



## **Strategic Plan**

April 2007 - April 2008

In April 2007 the NMHCCF conducted two strategic planning sessions. In the first session the NMHCCF's three Working Groups developed work plans around NMHCCF identified sector priorities for the next year. In the second session, the NMHCCF identified three major goals and accompanying work plans for the same period. The priorities and work plans developed by the NMHCCF are presented in this document.

Updated 21 September 2007

**NMHCCF Priority: Privacy and Confidentiality**

Strategy	Actions and Tasks	Outcomes
<p><b>1. To identify and raise awareness of mental health consumer and carer issues concerning privacy and confidentiality nationally</b></p> <p>Advice of ALRC or another appropriate body sought re a workable definition of privacy and confidentiality.</p> <p>Incorporating the definition provided by the ALRC, development, conduct and reporting on a survey seeking the advice of consumers and carers about their issues in relation to privacy and confidentiality.</p>	<p>Advice of ALRC or another appropriate body sought re a workable definition of privacy and confidentiality. Emailed to NMHCCF members.</p> <p>Possible questions identified by NMHCCF WG and emailed to EO</p> <p>Possible questions discussed by NMHCCF members.</p> <p>Including the definition provided by the ALRC, development and distribution of a survey seeking the advice of consumers and carers about their issues in relation to privacy and confidentiality.</p> <p>Survey emailed to NMHCCF members to hold consultations with consumers and carers in their state/territory</p> <p>Survey - Placement of survey on NMHCCF section of MHCA website.</p> <p>NMHCCF members to email information about the survey throughout their networks encouraging consumer and carer organisations to establish links to the survey.</p> <p>Survey responses received and analysed</p> <p>Preparation of an Issues Paper</p> <p>Distribution of this Issues Paper nationally</p>	<ul style="list-style-type: none"> <li>• A paper outlining issues raised by consumers and carers concerning privacy and confidentiality will be produced and distributed nationally.</li> <li>• Increased discussion by consumers and carers of issues related to privacy and confidentiality as evidenced by input to the survey and requests for information from consumer and carer organisations.</li> </ul>
<p><b>2. To identify and raise awareness of National, State/territory and regional initiatives to improve mental health policy and practice in relation to privacy and confidentiality</b></p> <p>In conjunction with the survey in Achievement 1, and as well as seeking advice from National, state/territory mental health branches, compilation and distribution of information about relevant</p>	<p>In conjunction with the above survey, include questions seeking information about relevant initiatives.</p> <p>NMHCCF members to hold meetings with State/territory mental health services and key consumer and carer organisations to seek information about relevant initiatives.</p>	<ul style="list-style-type: none"> <li>• Information posted on NMHCCF section of MHCA website</li> </ul>

Strategy	Actions and Tasks	Outcomes
<p>national, state/territory and regional initiatives with a view to increasing consumer and carer participation in these initiatives.</p>	<p>NMHCCF members to compile information and forward to EO/researcher</p> <p>Information verified and placed on NMHCCF section of MHCA website and included in Issues Paper</p> <p>NMHCCF members to seek the assistance of State/territory mental health services and key consumer and carer organisations to promote the issues paper and to promote opportunities for consumers and carers to be involved with P&amp;C initiatives.</p> <p>Consultation on the Issues Paper with a view to development of a Consensus Statement (Achievement 3 of this plan)</p>	
<p><b>3. Development of a National Mental Health Consumer and Carer Statement on Privacy and Confidentiality</b> Drawing on the information obtained from the survey in Achievement I&amp;2, preparation and distribution of a National Mental Health Consumer and Carer Consensus Statement on Privacy and Confidentiality</p>	<p>Drawing on the Issues paper, drafting of a national consumer and carer consensus statement on P&amp;C</p> <p>WG to review draft and Statement then finalised</p> <p>Consensus Statement released &amp; placed on NMHCCF section of MHCA Website</p>	<ul style="list-style-type: none"> <li>• Wide distribution of the Consensus Statement.</li> <li>• Increased awareness of the views of consumers and carers about privacy and confidentiality as evidenced by requests for Statement and information.</li> </ul>

