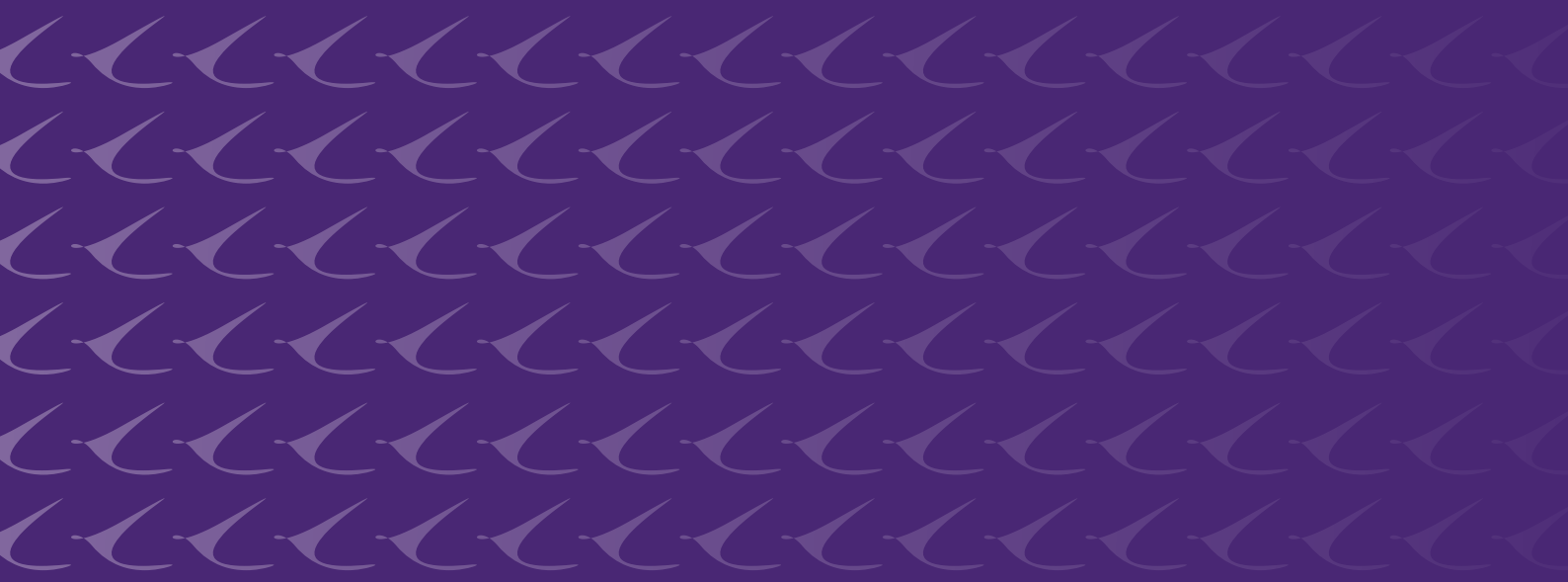
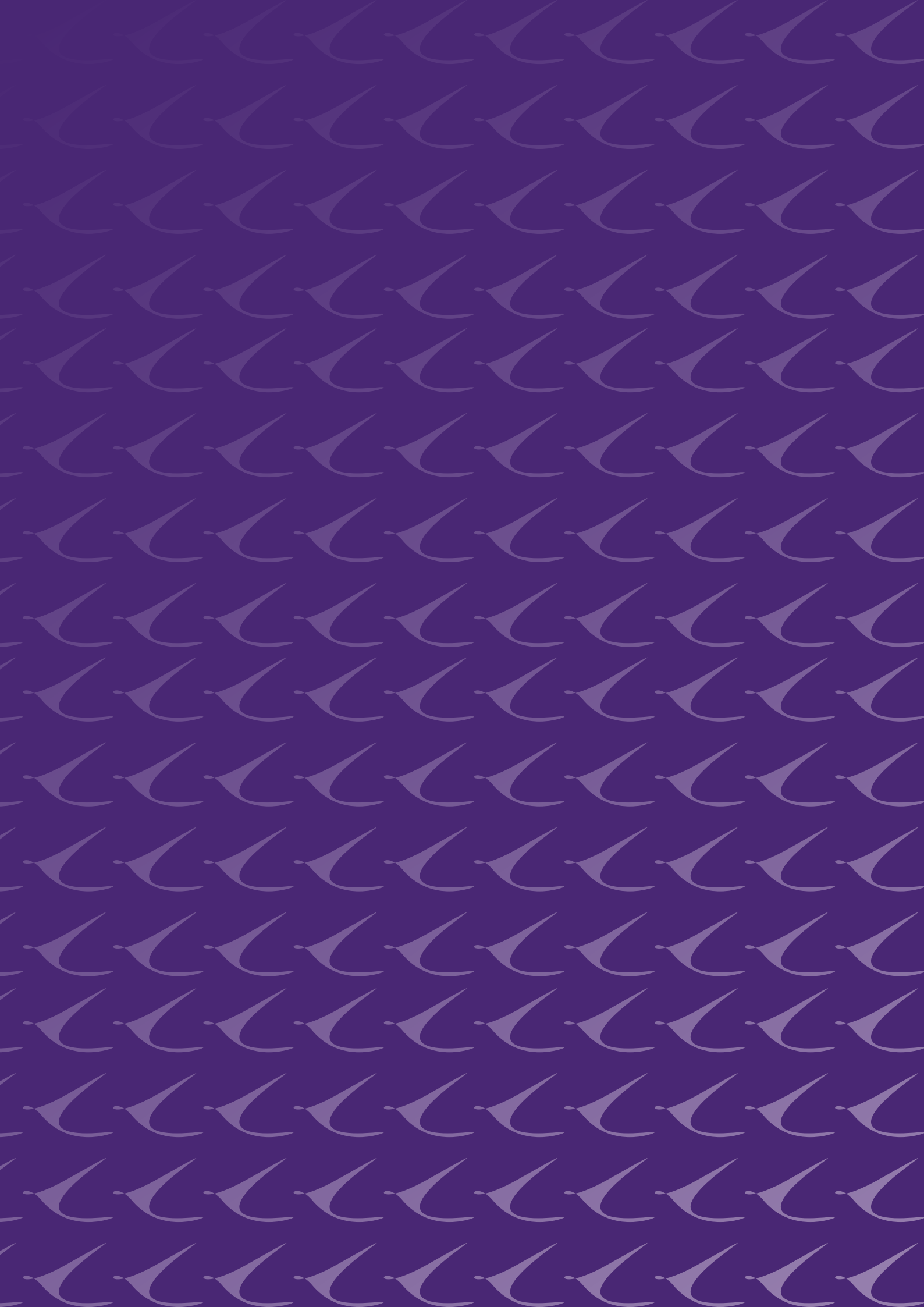




# ANNUAL REPORT 2020-2021

MENTAL HEALTH COORDINATING COUNCIL





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## CEO Report

CARMEL TEBBUTT

The last 12 months have been some of the most difficult times ever faced by the mental health sector. COVID-19 restrictions required to keep the community safe made service delivery extremely challenging while at the same time the demand for mental health services has never been greater. The resilience and creativity of member organisations in supporting people during such turmoil was extraordinary.

