



Private Mental Health
Consumer Carer Network (Australia)

engage, empower, enable choice in private mental health

Innovation through Partnership

Work Plan 2015–18

Developed by the Network's National Committee

Endorsed April 2015

Introduction

The *Private Mental Health Consumer Carer Network (Australia)* [Network] has come a long way since its **formal** inception in 2004. Over the course of its short history the Network has made significant impact on the mental health sector both in terms of private sector settings and the mental health system more broadly. This is represented now by wide recognition that the Network has significant presence as the Australian peak private mental health sector consumer and carer advocacy organisation and as the recognised authoritative voice of consumers and carers using private sector mental health services.

The Network's workload has progressively increased, particularly in the last four or so years with a great deal of activity nationally within mental health. This has come from within the private mental health sector and from external requests and invitations either to the Network itself or our representatives, to present the private mental health consumer and carer perspectives in a number of forums.

Since inception, we have appeared by invitation before **eight Parliamentary Inquiries**, have made **thirty three formal Submissions**, have been invited to actively contribute and participate in **sixteen national Forums** and have/have had representatives on **twenty four Boards or Committees**. **Project development and management** has also been an important activity undertaken by the Network when we were first funded in 2007 and 2009 by the Commonwealth Department of Health and Ageing to run **two national projects** across both public and private mental health sectors titled the *Identifying the Carer Project*, and *policy and protocols for identifying the Carer*. This was completed on time and within the budget. The Network has formed a Consortium of three additional partners to develop a '*Practical Guide to Working with Carers of People with a Mental Illness*'

The Network has always been proactive in all undertakings and has worked vigorously in attaining the objectives and goals of our first Strategic Plan 2004–2006 and subsequent Work Plans – 2007–08, 2009–10, 2011–13 , 2013–15.

Structure of the Network

The Network is Chaired by Ms Janne McMahon OAM, who is a consumer.

Each Australian state and the ACT has its own Coordinator and during the last two years, appointments were made for a Policy and Governance Officer and a Multi-Cultural Advisor, all who have a lived experience as a consumer or a carer. The role of the Network's Coordinators is to coordinate Network activity within their jurisdiction and to represent the views of the consumers and carers in their jurisdiction at the national level. Those Coordinators constitute the Network's National Committee. The National Committee meets face-to-face over two days twice a year, usually in February and August. All other necessary meetings of the National Committee are conducted via teleconference, or by email.

An innovative activity of the Network has been the establishment of the Network's *Expert Advisory Panel*. The panel provides experts whom the Network can call upon to provide information on very specific issues, areas of fact and complexity, within their respective area of expertise. This informal group has been called upon on a number of issues to date.

The Network's activities including Reports of all meetings and our Work Plan, appear on our website: www.pmhccn.com.au

