



**NEMHSCA STRATEGIC DIRECTION
2019-2021**

Sarah Officer
NEMHSCA PROJECT COORDINATOR

Background, Vision and Values of NEMHSCA.

The NEMHSCA project sought to build on the work of the North East Mental Health Alliance (NEMHA), a longstanding mental health alliance in the North East region led by Banyule Community Health (BCH). In recognition of significant and continued sector reform in the Alcohol and Other Drug (AOD) and Mental Health sectors, BCH sought resources to continue and expand the Alliance to reflect current need for integration and collaboration across the multiple sectors who are involved in service delivery for this most vulnerable of client groups. Having secured funding from the Eastern Melbourne Primary Health Network (EMPHN), BCH and St Vincent's Hospital Melbourne (SVHM) sought partnership to renew and reinvigorate the Alliance, to be called the North East Mental Health Service Coordination Alliance (NEMHSCA).

The Role of NEMHSCA

Is to promote the development, implementation and monitoring of an integrated multi sector service coordination framework that harnesses the knowledge, experience and practice wisdom of representatives from across the North East metropolitan region. NEMHSCA aims to provide a platform to better enhance service integration and communication so consumers, carers and the community can access responsive, appropriate and integrated Mental Health and wellbeing support.

Our Vision

For consumers, carers and the communities we serve to receive person centred, timely, flexible and appropriate mental health and wellbeing support from services who coordinate, communicate and integrate through a regional service coordination platform.

Our Values

We Value leadership

We use our leadership platforms to advocate and implement change, to strengthen partnerships and improve service , integration and collaboration.

We value collaboration

We collaborate, communicate, coordinate and integrate.

We value a strategic approach

We foster a culture of learning and innovation, we plan and set goals and strive to deliver outcomes.

NEMHSCA Strategic Priority Areas

Mental Health and AOD System Reform

OBJECTIVE - To improve consumer and carer access to person centered, timely, flexible, culturally safe, appropriate and integrated support.

- **Promote new and existing Mental Health and AOD initiatives and programs. Hold a watching brief on the Royal Commission and other reforms.**
- **Provide a forum in alliance meetings to identify local themes and raise issues for discussion and action as required.**
- **Utilise NEMHSCA's leadership platform to facilitate coordinated and integrated care in the region.**

Safe and Quality Care

OBJECTIVE - Shared understanding of key quality and safety issues and agreed application of service coordination and care pathways between partner agencies.

- **Improve cultural safety practices across services. Promoting welcoming, supportive environments that are socially, emotionally and spiritually safe for consumers, families and carers.**
- **Establish a shared understanding of care pathways and referral mechanisms for Mental Health, AOD & suicide pre and postvention in the region.**
- **Establish a space within NEMHSCA to discuss themes and learnings from adverse events.**

Collaborative and Shared Care Planning

OBJECTIVE - Shared understanding of key issues and agreed application of service collaboration and shared care pathways between partner agencies.

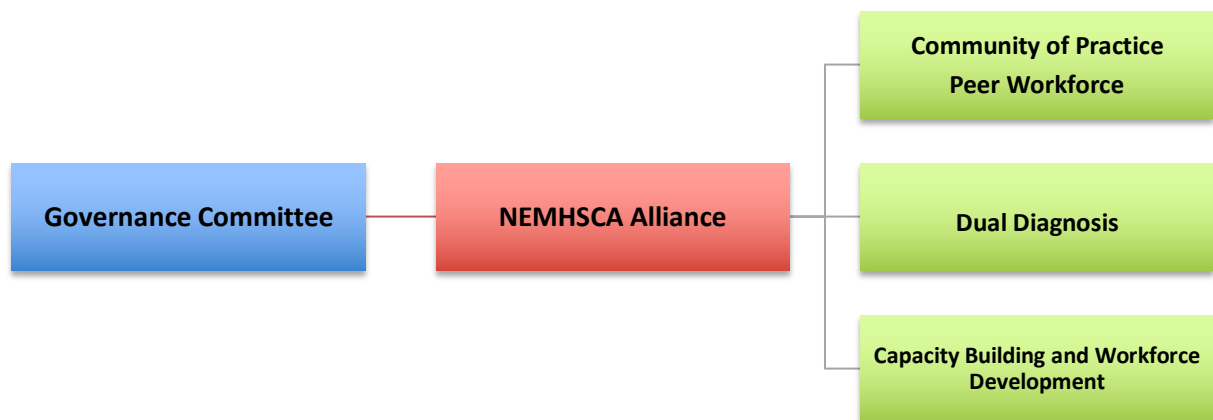
- **Develop and agree on shared care strategies to support consumers, carers and health care supports active involvement in the care team.**
- **Improve staff, consumer and carer understanding of service navigation, shared care pathways, roles and responsibilities and models of care.**
- **Improved knowledge of local issues, targeted capacity building, and improved service communication mechanisms and pathways to support.**

Workforce Retention and Development

OBJECTIVE - Maintain and further develop a skilled workforce in the region.