Mental Health Coordinating Council, like so many, moved most of our services and support for member organisations online and remained as busy as ever in our advocacy and sector development efforts.

Our new series of webinars, Advocates and Allies providing front line mental health workers with a better understanding of the mental health system agencies and programs has been extremely well received.

2020-21 also saw the conclusion of the first phase of the “Embracing Change” project culminating in the National Forum, a “blended” event with over 800 registrants online along with face-to-face attendees and included an address by Dr Michelle Funk from the World Health Organisation.

We continued our popular Meet your Neighbour networking event, taking it online. And thanks to ongoing funding from the NDIA, our Sharing [reimagine.today](https://reimagine.today) expanded awareness of the enhanced website with its new resources for people from regional and rural Australia, culturally and linguistically diverse communities, the LGBTQI+ community and Aboriginal and Torres Strait Islander people.

Learning and Development moved into new areas with a successful collaboration with the Community Housing Industry Association to deliver mental health training to frontline community housing workers while also continuing its regular program of both professional development and Certificate IV training.

Our advocacy efforts during the past year have been focussed on the recommendations of the Productivity Commission which was released in December 2020. MHCC also collaborated with other social sector peaks to commission new research by Equity Economics about the contribution that social services in NSW make to the State’s economic and social wellbeing. And as always, numerous submissions were made including on the NSW Budget, Independent Functional Assessments for NDIS participants, various COVID-19 related issues and NSW Health policies.

None of this would be possible without the talented and committed MHCC staff and I thank all staff for their stellar efforts in what has been a tough year.

Thank you to our member organisations who despite being stretched in ways almost unimaginable, always found time to respond to our many requests for action and advice.

And thanks to our partner organisations, it goes without saying that the Ministry of Health has been under enormous pressure and yet David Pearce the Executive Director and his capable team have been responsive and consultative.

Our warm and collaborative relationship with the Mental Health Commission and Commissioner Catherine Lourey has seen us work together on important initiatives.

I would finally like to thank MHCC Chair Judi Higgin who provides wise guidance and unfailing support and the Board for their dedication and valuable advice.

Carmel Tebbutt

*Chief Executive Officer*



## Chair Report

JUDI HIGGIN

Mental health was very much in the spotlight over the 2020-21 year. The impact of COVID-19 on the mental wellbeing of the community, the announcement of a raft of new services and the release of the Productivity Commission Inquiry into mental health all meant that mental health was never far from the public debate.

The MHCC Board devoted considerable time in the last 12 months to focus on advocacy efforts regarding the Productivity Commission report. The Productivity Commission Report made 21 recommendations which reinforced the necessity for governments to act urgently to reform Australia's mental health system. MHCC along with many other organisations, worked hard to bring the need for more psychosocial supports to the Commission's attention, so it was pleasing to see Recommendation 17 which calls for Governments to increase the funding for psychosocial supports outside the NDIS to ensure that all people who need it should have access to adequate support.

After the Report was released, MHCC prepared a Parliamentary Briefing paper on the Commission's recommendations, setting out the priorities for action in NSW. Continuing the important relationship with Parliamentary Friends of Mental Health, a joint forum for member organisations and MPs was held in Parliament House with an address from Productivity Commissioner Stephen King.

MHCC has also been active in the advocacy activities to ensure a new National Mental Health and Suicide Prevention Agreement. Mental Health Australia CEO Leanne Beagley addressed the Board in December and MHCC worked with MHA on their Advice to Governments about reform opportunities presented by the National Agreement. This will continue to be a priority for MHCC as the Agreement takes shape.

The Board has worked productively throughout 2020-21 to provide effective governance and

leadership for MHCC. A Board skills audit undertaken during the year reconfirmed the required areas of expertise are well covered by MHCC Directors.

I want to pay tribute to the work of my fellow Directors who despite facing enormous challenges in their own organisations found the time and energy to contribute to their Board role with diligence and commitment. Longstanding CEO of Jewishcare Claire Vernon retired at the end of last year and stepped down from the MHCC Board. Claire was replaced by Justin McKenzie, General Manager of Wellways in NSW who has brought a valuable perspective to the Board.

Thank you to MHCC members for your support, activism and engagement. And thank you to the MHCC staff who have worked so hard over the past year to support members.

Judi Higgin  
*Chair*



## MHCC BOARD



### JUDI HIGGIN - CHAIR

Finance and Audit Committee

**QUALIFICATIONS:** MBA, B Soc Sci, Dip Frontline Mgt, Adv Dip Disability Services

**EXPERIENCE:** Passionately employed in human services over 30 years, including C-level and executive roles. Committed to principles of recovery, empowering

individuals to achieve their potential by exercising choice and control over their lives. Judi has strong skills and experience in governance, strategy, finance and risk management and comprehensive board experience given her tenure as a Director and Chair of MHCC and other CMOs.

**MEETINGS ATTENDED: 7/7**



### DARIO MOLINA Treasurer

Finance and Audit Committee Chair

**QUALIFICATIONS:** B. Commerce, Chartered Accountant

**EXPERIENCE:** CEO of CBHS Corporate

Health, a provider of private health insurance and corporate wellbeing programs with over 20 years experience in Management roles within Australia and abroad. A member of the Australian Institute of Company Directors.

**MEETINGS ATTENDED: 7/7**



### MARIAM FARAJ Governance and Compliance Committee Chair

**QUALIFICATIONS:** B Soc Sci, Grad Dip Ed, Dip Leadership & Mgt, GAICD

**EXPERIENCE:** Over 20 years experience in community, primary and mental health care, including GM, Clinical Services

CESPHN, Director Health Service Delivery, SES Medicare Local Manager Mental Health, SES Medicare Local Social Work.

General Manager Clinical Services, Central & Eastern Sydney PHN.

**MEETINGS ATTENDED: 7/7**



### MARK ORR

Governance & Compliance Committee  
Finance & Audit 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 senior executive in community managed and public sector organisations. Appointed a Member of the Order Australia in 2019 for services to community health.

CEO and Company Secretary, Flourish Australia.

**MEETINGS ATTENDED: 7/7**



## JUSTIN MCKENZIE

Finance and Audit Committee

**QUALIFICATIONS:** B. Sc. (Physiology), B. Bus. and Com (Mgt), Dip. Management.

**EXPERIENCE:** 11 years management experience in the community sector spanning disability, employment,

education and mental health.

