

Mental Health Coordinating Council

Annual Report 2021-2022



Acknowledgement of Country and Lived Experience

We acknowledge the Traditional Custodians of the lands on which we live, learn and work.

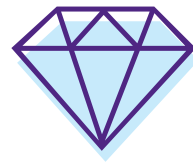
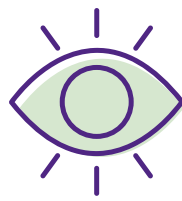
We recognise the expertise of people with lived experience of mental health conditions, their carers and supporters, and acknowledge their important contribution to our work and that of the sector.

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VISION, PURPOSE, VALUES



VISION

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

PURPOSE

Promote mental health and wellbeing in NSW by championing a strong community mental health sector through leadership, advocacy and support.

VALUES

Integrity. We are honest, ethical and accountable in everything we do.

Collaboration. We listen, respect the contribution of others and work with our partners to advance our vision.

Leadership. We are credible, influential and strategic.

Impact. We make a positive difference and with our members, drive reform, sustainability and system improvements.

CEO REPORT

We all hoped that 2022 would be the year we could put COVID-19 behind us – unfortunately this was not to be.



And while not underestimating the challenges of “living with COVID”, it has also meant new ways of working and new investment in services which have been embraced by the community-managed mental health sector. Mental Health Coordinating Council similarly has changed and adapted, and it is pleasing to see members continue to strongly support our work. In the 2021 member’s survey, 100% of members agreed that MHCC leads and advocates for a strong community mental health sector.

Leadership and advocacy are a core function for MHCC. There were no shortage of issues in 2021-22, including working with other organisations to push for the implementation of the National Mental Health and Suicide Prevention Agreement, particularly the requirement for governments to work to develop and agree on psychosocial support arrangements.

Other areas of advocacy included the COVID-19 vaccination rollout and access to rapid antigen tests, the National Workforce Strategy, Community Managed Organisation funding indexation and the National Safety and Quality Mental Health Standards for Community Managed Organisations.

Effective advocacy needs to be informed by good data and research. Two projects have added to our capacity, the Mental Health Workforce Profile: Community Managed Organisations Report 2021 and the development of an inhouse Data Inventory Resource.

Complementing our leadership and advocacy are our networking events, training program and sector resources. I am proud of the excellent resources produced over the past year, including:

- > Community Mental Health, Drug and Alcohol Research Network’s Co-Production Kickstarter
- > Working Collaboratively with Aboriginal and Torres Strait Islander People Guide
- > Filling Your Cup workplace wellbeing resources
- > Supported Decision-Making Online Training Modules
- > An extensive update of the Mental Health Rights Manual

While COVID-19 impacted on some face-to-face training, MHCC continued to deliver courses both online and in-person. Demand for the Certificate IV Mental Health Peer Work course has been strong and MHCC has embarked on a Peer Work trainee trainer program to grow the number of qualified peer trainers. We are developing a Peer Leadership Skillset, a nationally accredited course for the existing peer workforce.

None of this would be possible without the hard work and commitment of the dedicated MHCC staff. I feel fortunate every day to work with such a talented group of people.

Thank you to our member organisations for your ongoing support and advice, and to our partner organisations, particularly the Ministry of Health and the Mental Health Commission with whom we work so closely. Finally, I would like to thank MHCC Chair Judi Higgin who as always, provides extraordinary support and guidance, and to the Board, who despite juggling many commitments, find time and energy to provide the leadership which ensures MHCC delivers on its vision and purpose.

CHAIR REPORT

It has been a year of challenges for the community-managed mental health sector and the Board has worked diligently and constructively to provide effective leadership and guidance for MHCC and the broader sector.



The resumption of face-to-face Board meetings has been welcomed and the Board has again undertaken the biennial skills audit to assess the range of skills required by the Board, to ensure they are adequately covered by the expertise and knowledge of directors.

The review of MHCC's Strategic Plan has been a major focus for the Board in 2021-22. An external facilitator assisted with the review including holding a workshop with Board members and staff and interviewing key MHCC stakeholders for their perspective on the work of the organisation.

Stakeholders report that MHCC is highly trusted and respected. The organisation is seen as strategic, collaborative and constructive in its engagement across the sector and with funders and partners. Key activities such as policy, advocacy and training are valued.

The 2021-24 Strategic Plan addresses issues identified by stakeholders including the need for MHCC to continue to support community-managed organisations in increasing their strategic development, the critical role of workforce development and training, improving data and reporting on outcomes and the need for continued advocacy on key issues impacting mental health consumers and services.

The 2021-24 Strategic Plan sets out three key priorities:

- > Leadership, Influence, Advocacy
- > Capacity, Quality, Impact
- > Culture, Sustainability, Effectiveness

This Annual Report outlines in more detail how MHCC have progressed these priorities, including advocacy in support of a National Mental Health and Suicide Prevention

Agreement. MHCC, along with many other organisations, had actively lobbied for a national agreement to ensure the Australian, State and Territory governments take joint responsibility for improving the mental health service system. The focus now turns to the agreement's requirement to undertake a comprehensive state-based mapping of all current psychosocial support services outside of the NDIS to estimate the gap in services. This has significant implications for the sector and MHCC will continue to be actively involved in this work.

I want to acknowledge the efforts of the CEO Carmel Tebbutt and the staff of MHCC for all they have achieved in the past year. The resources, events and advocacy delivered by the team are very well regarded and are making an important contribution to the mental health sector overall. The quality of the work has been recognised with MHCC being accredited for another four years, after a successful audit by the Australian Council on Healthcare Standards.

Thank you to our member organisations, who continue to amaze with their expertise, dedication and innovation, even when times are tough.

