



NEMHSCA
NORTH EAST MENTAL HEALTH SERVICE COORDINATION ALLIANCE

2020 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.

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 entered in 2020 with a plan to deliver live events and workshops, a staff orientation project and 6 alliance meetings.

MARCH

NEMHSCA and its members completely re-invented the way they provided services and faced many successes and challenges due to the pandemic.

NOVEMBER

JANUARY

But 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.

AUGUST

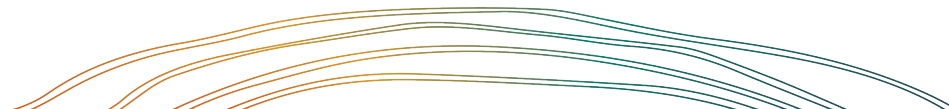
Now NEMHSCA and its services find themselves navigating a “new normal”

WHAT DID NEMHSCA DO IN 2020?

The alliance moved swiftly to online using Zoom. We 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 place for members to share new programs and updates we stayed informed to changes and really connected as a community.



WE HAD TO CHANGE OUR PLAN

As we entered into a world of COVID-19 and lockdown we suspended our original agenda and often focussed primarily on service updates and changes.

We shortened our meeting to 90 minutes to prevent the serious Zoom fatigue and meeting burnout that many people were experiencing.

We cancelled our workshops and had to rethink how we delivered our workforce development and capacity building funding.

Our staff orientation project and many of our project deliverables were put on hold.

But many went ahead as planned so lets talk about the ones we achieved.



NEMHSCA BRANDING

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WORKFORCE DEVELOPMENT

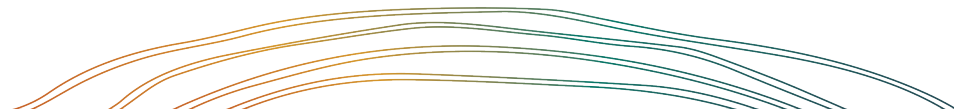
We changed our plan for the year as we were no longer able to deliver live events.

We decided to change our workshops/events to webinars.

We had to learn how to create webinars.

We did it all from home.

In 2020 we delivered 3 live and interactive online events.





Workforce Development Survey

We surveyed the North East workforce to the best of our reach and the workforce told us they wanted to learn more about...

Dual Diagnosis - mental health and substance misuse	61.67% 37	33.33% 20	5.00% 3	60
Trauma Informed Care and Practice	57.38% 35	37.70% 23	4.92% 3	61

During the pandemic we realised there was a need for good planning with consumers who spent less time face to face with workers so we 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.

All three webinars were live and interactive

Recorded with slides and content available the NEMHSCA website

The Webinars

So we teamed up with Phoenix Australia the National Centre of excellence for Post Traumatic Stress and the Northern Centre Against Sexual Assault to deliver a 2 hour webinar called Trauma Informed Care and Responding to sexual abuse disclose – 498 viewers

AND

We 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. 370 viewers

AND

We 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

Our webinars reached 1108 members of the workforce

Harm Reduction is now being explored by Mind Australia in their staff training

Launch Housing, EACH, Austin Health, Youth Projects

www.emphn.org.au - 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.

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

Download

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

NEMHSCA

- [NEMHSCA Events and Webinars](#)



[About us](#)

[What we do](#)

[News and events](#)

Webinars

Recordings and presentations of NEMHSCA events can be found here.

Relapse prevention - how to explore the early warning signs of psychosis



Relapse prevention cards and PowerPoint

- [Interventions cards](#)
- [Manic prodrome cards](#)
- [Max Birchwood BITS paper](#)
- [Relapse presentation slides](#)

OTHER COLLABORATIONS

The NEMHSCA Coordinator and Nexus teamed up to create a Dual Diagnosis focused information session to provide staff from across our catchment with regular updates and changes based on the impacts of COVID-19. NEMSHCA services such as Uniting ReGen, Banyule Community Health services- Head to Help, Gamblers Help, LIFT, Greensborough Headspace, Whittlesea Council, Neami National and EMPHN all presented over the year. 34 sessions throughout the year.

NEMHSCA Membership 2020

Austin Health

Banyule Community Health

Brotherhood of St Laurence

CarerLinks North

Department of Health and Human Services (DHHS)

DPV Health

Eastern Melbourne Primary Health Network

Headspace Greensborough

health Ability/Carrington Health

Hume/Whittlesea PCP

IMHA

Mind Australia

Northern Area Mental Health NAMHS

Neami National

Nexus Dual Diagnosis Consultancy Service

Nexus Primary Health

Orange Door

Odyssey House

Services Australia

Uniting MH and AOD

Wellways

Whittlesea Council

WHIN

LETS REVIEW

So lets review the project deliverables for 2019-2021

Although we suspended many projects due to COVID-19 we actually progressed in some areas.

Lets look at our original project deliverables that we created in 2019



1. 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.

We now have a space on the EMPHN website and will continue to develop links to services and resources.

2. 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.

This is a deliverable to focus on in 2021 however we need to be inventive about the way we deliver information in an already information saturated world.

3. 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?

NEMHSCA are looking at joining EMHSCA in 2021 for a shared care audit of NEMHSCA consumers and services- watch this space

4. Develop a plan to improve on staff orientation practices, build staff capacity around regional Mental Health and AOD pathways and communication between organisations.

NEMHSCA and the professional develop working party are currently creating a regional service navigation online event for 2021

5.. Continue to support the NEMHSCA working parties to put on regional showcases and collaborative projects.

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NEMHSCA continues to work with working parties, members and partners of NEMHSCA to deliver workshops and online events for the workforce

6. Invite relevant, thought provoking local, national and international guest speakers and presenters to NEMHSCA meetings.

This year NEMHSCA held presentations by NEMHSCA members and other guest speakers. This will continue through 2021 especially in regards to the recommendations that come out of the Victorian Royal Commission and Productivity Report.

7. Have NEMHSCA members present at meetings on their organisations current projects, learnings, new and existing programs and referral pathways.

This year NEMHSCA held presentations from LIFT stepped care model for mental health, Uniting ReGen, IMHA, EMPHN referral and access team and Neami National.

8. Support the growth and development of a NEMHSCA Community of Practice, Peer Workforce working party

This is an area to focus on in 2021

THE STRENGTHS OF NEMHSCA

The NEMHSCA alliance maintained its membership despite the disruption of the pandemic in fact we grew slightly.

New and existing partnerships within the alliance were strengthened, we connected and collaborated more. We were able to share service changes and ideas within the space.

We have become a sounding board for larger projects in the community and our input is contributing to change.



What we achieved in 2020.

Alliance Meetings

2

HELD

At Banyule Community Health



Zoom meetings

4

HELD

Zoom



Live Webinars

3

DELIVERED

1000 views



Branding

1

COMPLETE

Wider reach



Membership

23

HELD

Growing and Strengthening



Evolved

ADAPTED

In a changing environment



What we will strive for in 2021...

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, 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, maintain our **membership**, **collaborate** and **communicate**.

On behalf of the NEMHSCA Governance Committee, thank you for being part of this important network alliance, thank you for your contribution to surveys, feedback and requests. We understand that time is the greatest resource in our busy working lives, so we are grateful for your interest, energy and input. Please send us feedback, questions and ideas for 2021.