NETWORK OBJECTIVES 2015-18	NETWORK PRIORITIES 2015-18	NETWORK WORK PLAN 2015-18	RESPONSIBILITY	ACTIVITY AND STATUS
Objective 1 Excel as the peak consumer and carer organisation for private mental health	1 Maintain and develop organisational partnerships and engagement	Support consumer and carer representatives on the PMHA	NC	Support and information provided by the NC
		Engage with relevant professional organisations including, but not limited to, the following.		
		<ul style="list-style-type: none"> ▪ Private Mental Health Alliance (PMHA) 	Chair	Maintain close liaison with PMHA Representatives and Executive Officers Weekly liaison with the PMHA Director
		<ul style="list-style-type: none"> ▪ PMHA Centralised Data Management Service (CDMS) 	Chair	Bi-annual meetings with the Director of the PMHA's CDMS
		<ul style="list-style-type: none"> ▪ Australian Government Department of Health 	Network Executive	Establish annual meetings with relevant senior Departmental officials responsible for mental health
		<ul style="list-style-type: none"> ▪ Australian Government Department of Social Services 	Network Executive	Establish annual meetings with relevant Departmental officials
		<ul style="list-style-type: none"> ▪ Australian Medical Association (AMA) 	Network Executive	Annual meeting with the AMA Secretary General Explore opportunities for consumer carer projects around education, training and the development of consumer and carer resources
		<ul style="list-style-type: none"> ▪ Australian Private Hospitals Association (APHA) 	Chair Chair/Coordinators	Attend quarterly APHA Psychiatry Committee meetings Network Coordinators and, where possible the Chair, to meet informally with Private Hospitals Executives
		<ul style="list-style-type: none"> ▪ Private Healthcare Australia (PHA) 	Network Executive Network Executive	Annual meeting with and representation to PHA Mental Health Committee Bi-annual meeting with the Chair of PHA Mental Health Committee
		<ul style="list-style-type: none"> ▪ Royal Australian and New Zealand College of Psychiatrists (RANZCP) 	Chair	Annual meetings with President and/or CEO Explore opportunities for consumer carer projects around education, training and the development of consumer and carer resources
		<ul style="list-style-type: none"> ▪ Australian Psychological Society (APS) 	Chair	Annual meeting with Executive Director Explore opportunities for consumer carer projects around education, training and the development of consumer and carer resources
		<ul style="list-style-type: none"> ▪ Australian College of Mental Health Nurses (ACMHN) 	Network Executive	Annual meetings with CEO Explore opportunities for consumer carer projects around education, training and the development of consumer and carer resources
		<ul style="list-style-type: none"> ▪ Royal Australian College of General practitioners (RACGP) 	Chair and/or Vic Coordinator	Meet with RACGP discuss better engagement with the GPs
		<ul style="list-style-type: none"> ▪ Mental Health Australia (MHA) 	Chair/and/or Multicultural Officer	Seek Annual meeting with CEO
		<ul style="list-style-type: none"> ▪ National Mental Health Consumer Carer Forum (NMHCCF or Forum) 	Chair/representative	Maintain Forum Membership Seek dual representation for a Network consumer and a Network carer on the Forum
		<ul style="list-style-type: none"> ▪ National Mental Health Commission 	Chair	Seek annual meeting with the Commissions' Executive Officers
		<ul style="list-style-type: none"> ▪ New Mental Health Consumer Peak 	Chair	Seek Membership when established

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Objective 1 Excel as the peak consumer and carer organisation for private mental health (continued)	1 Maintain and develop organisational partnerships and engagement (continued)	▪ Mental Health Carers Arafmi Australia	Chair	Annual meeting with the Executive Officer
			Chair	Quarterly discussions around conjoint activities
		▪ Australian Medical Council (AMC)	A/P Lawn	Seek to establish a relationship with the AMC
			A/P Lawn	Explore opportunities for consumer carer projects around education, training and the development of consumer and carer resources
		▪ Beyondblue	Chair	Seek annual meeting with CEO
		▪ Carers Australia	Chair	Seek annual meeting with CEO
		▪ SANE Australia	Chair and/or Vic Coordinator	If possible, seek annual meeting with CEO
		▪ NSW Mental Health Commission	Chair and/or NSW coordinator	If possible, seek annual meeting with CEO and/or consumer and carer Commissioners
		▪ WA Mental Health Commission	Chair/and or WA Coordinator	If possible, seek annual meeting with CEO
		▪ Black Dog Institute	Chair and/or NSW Coordinator	If possible, seek annual meeting with CEO or Executive Officers
	▪ Lifeline	ACT Coordinator Governance and Policy Officer	If possible, seek meeting with CEO	
	▪ Other organisations:	National Committee	Identify any other important organisations the Network wishes to seek meetings with	
		Conference opportunities	Chair/NC	Identify and investigate opportunities for Network attending/presenting at relevant conferences
		THeMHS Annual Conference	Chair/NC	Maintain Network Exhibition Stand at THeMHS Conference
		Explore further opportunities (commercial or otherwise) to promote the Network at the national and state level	Chair/NC	Ongoing sales of Network books
	Undertake recruitment of Friends of the Network through liaison with professional, community and other organisations			
	Undertake recruitment of new Network Members through liaison with consumer and carer organisations			
		Request private hospitals and other stakeholders include a link on their website to the Network website		
		Network Patrons	Chair	Maintain relationship with Network Patrons – Prof Alan Fels AO, Ms Barbara Hocking OAM, and Mr John McGrath AM
		Network Membership Database	PMHA Director	Maintain and regularly update the Network Membership database (PMHCCNdb)
	Network Website (www.pmhccn.com.au)	Chair/PMHA Director	Maintain, regularly update and promote the Network website and its online registration	
	Network electronic eNews Alert Bulletin	Chair	Develop and circulate every month	

