



Mental Health Reform

An era of change

CHRISTINE MORGAN
CEO, NATIONAL MENTAL HEALTH COMMISSION



Australian Government
National Mental Health Commission

Emerging themes of 2020

Towards mental health reform

STIGMA REDUCTION

- Seismic shift in awareness
- Mental health is an integral part of everyone



SOCIAL CONNECTION

- Emergence of loneliness
- Importance of social connection



DOING THINGS DIFFERENTLY

- Pivoting service delivery
- Innovation through adversity



DIGITAL SPACE

- Awareness of digital
- Telehealth delivery
- Increased demand
- Digital mental health standards



WHOLE OF GOVERNMENT(S) APPROACH

- Commitment to address mental health across government and all jurisdictions



National Mental Health Reform 2021

Person-centred, whole-of-life system reform: Prevention → Complex & acute treatment and care → Sustainable recovery

ANALYSIS, REVIEW, BLUEPRINT

Productivity Commission report on mental health	Suicide Prevention Advice Final Report	Royal Commission into Aged Care Medicare Benefits Schedule Review
--	---	--

Vision 2030 - a national blueprint for reform

RESPONSE & DECISIONS

National Cabinet
National Federation Reform Council on Mental Health
(developing new National Agreement on Mental health and Suicide Prevention)

National Long-term strategic response

Fifth National Mental Health and Suicide Prevention Plan Australia's Long Term National Health 10yr Plan National Reports (yearly) National Aboriginal & Torres Strait Islander Suicide Prevention Strategy National Mental Health Research Strategy National Mental Health Workforce Strategy	National Children's Mental Health and Wellbeing Strategy National Workplace Initiative Suicide and Self Harm Monitoring Project National Stigma Reduction and Discrimination Strategy National Disaster Mental Health & Wellbeing Framework National Mental Health & Wellbeing Pandemic Response Plan
---	--

State and Territory Long-term responses

Royal Commission into Mental Health System (VIC), Living Well Review and updated strategy (NSW), WA Suicide Prevention Framework 2021-2025, Managing Mental Health related presentations in ED (SA), Rethink Mental Health (TAS)

Stay Connected



@NMHC



@NMHCAustralia



@nmhcaustralia



@ausmentalhealth



National-Mental-Health-Commission



info@mentalhealthcommission.gov.au



www.mentalhealthcommission.gov.au

2020 – our year in review

- **2,221 new complaints received**

- **+8% from 2018–19.**

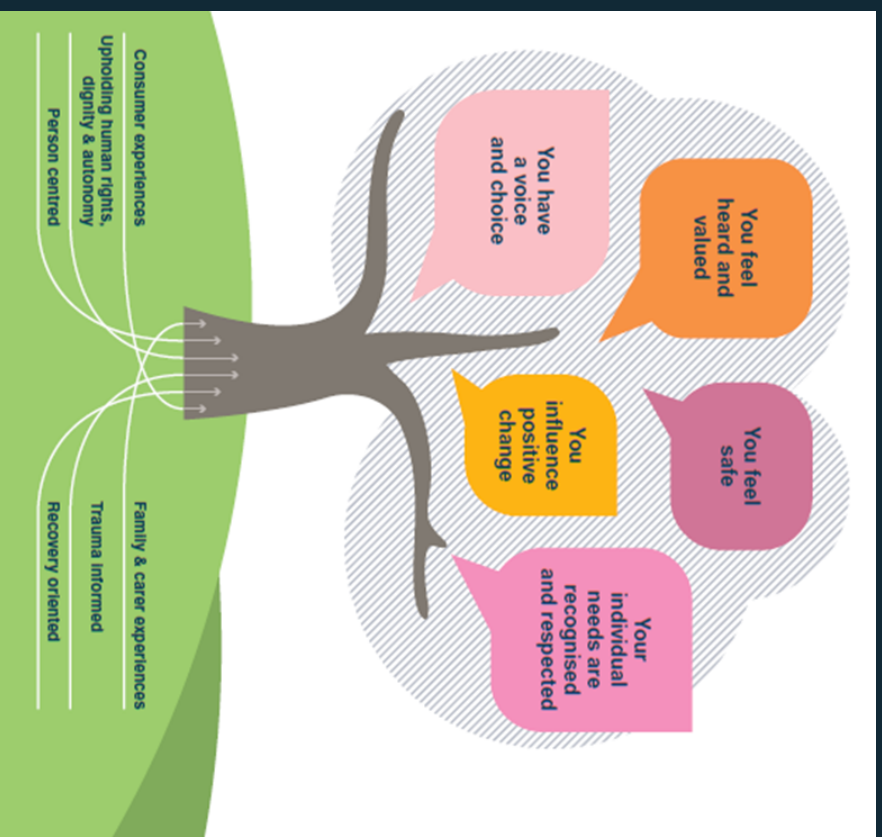
- The most common complaints are about:
 - treatment
 - Communication
 - staff conduct, and
 - medication.

