

**North East Mental Health Service  
Coordination Alliance**

**NEMHSCA**

**2019 a celebration.**

# NEMHSCA

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.

The North East Mental Health Alliance (NEMHA) was formed almost a decade ago. From this came a host of working parties and projects.

2010-2018

But in early 2018 the North East Mental Health Alliance went into hibernation as the sector went through a massive reform and services felt uncertain for the future. The executive alliance was put on hold.

2018

In late 2018 with funding support from EMPHN, Banyule Community Health and Nexus Dual Diagnosis Service began the NEMHSCA project to renew the alliance.

2018

2019

In February 2019 the NEMHSCA project coordinator role commenced and NEMHSCA was reinvigorated.

**Governance  
Committee**

**1**

**PLAN**

**Form a  
Governance  
Committee**



**Project  
Coordinator**

**2**

**PLAN**

**Employ a  
Project  
Coordinator**



**Expert Advisory  
Group**

**3**

**PLAN**

**Form an Expert  
Advisory  
Group**



**Form  
NEMHSCA**

**4**

**PLAN**

**Form the  
Alliance**



# NEMHSCA Membership 2019

Austin Health

Banyule Community Health

Brotherhood of St Laurence

Centrelink (DHS)

CarerLinks North

Department of Health and Human Services (DHHS)

Eastern Melbourne Primary Health Network

Headspace

health Ability/Carrington Health

Hume/Whittlesea PCP

Mind Australia

Northern Area Mental Health NAMHS

Neami National

Nexus Dual Diagnosis Consultancy Service

Nexus Primary Health

Orange Door

Odyssey House

Uniting ReGen

Wellways

Whittlesea Council

And strengthened relationships with..

The NEMHSCA professional development working party

The NERDD working party

The NEDDY working party

EMHSCA our sister alliance in the East

The CoP Peer Workforce

# As an Alliance we discussed and developed...

Our Branding

Who we are?

Our Vision and values

Why we do it?

Our Terms of Reference

How we do it?

Our Strategic Priority Areas

Where are we going?

Our Project deliverables for 2020

How to get there?

# 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.

# NEMHSCA 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**

**2019-2021**



Mental Health and AOD System Reform



Safe and Quality Care



Collaborative and Shared Care Planning



Workforce Retention and Development

# Our Project deliverables

- In 2019 NEMHSCA deliberated over 10 project deliverables. We maintained that 9 of these deliverables were happening either within the NEMHSCA space or within NEMHSCA member organisations.
- A regional service directory and service user data collection are happening within EMPHN. A website is being set up within BCH, emails, updates and monthly bulletin sharing information, recruitment and training opportunities to be the role of the NEMHSCA coordinator. Supporting the growth of the working parties, including a CoP Peer Workforce sat within the alliance. Having presenters and guests from services speak at alliance meetings. Developing the use of the workforce development funding are all happening within NEMHSCA alliance meetings.
- There was 1 we decided to work on as an alliance. Developing and improving on a regional Staff Orientation Practice, a small project happening with members from within the alliance.
- In 2020 we aim to see all 10 of these deliverables develop and add value to NEMHSCA and the region.

# What we achieved in 2019.

Alliance Meetings

4

**HELD**

At Banyule Community Health



Mind the Gap Showcase

1

**HELD**

120 participants



Project Deliverable

1

**CHOSE**

Staff Orientation Practice



Branding

**STARTED**

With Graphics for Good



Workforce Development

**STARTED**

Making plans to utilise emphn funding



We got to know each other

**SHARING**

Building and strengthening partnerships



**Coming together is a **beginning**, staying  
together is **progress** and working  
together is **success**.**

*—Henry Ford*

# What we will strive for in 2020

Create a **sustainable** alliance that continues to evolve in a changing landscape.

Make sure the alliance stays **relevant and meaningful** for all member services involved.

Dedicate to staying **informed** by people with lived experience, their carers, families and communities.

Create **opportunities** for the workforce of the NEMHSCA region to access training, workshops and forums.

