



Private Mental Health  
Consumer Carer Network (Australia)

*engage, empower, enable choice in private mental health*

***'Focussing on solutions'***

**Work Plan**

**1 July 2019 – 30 June 2022**

## Introduction

The *Private Mental Health Consumer Carer Network (Australia) Limited* [Network] incorporated as a public company limited by guarantee on 23<sup>rd</sup> June, 2016.

The Network has come a long way since our inception in 2002. Over the course of its history the Network has made significant impact on the mental health sector both in terms of private sector settings and the mental health system more broadly. The Network was recognised as the 2015 TheMHS Conference consumer-led category award winner for *'significant and sustained consumer and carer advocacy'*. This is represented now by wide recognition that the Network has significant presence as the Australian peak private mental health sector consumer and carer advocacy organisation and as the recognised representative voice of consumers and carers including those using clinicians and allied health professionals in office based practice and those accessing private psychiatric hospitals.

The Network's workload has progressively increased, particularly in the last few years with a great deal of activity nationally within mental health. This has come from within the private mental health sector and from external requests and invitations to the Network to present the mental health consumer and carer perspectives.

The Network has provided representation to appear by invitation before **ten Parliamentary Inquiries, one Royal Commission Round Table**, have made **fifty two formal Submissions**, have been invited to actively contribute and participate in **national Forums** and have/have had representatives on **24 key policy and decision making entities**, and **1 Board position**. **Project development and management** has also been an important activity undertaken by the Network and **eight national projects have been funded and managed**.

The Network is undertaking an exciting first by establishing our **Research Program** through collaboration with Flinders University, RMIT and Newcastle University, and our **Training Arm** supporting **capacity building for individuals** by providing training based on our resources to consumers, carers and clinicians aimed at providing compliance with the NSQHCS 2<sup>nd</sup> Edition Standard 2 – Partnering with Consumers. We are also providing training opportunities to mental health consumers and/or carers to undertake the Certificate IV in Peer Work to improve their capacity to contribute to policy discussion and development and we will target those on Disability Support Pension and those who are in receipt of other financial supports. We will also increase training and capacity building by supporting the attendance of lived experience representatives at the annual International Initiative of Mental Health Leaders Conference;

The Network has always been proactive in all undertakings and has worked vigorously in attaining the objectives and goals of our first Strategic Plan 2004–2006 and subsequent Work Plans – 2007–08, 2009–10, 2011–13, 2013–15, 2016 – 2017, 2017-2019 and now 2019-2022.

## Structure of the Network

The Network's founder Ms Janne McMahon OAM, who is a consumer is both the Chair and Executive Officer.

Each Australian state and the ACT has its own Coordinator for the state and ACT and we have a Multi-Cultural Advisor, all who have a lived experience as a consumer or a carer. The Network has appointed one Independent Director who brings a wealth of knowledge and contacts within the legal, accounting and community managed organisation sector. The role of the Network's Coordinators is to coordinate Network activity within their jurisdiction and to represent the views of the consumers and carers at the national level. Those Coordinators, the multicultural officer, independent director plus the Chief Executive Officer constitute the 10-person Network's Board. The Board meets face-to-face over two days twice a year, usually in February and August. All other necessary meetings of the Board are conducted via teleconference, or by email.

The Network's activities including Reports of all meetings and our Work Plan, appear on our website: [www.pmhccn.com.au](http://www.pmhccn.com.au)

