

STRATEGIC PLAN

2024-2027



VISION

People living with mental health challenges have access to quality support and opportunities to live meaningful lives.

VALUES

INTEGRITY

we are ethical, transparent, accountable, and respectful.

INNOVATION

we are credible, creative, influential, and strategic.

IMPACT

we lead the way on sector reform, sustainability, and systems improvement.

PURPOSE

Provide leadership, advocacy and education, and promote cross-sector collaboration that cultivates a workforce that is skilled and sustained to deliver safe and supportive care.

PRINCIPLES

- We support the sector to promote mental health and wellbeing by considering the whole person: their social, psychological, physical, emotional, spiritual, cultural, and economic needs, underpinned by principles of human rights.
- We recognise that the experiences of people living with mental health challenges is paramount to the design, governance, management, delivery, and evaluation of services.
- We recognise that people deserve equity and access to integrated support and services that enhance their experience and recovery aspirations.
- We promote a collaborative and cross-sector approach to service co-design and co-production, advocating for workforce development and sustainability. Our focus is on a trauma-informed recovery-oriented practice approach which drives organisational and service delivery excellence.

LEADERSHIP & ADVOCACY

Provide a strong voice for community-managed mental health organisations and advocate for co-designed services for people experiencing mental health challenges, their families and carers.

How we make an impact. Align mental health policy (in NSW and nationally) with sector reform by championing a human rights approach to access, practice, and service design, and by elevating the aspirations of community-managed mental health providers and the people who use these services. We are the respected voice of the community-managed mental health sector.

STRATEGIC INITIATIVES

- 1 Provide leadership and elevate the voices of community-managed mental health organisations.
- 2 Collaborate with member organisations in representing their needs and concerns and strengthen the position of the sector by advocating with key decision-makers.
- 3 Develop a policy and advocacy agenda that promotes increased investment in community-managed mental health services and infrastructure.
- 4 Develop cross-sector initiatives that advance translational research and evaluation through partnerships and collaboration with other peak bodies and human service agencies.

CAPACITY & IMPACT

Build capacity within the community-managed mental health sector by cultivating a skilled and sustainable workforce, promoting a best-practice approach and by embedding research and data collection in organisational evaluation and funding programs.

How we make an impact. Increase the scope and reach of services that foster creativity, innovation, and collaboration, delivered by a skilled workforce with capacity to respond to the needs and aspirations of people who use services. We are also recognised as a key advisor to the Government and recommendations influence their policy and decision-making.

STRATEGIC INITIATIVES

- 1 Support existing CMO workforce initiatives, including the development and adoption of quality standards and practices, ensuring a skilled and sustainable workforce into the future.
- 2 Building sector capacity through innovation and the provision of a diversity of training, education, and resources that drive future innovative learning and training such as demonstrated in peer navigation and supported decision-making (SDM).
- 3 Develop an engagement and communication strategy to promote collaboration, knowledge transfer and capacity building (including with academics and a broad range of stakeholders). Provide timely and accurate updates across a range of news and information channels.
- 4 Support CMOs to embed lived and living experience and the carer perspective into all their work.

SUSTAINABILITY & EFFECTIVENESS

Provide effective leadership by upholding and demonstrating robust governance, financial discipline, and informed decision-making, backed by knowledgeable, well-resourced and highly engaged staff.

How we make an impact. MHCC meets the Australian Charities and Not-for-profits Commission (ACNC) governance standards and ASQA regulatory requirements and has the support of members, stakeholders, and staff.

STRATEGIC INITIATIVES

- 1 Further develop policies, procedures, systems, processes, and resourcing to meet MHCC's current and future needs (including an engaged and active board with effective governance and risk management frameworks).
- 2 Drive membership retention and growth through increased engagement and awareness of the value we offer members and stakeholders.
- 3 Diversify revenue sources to underpin financial security and sustainability to ensure MHCC can provide continued leadership and advocacy for members and people living with mental health challenges.
- 4 Strengthen MHCC's regulatory compliance as a Registered Training Organisation (RTO) to further enhance learning and development systems and processes. This strengthening of foundational requirements will enable growth of the RTO and the Learning and Development unit.