General Manager Services, NSW and ACT, Wellways Australia.

**MEETINGS ATTENDED: 4/4**



## PETER GIANFRANCESCO

**QUALIFICATIONS:** B. Social Welfare, B. Psychotherapy, B. Nursing (Mental Health)

**EXPERIENCE:** 40 years in the mental health sector in Australia and the UK. Significant clinical practice and clinical

leadership roles in acute settings, senior service management in public mental health services in Australia, and 15 years CEO of a CMO in the UK.

NSW State Manager, Neami National.

**MEETINGS ATTENDED: 5/7**



## MARGARET BOWEN

**QUALIFICATIONS:** BA (Hons) Psych

**EXPERIENCE:** 34 years community sector management experience. Member State Committee of National Disability Services

CEO, The Disability Trust.

**MEETINGS ATTENDED: 5/7**



## IRENE GALLAGHER

**EXPERIENCE:** Mental health and wellbeing consumer, passionate peer support worker, advocate, educator and academic with 25 years in the mental health sector.

CEO, Being.

**MEETINGS ATTENDED: 4/7**



## JONATHAN HARMS

**QUALIFICATIONS:** B.A., B. LAWS

**EXPERIENCE:** Policy advisor and stakeholder manager for State and Federal Ministers. Co-chair CESPHN Regional Mental Health and Suicide

Prevention Plan Implementation Steering Committee

CEO, Mental Health Carers ARAFMI NSW (MHCN).

**MEETINGS ATTENDED: 6/7**



# Members





## Members



**84**

Total Members 2020-2021



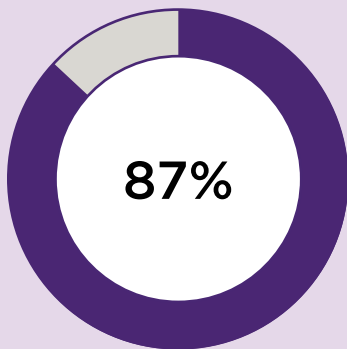
Members



Associate  
Members

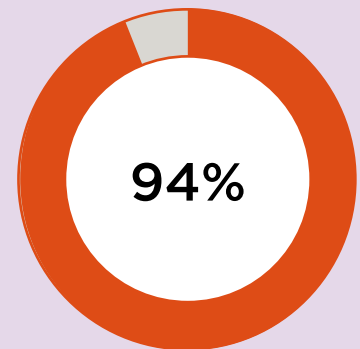


Friends  
of MHCC

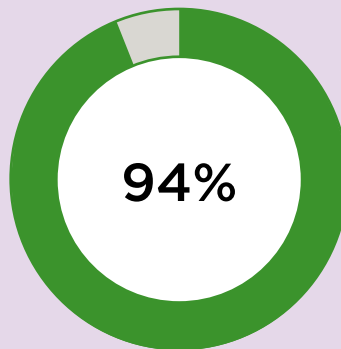


of respondents rated MHCC's performance at representing members' issues to government and other agencies as excellent or good.

### Member Survey Results



rated MHCC online publications as excellent or good.



of member said MHCC did an excellent or good job at keeping members informed about the sector.

## Forum with the NSW Parliamentary Friends of Mental Health



CEO Carmel Tebbutt (second from left) is joined by Minister for Mental Health Bronnie Taylor (left), Kara Nicholls from Gidget Foundation and NSW Mental Health Commissioner Catherine Lourey (right)

Our annual CEO Forum with the NSW Parliamentary Friends of Mental Health brought together key figures from the community mental health sector with NSW Members of Parliament.

The Forum is held annually to discuss and share thoughts on the future of mental health and the community managed sector.

Guest speaker, Dr Stephen King, Lead Commissioner for the Productivity Commission Inquiry into Mental Health, spoke about the

innovations in mental health and encouraged organisations like MHCC to act as a channel for sharing information.

NSW Minister for Mental Health, Bronnie Taylor, NSW Parliamentary Friends of Mental Health President Scott Farlow and NSW Mental Health Commissioner Catherine Lourey were among the large crowd at the event.

The Parliamentary Friends Forum was held at Parliament House in May 2021.

## MHCC details its priorities in a NSW Parliamentary Briefing Paper

In early 2020, MHCC developed [NSW Parliamentary Briefing: Productivity Commission Inquiry into Mental Health](#), a position paper detailing our road map for action in the community mental health sector.

The position paper was sent to members on all sides of the NSW Parliament, with a call to urgently increase investment in mental health services.

As a priority, the MHCC Position Paper urged the NSW Government to lock down an agreement over funding for mental health with the Commonwealth Government.

“We urge NSW to lead the nation by increasing its investment in mental health services in the forthcoming Budget and committing to a new National Mental Health and Suicide Prevention Agreement,” MHCC CEO Carmel Tebbutt said at the time.

As part of the NSW Parliamentary Briefing, MHCC created a [Key Recommendations document](#), setting out our first eight steps to support community managed mental health organisations, the sector and people supported by the sector.

**Key recommendations**  
MHCC priorities for action on mental health in NSW

- The NSW Government work with the Australian Government to implement the recommendations of the Productivity Commission Report into Mental Health to create a mental health system that place people at its centre and ensures people living with mental conditions get the services they need to lead contributing lives in their communities
- Increase resources to deliver codesigned psychosocial supports to the 46,000 people missing out on vital support.
- Provide additional funding in the 2021/22 NSW Budget, delivered over four years, for:
  - 5000 additional community living support places
  - 600 Step-Up Step-Down places
  - Integrated Community Mental Health Hubs.
  - Additional support models identified through local planning
- Apply the National Mental Health Service Planning Framework to estimate service gaps and inform additional investment.
- The NSW Government to actively support a new National Mental Health and Suicide Prevention Agreement, which clarifies responsibilities and additional funding for psychosocial services by each level of government. The Agreement should:
  - articulate the importance of psychosocial support services
  - set out a clear role in planning for community-managed mental health organisations, consumers and carers
  - establish performance and accountability mechanisms for each level of government
  - include a mechanism to ensure all funds intended for mental health services are used for delivery of mental health services.
- Introduce guidelines for services delivered by community mental health organisations to allow rolling five-year contracts based on ongoing review and achievement of objectives.
- Any transfer of psychosocial supports (outside of the NDIS) to state and territory governments, must include shared accountability between both levels of government to address gaps in funding to deliver these services.
- Elevate local solutions by encouraging collaboration between community-managed mental health organisations, local health districts and primary health networks.

