



Memorandum of Understanding

BETWEEN Inner Eastern and Outer Eastern

Alcohol & Other Drug Services

Commonwealth Department of Human Services

Community Health Services

Community Legal Centre

Community Mental Health/Psychosocial Support Services

Department of Health & Human Services

Disability employment services

Domestic Violence Services

Eastern Area City Councils

Family Services

Housing & Homelessness Services

Independent Mental Health Advocacy (IMHA)

Primary Care Partnerships

Primary Health providers

Primary Mental Health Services

Private Mental Health providers

Tertiary Clinical Mental Health

Governance:

Department of Health & Human Services: Inner and Outer Eastern areas

Eastern Health

Eastern Melbourne PHN



IN RESPECT OF

A Mental Health Service Coordination Collaboration between Inner-eastern and Outer-eastern Melbourne Alcohol & Other Drug services, Clinical Mental Health services, Community Mental Health/ Psychosocial Support Services, Community Legal Services, Disability Employment Services, Family Services, Housing/Homelessness services, Primary Health Services, Primary Mental Health Services, Local Councils, and Specialist Family Violence Services.

FOR

Strengthening Mental Health and AOD service collaboration, coordination and system integration across Inner and Outer Eastern Melbourne for improved consumer and carer outcomes.

01 07 2019

MEMORANDUM OF UNDERSTANDING

THIS MEMORANDUM OF UNDERSTANDING is effective from 1st July 2019

BETWEEN Eastern Health, 5 Arnold Street, Box Hill, 3128

AND Eastern Melbourne PHN, 18-20 Prospect Street Box Hill

AND Alcohol and Drug services

- **Anglicare Victoria**, 666 Mountain Hwy, Bayswater
- **Turning Point Eastern Alcohol & Drug Services**, Ground Floor 43 Carrington Road, Box Hill; Wellington House 31-33 Wellington Road Box Hill.
- **EACH SURE**, 46 Warrandyte Rd, Ringwood VIC 3134
- **Link Health & Community**, 2 Euneva Ave, Glen Waverley VIC 3150
- **Access Health & Community**, 378 Burwood Rd, Hawthorn VIC 3122
- **The Salvation Army - Homelessness and AOD Services - Victoria Eastern Region**, 31-33 Ellingworth Parade Box Hill VIC 3128
- **The Salvation Army - AOD Services - Victoria Eastern Region**, 95-99 Railway Road, Blackburn, Vic, 3130
- **YSAS**, 14 Ellingworth Parade, Box Hill 3128

AND Community Mental Health/Psychosocial Support Services

- **EACH**, 2/254 Canterbury Rd, Bayswater North, VIC 3153
- **Mind Australia**, 86-92 Mount Street, Heidelberg 3084
- **Neami National**, 4-8 Water Rd, Preston VIC 3072
- **Nextt**, 2-6 Railway Parade, Camberwell VIC 3124
- **JobCo.**, 366 Nicholson, Fitzroy, VIC 3065
- **Uniting Prahran**, 211 Chapel St, Prahran VIC 3181.
- **Wellways**, Suite 8, 602 Whitehorse Road, Mitcham VIC 3132; Suite 17, 1022 Whitehorse Road, Box Hill, Victoria 3128

AND Community Health Services

- **Access Health & Community**, 378 Burwood Rd, Hawthorn VIC 3122
- **Bolton Clarke**, Level 1, 347 Burwood Highway Forest Hill, VIC 3131



- **Connect 4 Health:** Whitehorse community health, 2/43 Carrington Rd, Box Hill VIC 3128; Link Health & Community 2 Euneva Ave, Glen Waverley VIC 3150; Access Health & Community, 378 Burwood Rd, Hawthorn VIC 3122
- **EACH**, 75 Patterson St, Ringwood East
- **Inspiro**, 17 Clarke St, Lilydale VIC 3140

AND

Commonwealth Department of Human Services

Box Hill Centre, 3/13 Harrow St, Box Hill VIC 3128 ; Ringwood Centre, 2-6 Bond St, Ringwood VIC 3134; Boronia Centre, 3 William St, Boronia VIC 3155; Lilydale Service Centre, Corner Anderson and Chapel Street, Lilydale VIC 3140

AND

Disability Employment Services

- **Campbell Page**, 1 Museum Place, Bateman's Bay, NSW 2536
- **JobCo.**, 366 Nicholson, Fitzroy, VIC 3065

AND

Eastern Community Legal Centre, 3/27 Bank St, Box Hill VIC 3128

AND

Homelessness & Housing services

- **Eastern Homeless Services Alliance** represented by **Uniting Wesley**, 291A Maroondah Hwy, Ringwood 3134

AND

Independent Mental Health Advocacy Level 1, 9-15 Pultney Street, Dandenong VIC 3175

AND

Family Services

- **Inner and Outer Eastern Integrated Family Services Alliances** represented by **Anglicare Victoria**, 666 Mountain Hwy, Bayswater

AND

Local Area Coordinators, Latrobe Community Health Service

- Box Hill office, 26-28 Prospect St, Box Hill VIC 3128
- Ringwood office, 88 Maroondah Highway, Ringwood, VIC, 3134

AND

Local Councils

- **Maroondah City Council**, 179 Maroondah Hwy, Ringwood VIC 3134
- **Whitehorse City Council**, 397 Whitehorse Rd, Nunawading VIC 3131
- **Knox City Council**, 511 Burwood Hwy, Wantirna South VIC 3152

AND

Primary Care Partnerships

- **Outer East Health & Community Support Alliance**, 32 Greenwood Ave, Ringwood
- **Inner East Primary Care Partnership**, 43 Carrington Rd, Box Hill

AND

Primary Mental Health Services

- **Access Health and Community**, 378 Burwood Rd, Hawthorn VIC 3122
- **Mentis Assist**, 23/25 Yuilles Rd, Mornington VIC 3931

AND

Specialist Family Violence Services

- **Regional Family Violence Partnership C/- EDVOS**, PO Box 698, Ringwood VIC 3134



Endorsed by

Victorian Department of Health & Human Services, Inner and Outer Eastern Areas; Eastern Melbourne Primary Health Network; Eastern Health



We acknowledge the traditional Aboriginal custodians of country throughout Victoria and respect them, their culture and their Elders past, present and future.