**NMHCCF Priority: Welfare to Work**

Strategy	Actions and Tasks	Outcomes
<p><b>1. Contributing to addressing the adverse impacts of the Welfare to Work (W2W) provisions on people with mental illness through the development and implementation of an Action Strategy</b></p>	<p>Preparation of a draft Action Strategy comprising a guide for actions which can be undertaken to lobby for change and Briefing Paper summarising the major adverse impacts of W2W provisions on people with mental illness and review by WG.</p> <p>Forwarding by email of Action Strategy and Briefing Paper to NMHCCF members, EO &amp; MHCA Employment Strategies policy officer for comment. Comments to be emailed to WG.</p> <p>Finalisation of paper, distribution and posting on NMHCCF section of MHCA website.</p> <p>WG and NMHCCF members using their networks to draw Strategy and Briefing Paper to the attention of consumer, carers, community mental health services national, state/territory mental health branches and other relevant stakeholders.</p>	<ul style="list-style-type: none"> <li>• Production of a Briefing Paper and Action Strategy which draws on the knowledge of the NMHCCF and which assists the NMHCCF to raise awareness of mental health consumer and carer concerns about W2W.</li> </ul>
<p><b>2. Promoting the involvement of consumer and carers nationally in raising awareness of the impact of W2W on the lives of people with mental illness and their families through NMHCCF lobbying about the adverse affects of W2W</b></p>	<p>In conjunction with the NMHCCF's <i>Achievement 3 Raising Political Awareness strategy</i>, and using the Action Strategy and Briefing Paper, WG and NMHCCF members to lobby Aust gov, state/territory members of parliament including relevant Aust gov ministers and shadow ministers.</p> <p>Letter seeking the views and support of professional bodies drafted, sent and follow-up. Action Strategy &amp; Briefing Paper to be attached.</p> <p>NMHCCF to submit Briefing Paper to new Senate Inquiry and other relevant inquiries and reviews which might emerge</p> <p>NMHCCF to collaborate with organisations that are already actively lobbying about W2W including ACOSS, AFDO, AFHO, Catholic Social Services etc</p>	<ul style="list-style-type: none"> <li>• Increased involvement of NMHCCF members with formal and informal discussions and meetings re W2W.</li> <li>• Increased requests from government to the NMHCCF for input and advice re W2W.</li> </ul>

Strategy	Actions and Tasks	Outcomes
	Views and support of MHCA and its members sought with the MHCA being asked by the NMHCCF to formally investigate the impact of the W2W provisions.	
<p><b>3. Contributing nationally to the development of effective employment strategies for people with mental illness including representation and participation on the MHCA Employment Strategy Reference Group</b></p>	<p>WG to draft letter for NMHCCF Executive to sign to MHCA seeking NMHCCF's representation MHCA Employment Strategy Reference Group.</p> <p>WG and NMHCCF members using their networks to ensure input of consumer, carers and relevant organisation to the work of Employment Strategy Reference Group.</p>	<ul style="list-style-type: none"> <li>• NMHCCF participating in MHCA Employment Strategy Reference Group and forming new working relationships through this Group and through the wider membership of the MHCA.</li> </ul>
<p><b>4. The conduct of national consultations by the NMHCCF on income security and employment difficulties of people with mental illness and their families.</b></p>	<p>Using the Action Strategy and Briefing Paper explore options for obtaining funding to conduct a national consultation with mental health consumers and carers on the difficulties experienced with income security and employment.</p> <p>If funds obtained, conduct the consultancy.</p> <p>Report of national consultations finalised, printed and released as well as placed on NMHCCF section of MHCA website</p>	<ul style="list-style-type: none"> <li>• Funds obtained, consultant employed and consultations conducted nationally and reported on.</li> </ul>