Thank you to all directors for your time, energy and commitment – it is above and beyond expectations and is appreciated. I particularly want to acknowledge departing directors Irene Gallagher, former CEO of BEING – Mental Health Consumers and Margaret Bowen, former CEO of The Disability Trust who both made substantial contributions during their time on the Board.

OUR IMPACT

LEADERSHIP AND ADVOCACY



81

members



90

key stakeholder
meetings and forums



21

submissions and
policy responses



107

sector updates

6970 newsletter subscribers



100%

of members **agree**
MHCC promotes mental
health and wellbeing by
leading and **advocating**
for a strong community
mental health sector.

CAPACITY AND QUALITY



9

sector resources and
publications



13

events held

717 events attendees



867

students enrolled in our
training courses. **100%** of
feedback on our training
courses was positive



100%

of members **agree** MHCC
builds the capacity of
community-managed
organisations through
delivering training,
developing resources and
holding networking events.



CULTURE AND EFFECTIVENESS



2035

followers across
social media



443

new followers
across social media



92,103

people reached across
social media



6,319

people engaged with our
content across social media



10

media releases



257,836

web page views



95,146

web page visitors

OUR BOARD

Full biographies available at mhcc.org.au



Judi Higgin

Chair

Finance and Audit
Committee, Member



Mariam Faraj

Director

Governance and
Compliance, Chair



Justin McKenzie

Director

Finance and Audit
Committee, Member



Jonathan Harms

Director



Irene Gallagher

Director

(Resigned April 2022)



Dario Molina

Treasurer

Finance and Audit
Committee, Chair



Mark Orr

Director

Finance and Audit
Committee, Member
Governance and Compliance
Committee, Member



Peter Gianfrancesco

Director



Margaret Bowen

Director

We would like to thank and acknowledge the contribution of Irene Gallagher and Margaret Bowen for their service to the community-managed mental health sector.

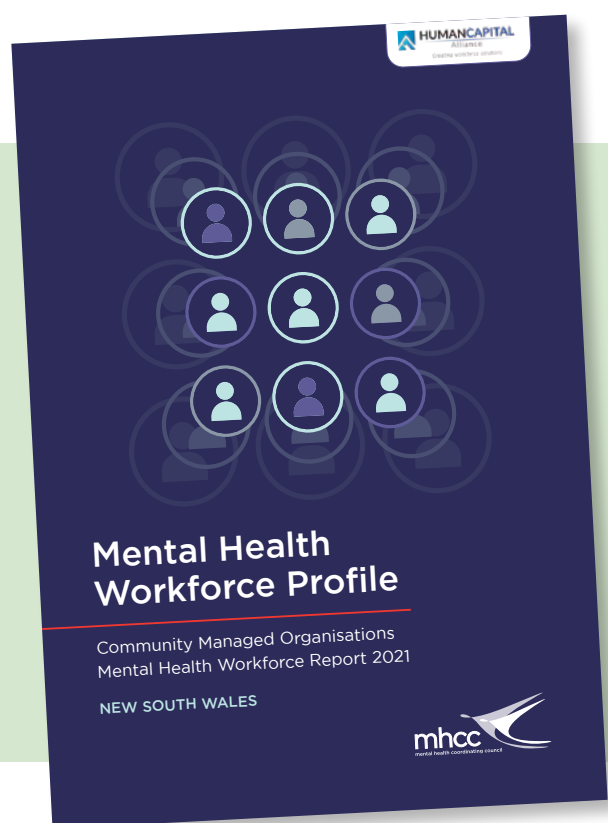
Leadership & Advocacy

We engage with decision makers and are a strong voice for community-managed mental health organisations to support the delivery of effective, co-designed services for people with a lived experience of mental health conditions.



WORKFORCE PROFILE

Biennial workforce report shows substantial workforce growth in the community-managed mental health sector.



A significant piece of work during 2021 was the development and publication of our second workforce survey and report, Mental Health Workforce Profile: Community Managed Organisations Report 2021.

Launched in September 2021, Workforce Profile for Community Managed Organisations (CMOs), collates and analyses much needed data on the people driving community-managed mental health services and reveals notable trends in the CMO mental health workforce.

The report shows emerging evidence of the continued overall growth of the community-based mental health sector and increasing demand for a peer workforce.

Recruitment challenges were identified alongside increasing demand for a more skilled workforce.

At a growth rate of 6.5% each year, Workforce Profile demonstrates clearly how the community-managed mental health workforce is outstripping other workforces in the mental health system.

By comparison, the total mental health nursing workforce is increasing by around 1.5% per year and the psychiatrist workforce by 1.9% annually.

These figures confirm the sector's significant contribution to mental health services in New South Wales, with the sector accounting for just over one-quarter of the total mental health workforce in the State.

Data for the report was collected in a single survey comprising 28 questions of fixed and open response, sent to MHCC member organisations in April 2021.

A total of 47 organisations responded to the survey, including most large direct support CMO providers of psychosocial rehabilitation and recovery support services in NSW.

We thank the Advisory Group for their invaluable advice during the development and conduct of the survey and report, including Tim Fong (Flourish), Jonathan Harms (Mental Health Carers NSW), Yvonne Nixon (One Door), Peter Schmiedgen and Irene Gallagher (BEING), Michael Sheedy (Anglicare), Julianna Upton (Stride), Claire Wynne (Independent Community Living Australia), Natalie Hansen (CESPHN) and Trisha Vomer (New Horizons).

See the Workforce Profile report on our website.



25%
of the entire mental
health workforce in
NSW works at a CMO



64%
of CMO workers are
under 45 years of age



6.5%
per annum
workforce growth

CONNECTING WITH DECISION MAKERS PROJECT



A key priority for Mental Health Coordinating Council is building greater knowledge and understanding of the community-managed mental health sector with decision makers and influencers.