Glossary and Abbreviations

Abbreviations

AMHS	Area Mental Health Service
AOD	Alcohol and Other Drugs Services
DHHS	Victorian Department of Health & Human Services
DHS	Commonwealth Department of Human Services
ECLC	Eastern Community Legal Centre
EMHSCA	Eastern Mental Health Service Coordination Alliance
IMHA	Independent Mental Health Advocacy
YSAS	Youth Support and Advocacy Service

Glossary

Consumers	Refers to people with mental ill health and co-occurring concerns, who are eligible for treatment and care from health and social service sectors in the EMR on the basis of assessed need.
Service Sectors	Refers to the following health and social service sectors in the Inner and Outer Eastern areas of Melbourne. <ul style="list-style-type: none">▪ Aboriginal Health & Wellbeing services▪ Alcohol & Other Drug sector▪ Clinical Mental Health Service sector▪ Community Mental Health Support Service sector▪ Community Health Service Sector▪ Community Legal Service sector▪ Disability Employment Service sector▪ Family Services sector▪ Specialist Family Violence Service Sector▪ Housing & Homelessness Service Sector▪ Human Services Sector▪ Local city councils▪ Primary Health sector▪ Primary Mental Health sector



Strategic Plan	Refers to the most recent version of the strategic plan developed pursuant to the Memorandum of Understanding for the Eastern Mental Health Services Coordination Alliance.
Target Group	Refers to people who experience mental ill health and co-occurring concerns, and their carers and families, including children.
The Region	Inner-eastern and Outer-eastern areas of Melbourne

PURPOSE

The purpose of this Memorandum of Understanding (MOU) is to provide a clear guiding framework to bring together a range of relevant health and community services to form a multi sector Mental Health service coordination and system integration model for people who experience mental ill-health and co-occurring concerns and their carers and families, including children.

This MOU articulates the principles, protocols and structural/functional working arrangements, which will facilitate effective communication, collaboration and integrated practice across the health and social services operating within the Inner and Outer Eastern Areas of Melbourne.

STATEMENT OF INTENT

In signing this MOU each party agrees to:

- Provide clear leadership and strategic direction in their respective organisations to develop and promote an integrated multi sector Mental Health service coordination and system integration model for the Target Group.
- Implement the agreed integrated multi sector Mental Health service coordination model by working in a coordinated and collaborative manner to identify common issues and solutions, and build and progress working alliances in the interests of the Target Group.
- Achieve sustainable outcomes by embedding the agreed protocols and functional arrangements into local work practice and providing ongoing support for the implementation of practice reforms, cost effective innovation in service system delivery and the structural changes necessary for the development and sustainability of an integrated multi sector Mental Health service coordination model the Target Group.
- Monitoring the success of the Mental Health service coordination model, strategic plan and associated work plans and their ongoing adaptation in response to changing needs the Target Group in the evolving environment of Mental Health and health service system reform.



IT IS HEREBY AGREED BETWEEN THE PARTIES

1. TERM

- 1.1 The term of this Memorandum of Understanding (MOU) shall be for three (3) years from the commencement date.
- 1.2 This MOU acknowledges the provision of non-recurrent project officer funding provided by commonwealth and state governments.

2. Eastern Mental Health Service Coordination Alliance (EMHSCA).

- 2.1 The EMHSCA Steering group will oversee the implementation and monitoring of this MOU.
- 2.2 Members of the EMHSCA operations group, herein known as 'the Alliance', will include representatives from all relevant Service Sectors as defined previously in this agreement. For current Alliance membership at initiation of the MOU see **Appendix C**.
- 2.3 The membership, role, frequency of meetings and coordination of the Alliance are set out in the Terms of Reference (EMHSCA ToR), agreed between the parties, attached as **Appendix A**.
- 2.4 Written minutes will be kept of all Alliance meetings.
- 2.5 Changes can only be made to the Alliance ToR by the signatories to this MOU (or equivalent positions) or their nominated delegates.
- 2.6 The Alliance is accountable to the Chief Executives or their nominated delegates of the relevant organisations that are parties to this MOU.
- 2.7 The EMHSCA Steering group will be responsible for the implementation, monitoring and review of the MOU and associated documents, including the Strategic Plan and associated work plans. See EMHSCA Steering group Terms of Reference **Appendix B**.

3. REVIEW OF MEMORANDUM OF UNDERSTANDING

- 3.1 Review of the terms of this MOU during period of its operation is not required.
- 3.2 This MOU may only be amended with the written agreement of all parties.
- 3.3 New members applying to join the Alliance must be endorsed by the Alliance membership and may sign in counterpart at any time within the term of this MOU without a need for revision of the MOU.



4. SCOPE

- 4.1 The scope of this MOU includes commonwealth and state funded services in the Eastern Metropolitan Region: Mental Health, Alcohol & Other Drug, Community Health, Community Legal, Disability Employment Services, Family Services, Family Violence, Federal Department of Human Services, Housing and Homelessness, Local Councils, the Eastern Melbourne PHN, Primary Health, and Primary Care partnerships.

5 INTENT

- 5.1 The overall intent of the MOU is for parties to develop, implement and evaluate activities that promote coordinated services across the region for the Target Group.
- 5.2 The parties to this MOU will work together to create and strengthen working relationships between the services within scope of this MOU, to improve outcomes for people with Mental Health and co-occurring concerns and their carers.
- 5.3 The parties to this MOU will work together to achieve the goals of the Strategic Plan and outcomes.
- 5.4 The parties to this MOU will participate in activities designed to evaluate the effectiveness of the Strategic Plan.