**NMHCCF Priority: Seclusion and Restraint**

Strategy	Actions and Tasks	Outcomes
<p><b>1. The development of a Mental Health Consumer and Carer Consensus Statement on the use of Seclusion and Restraint by Australian mental health services in collaboration with the current S&amp;R project of VMIAC.</b></p>	<p>Members to find out about and advise WG of S&amp;C initiatives in their jurisdictions and NMHCCF to advise these initiatives of the work and interest of the NMHCCF and seek to participate and collaborate where appropriate.</p> <p>WG to prepare an Information Paper drawing on work already undertaken by VMIAC, Information Paper for Mental Health Consumers and Carers which outlines the key issues and which contains a set of questions for consultation/response</p> <p>NMHCCF to review, finalise and distribute Information Paper</p> <p>Information Paper to be placed on NMHCCF's section of MHCA website and NMHCCF members to encourage consumer and carer organisations to set up links to the Paper</p> <p>NMHCCF members to hold discussions with four individual consumers and carers about their experience of and views about S&amp;C. Responses to be compiled and emailed to WG (Isabell)</p> <p>NMHCCF to seek the views of the professional bodies about the appropriate use of S&amp;C in particular the RANZCP &amp; ANZCMHN and to explore the possibility of collaboration</p> <p>NMHCCF to draw on the literature review conducted by VMIAC and other relevant research.</p> <p>WG to prepare a Consumer and Carer Consensus Statement</p> <p>NMHCCF and key stakeholders (by invitation) to review draft.</p> <p>Consensus Statement finalised and printed.</p>	<ul style="list-style-type: none"> <li>• Consensus Statement produced and distributed widely for use by the sector.</li> </ul>

	<p>Plan developed for release of Consensus Statement nationally and then implemented.</p> <p>Consensus statement made available from the NMHCCF Section of the MHCA website.</p>	
<p><b>2. Contributing to the reduction of the use of Seclusion and Restraint by increasing awareness of best practice in clinical care using the Consensus Statement</b></p>	<p>NMHCCF members to use their networks to encourage the download and distribution of the Consensus Statement to consumers and carers.</p> <p>Distribution of the Consensus Statement to key stakeholders eg MHCA members, professional bodies, Aust gov, state/territory departments and bodies.</p> <p>NMHCCF members to seek meetings with mental health branches in their state/territory to discuss the Consensus Statement.</p> <p>NMHCCF members to hold meetings with consumer and carer organisations and other key peak organisations to discuss the Consensus Statement and to encourage these organisations to promote the Consensus Statement.</p>	<ul style="list-style-type: none"> <li>• The NMHCCF and other consumer and carer organisations asked to participate in S&amp;C reviews and working groups at the Aust gov, state/territory and regional levels.</li> <li>• Advice from consumer and carer organisations nationally that the use of seclusion and restraint is reducing.</li> </ul>

**Goal: To progress working relationships of the National Mental Health Consumer and Carer Forum**

Strategy	Actions and Tasks	Outcomes
<p><b>1. Develop a MOU with the MHCA</b></p>	<p>NMHCCF Executive to meet informally with MHCA Chair to discuss enhancement of relationships with MHCA and content of an MOU</p> <p>Drafting of MOU inclusive of details for enhanced relationship eg regular meetings</p> <p>Review and finalisation of draft MOU by NMHCCF</p> <p>Signing of MOU</p>	<ul style="list-style-type: none"> <li>• An MOU signed and any necessary operational guidelines developed.</li> <li>• More effective relationship established.</li> </ul>
<p><b>2. More interaction with the MHCA</b> - NMHCCF to have more interaction with the MHCA including regular meetings between the NMHCCF Executive and the MHCA and MHCA Executive and Senior staff attending members of the NMHCCF</p>	<p>Schedule developed for formal meetings between NMHCCF Executive and Chair and senior staff MHCA</p> <p>Opportunities identified for various NMHCCF members to meet with members of MHCA senior staff, Board and Members' Policy NMHCCF</p>	<p>Increase in meetings and other interaction between NMHCCF and MHCC either face to face, by teleconf or by email</p>
<p><b>3. Exploration of Membership of MHCA</b> - Explore the feasibility or appropriateness of the NMHCCF having direct representation of the MHCA Member's Policy NMHCCF.</p>	<p>NMHCCF Executive to discuss with MHCA Chair and Senior staff</p> <p>Executive Officer to prepare response for NMHCCF</p>	<p>A briefing paper for deliberation by the NMHCCF prepared on whether it is feasible and appropriate for the NMHCCF to be a member of the MHCA</p>
<p><b>4. Reporting Strategy</b> – NMHCCF to develop a better reporting system to ensure that MHCA, Australian Health Ministers Advisory Council (AHMAC) Mental Health Standing Committee (MHSC) and state/territory mental health branches are kept informed about the work and priorities of the NMHCCF</p>	<p>NMHCCF Executive and Executive Officer to hold initial discussions with MHCA Chair and Senior staff</p> <p>Executive Officer to prepare proforma to guide discussion by members with state/territory mental health branches and assist uniform reporting back of these discussions by members.</p> <p>NMHCCF members to meet with state/territory mental health branches and discuss what information would be helpful and how reports</p>	<ul style="list-style-type: none"> <li>• Structured six monthly reporting system established.</li> <li>• Increased awareness of key stakeholders of the work of the NMHCCF and of the important role played by the NMHCCF.</li> <li>• Improved profile of the NMHCCF.</li> </ul>