During 2022, MHCC initiated a new project designed to deepen understanding and awareness among NSW Members of Parliament (MPs) of the work done and the value provided by community-managed mental health organisations.

The strategy aimed to develop personal links with MPs to galvanise ongoing relationships and build champions and allies within the NSW Parliament for our members.

There was a good response to the Connecting with Decision Makers project, with many MPs



requesting meetings and making connections with members and with MHCC CEO Carmel Tebbutt.

As part of the project, member organisations were asked to build new or strengthen existing relationships with local MPs in their areas of operation to explain more about the local community-based mental health landscape.

MHCC laid the groundwork for approaches from our Members by writing to each MP with information about the community-managed mental health sector.

A set of resources and tools was produced to help develop the relationship, including a fact sheet, templated introductory letter and information on how to approach MPs.

This project is one of many actions Mental Health Coordinating Council takes to keep our sector's voice at the centre of decisions and in front of decision makers.

Find out more on our website.

CEO FORUM WITH NSW PARLIAMENTARY FRIENDS OF MENTAL HEALTH



Each year the annual CEO Forum, hosted with NSW Parliamentary Friends of Mental Health, provides a unique opportunity for leaders in the community-based mental health sector to meet with Members of Parliament to advocate for the sector and discuss current mental health issues.

In June 2022, the guest speaker was Black Dog Institute's Executive Director and Chief Scientist, Professor Sam Harvey who presented research in new treatments, workplace mental health, and studies and digital interventions to support children and young people's mental health.

Discussions on the National Mental Health and Suicide Prevention Agreement signed by all States and Territories earlier in the year took place at the Forum.

An MHCC member exclusive event, the CEO Forum was held at NSW Parliament House, hosted by the Hon Scott Farlow, Chair of the NSW Parliamentary Friends of Mental Health and MHCC CEO Carmel Tebbutt.



Professor Sam Harvey, Carmel Tebbutt, The Hon Scott Farlow MLC.



Bill Campos, Carmel Tebbutt, Dr Michael Holland MP, Kathi Boorman.

ADVOCACY ON THE NATIONAL MENTAL HEALTH AND SUICIDE PREVENTION AGREEMENT

Mental Health Coordinating Council welcomed the signing of the National Mental Health and Suicide Prevention Agreement in early 2022 and hopes it will usher in a new era with a unified and integrated system that wraps around and supports people living with mental health conditions.

The National Mental Health and Suicide Prevention Agreement recognises that psychosocial supports for people with mental health conditions are an important part of a well-equipped mental health service system.

The National Agreement sets out a way forward for Commonwealth, State and Territory Governments to work together on future psychosocial support arrangements and funding models for people with lived experience.

This work includes identifying gaps, roles and responsibilities and future funding arrangements for people who are currently not supported through the National Disability Insurance Scheme.

Work to develop and agree on a common definition for psychosocial support and estimate demand for psychosocial supports outside the NDIS is set to commence within the first 12 months of the Agreement and conclude within two years.

MHCC continues to advocate for the implementation of the Agreement to address the gap in psychosocial support services and is working with key decision makers, including NSW Minister for Mental Health Bronnie Taylor to ensure continuity of psychosocial support services and to enable the sector to retain a skilled workforce while the analysis is undertaken.

The Agreement includes a commitment by both governments to maintain investments in current psychosocial support programs.

The National Agreement also includes welcome additional funding for aftercare services, headspace, Head to Health treatment centres, Head to Health Kids Hubs, improved perinatal mental health screening, postvention support and a distress intervention trial.



OUR SUBMISSIONS

As the peak body for community-managed organisations in New South Wales, MHCC provides leadership and represent a strong voice for the sector.

In NSW

We work in consultation with our members to advocate for policy and legislative reform, producing submissions to both State and Commonwealth Governments, the Ministry of Health and other agencies.

- > **Australian Government | Department of Social Services**
National Disability Advocacy Framework 2022- 2025
- > **NSW Ageing and Disability Commission**
Review of two easy read documents on Neglect & Abuse
- > **NSW Council of Social Services**
NCOSS Survey Priorities and Future Directions
- > **NSW Government**
NSW Budget Mental Health Investment Priorities 2022 - 2023
- > **NSW Government | Department of Communities and Justice**
Final Framework Forensic Patients with Cognitive Impairment
- > **NSW Government | Ministry of Health**
Mental Health Community Living Programs - Principles and Guidelines for Medication Management
- > **NSW Trustee and Guardian**
Changes to NSW Trustee & Guardian's fees: Discussion Paper (joint response CID & NCOSS)
- > **University of Sydney | Brain and Mind Centre**
Mental Health Election Policy Manifesto 2022

Nationally

We welcome the opportunity to work with Community Mental Health Australia to promote and build a viable and sustainable community-managed mental health sector in Australia.

- > **Australian Alliance for Artificial Intelligence in Australia**
National AI Roadmap for Healthcare Consultation Survey
- > **Australian Commission on Safety and Quality in Health Care**
Aged Care Quality Standards - Clinical Care - Final Draft Review
National Safety and Quality Mental Health Standards for Community Managed Organisations
- > **Australian Government | Department of Health**
National Mental Health Workforce Strategy 2021 -2031
- > **Australian Institute of Health and Welfare**
AIHW 2022 Stakeholder Survey
- > **Forensicare**
National Principles for Forensic Health Project Consultation
- > **Mental Health Victoria, La Trobe University, Monash University**
NDIS Recovery Oriented Psychosocial Disability Support
- > **NDIS**
NDIS Workforce Capability Framework Support for Decision- Making: Consultation
- > **NDIS Quality & Safeguards Commission**
Approach to Risk
- > **University of Sydney**
Breaking Down Barriers: to people living with psychosocial disability applying for NDIS support

WORKING NATIONALLY TO FIND BETTER WAYS OF SUPPORTING PEOPLE

Community Mental Health Australia is the coalition of peak community mental health organisations from States and Territories, established to promote the importance of community mental health services across Australia and provide a national voice for state and territory peaks.