6 ROLES AND RESPONSIBILITIES

- 6.1 Each party to this MOU:
- Will ensure that its nominated Alliance member commits to and complies with the components of the EMHSCA Membership Guide attached as **Appendix D**.
 - Agrees that its nominated Alliance member or their delegate will be responsible for engaging their respective organisations/sector in all processes and activities necessary to achieve the intent of this MOU.
 - Will encourage organisational/sector commitment (from senior management to the worker level) to the sustained development of the Mental Health service coordination arrangements and associated processes as articulated in this MOU and the Strategic Plan.



7 GUIDING PRINCIPLES

7.1 The following principles encapsulate the critical features of the Mental Health service coordination framework:

- I. **Leadership** – to promote and develop a clear shared framework for Mental Health service coordination at all levels of the organisation/sector. This includes promoting a spirit of cooperation and collaboration, and respect for each other’s philosophy, priorities, knowledge, skills and experience.
- II. **Authority** – to implement the required changes in order to achieve the sustained development of a integrated multi sector Mental Health service coordination model for people with Mental Health concerns and their carers.
- III. **Accountability** – for quality service provision, achieving continuity of care and optimal recovery and rehabilitation outcomes including strength-based approaches for people with Mental Health concerns and their carers and for maximising the use of available resources and minimising duplication of effort.
- IV. **Ownership** – of the change processes involved in developing and sustaining an integrated multi sector Mental Health service coordination model for people with Mental Health concerns and their carers.
- V. **Sustainability** – by embedding change activities and processes (including coordination) within existing organisational/sector structures and service delivery networks and models.
- VI. **Adaptability/Flexibility** – to enable integrated multi sector Mental Health service coordination and Service integration to respond to local needs, evolving service models, emerging evidence based practice change and changing consumer needs.

8 PROTOCOLS

8.1 The parties to this MOU will develop, implement and monitor protocols to:

- I. Monitor and review the development of a multi sector Mental Health service coordination and service integration model;
- II. Coordinate the development and maintenance of business issues for Mental Health service coordination in the Region for the Target Group, including:
 - a. review/development of memorandums of understanding;
 - b. endorsement of cross sector operational protocols;
 - c. review of resource allocation for opportunities to address service gaps; and
 - d. consumer and carer collaboration and participation frameworks
- III. Make timely decisions that:
 - a. resolve any conflicts between the parties to this MOU;
 - b. monitor project risks;
 - c. strengthen and embed consumer and carer collaboration and participation; and
 - d. address issues arising in the development of Mental Health Service Coordination in the Inner and Outer Eastern Areas of Melbourne.

8.2 The protocols will be consistent with existing standards and frameworks.

9 STRATEGIC PLAN

9.1 The Strategic Plan is to be reviewed bi-annually. This review will be carried out under the direction of the EMHSCA Steering group, and with consultation across the EMHSCA partnership.

10 FUNDING AND RESOURCES



- 10.1 The parties agree that Eastern Health will be the designated fund holder in respect of any funds received to facilitate the development/strengthening of Mental Health service coordination arrangements under this MOU.
- 10.2 The parties to this MOU are expected to meet their respective management and operational costs for the ongoing implementation of agreed activities and/or processes related to the development and/or strengthening of Mental Health service coordination arrangements.
- 10.3 The parties to this MOU agree to support ongoing workforce development activities with shared relevance that support Mental Health service coordination. Members may be required to contribute via monetary donation to cover venue hire, equipment hire and other associated costs, where practicable.

11 EVALUATION AND REPORTING

- 11.1 Evaluation of progress in achieving the agreed outcomes and assessment of performance against any key performance indicators (KPIs) set by the EMHSCA Steering group, are to be undertaken annually by, or under the direction of the EMHSCA Steering group.
- 11.2 The EMHSCA project officer shall submit an annual written evaluation report to the all EMHSCA committees on the achievement of deliverables/actions articulated in the Strategic Plan.

12 ADDITION TO, AND WITHDRAWAL FROM, MOU

- 12.1 A new member joining EMHSCA within the period of this MOU may sign a copy of this MOU at any time without necessitating a resigning or revision of the whole document.
- 12.2 A party may withdraw from this MOU at any time by giving the EMHSCA committee co-chairs 3 months' written notice.

13 DISPUTE RESOLUTION

- 13.1 If any question, difference or dispute arises between the parties, dispute resolution in the first instance is the responsibility of relevant program managers, who will refer any unresolved issue to their respective representatives on the Alliance.
- 13.2 Where the matter cannot be resolved by the Alliance members, the Chief Executives of the organisations/sector representatives that are party to this MOU will agree on a method of resolution to apply to the question, difference or dispute.

14 INTELLECTUAL PROPERTY

- 14.1 In respect to any methods, plans or guidelines jointly created by any two or more parties to this MOU or the Alliance for the purposes of this MOU, all parties to this MOU shall be entitled to the intellectual property in the product unless objected to by one or more of the parties. Creative commons license shall be applied.
- 14.2 In respect to any methods, plans or guidelines created independently by a party to this MOU (product), that party shall retain the intellectual property in the product, notwithstanding that the Alliance may have approved the products.

15 Counterparts



15.1 This MOU is intended to be signed in counterparts, each of which is an original, but all of which, when taken together, constitutes one and the same MOU.