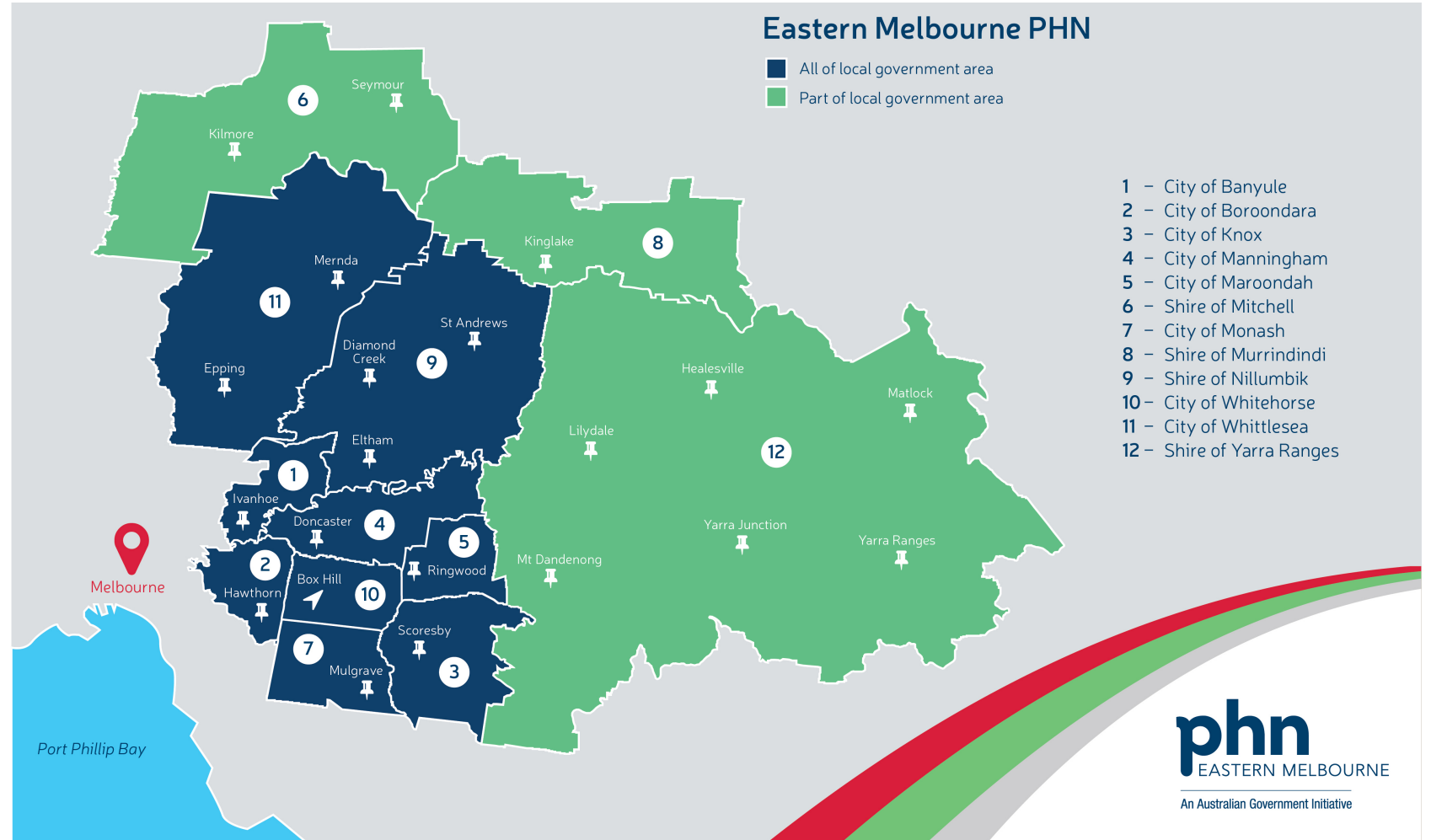
Continue to work on project deliverables together to **improve local service coordination and integration.**

Continue to **strengthen** relationships, grow our **membership, collaborate** and **communicate.**

- On behalf of the NEMHSCA Governance Committee, thank you for being part of an important network alliance, thank you for your contribution to surveys, feedback and requests. We understand that time is often against us in our roles, so we are grateful for your energy and input. Please send us feedback, questions and ideas for 2020.

## NEMHSCA Region

- 1. City of Banyule
- 6. Shire of Mitchell
- 8. Shire of Murrundindi
- 9. Shire of Nillumbik
- 11. City of Whittlesea



# Who are the NEMHSCA Working Parties?

The working parties are inter-organisational, cross sector groups of staff members, clinicians, team leaders and managers who meet on a monthly basis to work on projects, share resources, case presentations, building events, relationships, referral pathways and enhancing workforce collaboration and service coordination.