MHCC works closely with Community Mental Health Australia (CMHA) to advocate to improve mental health and allied social services across Australia. We share a strong focus on the value and contribution that not-for-profit, non-government community mental health services and people with lived experience bring to ensure economic and social inclusion, and the mental and emotional wellbeing of all.

In the past year this work has included participating alongside CMHA in the National Psychosocial Support Advocacy Alliance, supporting the Assisting Communities through Direct Connection project and collaborating on many significant submissions and consultations.



New National Communications and Advocacy Network to support the sector Australia-wide

Many of the priorities and challenges facing community mental health organisations in NSW are commonly held and experienced across the country.

To help bring a wider focus to the issues, MHCC founded the National Communications and Advocacy Network with the encouragement of CMHA and our sister-peak, Queensland Association of Mental Health, to foster collaboration on areas of common interest.

The Network consists of communications and advocacy professionals from each state and territory's peak body (excluding Victoria) and primarily focuses on advocacy approaches and communications tactics to support each state's individual objectives.

Ideas and information have been freely shared and helped bolster campaigns across the nation that encourage more support for the sector.

SUPPORTING THE SECTOR DURING COVID-19

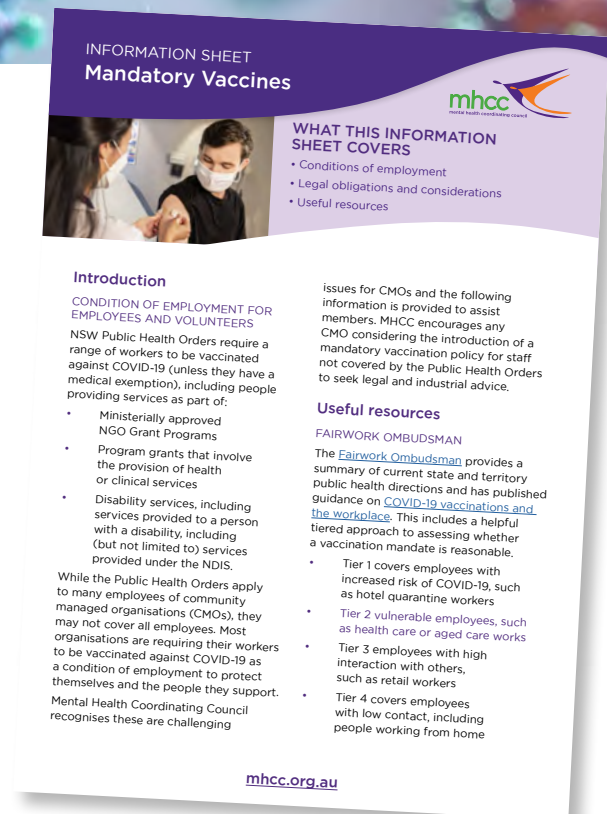
In July 2021, the outbreak of the COVID-19 Delta variant saw strict government lockdowns once again, and community-managed organisations adapt, pivot and respond to continue delivering services to the people they support.



MHCC worked closely with our members to voice the issues the sector was dealing with, to the Government and the Ministry of Health. MHCC raised a number of issues including the extension of mandatory vaccinations to the disability sector, workforce challenges and fatigue, and the impact of COVID testing requirements on service delivery.

MHCC continued to provide regular COVID-19 updates from our CEO, an online COVID-19 resource page for community-managed organisations including a Mandatory Vaccine Information Sheet, virtual member meetings to exchange information, and our weekly FYI newsletter with a dedicated section for COVID-19 updates.

With unprecedented demand for mental health support services during this time, our Members continued to work through the pandemic to meet the needs of people they support. We would like to acknowledge their commitment, dedication and resilience in the face of such challenging and difficult times.



MENTAL HEALTH RIGHTS MANUAL REVISION AND RELAUNCH

The Mental Health Rights Manual is an online guide to assist people to better understand their legal and human rights when navigating a complex mental health and related service system environment in New South Wales.



An extensive review and update of the Mental Health Rights Manual took place in 2021 to include the most recent legislation, policy directives and service information. The fifth edition of the Manual was relaunched to our Members and stakeholders to share with their networks and spread the word about this plain English guide for people living with mental health conditions, their families, carers and support workers.

For 25 years the Mental Health Rights Manual has remained a well-regarded and well-used resource, included on the NSW Health and Health Complaints Commission webpages and as a legal resource at the State Library of NSW's Final Legal Answers service.

Visit mhrm.mhcc.org.au



CREATING A CULTURE OF RESEARCH ACROSS THE MENTAL HEALTH AND ALCOHOL AND OTHER DRUGS SECTORS

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



CMHDARN works to promote a culture of translational research across the mental health and alcohol and other drugs community-managed sectors. The Network facilitates the exchange of ideas, sharing of resources and collaboration between community-managed organisations and academic and lived experience researchers, to build cross sectoral capacity and capability in translational research.

Promoting lived experience leadership in research

Co-production Kickstarter

Co-production Kickstarter is a capacity-building resource that supports meaningful co-production research in the mental health and alcohol and other drugs sectors. It promotes greater participation of lived experience in community-based, health, and academic research practice. The development and launch of the Kickstarter resource with researchers, including those with lived experience, demonstrated co-production first-hand and supported lived experience leadership. This project initiated a further partnership with the University of Technology Sydney for 'Raising the Bar', a program addressing the lack of training and resources for people with lived experience to participate in research.



CMHDARN builds capacity and interest in research for the mental health and alcohol and other drugs sectors by growing membership, publishing a bi-monthly newsletter and developing resources, including the *Using Program Logic in Translational Research and Evaluation*.