Signatories to MOU

Service

Signatory:

Title:

Signature: _____ **Date:** _____

Witness name: -----

Signature: ----- **Date:** _____

Appendices

- Appendix A EMHSCA "The Alliance" Terms of Reference
- Appendix B EMHSCA Steering group Terms of Reference
- Appendix C EMHSCA Membership
- Appendix D EMHSCA Membership Guide



Appendix A EMHSCA Committee “The Alliance”

Terms of Reference

Date: August 2019

1. Role

The aim of EMHSCA is to strengthen Mental Health and AOD service collaboration, coordination and system integration across Inner and Outer Eastern Melbourne for improved consumer outcomes.

The role of the EMHSCA Committee is to oversee the development, implementation and monitoring of an integrated multi-sector service coordination framework for people who experience mental ill-health and co-occurring concerns, and their carers, families and other supports across the Inner- and Outer- Eastern Areas of Melbourne.

2. Reporting

- An annual report on the progress of EMHSCA against the action plan, is provided to the EMHSCA Steering group by the EMHSCA project officer and is endorsed and provided to the EMHSCA Committee.
- Minutes are distributed to members of the EMHSCA Committee no later than one week from the date of the most recent meeting.
- Members will report progress and seek authorisation of service coordination initiatives via relevant partner’s internal governance and meeting structures.

3. Function / Objectives

- Improve, support and promote safe, Recovery-focused, person-centred, and collaborative practices across sectors.
- Provide a platform for consultation and information sharing for various projects and initiatives.
- Provide operational leadership and decision making in relation to the work.
- Provide a key communication mechanism for EMHSCA partners.
- Promote a structured and coordinated peer workforce model.

4. Membership

The Eastern Mental Health Service Coordination Alliance will include representatives from following service providers:

Aboriginal Services

Anglicare

Australian Government Department of Human Services

Campbell Page

Connect 4 Health (Link Health & Community; Carrington Health; and Access Health & Community)

Consumer and Carer Representatives

Department of Health & Human Services – Inner and Outer Eastern Metro Regions

EACH

Turning Point Eastern Treatment Services

Eastern Community Legal Centre

Eastern Health Mental Health Services



Eastern Homelessness Support Services Alliance
Eastern Melbourne PHN
Eastern Dual Diagnosis Response
Independent Mental Health Advocacy
Inner East Primary Care Partnership
Job Co.
Mentis Assist
MIND Australia
NEAMI National
NEXTT
Outer East Health and Community Support Alliance
Uniting Prahran
Regional Family Violence Partnership
The Salvation Army
Wellways
YSAS

- Each EMHSCA partner organisation will send representatives who can attend regularly have seniority, and appropriate decision making authority for their organization and demonstrated interest in supporting the EMHSCA Strategic Priorities.
- Potential new member organisations are to be considered by the EMHSCA Steering Group upon request or otherwise via annual review, and if accepted, the project officer will extend an invitation.

Substitutes, deputies and others

- Substitutes and deputies may attend as agreed by the Chair
- By invitation of the Chair, others may attend for all or part of one or more meetings of the Alliance as a resource or in an advisory capacity. Any member of the group may seek the Chair's permission for a non-member to attend part of, or all of, the meeting for the development of the work of the Alliance or for information sharing.
- It is the responsibility of members who are resigning from their position within their organisation to pass on information about their role with the Alliance to another suitable leader within the organisation.

5. Subcommittees

The EMHSCA implementation committee, along with any formed working groups, will communicate with the Alliance via minutes, shared membership, and the Chair's reports.

6. Meetings

The Alliance will meet bi-monthly, and more or less frequently if it is deemed necessary. In addition, the Co-chairs of the Alliance will call a meeting of the group if so requested by any member of the Committee.

Chairpersons



Two chairpersons to be elected by ballot at EMHSCA committee meetings bi-yearly or as required for purpose of continuity. Term of chair is generally to be of 24 months duration. Refer to EMHSCA Co - chair guide.

Guest speakers with information relevant to the strategic direction of the EMHSCA will be welcomed but must be approved by the EMHSCA Steering Group and placed on the EMHSCA committee meeting agenda by the Project Officer.

Standing Agenda

Acknowledgement of country

Recognition of lived experience

Declaration of potential conflict of interest

Attendance List/Introductions

Acceptance of previous Minutes

Business Arising

Service/Sector Updates (as required/requested only)

Supporting integrated care

New Business

Paperless meetings

EMHSCA is attempting to reduce wasted paper. Please bring all meeting documents in electronic format wherever possible. Meeting documents will only be provided in hard copy at meetings if they have not been provided via email prior to the meeting. If you require printed copies at the meeting please let the EMHSCA project officer know by no later than the morning of the meeting.

7. Quorum

A quorum shall consist of the majority (more than 50%) of members of the Alliance. Meetings without a quorum may proceed at the discretion of the chair with notes recorded for the following meeting.

8. Review

- a) The Terms of Reference and the membership of the Working Groups, including attendees, shall be reviewed annually by the EMHSCA Steering group with any changes to be approved by the consensus of the members.
- b) Review of the Committee's performance shall be conducted annually and reported to the EMHSCA partners.

9. Committee Records

- The storage of Alliance records and documents will be the responsibility of the EMHSCA project officer and all documents will be located within the Eastern Health electronic database.
- Only duplicate copies of committee documents (agendas, minutes and papers) should be circulated to members, with the original (master set) stored in Eastern Health-approved systems.
- The retention and disposal of all committee records, including email and electronic documents, must be in accordance with the relevant legal requirements.



- In the event of the termination of the EMHSCA project officer role, the ongoing storage of EMHSCA documents will be handed over to the current chair of the Alliance.

Appendix B

EMHSCA Steering group

Terms of Reference

Date: August 2019

1. Role

The role of the EMHSCA Steering group is to guide the direction of EMHSCA by making decisions regarding the scope and priority areas of the work of the Alliance.

