



ANNUAL REPORT 2020



2020 Annual Report- NEMHSCA

North East Mental Health Service Coordination Alliance

Report Provided by Sarah Officer NEMHSCA Project Coordinator

Background-

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.

NEMHSCA Project 2020-

NEMHSCA entered into 2020 with a plan to deliver live events and workshops, a staff orientation project and 6 alliance meetings. However, in March 2020 the coronavirus made its way to Victoria and all NEMHSCA services began the transition to online service delivery and a new way of life. NEMHSCA and its members completely re-invented the way they provided services and faced many successes and challenges due to the pandemic. NEMHSCA and its services found themselves navigating a “new normal” of online service delivery and communication. The alliance moved swiftly to online using Zoom. It conducted 2 face to face and 4 Zoom meetings. The alliance became a platform for members to share updates on workplace and support service changes. A place to navigate themes, challenges and successes relating to the mental health and wellbeing of consumers, carers, staff and the community. It became a platform for members to share new programs and updates we stayed informed to changes and connected as a community. As NEMHSCA entered into a world of COVID-19 and lockdown it suspended its original agenda and often focussed primarily on service updates and changes. It shortened our meeting to 90 minutes to prevent the serious Zoom fatigue and meeting burnout that many people were experiencing.

NEMHSCA cancelled the workshops that were in their planning stages and had to rethink how to deliver the workforce development and capacity building funding. The staff orientation project and many of the project deliverables were put on hold. But many went ahead as planned and here were some of the highlights and deliverables that were achieved in 2020.

Highlights for 2020

- NEMHSCA held 4 Zoom alliance meetings and 2 face to face at BCH
- NEMHSCA completed its branding package
- NEMHSCA created 3 online live events
- NEMHSCA and Mind Australia collaborated to create a lived experience story in the form of an animation
- 3 Service Providers joined the NEMHSCA membership, IMHA, WHIN and DPV Health.
- NEMHSCA now has a space on the EMPHN website and will continue to develop links to services and resources.
- NEMHSCA held presentations from LIFT stepped care model for mental health, Uniting ReGen, IMHA, EMPHN referral and access team and Neami National.
- NEMHSCA partnered with Nexus DD service to provide 39 COVID-19 related online sessions
- NEMHSCA and the professional develop working party started creating a regional service navigation online event for 2021
- NEMHSCA concluded the year with a celebration and entertainment event put on by Multicultural Arts Victoria

Workforce Development and Capacity Building Funding – EMPHN and NEMHSCA

In 2020 NEMHSCA changed its plans for the year ahead as it was no longer able to deliver live events. It decided to change the workshops/events into webinars. NEMHSCA had to learn how to create and deliver online events from home and in 2020 it delivered 3 live and interactive online events. The themes of the events came from the North East workforce themes survey and to the best of its reach the workforce told NEMHSCA they wanted to learn more about Trauma Informed Care and Dual Diagnosis. During the pandemic NEMHSCA realised there was a need for good planning with consumers who spent less time face to face with workers so it created a webinar to show people how to simply and effectively make a relapse prevention plan that could be shared by care teams, carers and support people. Here is a summary of the webinars that were produced in 2020.

Workshop 1 which was already well into its planning stages was turned into a Webinar in July 2020. NEMHSCA invited Phoenix Australia the National Centre of excellence for Post-Traumatic Stress and the Northern Centre Against Sexual Assault along to deliver a 2 hour webinar called Trauma Informed Care and Responding to sexual abuse disclose (Trauma Informed Care focus) – 498 viewers

Webinar 1 - Harm Reduction and empowering person-centred approach to Mental Health and Substance Use. NEMHSCA teamed up with Nexus Dual Diagnosis Service, Harm Reduction Victoria and staff from Mind Australia, Wellways, St Vincent's Hospital with support from the Yarra Mental Health Alliance and the Yarra Drug and Health Forum to create a 90 minutes webinar on Harm Reduction (Dual Diagnosis focus). 370 viewers

Webinar 2- Relapse Prevention- how to explore the early warning signs of psychosis. NEMHSCA teamed up with Monash University, Nexus Dual Diagnosis Service and the great skills of Simon Laxton who had been trained in the BITS model to create a Relapse Prevention webinar. 240 viewers

Outcomes of online events-

The NEMHSCA webinars reached 1108 members of the workforce (event bright registered) Harm Reduction is now being explored by Mind Australia in their staff induction training Launch Housing, EACH, Austin Health, Youth Projects are also exploring Harm Reduction Training Austin Health used the Trauma Informed Care webinar as an inhouse workshop.

Branding Package Completion-

In 2020 NEMHSCA voted on its favourite NEMHSCA branding logo and the winning logo can be seen below. The colours represent the diverse landscape of the NEMHSCA region. The NEMHSCA region covers a large area of Victoria including the Shires of Mitchell, Murrindindi and Nillumbik and the Cities of Banyule and Whittlesea.



The strengths of NEMHSCA in 2020

The NEMHSCA alliance maintained its membership despite the disruption of the pandemic in fact it grew slightly. New and existing partnerships within the alliance were strengthened, they connected and collaborated more. The alliance were able to share service changes and ideas within the space. NEMHSCA has become a sounding board for larger projects in the community and our input is contributing to change.

What's in store for 2021.

- 1 Regional NE Service Navigation Online Event
- 1 final online workshop to complete the funding package
- Sustaining and building relationships and partnerships within the NEMHSCA alliance.
- New membership to consider Youth Projects, Aboriginal Health Services, Lived Experience and Carer representation on the alliance.
- A focus on the Victorian Mental Health Royal Commission.

Governance of NEMHSCA in 2020-

The Governance Committee of NEMHSCA met 3 times of Zoom.

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

NEMHSCA Governance Committee- Larissa Seymour (EMPHN), Lara Jackson (BCH), Chris Hynan (SVHM), Sarah Officer (NEMHSCA Project Coordinator).

The Alliance-

NEMHSCA Project Coordinator- Sarah Officer

NEMHSCA Co-chairs: Lara Jackson (BCH) and Chris Hynan (SVHM)

Membership of NEMHSCA-

	Mind Australia
Austin Health	Northern Area Mental Health NAMHS
Banyule Community Health	Neami National
Brotherhood of St Laurence	Nexus Dual Diagnosis Consultancy Service
CarerLinks North	Nexus Primary Health
Department of Health and Human Services (DHHS)	Orange Door
DPV Health	Odyssey House
Eastern Melbourne Primary Health Network	Services Australia
Headspace	Uniting ReGen
health Ability/Carrington Health	Wellways
Hume/Whittlesea PCP	Whittlesea Council
IMHA	WHIN

NEMHSCA Strategic Direction-

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.

Function- The North East Mental Health Service Coordination Alliance is an inter-organisational collaborative platform that advocates, plans and shapes better health and wellbeing service delivery; including improving and enhancing service coordination and integration in the North East metropolitan region of Victoria.

NEMHSCA 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.

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.

Collaborative and Shared Care Planning

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

Workforce Retention and Development

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

NEMHSCA weblink

To find all the resources, events and reports for NEMHSCA follow the weblink below.

<https://www.emphn.org.au/what-we-do/mental-health/north-east-mental-health-service-coordination-alliance-nemhsca>



The Role of NEMHSCA 2020

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.

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Download

- [NEMHSCA Terms Of Reference](#) ↓
- [NEMHSCA Strategic Direction](#) ↓
- [NEMHSCA an Overview 2019](#) ↓
- [NEMHSCA Annual Report](#) ↓
- [NEMHSCA Commitment To Communities](#) ↓

NEMHSCA

→ [NEMHSCA Events and Webinars](#)