The Translational Research resource aims to provide a better understanding of program logic and describes how organisations can use this framework to assist in planning and evaluating programs and interventions, as well as applying a program logic framework to research projects, including those funded through CMHDARN.

A photograph of a group of people sitting in a room, likely a meeting or workshop. In the foreground, a woman with dark hair is sitting and writing in a notebook. She is wearing a black t-shirt with a colorful pattern. Behind her, several other people are sitting, some looking at papers or devices. The room has large windows in the background, letting in natural light. A green diagonal graphic element is at the bottom of the page.

Mental Health Coordinating Council

Capacity & Quality

We leverage and support the capacity of the community-managed mental health sector through the development of a skilled and sustainable workforce, promotion of best-practice approaches and stronger research and data collection.

LEARNING AND DEVELOPMENT

MHCC supports the capacity of the community mental health sector through the development of a skilled and sustainable workforce. MHCC offers Nationally Recognised Training in mental health and best-practice professional development courses informed by recovery-oriented practice principles that are delivered by highly experienced and dedicated trainers.

Adapting with the times

As COVID-19 lockdowns impacted face-to-face training delivery, MHCC continued to deliver courses both online and in person. The interest and demand for online training has grown and we continue to offer accessible opportunities for people to train digitally, with courses relevant to their work. The safety of course content for participants and trainers is carefully considered to ensure only appropriate courses were conducted online.


79

training courses held


54+

senior management staff trained


82%

of students completed a Certificate IV in Mental Health


58

peer work scholarships granted

Leading the development of the peer workforce

MHCC supports the development of the mental health peer workforce and the need for further learning and development pathways to support career progression, including developing the following peer work opportunities:

PEER LEADERSHIP SKILLSET

The Peer Leadership Skillset is a nationally accredited course consisting of four units of competency which provides further development and leadership opportunities to existing peer work leaders or those in senior roles as a consumer worker or care worker.

PEER NAVIGATION UNIT

Through research, consultation, co-design, and writing and with the support of the NSW Mental Health Commission, MHCC is developing a draft elective unit of competency for the Certificate IV in Mental Health Peer Work for submission to relevant accreditation bodies. The unit aims to provide specific training for peer workers who are assisting consumers to navigate mental health systems.



Supporting Digital Skills for Living

The COVID-19 pandemic disproportionately impacted people living with a mental health condition, particularly those without digital skills who experience difficulties maintaining social connections.

The Digital Skills for Living project developed by MHCC provided training opportunities for consumers wanting to improve their basic digital skills. Free one-on-one and group workshops were held across New South Wales to build on consumers' skills and confidence around technology, so they could use these skills to better connect with their communities and live more independently.

To ensure the needs of consumers were met, a co-design methodology was used, supported by recovery-oriented practice principles. Training topics included using the internet, online banking, setting up apps, completing online forms, cyber security, video calling, job searching and more.

Digital Skills for Living was funded by NSW Health for consumers of Housing and Accommodation Support (HASI), HASI Plus, and Community Living Support.



Digital Skills testimonial

Saskia has lived a life worth documenting, but having never owned or even used a computer, and with no one to teach her, she was unable to tell her story as she hoped. Digital Skills for Living training changed that, transforming Saskia's digital skills and with it her ability to document her story and walk through life. Saskia is now halfway through writing her book in a templated word document, but more than that she is shopping online, an important skill for someone who lives with a mental health condition that reduces their social confidence, finding new social connections and accessing specialist medical appointments online. "This has opened up my world," Saskia says. "It's given me increased confidence, excitement and greater hope."

A farewell and a welcome

In August 2022, MHCC farewelled Learning and Development Manager Sally Dumbrell as she finished her career to begin retirement. We sincerely thank Sally for her contribution over the last two years and wish her the best for this next chapter of her life.

We would like to welcome our new Learning and Development Manager Michelle Hoomans to the role and the team. Michelle brings a wealth of knowledge and experience in Registered Training Organisations and the community sector.

FREE TRAINING TO SUPPORT CHOICE, CONTROL AND RECOVERY

Supported Decision-Making is the process of assisting people to make their own decisions so they can identify and pursue goals, make choices about their life and exercise control over the things that are important to them.



People are always at the centre of the process, driven by their needs and aspirations and their decision-making style. It is a strength-based approach designed to support people to exercise their human rights and legal capacity.

With the support of the National Disability Insurance Agency, new awareness and skills training targeted at Recovery Coaches in the crucial area of Supported Decision-Making was developed and launched by MHCC to better assist people living with a psychosocial disability to live more independent, dignified and meaningful lives.

The modules are equally relevant to anyone working in a mental health context, and the training encourages practitioners, people with lived experience, carers, family and support people to better understand Supported Decision-Making.

The two new online training modules consist of Supported Decision-Making: What it is and why it's important and Supported Decision-Making and Psychosocial Recovery Coaches. The modules are free for everyone working with people in the psychosocial disability, mental health and human services sectors.

Decisions we make are an expression of who we are - our uniqueness, our relationships with others, our achievements and our hopes for the future. Through the decisions we make, we can exert control over our own lives and experience new things.

Visit the Supported Decision-Making modules on our website.

SUPPORTING TRAUMA-INFORMED CARE ACROSS NSW MENTAL HEALTH SERVICES

In collaboration with NSW Mental Health Commission and the Agency for Clinical Innovation (ACI), MHCC partnered in a project to strengthen and align state-wide trauma-informed care activities, and finalise the ACI Trauma-Informed Care in Mental Health Services Across NSW: A Framework for Change.