2. Reporting

- The EMHSCA Steering group is sponsored by the Eastern Melbourne PHN.
- An annual report on the progress of EMHSCA against the action plan, is provided to the EMHSCA Steering group by the EMHSCA project officer and is endorsed and provided to the EMHSCA Committee.
- Minutes are distributed to members of the EMHSCA Steering group no later than one week from the date of the most recent meeting.
- Members report to the EMHSCA committee in relation to matters that have been ratified via the EMHSCA Steering group.

3. Function / Objectives

The EMHSCA Steering group will set and oversee the EMHSCA Strategic direction and associated work plan.

This group will ensure appropriate representation for the Alliance membership and consider new applications. They will facilitate the revision and re-signing of the EMHSCA Memorandum of Understanding as required.

The Steering group is responsible to take account of the issues raised by the broader membership in the setting of the direction for EMHSCA.

Scope of the work of the EMHSCA Steering group includes but is not limited to:

- Broad cross-sectoral communication regarding the EMHSCA Steering group, its progress and outcomes
- Consultation with EMHSCA partners not represented in the Steering group.
- Convening the required working groups, outlining their work plans and acting as the first stage approval group for the program of work.

4. Membership

The composition of the Steering group by position is as follows:

Eastern Melbourne PHN Manager System Redesign & Service Transition (Mental Health/AOD)

Eastern Health Mental Health Associate Program Director for Adult Community

Department of Health and Human Services Mental Health and AOD leadership

EMHSCA committee co-chairs

EMHSCA project officer

Substitutes, deputies and others may attend as agreed by the Chair

- By invitation of the Chair, others may attend for all or part of one or more meetings of the Steering group as a resource or in an advisory capacity. Any member of the group may seek the Chair's permission for a non-member to attend part of all of the meeting for the development or information sharing
- Members are deemed to have resigned from the Steering group on their resignation from the position on which their membership is based.



5. Subcommittees

Communication from any formed working groups to the EMHSCA Steering group shall occur through the distribution of working group minutes and verbal reports from the chair.

6. Meetings

The EMHSCA Steering group will meet bi-monthly, and at least 6 days prior to “the Alliance” meeting, or otherwise by agreement of the membership. In addition, the Chair of the Steering group will call a meeting of the group if so requested by any member of the Committee.

7. Quorum

A quorum shall consist of the majority of members of the Steering group. Meetings without a quorum may proceed at the discretion of the chair with notes recorded for the following meeting.

8. Review

- a) The Terms of Reference and the membership of the Working Groups, including attendees, shall be reviewed annually by the EMHSCA Steering group with any changes to be approved by the consensus of the members.
- b) Review of the Committee’s performance shall be conducted annually and reported to the EMHSCA partners.



Appendix C

EMHSCA Committee Membership

November 2019 48 Members from 30 organisations and representing 18 health and community support sectors

	ORGANISATION	REPRESENTATIVE	EMAIL	TELEPHONE	ADDRESS	Reporting relationships	Network Connections
1.	Anglicare Victoria : Program Manager/ Family Services /Outer East	Sonia D'urbano	sonia.d'urbano@anglicarevic.org.au	9735 4188	47-51 Castella St, Lilydale 3140	Darren Youngs Regional Director Eastern region Anglicare CEO Paul McDonald Paul.McDonald@anglicarevic.org.au p: (03) 9412 6133	Chair of OE Family Services Alliance Member of the Regional Family violence partnership Member of Prevention Matters Steering Group (under Child & Youth Area partnership)
2.	Anglicare Victoria: A/Program Manager Community Services (AOD)	Simone Ruscuklic	Simone.ruscuklic@anglicarevic.org.au	9896 6322 0458 302 316	666 Mountain Hwy, Bayswater & Box Hill	Darren Youngs	
3.	Australian Government Department of Human Services : Service Centre Manager – Box Hill	Allan Paull	Allan.paull@human-services.gov.au	03 99639875	3 Harrow Street Box Hill 3128	Regional Director	
4.	Bolton Clarke: Regional Manager At Home Support East	June Gray	Jgray1@boltonclark.com.au	F 1300 657 265 M 0410 417 302	Level 1, 347 Burwood Highway Forest Hill, VIC 3131		
5.	Campbell-Page: National Program Manager	Richard Verhagen	richard.verhagen@campbellpage.org.au				
6.	Connect4Health: Executive Director of AOD Services Access HC: Manager Mental Health	Dr Tamsin Short (Mat. Leave) Julius Ting	tamsin.short@accesshc.org.au julius.ting@accesshc.org.au	9810 3017	378 Burwood Rd, Hawthorn 3121	Harry Majewski (CEO Access HC) Harry.majewski@accesshc.org.au T 03 9429 1811 D 03 9420 9114	Connect4Health (Access H & C; Link H & C; Carrington Health). Change Agent Network.



						M 0422 870 744	
7.	Department of Health and Human Services: Manager, Population Health and Community Wellbeing Inner Eastern Melbourne Area	Annette Worthing	Annette.worthing@dhhs.vic.gov.au	t: 98431710 m: 0408608771	883 Whitehorse Road Box Hill Vic 3128		
8.	Department of Health and Human Services: Manager Population Health Outer east Melbourne Area	Cathy Keenan	cathy.keenan@dhs.vic.gov.au	98431708 0401711734	25 Ringwood St, Ringwood 3134		
9.	Department of Health and Human Services: Team Leader, Agency Performance and System Support, Inner Eastern Melbourne Area	Trudy Parker	trudy.parker@dhs.vic.gov.au	03 9843 6163 0437 939 316	883 Whitehorse Road Box Hill Vic 3128		
10.	Department of Health and Human Services: Aboriginal Outcomes and Engagement Population Health, Planning and Aboriginal Engagement Branch East Division	Maurice Shipp	Maurice.shipp@dhs.vic.gov.au	9843 1709	883 Whitehorse Road Box Hill Vic 3128		
11.	EACH: Area Manager Maroondah	Toni Williams	twilliams@each.com.au	9837 3922 0428 069 110	46 Warrandyte Road, Ringwood VIC 3134	Marita Scott – Director Regional Operations Outer East	Change Agent Network
12.	EACH: Area Manager Knox	Debbie Stanley	dstanley@each.com.au	8720 2500 0429 415 199	93 Boronia Road, Boronia Vic 3155	Marita Scott – Director Regional Operations Outer East	
13.	EACH: Outer East Primary Health Manager	Edmond Wong	edmond.wong@each.com.au	9757 6219	1063 Burwood Hwy, Ferntree Gully 3156	Marita Scott – Director Regional Operations Outer East marita.scott@each.com.au	Allied Health Eastern Region, Refugee Health Eastern Region Diabetes Initiative Steering Committee
14.	EACH: Director Strategy, Development & Marketing	Ann Elkins	ann.elkins@each.com.au	9847 4821	20 Melbourne Street, Ringwood	Ann Elkins – Director Strategy, Development &	EMR MH & AOD Planning Council