The top issues people raise are consistently about disagreement with compulsory treatment, and people feeling that their views and preferences about treatment aren't heard or considered.

- **Feedback to our service:**

- Overall – people value the MHCC's in promoting the consumer voice and safeguarding rights, positive feedback about our staff
- We can improve our timeliness and flexibility of our processes
- People would like more clarity about MHCC role including the outcomes that may be possible through complaints process .

2021 – our plan



- **Driven by lived experience: We are driven by the voice and collective experience and wisdom of consumers, families and carers. We honour and respect lived experience in all our work.**
- increasing use of informal resolution processes and greater education about formal complaint processes
- improving timeliness and clarity about our role, including in rebalancing power between individual and service

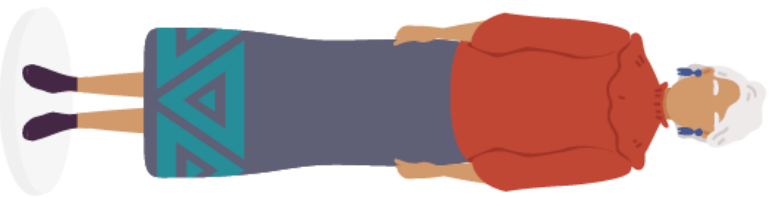
He Ara Oranga - Mānuka Takoto, Kawea Ake Upholding the Wero Laid in He Ara Oranga

Navigating the challenges of 2020 and embedding the learning

Mental Health and Wellbeing Commission, Aotearoa / New Zealand



What we learned in 2020



- Disruptive change is an opportunity – learned to pivot and be flexible
- Worked in partnership, honouring Te Tiriti o Waitangi
- Upheld the ‘wero’ and vision of He Ara Oranga and shone the light on progress
- Engaged widely with people – created a space for their voices to be heard
- Grew and developed our body of knowledge to become a credible voice

New approaches for the future



- Community first – community-led, local solutions
- Co-define, co-design, collaborate
- Value different worldviews and ways of knowing – rich qualitative sources from Mātauranga Māori and Pasifika communities
- Support growing community focus on wellbeing and how to keep well / stay well

Mental Health Commissioners

SOUTH AUSTRALIA



What have we learnt through 2020?

- Human Rights are fragile
- Paternalism in policy still exists
- Capacity is not something you either have or don't have; it's a process of working with the person
- We need to do more to promote supported decision-making
- The potential for Discrimination is alive and well at all levels of decision-making, and health and social policy, and we must therefore not become complacent in our advocacy.

What have we done well?

- QR codes and contact tracing
- Special mention to the many workers in Victoria's RACFs

How will 2020 influence new and ongoing service provision, research and evaluation?

- Hopefully, human rights will be firmly on the agenda for services, advocates and researchers.

TheMHS 2021 - Reflecting on 2020

Catherine Lourey
Commissioner
Mental Health Commission of NSW

1. WHAT HAVE WE LEARNT?

- **The impact on individuals and communities is significant and diverse; the mental health impact of these events will extend over a period of years**
 - Increased psychological distress and loneliness, for young people and women in particular
- **Supporting local community recovery is vital**
 - Mental health problems were at least twice as prevalent as in non-pandemic circumstances
- **Increased mental health service/support usage**
 - But people may not be accessing care early enough or know where to go for help
 - Telehealth and digital technology now more accepted

2. WHAT HAVE WE DONE WELL?

- **Strengthened active collaboration - with sector partners, Government and across Commissions**
- **Adaptive and agile ways of working**
 - Shifted how we engage and work - through online events, surveys, videos, panel discussions, expanded digital and online supports
- **Highlighted the diverse range of lived experiences during the pandemic and natural disasters**
 - Offering positive stories of hope and recovery
- **Increased NSW Government funding**
 - In 2019/20 budget a \$190.1 million package of initiatives to strengthen mental health services
- **Released Living Well in Focus 2020-2024**

TheMHS 2021 - Reflecting on 2020

Catherine Lourey
Commissioner
Mental Health Commission of NSW

3. HOW WILL 2020 INFLUENCE NEW AND ONGOING SERVICE PROVISION, RESEARCH AND EVALUATION?

- Adopting systemic approaches that go beyond crisis responses and treating illnesses. This means addressing environmental, economic, social, cultural and personal factors.
- Strengthening mechanisms to ensure the voices of lived experience are always central and embedded as 'business as usual' practice
- Continuing to build on local wisdom (assets), resilience and strengths
- Harnessing greater cross government and interagency collaboration