### SNAPSHOT 2020 - 2021

## Landmark Report into NSW social services sector

In early 2021, a report from Equity Economics, commissioned by NCSS, with MHCC and other NSW peak bodies and sponsorship from HESTA, identified the NSW social services sector, which employs more than 230,000 people, and provides care to more than 1 million people per year, has reached a crossroads.

While the report [The Social Sector in NSW: Capitalising on the potential for growth](#) underlines the opportunities arising from investing in the sector, it points to rising demand and unmet need as disturbing trends impacting the workforce, service quality and outcomes, and future capability if left unaddressed.

The report identifies the job creation potential of the sector, with another 62,000 employees needed by 2030 to cater to increased demand.

## Your Experience of Service – Community Managed Organisations Pilot Project

During 2021, the first stage of a significant pilot project to collect feedback from consumers about their experience of community managed mental health services concluded.

Results from the project were released in the [Your Experience of Service – Community Managed Organisations Pilot Project](#) (YES-CMO) report in June 2021.

The project provided evidence of positive consumer experience in community managed mental health services. Overall, 89% of consumers reported a positive experience.

The YES-CMO Pilot Project Report included results from the first 15 months of the pilot project, collected in 2020 and 2021 from 73 teams.

### ABOUT THE YES-CMO PROJECT

There is strong interest in the development of a standardised, national measure of mental health consumer experiences of care to support quality improvement, service evaluation and benchmarking between services.

The YES-CMO Project is a joint initiative of the NSW Health InforMH and MHCC to capture information on the perspectives of consumers in our sector.

The project demonstrates the commitment of the NSW Ministry of Health and community managed organisations to work in partnership with consumers to improve services.

**MHCC thanks the community managed organisations, teams on the ground and consumers who supported this important effort to involve the consumer voice in service improvement.**

### SNAPSHOT 2020 - 2021

## Co-authored study with University of Newcastle

Working with the University of Newcastle, MHCC co-authored a study into the role community psychosocial organisations play in preventing physical poor health in people with mental health conditions.

The study titled **Preventive care practices to address health behaviours among people living with mental health conditions: A survey of CMOs** found 80% of CMOs provided preventative care to address health behaviour.

The most common issues addressed by community mental health organisations were physical inactivity and smoking.

People living with mental health conditions have a reduced life expectancy of approximately 10 years compared to the general population.



## CMHDARN Report

The Community Mental Health Drug and Alcohol Research Network Project is a partnership project between the MHCC, NADA and the Mental Health Commission of NSW. CMHDARN was established to broaden involvement of the community mental health and alcohol and other drugs sectors in practice-based research and to promote the value of research and evidence in practice.

The overall aim of the Network is to:

- improve the service quality, and correspondingly outcomes for service users of community-managed services
- promote increased awareness and understanding of co-existing mental health and alcohol and other drugs issues.

In 2020-21, CMHDARN achieved these aims through providing two Innovation and Evaluation Grants to Flourish and Smart Recovery to conduct research focused on the needs of people living with co-existing mental health and AOD needs. CMHDARN continued to support building the research capacity of the sector through facilitating webinars and distributing the CMHDARN Connect bi-monthly Newsletter. This was further achieved through the Community Research Mentoring Program which links community-based researchers to academics to provide ongoing advice and build the research confidence of our CMHDARN members.

CMHDARN continues to receive positive feedback from its members for its supportive and informative project.

## Submissions made during 2020 - 2021

A key part of our leadership and advocacy work is providing a strong voice for the sector on reform and structural change. Working in consultation with the sector, we produced 18 submissions representing the community managed mental health sector in policy and legislative reforms. Submissions were provided to both State and Commonwealth governments, the NSW Ministry of Health, the NDIS, Mental Health Commission and others.

### SUBMISSIONS

- NSW Housing Strategy Submission
- NDIS Commission Inquiry Submission
- CMHA Support Coordination Survey responses
- MHCC together with Newcastle University – Preventive Care Practices Peer Reviewed Paper in final draft stage for Preventive Medicine Journal
- NSW Aboriginal Mental Health and Wellbeing Policy
- Consulted with HASI members, Legal Aid MHLAS & MHRT
- re: UNSW Research about Correction patients and HASI, and NDIS & COVID
- ACI TICP in Mental Health Services Organisational approach
- MHC Consultation – Mental Health Support Model
- MoH Physical Health/Mental Health Guide
- MoH Future Health Strategy
- Dept of Health Survey on Productivity Commission Recommendations
- Extension of COVID amendment
- S203, Mental Health Act
- NDIA Policy for Independent Assessments - Consultation Paper
- Mental Health Line Independent Evaluation
- National Preventative Health Policy Consultation
- Select Committee MH and Suicide Prevention- Submission
- MH Commission - Virtual Service Delivery Guide Project
- NSQMH Standards for CMOs – Submission



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SUBMISSIONS



## A sea of need in our long-term mental health sector

**This is an abridged extract from an opinion piece by MHCC CEO Carmel Tebbutt published in the Sydney Morning Herald on 10 November 2020.**

Women can get a meal, wash their clothes or just have a chat at Lou's Place, a busy day refuge in inner Sydney. It also connects women to services in the community: crisis support, housing and mental health.

When I asked its manager what needed to be done to make the mental health system work better, she said most of the women visiting Lou's Place have experienced abuse, which often underlies homelessness and mental health issues.

But Lou's Place struggles to connect those women with longer-term mental health support to address their trauma.

Good initiatives are stretched to the max and there are simply not enough places, particularly those linked to accommodation that many people living with severe mental health issues require. New approaches are urgently needed.

A few kilometres down the road, one such service is opening its doors. The Bondi Prevention and Recovery Centre (PARC) is a rambling house, converted to provide intensive community support to help people with mental illness avoid hospital admission (known as step-up services), as well as residential places for people who have been in hospital, meaning they can be discharged sooner (step-down).

The step-up step-down model is widely operated across Australia, with other states investing heavily in this approach. It is not hard to understand why; these services have demonstrated they can reduce unplanned mental health-related hospital admissions and they are half the cost of an in-patient bed.

Yet there are only a handful of these services across NSW, and the emergency department is still far too often the first option for people experiencing a mental health crisis.

Community-based mental health support needs to operate consistently across the state, not as one-off initiatives dropped into a sea of need.

We have shown we can make mental health services available flexibly, according to people's needs. Now we need to apply that commitment to the community mental health system, to make sure Lou's Place, and all the other services like it, can always find long-term support for people whose needs are greatest.





## MHCC advocates for the sector during COVID-19 pandemic

The COVID-19 pandemic continued to stretch the capacity and resources of the sector and pushed us all to adapt quickly to a constantly changing environment.

Community-managed organisations adapted and innovated at pace to continue delivering much needed services while also meeting increased demand. Our Members moved quickly to respond to the new requirements brought about by evolving public health orders, including mandatory vaccination, travel permits and closures during the extended COVID-19 lockdown.