						Marketing ann.elkins@each.com.au	
15.	Eastern Community Legal Centre: A/Director – Partnerships & Community Development	Donna Askew	donnaa@eclc.org.au	t: (03) 9285 4822	Suite 3, Town Hall Hub, 27 Bank Street, Box Hill VIC 3128	CEO Michael Smith	
16.	Eastern Dual Diagnosis Consumer & Carer Advisory Council: Member	Fred Murray	freddymurray2@gmail.com	0423392686		DDCCAC & Working Group Chairs	
17.	Eastern Dual Diagnosis Consumer & Carer Advisory Council: Carer Member	Belle Groves	Belle.groves@easternhealth.org.au			DDCCAC & Working Group Chairs	
18.	Eastern Health (EH): Associate Program Director- Adult Mental Health	Brad Wynne	brad.wynne@easternhealth.org.au	9895 4965	1 st floor Upton House 131 Thames Street Box Hill Vic 3128	Lisa Shaw Stuart – Program Director Mental Health, Eastern Health CEO – David Plunkett	EH Mental Health Program Executive EH MHP Consumer Family Children Carer Advisory Committee EH Closing the Health Gap Steering Committee
19.	Eastern Health Mental Health Program: Manager Dual Diagnosis and Service Development	Gavin Foster	Gavin.foster@easternhealth.org.au	9843 5864	1 st floor Upton House 131 Thames Street Box Hill Vic 3128	Brad Wynne – APD Adult MHP	VDDI Leadership group
20.	Eastern Health/Turning Point: Program Coordinator – Statewide Services	Nicole Pensa	nicole.pensa@easternhealth.org.au		110 Church Street, Richmond Vic 3121 Australia		
21.	Eastern Health: Coordinator Secondary Consultation and Community Education, Child & Youth Mental Health Service	Melody Sutton	melody.sutton@easternhealth.org.au	0403075136	Upton House, 131 Thames Street, Box Hill 3128		



22.	Eastern Health: Carer Consultant	Kathy Collet	Kathy.collet@easternhealth.org.au		Level 1,43 Carrington Rd, Box Hill		
23.	Eastern Health: Eastern MH Service Coordination Alliance Project Officer	Bronwyn Williams	bronwyn.williams@easternhealth.org.au	0434 608 544	1 st floor Upton House 131 Thames Street Box Hill Vic 3128	Brad Wynne (NDIS project), Gavin Foster (EMHSCA)	EMR Linkages; Change Agent Network; Regional Coordinators
24.	Eastern Melbourne PHN : Manager System Redesign & Service Transition	Emma Newton	emma.newton@emphn.org.au		18-20 Prospect St, Box Hill	Ann Lyon - Executive Director, Mental Health & AOD Robin Whyte - CEO	
25.	Eastern Health: Eastern Peer Support Network	Elia Barresi	Samuel.ryan@easternhealth.org.au		1 st floor Upton House 131 Thames Street Box Hill Vic 3128	Cate Bourke – Consumer and Carer Workforce Manager Eastern Health	
26.	EMR Regional Family Violence Partnership: Outgoing Principal Strategic Advisor	Mandy Mercuri	Mandym.rfvp@edvos.org.au	0437 004 306	EDVOS Ringwood	Liz Billing - Interim CEO - EDVOS jennyj@edvos.org.au	Regional Coordinators Reference Group
27.	Independent Mental Health Advocacy: Advocate	Jenny Bretnall	jenny.bretnall@imha.vic.gov.au	9093 3701	Level 1, 9-15 Pultney Street, Dandenong VIC 3175	Manager: Helen Makregiorgos Helen.Makregiorgos@imha.vic.gov.au	Dandenong Cardina Casey Mental Health network ; Latrobe peninsula network
28.	Inner East Primary Care Partnership:Acting/ Executive Officer	Tracey Blythe	tracey.blythe@iepcp.org.au	9890 2220 0427 565 748	Carrington Health, 43 Carrington Rd, Box Hill		
29.	Inspiro: Community Engagement Officer	Lara Clark	lara.clark@inspiro.org.au	9738 8843	6 Clarke St, Lilydale	CEO, Karyn McPeake karyn.mcpeake@inspiro.org.au	Eastern Consortium of AOD Services
30.	JobCo: NDIS Area Business Manager	Taf Marasha	taf.marasha@jobco.com.au	0499 225 070	95 Albert Street Brunswick, VIC 3056		