NETWORK STRATEGIC OBJECTIVES 2019-2022	NETWORK PRIORITIES 2019-2022	NETWORK WORK PLAN	RESPONSIBILITY	ACTIVITY
<p><b>Objective 1</b> Continue and excel as the peak consumer and carer organisation for systemic advocacy</p>	<p><b>Priority 1</b> Maintain and develop organisational partnerships and engagement</p>	<p><b>Engage with relevant professional organisations including, but not limited to, the following.</b></p>		
		<ul style="list-style-type: none"> <li>Australian Government Department of Health</li> </ul>	Network Executive	Seek a meeting wherever possible with relevant senior Departmental officials responsible for mental health whilst in Canberra
		<ul style="list-style-type: none"> <li>Australian Private Hospitals Association (APHA)</li> </ul>	Chair/CEO	<ul style="list-style-type: none"> <li>Attend quarterly APHA Psychiatry Committee meetings</li> <li>Attend all meetings of the APHA's Private Psychiatric Hospital Data Reporting and Analysis Service</li> </ul>
			Board	Network Coordinators and, where possible the Chair/CEO, to meet informally with Private Hospitals Executives
		<ul style="list-style-type: none"> <li>Private Healthcare Australia (PHA)</li> </ul>	Network Executive	Seek contact with and to liaise with PHA.
		<ul style="list-style-type: none"> <li>Royal Australian and New Zealand College of Psychiatrists (RANZCP)</li> </ul>	Chair/CEO	Seek annual meeting with President and/or CEO whilst in Melbourne
				Provide Annual Award for the next 3 years, targeting trainees
				Explore opportunities for Network involvement in the development of consumer and carer resources or other relevant areas
		<ul style="list-style-type: none"> <li>Australian Psychological Society (APS)</li> </ul>	Chair/CEO	Seek annual meeting with Chief Executive Officer or other senior staff whilst in Melbourne
		<ul style="list-style-type: none"> <li>Australian College of Mental Health Nurses (ACMHN)</li> </ul>	Chair/CEO	Explore opportunities for Network involvement in the development of consumer and carer resources or other relevant areas
				Seek Annual meetings with CEO
		<ul style="list-style-type: none"> <li>Australian College of Mental Health Nurses (ACMHN)</li> </ul>	Network Executive	Explore opportunities for Network involvement in projects and the development of consumer and carer resources or other relevant areas
		<ul style="list-style-type: none"> <li>Royal Australian College of General practitioners (RACGP)</li> </ul>	Chair/CEO	Seek meeting in South Australia if possible
		<ul style="list-style-type: none"> <li>Mental Health Australia (MHA)</li> </ul>	Chair/CEO	Seek Annual meeting with CEO
<ul style="list-style-type: none"> <li>National Mental Health Consumer &amp; Carer Forum</li> </ul>	Chair/representative	Maintain Forum Membership		
<ul style="list-style-type: none"> <li>National Mental Health Commission</li> </ul>	Chair/CEO	Seek annual meeting with the Commissions' Executive Officer and Consumer and Carer Commissioners (via telephone if necessary)		
<ul style="list-style-type: none"> <li>New Mental Health Consumer Peak</li> </ul>	Chair/CEO	Seek Membership when established		

NETWORK STRATEGIC OBJECTIVES 2019-2022	NETWORK PRIORITIES 2019-2022	NETWORK WORK PLAN MARCH 2017-JUNE 2019	RESPONSIBILITY	ACTIVITY AND STATUS
Objective 1 Excel as the peak consumer and carer organisation for private mental health (continued)	Priority 1 Maintain and develop organisational partnerships and engagement (continued)	<ul style="list-style-type: none"> <li>Mental Health Carers Australia</li> </ul>	Chair/CEO	Seek Annual meeting with the Executive Officer if possible
			Chair/CEO	Seek discussions around potential for joint activities
		<ul style="list-style-type: none"> <li>Beyondblue</li> </ul>	Chair/CEO	Seek annual meeting with CEO
		<ul style="list-style-type: none"> <li>Carers Australia</li> </ul>	ACT Board member	Seek annual meeting with CEO
		<ul style="list-style-type: none"> <li>SANE Australia</li> </ul>	Chair/CEO and/or Vic Board member	If possible, seek annual meeting with CEO
		<ul style="list-style-type: none"> <li>NSW Mental Health Commission</li> </ul>	Chair/CEO and/or NSW Board member	If possible, seek annual meeting with Commissioner
		<ul style="list-style-type: none"> <li>WA Mental Health Commission</li> </ul>	Deputy Chair/Deputy CEO	If possible, seek annual meeting with Commissioner
		<ul style="list-style-type: none"> <li>SA Mental Health Commission</li> </ul>	Chair/CEO	If possible, seek annual meeting with Commissioner
	<ul style="list-style-type: none"> <li>QLD Mental Health Commission</li> </ul>	Chair/CEO and QLD Board Member	If possible, seek annual meeting with Commissioner	
	Priority 2 Promote and expand the Network	<ul style="list-style-type: none"> <li>Conference and other opportunities</li> </ul>	Chair/CEO and Board	<ul style="list-style-type: none"> <li>Identify and investigate opportunities for Network attending/presenting at relevant conferences including one international</li> <li>Identify opportunities of attending learning forums focussed on knowledge translation, to further enhance Network contributions as research collaborators.</li> </ul>
	<ul style="list-style-type: none"> <li>THEMHS Annual Conference</li> </ul>	Chair/CEO and Board	Maintain Network Exhibition Stand at THEMHS Conference	
	<ul style="list-style-type: none"> <li>Explore further opportunities (commercial or otherwise) to promote the Network at the national and state level</li> </ul>	Chair/CEO and Board	Continue recruitment of Friends of the Network	
	<ul style="list-style-type: none"> <li>Network Patrons</li> </ul>	Chair/CEO	Maintain relationship with Network Patrons – Prof Alan Fels AO, and Mr John McGrath AM	
	<ul style="list-style-type: none"> <li>Network Friends Membership Database</li> </ul>	Admin Officer	Maintain and regularly update the Network Friends database	
	<ul style="list-style-type: none"> <li>Network Website (www.pmhcn.com.au)</li> </ul>	Admin Officer	Maintain, regularly update and promote the Network website and its online registration	
<ul style="list-style-type: none"> <li>Network electronic eNews Alert Bulletin</li> </ul>	Admin Officer Chair/CEO	Develop and circulate every month		