- **Utilise the NEMHSCA platform to develop and promote workforce development and training activities for staff across the region.**
- **Ensure available training resources are shared through the NEMHSCA email group, including information about opportunities in the region, collaborative care and dual diagnosis issues.**
- **Improve staff orientation practices with a focus on developing workforce understanding of roles and models used across the sector.**

NEMHSCA Structure and Catchment Area



NEMHSCA Governance Committee

A Memorandum of Understanding exists between Banyule Community Health and St Vincent's Hospital Melbourne.

NEMHSCA Governance Committee- Eastern Melbourne Primary Health Network, Banyule Community Health and Nexus Dual Diagnosis Service- St Vincents Hospital.

NEMHSCA Alliance

The following is a list of the organisations and partnerships involved in the alliance. They are located within the NEMHSCA region of the Eastern Melbourne PHN catchment area (see map below).

Austin Health	Orange Door
Banyule Community Health	Odyssey House
Brotherhood of St Laurence	Services Australia
CarerLinks North	Uniting ReGen
Department of Health and Human Services (DHHS)	Wellways
Eastern Melbourne Primary Health Network	Whittlesea Council
Headspace	
health Ability/Carrington Health	The NEMHSCA professional development working party
Hume/Whittlesea PCP	The NERDD working party
Mind Australia	The NEDDY working party
Northern Area Mental Health NAMHS	EMHSCA our sister alliance in the East
Neami National	The CoP Peer Workforce
Nexus Dual Diagnosis Service	
Nexus Primary Health	

NEMHSCAs commitment to communities and guiding principles

NEMHSCA makes the following commitments in seeking meaningful involvement and contribution from community members in reshaping services that directly affect them.

NEMHSCA recognises lived experience and the need for and value of consumer, carer and peer worker expert advice into the design and implementation of the alliance and its activities.

NEMHSCA is dedicated to strengthening consumer and carer collaboration and participation by providing an expert advisory group to advise and inform the Governance Committee and the NEMHSCA Alliance on its activities and decision making.

NEMHSCA recognises the ongoing struggle with disposition of the Aboriginal and Torres Strait Islander people and communities, past and present.

NEMHSCA is dedicated to building stronger relationships with Aboriginal and Torres Strait Islander peoples, communities and services. NEMHSCA acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of the North East region of Victoria and recognises the enormous health gaps and challenges in accessing culturally safe, appropriate and responsive services. NEMHSCA is dedicated to gaining expert advice by engaging with local Community.

NEMHSCA values and supports its culturally and linguistically diverse communities (CALD).

NEMHSCA recognises that culture and ethnicity shape the way people understand health and wellbeing and that services need to improve the way they engage with their diverse communities, particularly where disparities in health outcomes are evident. NEMHSCA is committed to being a culturally safe and responsive entity that promotes health and wellbeing for the CALD communities.

NEMHSCA values and supports its LGBTIQ+ people and communities. NEMHSCA recognises that a disproportionate number of the LGBTIQ+ communities experience poorer health outcomes and these experiences are interrelated with discrimination and marginalisation. Actual or perceived discrimination from services can lead people to delay or deny seeking care. NEMHSCA is committed to being an entity that promotes safety and inclusivity for the health and wellbeing of the LGBTIQ+ communities.

NEMHSCA Good Faith and Guiding Partnerships Principles

All members of NEMHSCA agree to act in good faith and demonstrate goodwill at all times during all aspects of the work that the Partnership undertakes together. To this end, the Partnership will collectively and conscientiously work to uphold the following shared principles:

- i. Partnerships add value through integration.
- ii. Partnerships mean clear, honest and informative communication.
- iii. Partnerships are respectful and comprise sharing authority.
- iv. Partnerships and performance count.
- v. Partnerships actively embrace a culture of learning and innovation.