31.	JobCo: Disability Employment Services: Business Manager Box Hill	Tanya Cooper	Tanya.cooper@jobco.com.au	9890 7655 0417 513 353	Unit 8/30-32 Ellingworth Parade, Box Hill VIC 3128		
32.	Knox City Council: Coordinator Municipal Strategic Social Planning	Rosie Tuck	Rosie.tuck@knox.vic.gov.au	03 9298 8368	511 Burwood Hwy, Wantirna South 3152		
33.	Latrobe Community Health: Community Engagement (Inner east)	Ashleigh Dougherty	ashleigh.dougherty@ndis.gov.au	1800 242 696	26-28 Prospect St, Box Hill VIC 3128		
34.	Maroondah City Council: Coordinator Care Planning and Assessment	Heather Burns	Heather.Burns@maroondah.vic.gov.au	9294 5724 0428 093 420	179 Maroondah Hwy, Ringwood VIC 3134		
35.	Mentis Assist: Director of services	Mark Smith	msmith@mentisassist.org.au	0421 034 013	23/25 Yuilles Rd, Mornington VIC 3931		
36.	MIND Australia : General Mgr Partnerships	Phil Dunn	phil.dunn@mindaustralia.org.au		353 Whitehorse Road Nunawading Vic 3131	CEO Dr Gerry Naughtin Gerry.Naughtin@mindaustralia.org.au	
37.	MIND Australia: Service Operations Manager Mind Centres Victoria	Sandra Natale	Sandra.natale@mindaustralia.org.au	T: 0399381940 M: 0451632801	86 -92 Mount Street, Heidelberg		
38.	Mullum Mullum Indigenous Gathering Place: CEO	Elke Smirl	manager@mmigp.com.au	03 9725 2166			
39.	NEAMI National: Regional Manager- Eastern Victoria	Peter Warden	peter.warden@neaminational.org.au		11 Malmsbury St Kew VIC 3101	Victorian State Manager - Glen Tobias Phone: 03 8459 7867 glen.tobias@neaminational.org.au CEO - Arthur Papakotsias Phone: 08 6252 0420 arthur.papakotsias@neaminational.org.au	Inner East Complex Care Panel; Eastern Complex Care Panel; Operational Management Group; PIR Consortium; Various local Govt committees

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40.	NEXTT: Team Leader Senior Service Coordinator, Disability and Mental Health	Benal Keceli	BKeceli@nextt.com.au	P: 03-9834- 6003 M: 0437806059	Level 2, 2-6 Railway Parade Camberwell VIC 3124		
41.	Outer East Health and Community Support Alliance: Executive Officer	Jacky Close	jacky.close@oeppc.org.au	9870 2725	Federation Estate 32 Greenwood Avenue, Ringwood	OEHCSA Executive Committee	OE PIR Consortium Knox, Yarra Ranges and Maroondah local Govt committees Koolin Balit Aboriginal Health Committee,
42.	The Salvation Army - AOD Services - Victoria Eastern Region: State Manager	Juanita Davis	juanita.davis@aus.salvationarmy.org	0428 045 004	95-99 Railway Road, Blackburn, Vic, 3130		
43.	The Salvation Army - Homelessness Services - Victoria Eastern Region: Manager	Peter McGrath	Peter.mcgrath@aus.salvationarmy.org	03 9890 7144	31-33 Ellingworth Pde, Box Hill 3128		
44.	Uniting Prahran: Acting Regional Operations Manager South and Inner East (MHCSS and Phams Monash)	Carly Gibson	carly.gibson@vt.uniting.org	0419 115 848	142a Normanby Road, Kew East, Vic3102	Senior manager of services: Janet Charalambakis EO: Stav Stathopoulos CEO Uniting -Paul Linossier Address is 6th Floor, 250 Victoria Parade East Melbourne 3002	
45.	Uniting Wesley: Coordinator Crisis and Homelessness Services, Eastern Region	Cheryl Moran	cheryl.moran@vt.uniting.org	8870 4020	291A Maroondah Hwy Ringwood Vic 3134	Maidie Graham Manager Eastern Homelessness Service System Alliance CEO Uniting -Paul Linossier Address is 6th Floor, 250 Victoria Parade East Melbourne 3002	Homelessness team leaders network meetings, regional and statewide. PIR consortium Maroondah Council Wellbeing Committee ECARS (Family violence) Eastern Males Support Services network

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46.	Wellways Victoria: Regional Manager, Eastern and North Western Melbourne	Jasmine Corbo	jcorbo@wellways.org	(03) 8873 2542 0467 000 205	Suite 8 602 Whitehorse Road Mitcham Vic 3132	Sean Hegarty – General Manager Operations CEO Elizabeth Crowther ecrowther@wellways.org	IEPIR consortium Boroondara MH Alliance, North PIR Consortium, Hume Whittlesea PCP
47.	Whitehorse City Council: Metro Access Development Officer, Community Development Department	Maureen D’Arcy	Maureen.D’Arcy@whitehorse.vic.gov.au	(03) 9262 6516 0408 121 127	379-397 Whitehorse Road Nunawading VIC 3131		
48.	YSAS Eastern: Acting Manager Community Programs	Rod Donald	rdonald@ysas.org.au	03 9890 7855	16-18 Ellingworth Pde, Box Hill Vic, 3128	CEO Andrew Bruun abruun@ysas.org.au	



Appendix D

Welcome to EMHSCA

The members of the Eastern Mental Health Service Coordination Alliance welcome you.

The EMHSCA aim is to strengthen Mental Health and AOD service collaboration, coordination and system integration across Inner and Outer Eastern Melbourne for improved consumer outcomes. EMHSCA functions as the key local platform for health and community service consultation and collaborative decision making in the Eastern Metropolitan Region. In order to achieve the above, Alliance members are required to be of a leadership level that allows for decision making on behalf of their organisation at Alliance meetings. Membership of the EMHSCA implementation committee is also required from each EMHSCA partner organisation. These members may or may not hold a leadership capacity in their organisation, but rather capacity for, and an interest in, planning and promoting service coordination and system integration activities in the region. We look forward to a long and productive relationship as we collectively consider, strategise and act regarding service coordination issues in this region.