**MHCC wants to recognise this work, commitment and resilience shown by our members, and express our thanks to all in the sector for meeting the necessary demands with perseverance and dedication.**

To help meet the challenges facing community managed mental health organisations and the people they support, MHCC worked hard behind the scenes to respond and support our members.

MHCC kept members informed through regular COVID-19 CEO Updates, a dedicated COVID-19 section in our weekly FYI newsletter, on an [online resources page](#), in posts on our social channels and through Zoom member meetings.

MHCC maintained open lines of communication with the Ministry of Health to advocate on behalf of the CMO mental health sector and the extraordinary efforts of our members.

MHCC continued to be available to support members throughout the lockdown, and individual organisations reached out to MHCC on specific issues.

More than ever before, we needed to care for each other, our colleagues and the people we work to support to get through the pandemic together.

Thank you again to all our members for all you did and are doing to respond to the pandemic and the changed service delivery environment.

### SNAPSHOT 2020-2021

## Workforce survey of the community managed sector carried out in 2021

Information about the size and characteristic of the people who work in community managed mental health is fundamental to our understanding of the sector.

In April and May 2021 MHCC conducted the second of our landmark Surveys into the sector's workforce in NSW.

The 2021 Survey comprised 28 questions and was sent to all MHCC members and a range of other non-affiliated community managed organisations.

Based on MHCC members, the survey response rate was more than 50%.

*Results from the Survey were released in September 2021 and will be included in the 2021-2022 Annual Report.*

## Advocates & Allies:

Helping mental health workers better understand a complex system



Advocates & Allies sector development resources is a new series of informative sector development webinars, developed by MHCC.

The series aims to help mental health workers better understand the agencies, programs and processes that make up the NSW mental health system.

The information helps build strong advocacy skills to support people as they navigate the complex mental health system.

[Advocates & Allies: Towards Zero Suicides Initiative](#) was the third webinar in the series and proved the growing popularity of the resource.

Over 100 people registered to attend, and the event received plenty of positive feedback.

Comments included:

**“This has been a very informative and inspirational webinar - thank you all very much.”**

**“I think this webinar is fantastic.”**

**“Thanks, that was very useful.”**

Due to the success of the series, MHCC will continue to offer this valuable professional development resource to our members and the wider sector.



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SECTOR UPDATES

## New COVID-friendly format for Meet your Neighbour networking event

Due to the COVID-19 pandemic, MHCC was not able to hold our popular face-to-face networking events for community mental health workers and organisations during much of 2020 and 2021.

In response, we turned the event online and introduced a new segment called 'You Can Ask That'.

In line with COVID safety regulations, 'You Can Ask That' (an adaptation of the TV series 'You Can't Ask That') continues the opportunity for participants to connect while remaining socially distanced.

The premise of 'You Can Ask That' is to invite open discussion on questions submitted before the event.

The questions kickstart conversations for mental health workers and individuals to share, connect and explore within a safe, peer-led environment.



Penrith Meet your Neighbour in May 2021 was one of the face-to-face events held during the year



## Events held in 2020 - 2021

- MHCC CEO and Senior Managers Webinar
- HASI/CLS Provider webinar with Dr. Fizzell
- Advocates & Allies: A free web series for mental health workers - Health Care Complaints Commission
- Recovery Coach Webinar
- Meet your Neighbour Inner West Online
- MHCC Online AGM
- Reimagine - LGBTIQ+ People, Mental Health and the NDIS
- Allies and Advocates Webinar - Role of PHNs
- Embracing Change Webinar 8
- Meet your Neighbour Inner Sydney
- HASI/CLS Providers Forum
- Launch - The Social Sector
- in NSW: Capitalising on the Potential for Growth
- NDIS National Forum
- Parliamentary Friends of Mental Health CEO Forum
- Allies and Advocates Webinar: Towards Zero Suicides
- Meet your Neighbour Penrith

# Learning and Development during 2020-2021

## Highlights from the year



### MENTAL HEALTH AWARENESS JOINT PROJECT FOR COMMUNITY HOUSING WORKERS

This project, jointly delivered with Community Housing Industry Association (CHIA), was developed and delivered as a Mental Health Awareness course for frontline community housing workers.

Training was delivered by two trainers, one from MHCC and the other from CHIA, online over two half days. The success of the project can be measured in the positive feedback of participants.

"I enjoyed the content refresher and have shared the video on sympathy vs empathy and applying this in my work."

"Enjoyed the training, useful and validating, resources also helpful."

"More awareness now of the importance of recovery language and the Recovery Oriented Language Guide is useful and has had the most impact for me."

"Thank you, I am more aware of triggers. I had not thought about this from the service user perspective. I am now more aware as a male worker and take this on board."

### 140 PROFESSIONAL DEVELOPMENT SCHOLARSHIPS



delivered in a range of courses including, Understanding Mental Health, Understanding & Responding to Trauma, Indigenous Trauma (Cultural Healing) and Responding to Suicide.

### 50 PEER WORK SCHOLARSHIPS



offered to provide a pathway to a qualification in the Certificate IV in Mental Health Peer Work to new Peer Workers.

### 2 TRAINEE TRAINER SCHOLARSHIP ROUNDS



to increase the number of lived experience trainers by providing existing Mental Health Peer Workers with scholarships to enrol in the Certificate IV Training and Assessment. MHCC provided mentoring and guidance to support participants complete the course.



## CERTIFICATE II IN COMMUNITY SERVICES: A STEPPING STONE INTO A MEANINGFUL CAREER

This course aims to give people who aspire to work in the mental health field a qualification to prepare them.

During 2020-2021, Learning and Development delivered four Certificate II in Community Services, one in Queanbeyan, one in Penrith and two in Sydney.

All four courses were delivered face-to-face as this best suits the student cohort. Unfortunately, the Penrith course had to be put on hold during the COVID-19 lockdown.

## COVID-19 IMPACT TAKES TRAINING ONLINE

As Sydney and NSW moved into COVID-19 lockdown, MHCC worked hard to convert face-to-face courses into trainer-delivered online courses.

We can now deliver a range of courses online, including Motivational Interviewing, Safe Storytelling, Self Care, Certificate IV in Mental Health Peer Work, Certificate IV in Mental Health and Mental Health Awareness.

Care is taken to only deliver appropriate courses online, as some courses are not suited to online delivery due to the possibility of triggering participants, or the trainer.

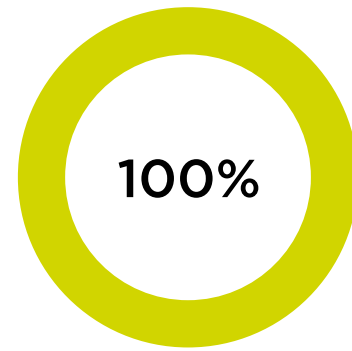
## NEW COURSE DEVELOPED TO MEET THE NEED TO CONNECT PHYSICAL AND MENTAL HEALTH

People living with mental health conditions have a reduced life expectancy of approximately 10 years compared to the general population.