Strategy	Actions and Tasks	Outcomes
	could be used and information disseminated. Members to report back to NMHCCF Executive Officer.  Executive Officer to prepare draft reporting strategy	

**Goal: To raise the profile of the National Mental Health Consumer and Carer Forum**

Strategy	Actions and Tasks	Outcomes
<p><b>1. Promotional materials</b> - Produce and strategically distribute a brochure, poster and information materials about the NMHCCF</p>	<p>Preparation of draft brochure, the text of which can be used for other promotional material including bookmark, website-based information for example</p> <p>Review and finalisation of text of brochure</p> <p>Design and printing</p>	<ul style="list-style-type: none"> <li>• Extent of distribution of NMHCCF information; requests for NMHCCF informational materials</li> </ul>
<p><b>2. Increased MHCA website presence</b> - Increase the presence and accessibility of information about the NMHCCF on the MHCA website</p>	<p>Informal discussion with MHCA senior staff and IT staff about possible options</p> <p>NMHCCF members to discuss possible website changes</p> <p>Drafting or redesign instructions prepared</p> <p>Redesign of NMHCCF sections on the MHCA website</p>	<ul style="list-style-type: none"> <li>• The NMHCCF Executive Officer receiving an increased number of inquiries from consumer and carers about the work of the NMHCCF eg by email, phone calls, letters etc</li> </ul>
<p><b>3. NMHCCF members only section of the MHCA website</b> - Explore the feasibility of a special part of the MHCA website being devoted to training and supporting the work of NMHCCF members ie a private section which members must individually log onto and which provides training and information materials, reporting proformas and enables the posting of information items by members</p>	<p>Informal discussion with MHCA senior staff and IT staff about possible options including: Explore the feasibility of a members only section in the NMHCCF devoted to training and information materials, reporting proformas and enables the posting of information items by members</p> <p>Outline of options distributed to NMHCCF Members for discussion.</p> <p>NMHCCF members to discuss the purposes and content of a private section.</p> <p>Options paper prepared for consideration by MHCA (as part of Strategy 2 Website dev)</p>	<ul style="list-style-type: none"> <li>• Brief advice paper prepared by MHCA website coordinator and considered by the NMHCCF</li> </ul>