The 'Supporting Implementation of Trauma-Informed Care in Mental Health Services Across NSW Project' built on earlier work conducted by MHCC in trauma-informed care and practice. It included the development of an organisational self-audit toolkit and resources, a leadership framework, webinars and professional development units, as well as work undertaken with ACI to develop a 'Case for change'.

The Project Report outlines the outcomes and includes publication of the TIC Framework and the establishment of a trauma-informed care Community of Practice, that continues to operate.

The project undertook additional activities including developing a proposal for state-wide trauma-informed care training, conducting a rapid evidence check to identify current barriers and enablers for implementation of trauma-informed care, and developing a trauma-informed care resource repository.

The work undertaken reiterated the strong desire among healthcare workers to embed trauma-informed care into their practice.

MHCC is now looking at how this work can be applied in a community-managed organisations context and potentially develop a fidelity tool to assist organisations self-audit practice against the framework.

INHOUSE DATA INVENTORY RESOURCE DEVELOPED

A new resource to assist MHCC staff to access the latest, up-to-date information from key data sets was developed and introduced in late 2021.

The primary purpose of the Data Inventory Resource is to ensure MHCC has consistent, relevant and timely data for use in a policy reform context, including for the development of submissions, publications and communications.

The resource provides an ongoing 'living resource' from open-access data collated from external agencies and organisations for public use, in a format suited to analysis.

The resource supports quality improvements and provides access to a rich source of material for training, education and sector development activities.

Under the supervision of MHCC, Jen Humphrey from University of New England developed and designed the data inventory resource during a Master of Social Work fieldwork placement.

MEET YOUR NEIGHBOUR GROWING IN POPULARITY FOR FRONTLINE WORKERS

Meet your Neighbour is an MHCC initiative designed to encourage people and organisations with an interest in mental health and wellbeing to meet, discover and connect.



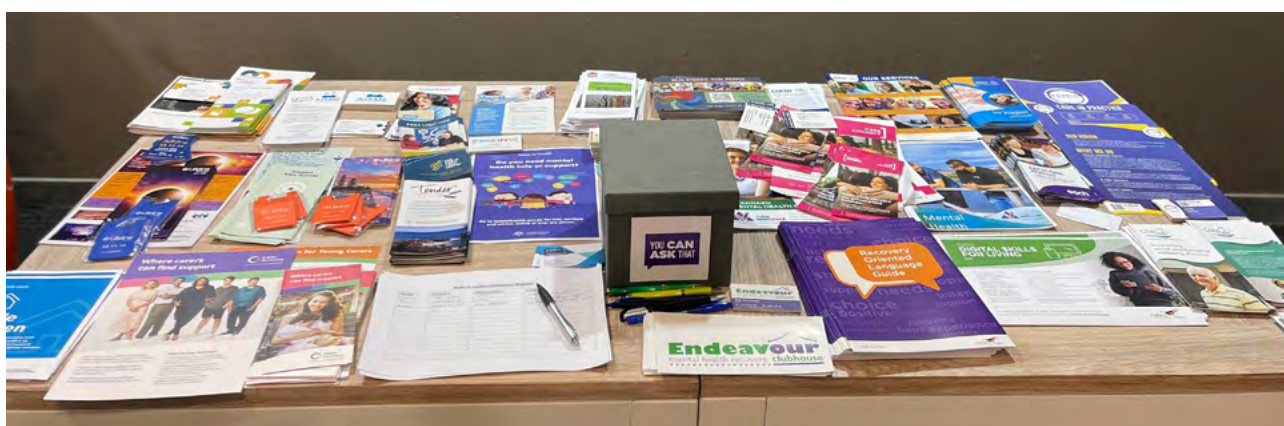
Despite the impact of the COVID-19 pandemic, five events were held during 2021 – 2022 extending from the Inner West in Sydney to Port Macquarie on the Mid North Coast, with numbers growing steadily at each event.

Meet your Neighbour events are held regularly across Sydney and New South Wales, co-hosted with local partner member organisations and Local Health Districts.

Each event centres around a topic relevant to the local area selected by the local co-hosts ahead of the event. Speakers are invited to update participants on the area of interest and spark feedback and discussion.



Feedback from participants is overwhelmingly positive and validates the value of this important capacity-building event for the sector.





HELPING MENTAL HEALTH WORKERS UNDERSTAND COMPLEXITY IN THE SYSTEM



The *Advocates & Allies* sector development series was developed to help mental health workers gain a greater understanding of the varied agencies, programs and practices that make up the mental health and broader human services systems in New South Wales.

Once again, this sector-leading webinar series attracted large audiences seeking to build understanding and skills to better navigate the complex service system for people they support.

Our highly popular Inclusive Practice with LGBTIQ+ people webinar provided information on the LGBTIQ+ experience of services and highlighted the difficulties people have when services do not pay attention to their perspectives and particular needs.

The NSW Mental Health Review Tribunal webinar offered an overview of the Tribunal and how it considers complex evidence and balances competing rights and interests.

Catch up on all the webinars on our Advocates & Allies page.

SUPPORTING CULTURALLY SAFE PRACTICE IN MENTAL HEALTH

For mental health services to be delivered effectively, a person's cultural and spiritual beliefs need to be at the centre of service delivery.

As part of Reconciliation Week 2022, Mental Health Coordinating Council launched a resource page with information on culturally safe practice in mental health and an update to our guide, *Working Collaboratively with Aboriginal and Torres Strait Islander People*.

MHCC's Guide supports the principle that mental health support services are best delivered by people from the same cultural background as those they support but acknowledges this is not always possible. With a shortage of First Nations mental health workers, it is critical that the services available to Aboriginal and Torres Strait Islander

Australians are culturally safe.

The Guide provides an understanding and awareness of cultural norms and values, and highlight the experiences of trauma and loss, critical for organisations and workers to understand to support the social and emotional wellbeing of people and communities more effectively.