In response to an identified gap in training for mental health workers in this field, MHCC co-designed, piloted, reviewed and then delivered a new course, [Connecting Physical and Mental Health](#).

Following on from the first pilot, the course was delivered successfully three times in 2020-2021.

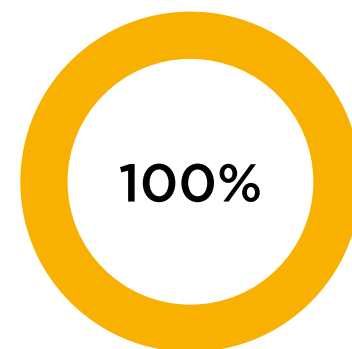
Connecting Physical and Mental Health equips mental health workers with vital strategies to improve the physical health of the people they work to support.



of respondents rated the quality of training delivered as excellent or good.

“ I just wanted to take the opportunity to thank you for your training delivery last week. I loved the passion and sense of humour you are able to bring into your teaching. The group dynamic was very positive and supportive for all participants. ”

- MHCC course participant



of respondents rated courses as excellent or good at providing relevant training workforce needs for the CMO sector.

## Stage two of the reimagine.today project completed

Since the re-launch of [reimagine.today](https://reimagine.today), 2020 - 2021 has seen Reimagine Stage 2 continue into an extension phase.

This work focused on supporting First Nation's people, people from multicultural backgrounds, LGBTIQ+ people, and people living in rural and remote areas to access the NDIS.

The project included the sharing of up-to-date resources and continued to provide accessible information to all connected stakeholders about NDIS initiatives, as they relate to people with a psychosocial disability.

With the project now complete, we've also had time to reflect on some of our key achievements.

### KEY ACHIEVEMENTS

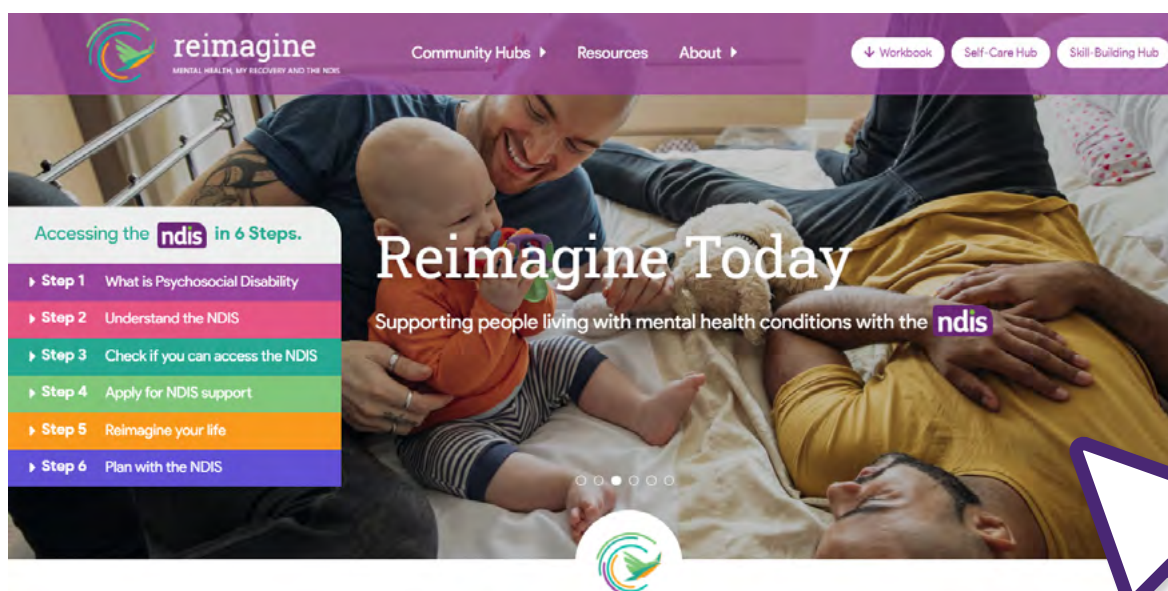
- [reimagine.today](https://reimagine.today) website has had over 77,000 Australian users or 2,500 Australian users per month.
- Website users had positive feedback on the revamped website with more than 80% strongly agreed or agreed that it was easy to navigate, more useful and had more informative content.
- More than 620 attendees at seven project webinars during the project extension.
- Facebook continued to grow with over 3,800 people connected to a Facebook page, 360 Facebook posts, reaching approximately 650,000 people and resulting in 22,598 engaged people.
- Positive engagement through a national Facebook group with over 900 members.

### NEW ONLINE RESOURCES

Reimagine Stage 2 has produced a wide variety of new online resources, with a particular focus on resources for priority populations, shared via targeted Community Hubs.

The Reimagine Stage 2 project was funded by the National Disability Insurance Agency through the National ILC Readiness Grants (Round 2).

Resources are co-designed by people with lived experience of mental health concerns, their family, carers and other supports.





# Embracing Change Project develops capacity for psychosocial service providers

To build the capacity of NDIS psychosocial disability service providers to meet the requirements of the NDIS Practice Standards, MHCC is delivering the Embracing Change Project.

Between July 2019 and July 2021, Embracing Change delivered a series of webinars designed to equip NDIS psychosocial disability service providers with tools and knowledge for their unique organisational context.

By June 2021, the webinars had been viewed over 1,000 times, reaching at least 777 unique viewers across Australia.

Alongside the webinars, the Embracing Change Project delivered the hybrid online and in-person NDIS and Psychosocial Disability Quality and Safety Forum in April 2021.

Most participants reported that the Embracing Change Project helped to fill a gap in supporting psychosocial disability providers to meet their quality and safety obligations.

The initial two-year funding for the project through the NDIS Quality and Safeguards Commission has been extended for a further 12 months.