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Objective 1 Excel as the peak consumer and carer organisation for private mental health (continued)	2 Promote and expand the Network (continued)	Marketing	Chair/NC	Approach organisations concerning pro bono advertising material
				Seek guest speaking opportunities with community organisations such as Rotary, Lions etc.
				Use electronic media where appropriate including radio and YouTube.
	Develop electronic templates for common Network messages			
	Promotional Pens			
	Develop other promotional products			
3 Represent the diversity of private mental health consumers and carers	Promotional	Chair/NC	Seek guest speaking opportunities from community organisations ie Rotary , Lions etc.	
			Use YouTube	
Objective 2 Advocate to address the systemic needs and improve the lives of mental health consumers and carers	4 Identify areas for improvements in treatment and care and advocate for best practice	Participate in developing, and implementing new models of service delivery for consumers and carers in the private sector	PMHA C&C Reps	Participate on the PMHA's Collaborative Care Models Working Group (CCMWG)
				Develop and promote Network positions on identified issues
		Advocate for improved services for people with a mental illness where gaps are present in service delivery and/or carers	Network Executive	Undertake publication of key issues emerging from BPD Surveys on a pro bono or on a no cost to the Network basis
				Support establishment of the Australian BPD Foundation
				Support the annual National BPD Awareness Week for first week in October each year
				Support the convening of an annual National BPD Awareness Conference
				Review data from snapshot survey of private patients in a public hospitals
		Gather information from appropriate sources		
		Continue to raise awareness of trauma informed care and practice	Network Executive	Support the development of a National Strategy for Trauma Informed Care and Practice
				Develop Network Policy on Trauma Informed Care and Practice
Seek support of the PMHA for the Network Policy on Trauma Informed Care and Practice				
Promote the need for awareness among mental health professionals in the private sector				

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Objective 2 Advocate to address the systemic needs and improve the lives of mental health consumers and carers (continued)	5 Participate in developing, implementing and reforming mental health policy and practice	Provide targeted input into national mental health reform from the private sector consumer and carer perspectives	NC	
		Actively seek participation on all relevant Committees, Working Groups, Inquiries etc. that benefits private sector mental health consumers and carers	NC//Executive	
		Actively seek appropriate partnerships with other relevant organisations for projects relevant to private sector mental health consumers and carers, such as universities, research and other similar organisations.	Executive	
		Explore the feasibility of working with the Office of Learning and Teaching (OLT)	Chair	
		Support the implementation of Peer Support Workers	NC	
		Develop online training for consumer carer representatives and peer workers	Chair	
		Explore the development of online information and resource portal for the Network website on existing hospital-based services and programs	Chair	
Objective 3 Ensure sustainability of the Network	6 Strengthen, support and maintain the Network	Survey of Network Members	Chair	Identify any issues and gaps
		Engage with the wider membership of the Network wherever possible	Chair/NC	
		Develop and review Network operational documents	Governance and Policy Officer/NC	
		Ensure ongoing viable State Network activities	Chair/NC	
		Reimburse State Network Members for expenses as appropriate, subject to funding	Coordinators/Chair	
	7 Secure ongoing funding for the Network	Participate in negotiations of the next AMA Agreement for Services 2018–20	Chair	
		Secure ongoing funding from other sources	Chair	
		Secure project funding from appropriate sources	Chair/Executive	
Objective 4 Build capacity to undertake new directions	8 Explore opportunities for development of research and projects around areas of identified need for consumers and carers	Identify possible consumer and carer related projects and/or research	Chair/NC	Continued involvement with Flinders University consumer/carers research opportunities and distribution of any findings.
			Chair	Partner with the exploratory research into Mental Health Carers and Smoking