Our resource page brings together guides, e-learning, factsheets, research and videos from a range of organisations, to assist workers to better engage, communicate and support First Nations communities.

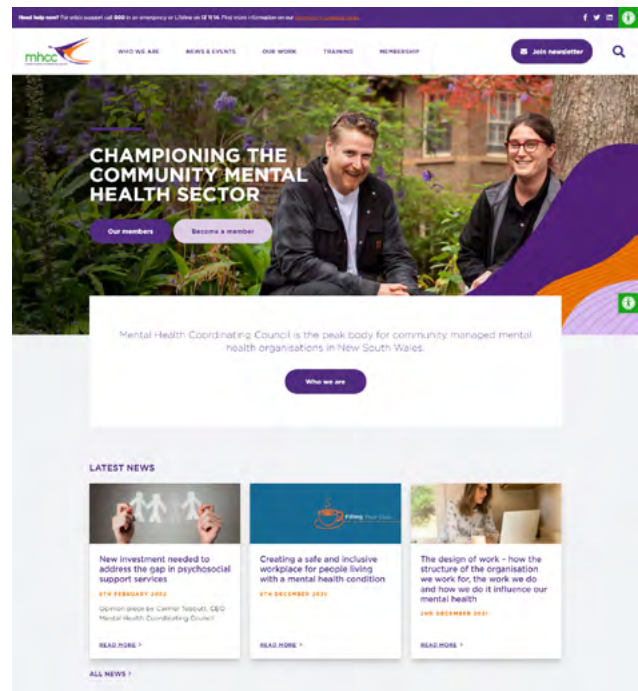
Access the resource on our website.

WEBSITE REFRESH TO BUILD CAPACITY AND SUPPORT FOR THE SECTOR

A project to restructure and refresh our web site mhcc.org.au was a large undertaking for Mental Health Coordinating Council. The refresh, completed in January 2022, better presents our sector-specific news, useful resources and policy developments to community-managed organisations, the wider mental health sector, consumers and key decision makers.

The refresh updated the website's menu navigation, added a module system for flexible visual design options, a content restructure, and included a photoshoot with support workers and people living with a mental health condition to include on the website.

mhcc.org.au generates over 10,000 views each month, with the majority of these coming from new viewers. The web refresh helps optimise opportunities for people to find and use our great range of resources, keep up to date with news relevant to community-managed organisations, sign up for capacity-building training and increase awareness of the psychosocial sector.



SUPPORTING WELLBEING FOR WORKERS IN THE COMMUNITY-BASED MENTAL HEALTH SECTOR

While many working in the community-based sector have a greater base level knowledge of what mental health and mental distress look like, the practice of supporting, protecting and promoting their own positive mental wellbeing in the workplace can often be deprioritised.

To improve and support the wellbeing of frontline mental health workers in community-managed mental health organisations, MHCC collaborated with member organisation WayAhead Workplaces to create a series of targeted workplace wellbeing resources.

The Filling your Cup series, released over five weeks in 2021, raised awareness of the impacts that not prioritising workplace mental health and wellbeing can have on workers, and provided practical ways to develop mentally safe workplaces in the sector.

The resource describes and demonstrates what best practice looks like, how to mitigate stressors and provides tangible tools to help support ongoing mental wellbeing.

Visit the 'Filling your Cup' WayAhead Workplaces series on our website.



Mental Health Coordinating Council

Culture & Effectiveness

We are a dynamic peak body with robust governance, financial sustainability, active membership and engaged staff.

TAKING THE PULSE OF OUR MEMBERSHIP

Each year MHCC conducts an annual Member Survey to gain insights and feedback from Members on the services, resources and work we provide as a peak body.

The 2021 Member Survey demonstrates once again that member organisations support and value the work being undertaken at MHCC.

MHCC uses the feedback provided to look forward and influence our future direction and actions to support our membership, the sector and ultimately people living with mental health conditions.

The Survey shows a decisive 100% of respondents agree with the statement that MHCC promotes mental health and wellbeing in NSW by leading and advocating for a strong community mental health sector.

Members also agree with the statement that MHCC is a respected peak body for the community-managed mental health sector.

The quality of our communications, training and events rated highly. Our long-standing, and popular weekly FYI e-newsletter received a 91% rating of excellent or good.

More than half of respondents rate MHCC highly for offering training that meets the needs of their organisation and workforce.

Nearly two thirds rate our events, sector networking opportunities, and capacity-building training, both face-to-face and online, as excellent or good.

The survey provides invaluable guidance and direction which we incorporate in the work and advocacy we prioritise for the sector ongoing.



91%

of members rated our weekly FYI e-newsletter as excellent or good



100%

of members agree MHCC is a respected peak body for the community-managed mental health sector

Hearing from a wider range of voices

A new Engagement Survey was introduced for the first time in 2021 to allow MHCC to collect information on a range of our activities from a wide audience of supporters and stakeholders.

Responses were received from across the mental health sector, including large and small community-based organisations, NSW Health, local health districts, primary health networks, Indigenous organisations and consumer and carer groups.

Results showed respondents are overwhelmingly supportive of how we engage with them and rate our work highly across the areas measured.

These findings have had tangible impact, influencing many aspects of our work, from the look and content in our emails to the way training and courses are offered.

Thank you to everyone who took time to complete a survey. Your views and ideas are listened to, valued and make a strong contribution the direction of your peak body.

Image by Camera Creations and BEING Connected 2022



MAINTAINING OUR HIGH STANDARD OF SUPPORT AND SERVICE TO MEMBERS

MHCC has maintained accreditation with the Australian Council on Healthcare Standards Evaluation and Quality Improvement Program (EQuIP 6).

Accreditation involves self-assessment, an organisation wide assessment and periodic review to ensure the standards continue to be met.