Strategy	Actions and Tasks	Outcomes
<p><b>4.NMHCCF members strategically promoting the NMHCCF</b> - NMHCCF members strategically increasing awareness about the NMHCCF in their states and territories</p>	<p>In conjunction with the Goal of progressing NMHCCF working relationships, the Executive Officer to prepare a proforma to assist discussions and uniform reporting back of the agreed strategies.</p> <p>In conjunction with the Goal of progressing NMHCCF working relationships, two members from each state and territory to meet together and with the mental health branch and key consumer and carer organisations in their state/territory to discuss strategies for more effectively promoting the NMHCCF and for establishing processes for two way communication.</p> <p>A report detailing the agreed strategies to then be presented to the NMHCCF by members.</p> <p>Implementation of agreed strategies</p>	<ul style="list-style-type: none"> <li>Increased circulation of NMHCCF member reports; increased feedback and input to and from NMHCCF members and key consumer and carer organisations in each state and territory</li> </ul>
<p><b>5. Inclusion as standing item on agenda MHCA Board</b> - Negotiating with the MHCA about the work and issues of the NMHCCF becoming an standing item on the agenda of the MHCA Board</p>	<p>In conjunction with the Goal of progressing NMHCCF working relationships, the NMHCCF Executive when meeting informally with MHCA Chair to discuss enhancement of relationships with MHCA and content of an MOU, to also discuss the possibility of the NMHCCF becoming a Standing Item on the Agenda of MHCA Board</p> <p>In conjunction with the Goal of progressing NMHCCF working relationships the NMHCCF to discuss what information should be placed before MHCA Board and develop a process for facilitating this</p>	<ul style="list-style-type: none"> <li>Increase in formal and informal interaction between MHCA Board members and NMHCCF members; Action by MHCA on issues raised by NMHCCF in their reports to the Board; joint MHCA/NMHCCF policy statements, projects and initiatives</li> </ul>

**Goal: To Raise political awareness of the priorities and concerns of mental health consumers and carers prior to the 2007 Federal Election**

Strategy	Actions and Tasks	Outcomes
<p><b>1. Briefing Guidelines</b> - With the assistance and advice of the MHCA's media adviser, develop guidelines for NMHCCF members on how to brief, lobby and communicate with members of parliament</p>	<p>Assistance of MHCA media adviser to be sought to prepare a guidelines for NMHCCF members on how to brief, lobby and communicate with members of parliament</p> <p>Media adviser to take NMHCCF members through the guidelines</p>	<ul style="list-style-type: none"> <li>• Guidelines developed</li> <li>• NMHCCF members briefed on the guidelines.</li> <li>• NMHCCF members hold more meetings with members of parliament and express greater confidence in doing so.</li> <li>• More MPs seeking the advice of the NMHCCF</li> </ul>
<p><b>2. Briefing Paper for Members of Parliament</b> – Highlighting the priorities and concerns of mental health consumers and carers including for example homelessness among people with mental illness, cost of housing, employment participation rates and associated difficulties, impact of Welfare to Work, high incidence of suicide upon discharge from inpatient care, accountability of mental health systems to consumers and carers etc.</p>	<p>Preparation of a two page briefing paper for members of Parliament.</p> <p>Identify fact sheets or a national snap shot that might be attached to the Briefing Paper.</p> <p>Emailed to NMHCCF members</p>	<ul style="list-style-type: none"> <li>• Preparation of Briefing Paper</li> <li>• Distribution to MPs increases awareness of the priorities and concerns of mental health consumers.</li> </ul>
<p><b>3. Planned and coordinated release of Briefing Paper</b> - Plan for public release of Briefing Paper developed eg a nationally coordinated release with press conferences in each state and territory.</p>	<p>Assistance of MHCA media adviser sought to organise a co-ordinated release of the Briefing Paper</p> <p>Release plan distributed to NMHCCF members</p>	<ul style="list-style-type: none"> <li>• Briefing Paper successfully released nationally</li> <li>• news items appear in media outlets in each state and territory.</li> <li>• NMHCCF members in demand from media for interviews.</li> </ul>
<p><b>4. State/territory level lobbying plan</b> - NMHCCF members in each state/territory to develop a plan to meet with members of parliament in that state/territory and to discuss the Briefing Paper with them and to seek their response.</p> <p>Where possible the consumer and carer members will go together so that meetings are coordinated and united front presented.</p>	<p>NMHCCF members in each state and territory to develop and implement plan (with assistance from key consumer and carer organisations in their state/territory and from state/territory mental health branches) for consumers and carers to meet together with local MPs.</p>	<ul style="list-style-type: none"> <li>• NMHCCF members in each state/territory successfully hold meetings with a number of members parliament</li> <li>• increased contact between the NMHCCF and MPs.</li> </ul>