New members to EMHSCA have a six month probationary period in which to decide if the Alliance partnership is suitable for their organisation. If at any time in this 6 month period the member and/or the EMHSCA Steering group are dissatisfied with the partnership, the membership may be terminated following discussion with the new member organisation outlining the reasons for the termination.

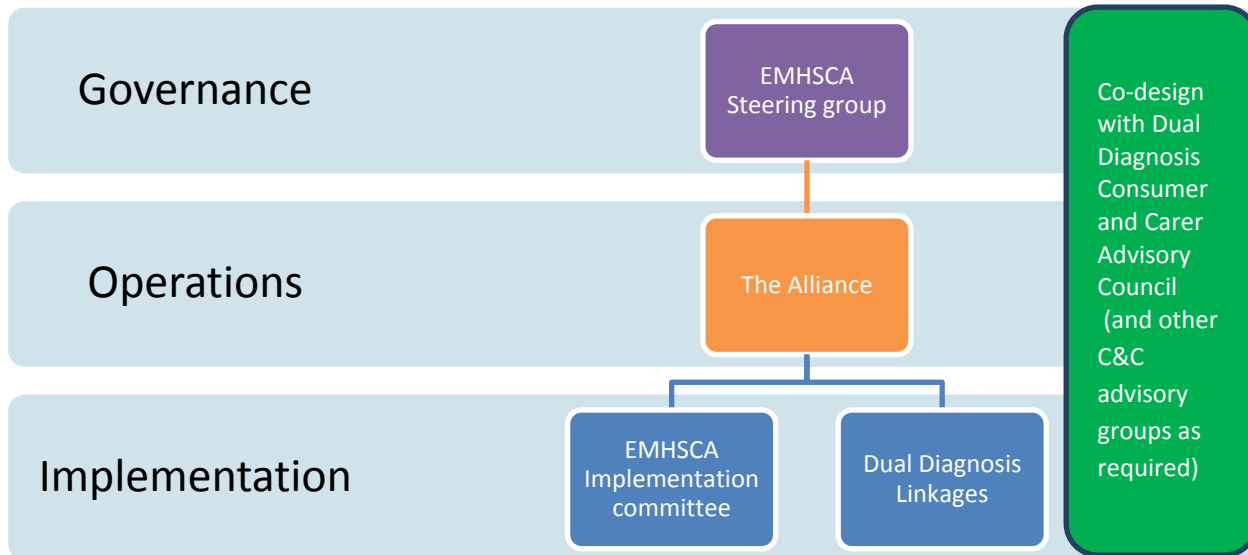
Responsibilities of EMHSCA members

- Attend bi-monthly Alliance meetings (as per calendar provided by Project officer).
- Provide a suitable member from their organisation to join the EMHSCA Implementation committee where feasible.
- Provide clear leadership and strategic direction in their respective organisations to develop and promote collaborative and integrated care for people who experience mental ill-health and co-occurring concerns, and their carers, families, dependants and significant others.
- Work in a coordinated and collaborative manner to identify common issues and solutions, and build and progress working alliances in the interests of people who experience mental ill-health and co-occurring concerns, and their carers.
- Achieve sustainable outcomes by embedding the agreed protocols and functional arrangements into local work practice, and providing ongoing support for the implementation of practice reforms, cost effective innovation in service system delivery and associated structural changes.
- Monitor the success of the EMHSCA Work plan and its ongoing adaptation in response to changing needs of people who experience mental ill-health and co-occurring concerns, and their carers in the evolving nature of the Mental Health and health and community service system and the various



- In general, all relevant information and initiatives arising out of the EMHSCA meetings and EMHSCA correspondence should be disseminated within partner agencies and relevant networks to enhance the progress of the work plan, unless otherwise stated during EMHSCA committee meetings. It is the responsibility of EMHSCA committee members to convey information regarding EMHSCA activities, including workforce development activities, to their organisations.

Communication and reporting structures



Structure	Function	Membership	Funding
EMHSCA Steering Group	Governance	Primary Funding Organisations Executive Leadership, EMHSCA Co-Chairs, EMHSCA Project Officer	EMPHN and DHHS Co-Chair Organisations
EMHSCA “The Alliance”	Operations	MOU Membership Organisations Senior Operational Leadership, DDCCAC consumer and carer representatives, EPSN coordinator, EMHSCA Project Officer	Funded Project Officer: DHHS, EMPHN, Eastern Health
EMHSCA Implementation Committee	Implementation of EMHSCA activities	Nominated representatives from MOU Member Organisations, DDCCAC chair, EMHSCA Project Officer	Funded Project Officer: DHHS, EMPHN, Eastern Health; In-kind by MOU Membership Organisations



Our Vision

The EMHSCA vision is for people who experience mental ill-health and co-occurring concerns, and the people who support them, to access responsive, appropriate and collaborative services to assist with the multiple facets of their individual recovery journey.

At EMHSCA we value:

- **A Strategic approach** by encouraging the expansion of organisational thinking and planning into a broader regional context.
- **A Respectful approach** by treating everyone with courtesy, acknowledging all viewpoints, respecting diversity, and considering everyone with fairness and ensuring constructive honesty.
- **Participation** from a diverse network of services, consumers and carers who commit to being actively involved in the sharing of information, practice wisdom, resources, and innovation.
- **Working collaboratively** to support each other to achieve common goals and enhance integrated practice across the region.
- **Capacity Building** to assist with continuous improvement of the services provided in this region, enhancing collaboration and coordinated care.

EMHSCA Strategic Priorities



For further information about EMHSCA membership go to

<https://www.easternhealth.org.au/services/mental-health-services/eastern-mental-health-service-coordination-alliance>

Please refer to the

1. EMHSCA Work Plan
2. EMHSCA Memorandum of Understanding
3. EMHSCA Terms of Reference
4. Reports