- **92% of participants reported they would recommend the webinars to their peers.**

2682

total registrations

1716

unique registrants

980

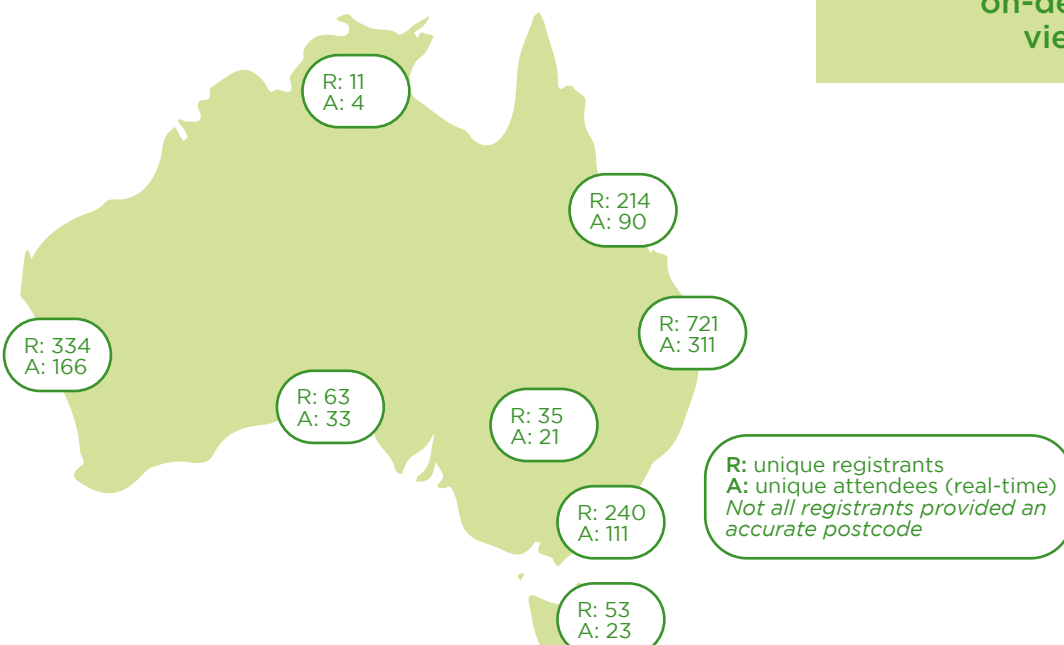
real-time views

777

unique real-time views

237

on-demand views



# Collaborating with First Nations People to Enhance Wellbeing

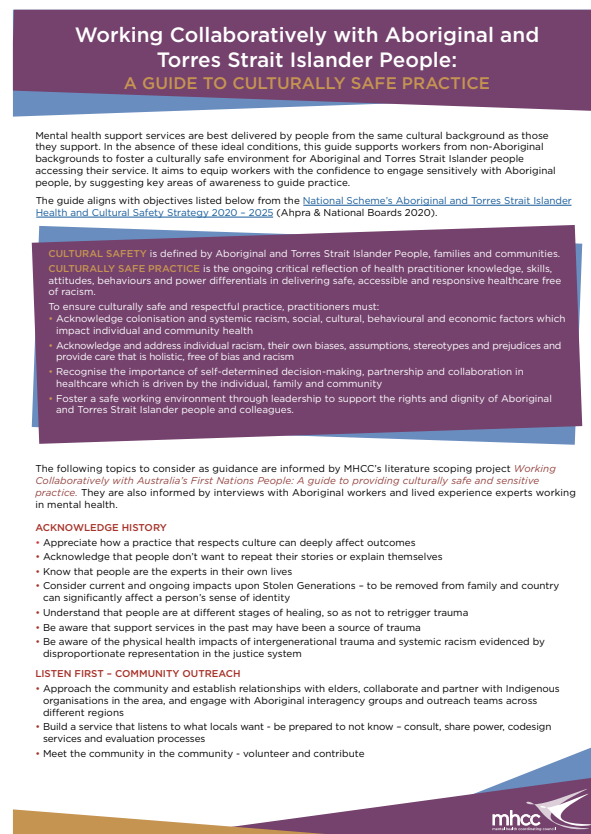
We were pleased to release our [Guide to Culturally Safe Practice when working with Australia's First Nations People](#) during the year.

The handy two-page resource was developed to assist mental health and human service organisations to better support the wellbeing of Aboriginal and Torres Strait Islander people, and encourage respectful, collaborative relationships with other community organisations.

Topics cover the importance of acknowledging history, listening and communicating sensitively, effective outreach, creating welcoming environments, aiming for a representative workforce and removing barriers to service engagement.

To develop the Guide, MHCC undertook a co-design and consultation process, working alongside organisations such as Weave Youth and Community Services, the Aboriginal Health and Medical Research Council, Penrith Women's Centre and the Agency for Clinical Innovation.

The Guide is informed by this collaborative consultation process, outlined in a Literature Scoping Review and Consultation Report.



**MHCC online**  
[mhcc.org.au](http://mhcc.org.au)



**108,302**

Web page sessions



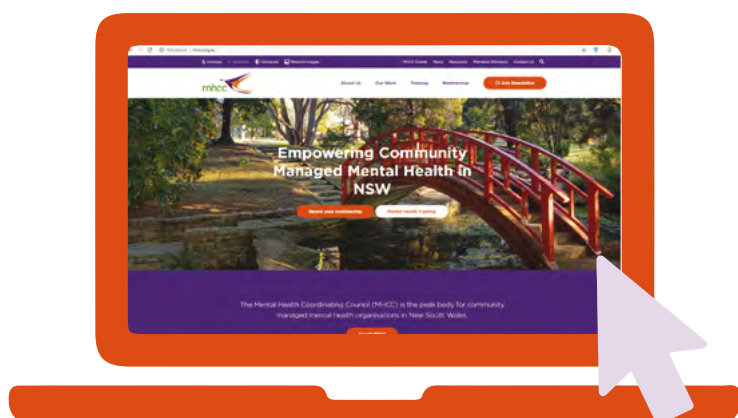
**82,303**

Number of users



**80,482**

New users



## MHCC on social media

**f** **365**  
Posts

**t** **191**  
Posts

**in** **97**  
Posts

	No. of Followers 1 July 2020	No. of Followers 30 June 2021	No. of new followers	Average reach/ impression per month
Facebook	513	825	312	383
Twitter	331	420	89	3716
LinkedIn	205	349	144	900

## Peer Worker and Trainer Emma shares her lived experience for animated short film

MHCC was approached by Woven Threads Productions for a Peer Worker story as part of a short, animated series on mental health. Our Learning and Development Trainer, Emma, a Peer Worker and Supervisor, shared her story on how she first met and received support from a Peer Worker eight years earlier and realised this is exactly what she wanted to do.

Becoming a Peer Worker helped Emma fit in the world, and with her lived experience, she wanted to help others in the same way that she was supported.

Emma now facilitates safe learning spaces for a variety of people to learn the basics of mental distress, trauma and how to build nourishing relationships with others who need help. She shares her experiences of becoming a peer worker with others, to help them find their feet and guide their professional development.

Watch Emma's animated short film at [WovenThreads.co](https://WovenThreads.co)



## Vale Tina Smith

In 2020 we were rocked by the sad loss of Tina Smith, a passionate advocate for the community mental health sector.

Tina worked for nearly thirty years here and in the US to improve the lives of people with mental health conditions.