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Objective 2 Continue advocacy to improve the lives of mental health consumers and carers	Priority 2 Promote and expand the Network (continued)	<ul style="list-style-type: none"> <li>Contribute to the development of national mental health policy</li> </ul>	Board	Provide submissions wherever possible
		<ul style="list-style-type: none"> <li>Marketing</li> </ul>	Chair/CEO Board members	<ul style="list-style-type: none"> <li>Seek marketing opportunities wherever possible</li> <li>Maintain supply of Promotional Pens</li> </ul>
	Priority 3 Represent the diversity of private mental health consumers and carers	<ul style="list-style-type: none"> <li>Understand the needs of culturally diverse private sector consumers and carers</li> </ul>	Multicultural Board member	<ul style="list-style-type: none"> <li>Engage with relevant multicultural organisations and wherever possible provide views</li> <li>Provide emphasis on multicultural issues through one dedicated eNews Alert through the year.</li> </ul>
	Priority 4 Participate in developing, implementing and reforming mental health policy and practice	<ul style="list-style-type: none"> <li>Develop and promote Network positions on identified issues</li> </ul>	Chair/CEO Board members	Update website as positions/discussion papers/external policies are developed
		<ul style="list-style-type: none"> <li>Advocate for improved services for people with a mental illness and/or carers where gaps are identified in service delivery</li> </ul>	Network Executive	<ul style="list-style-type: none"> <li>Monitor mental health delivery across private sector</li> <li>Support the annual National BPD Awareness Week for first week in October each year</li> <li>Support the convening of an annual National BPD Awareness Conference</li> <li>Seek funding for the further development of resources relevant to the <i>Practical Guide for working with Carers of People with a mental illness</i>.</li> <li>Gather information from appropriate sources</li> </ul>
		<ul style="list-style-type: none"> <li>Continue to raise awareness of trauma informed care and practice</li> </ul>	Network Executive	<ul style="list-style-type: none"> <li>Support the development of a National Strategy for Trauma Informed Care and Practice</li> <li>Develop Network Policy on Trauma Informed Care and Practice</li> </ul>