Although there are many working parties, alliances and committees in the North/North East Region these ones have some prior connection to NEMHSCA and the member organisations within them.

NEMHSCA is once again the executive alliance whose work plan and strategic direction can influence and support some of these working parties.

Today's presentation is to remind us of the working groups that have been working in the community consistently for many years without the executive alliance. Could we support them to develop some of our priority areas and projects in the future? Could we promote further membership within our own organisations to these working parties.



# NEMHSCA PDWP

## Professional Development Working Party

This working party was created out of the previous NEMHSCA alliance (NEMHA) and has adopted the NEMHSCA title.

Members- Austin Health, Banyule Community Health, Mind Australia, Hope Springs, Uniting ReGen, Neami National, NEMHSCA Project Coordinator.

They previously developed bi annual forums for the region and most recently the Mind the Gap showcase and with the support of the Workforce Development Strategy funding from emphn will continue to develop events and workshops for the region.

They meet on the first Thursday of the month at Banyule Community Health.

Because this group builds events for the regional workforce, please consider your organisation having membership on this working party.

# The NEDDY

The North East Dual Diagnosis Youth working party.

The aim of this working party is to develop best practice, integrated care for young people with a dual diagnosis by creating a locally based platform for staff to access peer support, improve knowledge and skills, to build cross sector relationships and share resources.

Neami National, YSAS, Jesuit Social Services, Nexus Dual Diagnosis Consultancy Service, Mind Australia, Wellways, Banyule CH, Co Health, Headspace, Austin Health

The members design their year ahead and take turns hosting the location.

Has a consistent convener Simon Kroes from Nexus Dual Diagnosis Consultancy Service, the content is developed and maintained by all its members.

They meet monthly on Thursdays at rotating locations. New membership welcome.

# The NERDD

## The North East Region Dual Diagnosis working party

Was created from the previous NEMHSCA alliance (NEMHA)

The aim of the working party is to collectively enhance collaborative relationships and staff/organisations ability to respond to dual diagnosis via regular information sharing, cross sector dual diagnosis projects and exploration of challenges and successes through bi- monthly case presentations.

Austin Health, Nexus Dual Diagnosis Service, Banyule Community Health

The members design projects to work on based on the need of the clinicians.

They meet monthly on Mondays at Banyule Community Health. New membership welcome. Luke Giamou has most recently resigned from his role of coordinator. Austin Heath, Nexus Dual Dignosis Service and the NEMHSCA project coordinator will work together to elect a new coordinator for this role. Membership is open.

# Community of Practice Peer Workforce

Still in its infancy, Lived Experience Capacity Building Project Leader Duncan Large has organised a planning session with Peer Workers from Banyule Community Health to discuss their terms of reference and goals for a CoP. They are looking to expand their membership to outside the organization in 2020.

Does your organisation have its own community of practice for peer workers? please talk with the NEMHSCA project coordinator if you have some peer workers who might be interested in joining this Community of Practice.

Watch this space!

# 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.



- 7. Develop a plan to improve on staff orientation practices, build staff capacity around regional Mental Health and AOD pathways and communication between organisations. 25%
- 2. Develop a NEMHSCA website that can have links to NEMHSCA members websites and referral mechanisms. The website will have resources and information about the NE region. 15%
- 3. Support the growth and development of a NEMHSCA Community of Practice, Peer Workforce working party. 15%
- 5. Develop a strategy around building or enhancing on a Service Directory or navigation tool for the NE Region. 10%
- 6. Develop a plan to utilise the Workforce Development and Capacity Building funding (emphn). This could include staff training, webinars and scholarships. 10%
- 10. Further investigate the idea of a shared care data collection or service proportion analysis. How many services in the NE region are consumers using and/or connected too? 10%
- 1. Create a NEMHSCA email bulletin to promote MH and AOD initiatives, programs, training opportunities, events, launches and showcases. This bulletin will be available for all staff. 5%
- 8. Continue to support the NEMHSCA working parties to put on regional showcases and collaborative projects. Promote a wider membership of the NERDD, NEDDY and NEMHSCA PDWG. 5%
- 9. Invite relevant, thought provoking local, national and international guest speakers and presenters to NEMHSCA meetings. 5%
- 4. Have NEMHSCA members present at meetings on their organisations current projects, learnings, new and existing programs and referral pathways. 0%