Thirteen of those years were spent at MHCC where Tina made an enormous contribution to mental health policy and practice reform.

Tina was always willing to ask the hard questions - we will miss Tina's intellect, tenacity and passion.



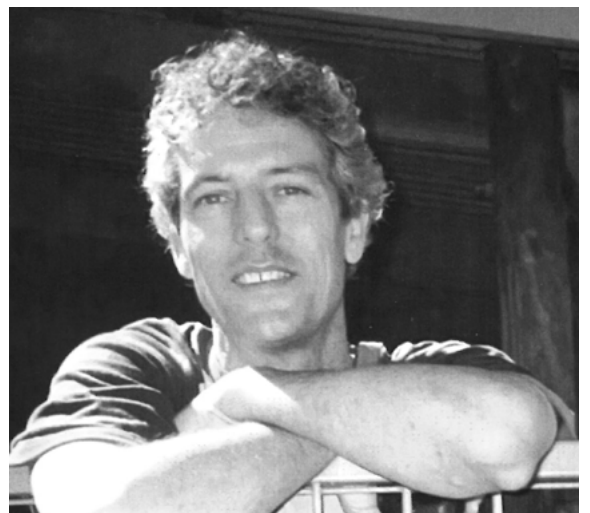
## Vale Wayne Willis

Wayne was a unique individual. His interests and experiences reflected his passion for the many social issues that he was involved in. His time with us at MHCC was in finance.

He was dedicated to many and varied social causes, but First Nations Australia held a special place.

He worked for a time with Yothu Yindi Foundation organising events and financial management and similarly with the band Midnight Oil for 10 years as tour accountant.

He would converse with you on issues so varied one would wonder over his breadth and depth of experiences. He was not "ordinary", he was extraordinary. He is sadly missed by the team at MHCC.



## Staff List

### THANK YOU TO ALL OUR STAFF

Carmel Tebbutt	Chief Executive Officer
Corinne Henderson	Principal Advisor
Erika Hewitt	Operations and HR Manager
Julie Nguyen	Administration and Finance Support Officer
Ros Bowes	Finance Officer
Lara Cole	Communications and Advocacy Manager
Carrie Stone	Communications Team Leader
Em Deusien	Design Officer
Julia Ni	Content Marketing Officer

### Projects

Enis Jusufspahic	Embracing Change Project Manager
Katy Sam	CMHDARN Project Coordinator
Elisabeth Wilkinson	National ILC Project Manager

### Learning and Development

Sally Dumbrell	LD Manager
Mary Mizo	LD Administration Team Leader
Catriona Broad	LD Administration Officer
Emma Paino	Internal Assessor/Trainer
Lisa Van Praag	Training Logistics Coordinator
Rebecca Lewis	LD Projects Officer
Yvette Segal	Intructional Designer - VET Specialist



Some of MHCC's staff donning the purple for Wear it Purple Day 2021

# Financials

## Statement of profit and loss and other comprehensive income for the year ended 30 June 2021

	2021 \$	2020 \$
Revenue	3,155,989	3,621,096
Employee Benefits Expenses	(1,674,054)	(1,907,596)
Depreciation and Amortisation	(7,140)	(7,140)
Motor Vehicle Expenses	(4,053)	(3,955)
Program Activity Expenses	(857,510)	(1,182,582)
Other Operating Expenses	(175,984)	(155,253)
Computer and IT Expenses	(119,833)	(114,274)
Travel Expenses	(855)	(13,877)
Income tax expense	-	-
<b>Surplus/(Deficit) for the year</b>	<b>316,560</b>	<b>236,419</b>

## Statement of financial position as at 30 June 2021

	2021 \$	2020 \$
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and Cash Equivalents	4,411,434	4,019,917
Trade and other receivables	34,929	97,494
Other Assets	44,000	18,820
<b>Total Current Assets</b>	<b>4,490,363</b>	<b>4,136,231</b>
<b>Non-Current Assets</b>		
Property, Plant and Equipment	23,353	30,493
<b>Total Non-Current Assets</b>	<b>23,353</b>	<b>30,493</b>
<b>Total Assets</b>	<b>4,513,716</b>	<b>4,166,724</b>
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Trade and other payables	113,686	123,475
Employee benefits	218,618	267,591
Other financial liabilities	1,307,804	972,340
<b>Total Current Liabilities</b>	<b>1,640,108</b>	<b>1,363,406</b>
<b>Non-Current Liabilities</b>		
Employee benefits	14,106	-
Other financial liabilities	-	260,378
<b>Total Non-Current Liabilities</b>	<b>14,106</b>	<b>260,378</b>
<b>Total Liabilities</b>	<b>1,654,214</b>	<b>1,623,784</b>
<b>Net Assets</b>	<b>2,859,500</b>	<b>2,542,940</b>



# Financials

## Statement of financial position as at 30 June 2021

	2021 \$	2020 \$
<b>Equity</b>		
Retained Earnings	2,542,940	2,306,521
Surplus for the year	316,560	236,419
<b>Total Equity</b>	<b>2,859,500</b>	<b>2,542,940</b>

## Statement of changes in equity for the year ended 30 June 2021

	Retained Earnings	Total
<b>Balance at 1 July 2020</b>	<b>2,542,940</b>	<b>2,542,940</b>
Surplus for the year	<b>316,560</b>	<b>316,560</b>
<b>Balance at 30 June 2021</b>	<b>2,859,500</b>	<b>2,859,500</b>
<b>Balance at 1 July 2019</b>	2,306,521	2,306,521
Surplus for the year	236,419	236,419
<b>Balance at 30 June 2020</b>	2,542,940	2,542,940

## Statement of cash flows for the year ended 30 June 2021

	2021 \$	2020 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Grants operating received	1,355,254	2,149,021
Grant administration fees	438,147	325,141
Contributions received from members	65,703	80,155
LDU course and project income	877,236	841,579
Donation received	-	230
Interest received	13,749	44,971
Other receipts	405,900	180,000
Payments to suppliers and employees	(2,764,470)	(4,173,458)
<b>Net cash provided by/ (used in) operating activities</b>	<b>391,517</b>	<b>(552,361)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Net cash provided by/ (used in) investing activities:	-	-
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Net cash provided by/ (used in) financial activities:	-	-
<b>OTHER ACTIVITIES</b>		
Net increase/(decrease) in cash and cash equivalents held	391,517	(552,361)
Cash and cash equivalents at beginning of year	4,019,917	4,572,278
<b>Cash and cash equivalents at end of financial year</b>	<b>4,411,434</b>	<b>4,019,917</b>



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Lilyfield NSW 2040

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Rozelle NSW 2039

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E: [info@mhcc.org.au](mailto:info@mhcc.org.au)