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<p><b>Objective 3</b></p> <p>Continue to advocate to address needs of mental health consumers and carers</p>	<p><b>Priority 5</b></p> <p>Participate in developing, implementing and reforming mental health policy and practice</p>	<ul style="list-style-type: none"> <li>Provide targeted input into national mental health reform from the consumer and carer perspectives</li> </ul>	<p>Chair/CEO and Deputy Chair/CEO Board</p>	<ul style="list-style-type: none"> <li>Support the NMHC's Project Steering Group for the Consumer and Carer Framework</li> <li>Seek opportunities for representation to Government and NMHC committees, working groups etc.</li> </ul>
		<ul style="list-style-type: none"> <li>Actively seek participation on relevant Committees, Working Groups, Inquiries etc. that benefits mental health consumers and carers</li> </ul>	<p>Board//Executive</p>	<p>Continue representation on the Mental Health Expert Reference Group's 5<sup>th</sup> National Mental Health Plan</p>
		<ul style="list-style-type: none"> <li>Actively seek appropriate partnerships with other relevant organisations for projects relevant to mental health consumers and carers</li> </ul>	<p>Board/Executive</p>	<p>Continue close association with Mind Australia, Helping Minds, Mental Health Carers Australia, Carers Australia</p>
		<ul style="list-style-type: none"> <li>Support the uptake of Peer Support Workers</li> </ul>	<p>Chair/CEO</p>	<p>Support the update of the peer workforce</p>
		<ul style="list-style-type: none"> <li>On-line training for consumer carer advocates, representatives and peer workers</li> </ul>	<p>Deputy Chair/QLD Board member</p>	<p>Support the establishment of a member based national organisation for the peer workforce</p>
<p><b>Objective 4</b></p> <p>Facilitate, expand and ensure sustainability of the Network</p>	<p><b>Priority 6</b></p> <p>Strengthen, support and maintain the Network</p>	<ul style="list-style-type: none"> <li>Survey of Network Members</li> </ul>	<p>Chair/CEO</p>	<p>Identify any issues and gaps</p>
		<ul style="list-style-type: none"> <li>Engage with the wider membership of the Network wherever possible</li> </ul>	<p>Chair/CEO and Board</p>	
		<ul style="list-style-type: none"> <li>Develop and review Network operational documents</li> </ul>	<p>Board</p>	
		<ul style="list-style-type: none"> <li>Ensure ongoing viable State Forum activities</li> </ul>	<p>Chair/CEO Board members</p>	<p>Seek to appoint a Deputy for each State Forums with a view to expanding activities.</p>
		<ul style="list-style-type: none"> <li>Reimburse State Network Members for expenses as appropriate, subject to funding</li> </ul>	<p>Chair/CEO and Board members</p>	<p>Recruit additional assistance and support through participants at the State Forum for Network activities</p>
<ul style="list-style-type: none"> <li>Project management</li> </ul>	<p>Chair/CEO Executive</p>	<p>Seek opportunities to identify and fund potential projects.</p>		
<p><b>Objective 5</b></p> <p>Organisational partnerships and engagement</p>	<p><b>Priority 7</b></p> <p>Enhance greater partnerships with clinical colleges and other relevant organisations</p>		<p>Chair/CEO Executive</p>	<p>Partner with organisations with joint media releases as appropriate.</p>
		<ul style="list-style-type: none"> <li>Work in a partnership approach with RANZCP, APS, ACMHN</li> </ul>	<p>Chair/CEO Executive Board</p>	<p>Continue association with the CMO sector and seek new partnerships</p>

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<b>Objective 6</b> Build capacity to undertake new directions	Priority 8 8.1 Explore opportunities for involvement in research, around areas of identified need for consumers and carers	<ul style="list-style-type: none"> <li>Research</li> </ul>	Chair/CEO and Research Officer	<ul style="list-style-type: none"> <li>Continue collaboration with Flinders University, RMIT and Newcastle University for opportunities to be engaged as either chief investigator or partner investigator in research projects</li> </ul>
	8.2 Establish Training Program to build capacity of lived experience Consumer and carer advocates	<ul style="list-style-type: none"> <li>Identify possible carer related research</li> </ul>	Chair/CEO and Board members	<ul style="list-style-type: none"> <li>Explore greater opportunities to encourage the uptake of the concept of the UK Carers Trust Triangle of Care which formed the basis for the <i>Practical Guide for Working with Carers of People with a Mental Illness</i>.</li> <li>Seek further opportunities to encourage the implementation of the Carer Guide</li> <li>Seek opportunities to expand the Carer Guide or similar into the disability sector</li> </ul>
	8.3 Provide training and development opportunities	<ul style="list-style-type: none"> <li>Establish Training and Capacity Building Program</li> </ul>	Chair/CEO, Training Officer	<ul style="list-style-type: none"> <li>Develop a consolidated training package using existing materials and resources</li> <li>Engage private psychiatric hospitals</li> <li>Deliver to lived experience representatives of private psychiatric hospitals</li> <li>Evaluate to support improvements</li> </ul>
	8.4 Provide training and capacity building	<ul style="list-style-type: none"> <li>Certificate IV in Mental Health Peer Work CHC43515</li> </ul>	Chair/CEO Board members/ Selection Panel	<ul style="list-style-type: none"> <li>Provide capacity for 12 people with lived experience as consumers or carers to undertake the qualification</li> <li>Encourage people on DSP or others in receipt of financial supports to apply</li> <li>Recruit across both public and private sectors</li> <li>Select candidates via existing, comprehensive selection panel</li> </ul>
	8.4 Provide training and capacity building	<ul style="list-style-type: none"> <li>Annual International Initiative of Mental Health Leadership Conference</li> </ul>	Chair/CEO Board members/ Selection Panel	<ul style="list-style-type: none"> <li>Provide capacity to 3 people with lived experience as consumers or carers to attend the Annual IIMHL Conference</li> <li>Encourage people on DSP or others in receipt of financial supports to apply</li> <li>Recruit across both public and private sectors</li> <li>Select candidates via existing, comprehensive selection panel</li> </ul>