MHCC's onsite audit visit took place in March 2022, where MHCC successfully demonstrated compliance with the standards, to be accredited for another four years. MHCC staff worked extremely hard in preparing for the audit and gathering the necessary evidence. ACHS accreditation is an important quality improvement process and demonstrates MHCC's commitment to continuing to improve the services and support we provide to members.

OUR TEAM

Thank you to the MHCC team for their hard work and dedication. Together with our members, we are shaping the future of community mental health for all people in NSW.

Chief Executive Officer

Carmel Tebbutt

Policy

Corinne Henderson

Principal Policy Advisor

Katelyn Sam

Project Coordinator CMHDARN,
Embracing Change

Communications

Lara Cole

Communications & Advocacy Manager

Julia Ni

Communications & Content Officer

Deepshika Dutt

Communications & Events Officer

Administration & Finance

Amy McGee

Administration Manager

Roslyn Bowes

Finance Officer

Sara Wood

Administration & Finance Officer

Learning & Development

Michelle Hoomans

Learning & Development Manager

Mary Mizo

Learning & Development Administration
Team Leader

Lisa Van Praag

Learning & Development Training Logistics
Coordinator

Catriona Broad

Learning & Development Administration Officer

Rebecca Lewis

Learning & Development Projects Officer

Helene Orr

Learning & Development Projects Officer

Yvette Segal

Instructional Designer – VET Specialist

Emma Paino

Trainer & Assessor

We would like to thank and acknowledge the contributions of our previous team members: Erika Hewitt, Julie Nguyen, Carrie Stone, Em Deusien, Sally Dumbrell, Shane Gatley, Farzana Flora, Isobelle Olssen.



Green Team

MHCC's Green Team coordinates our organisation's efforts towards being an environmentally responsible workplace. The team, led by Yvette Segal, promotes and encourages staff to reduce waste through a composting initiative, by saving paper, water and energy, and reusing and recycling resources.

Our Green Team coordinates an annual garden clean-up where staff weed, prune and remove non-native plants from the MHCC garden bed, under the guidance of Callan Park's gardener. All pruning products are turned into mulch.

We are proud of our high commendation from the Australian Council on Healthcare Standards for our 'green' initiatives.

Mental Health Coordinating Council

Financials

Financial statements from Mental Health Coordinating Council
for the year ending 30 June 2022



Statement of Profit or Loss and Other Comprehensive Income for the Year Ended 30 June 2022

	2022 \$	2021 \$
Revenue	2,665,552	3,155,989
Employee Benefits Expenses	(1,653,056)	(1,674,054)
Depreciation and Amortisation	(15,988)	(7,140)
Motor Vehicle Expenses	(2,408)	(4,053)
Program Activity Expenses	(696,480)	(857,510)
Other Operating Expenses	(150,092)	(175,983)
Computer and IT Expenses	(111,745)	(119,833)
Travel Expenses	(10,098)	(855)
Income tax expense	-	-
SURPLUS FOR THE YEAR	25,685	316,561

Statement of Financial Position as at 30 June 2022

ASSETS	2022	2021
Current Assets	\$	\$
Cash and cash equivalents	3,856,993	4,411,434
Trade and other receivables	24,084	34,929
Other assets	8,897	44,000
TOTAL CURRENT ASSETS	3,889,974	4,490,363
Non-Current Assets		
Property, plant and equipment	63,910	23,353
TOTAL NON-CURRENT ASSETS	63,910	23,353
TOTAL ASSETS	3,953,884	4,513,716
LIABILITIES		
Current Liabilities		
Trade and other payables	127,694	113,686
Employee benefits	196,082	218,618
Other financial liabilities	718,062	1,307,804
TOTAL CURRENT LIABILITIES	1,041,838	1,640,108
Non-Current Liabilities		
Employee benefits	26,861	14,106
TOTAL NON-CURRENT LIABILITIES	26,861	14,108
TOTAL LIABILITIES	1,068,699	1,654,216
NET ASSETS	2,885,185	2,859,500
EQUITY		
Retained earnings	2,859,500	2,542,940
Surplus for the year	25,685	316,560
	2,885,185	2,859,500
TOTAL EQUITY	2,885,185	2,859,500

Statement of Changes in Equity for the Year Ended 30 June 2022

	Retained Earnings \$	Total Equity \$
2022		
Balance at 1 July 2021	2,859,500	2,859,500
Surplus for the year	25,685	25,685
BALANCE AT 30 JUNE 2022	2,888,185	2,888,185
2021		
Balance at 1 July 2020	2,542,940	2,542,940
Surplus for the year	316,560	316,560
BALANCE AT 30 JUNE 2021	2,859,500	2,859,500

Statement of Cash Flows for the Year Ended 30 June 2022

	2022 \$	2021 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Grants operating received	1,381,590	1,355,252
Grant administration fees	430,649	438,147
Contributions received from members	73,133	65,703
LDU course and project income	727,193	877,236
Interest received	4,988	13,749
Other receipts	45,134	405,900
Payments to Suppliers and employees	(3,163,449)	(2,764,470)
NET CASH PROVIDED BY/ (USED IN) OPERATING ACTIVITIES	(500,762)	391,517
CASH FLOWS FROM INVESTING ACTIVITIES		
Payment for property, plant & equipment	(56,544)	-
NET CASH PROVIDED BY/(USED IN) INVESTING ACTIVITIES	(56,544)	-
CASH FLOWS FROM FINANCING ACTIVITIES		
NET CASH PROVIDED BY/(USED IN) FINANCING ACTIVITIES	-	-
OTHER ACTIVITIES		
Net increase/(decrease) in cash and cash equivalents held	(554,441)	391,517
Cash and cash equivalents at beginning of year	4,411,434	4,019,917
CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR	3,856,993	4,411,434

MEMBERS





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