TheMHS Conference 2021

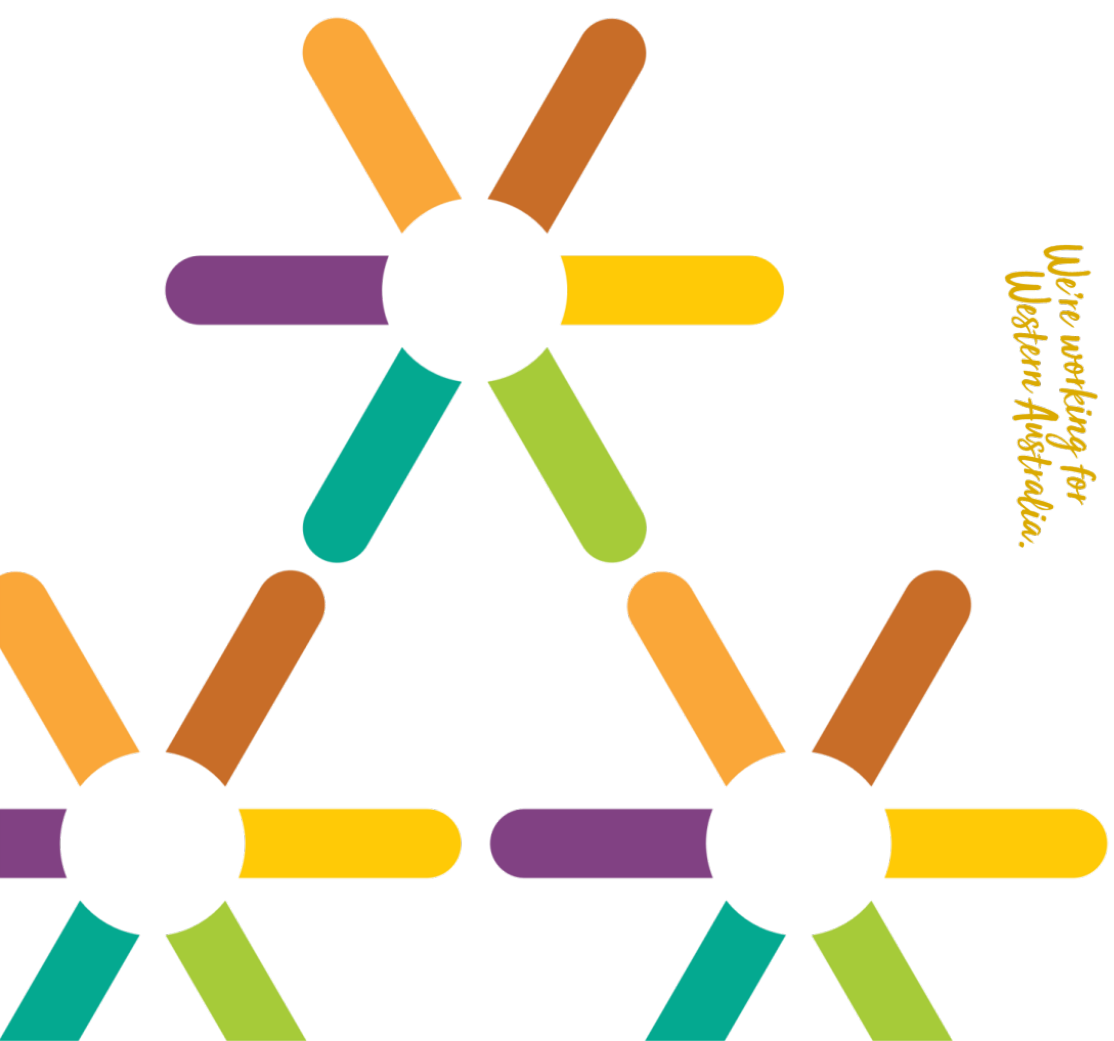


\$30:Symposium

Echoes of 2020: Mental Health Ripples into the Future

Western Australian Mental Health Commission

*We're working for
Western Australia.*



2020 in WA: Governance, relationships and information sharing

- New sector governance model
 - WA's mental health and alcohol and other drug system
 - Establishment of Mental Health Executive Committee (MHEC) and Community Mental Health and AOD Council (CMC)
 - Outcomes: improved partnerships, integration, accountability
- Community sector relationships
 - Partnerships, flexibility to allow optimal service delivery
- Information sharing is vital across our sector, now more than ever.
 - Transparent status updates for priority projects
 - Data mapping to identify areas of need and priority in the community



2020 in WA: Service accessibility & improved pathways



- Adaptation of existing services
 - Active Recovery Teams
 - Drug & Alcohol Clinical Advisory Service
- New models of service to keep people well in the community
 - Safe Havens as an alternative to ED
 - New peer worker programs in hospitals
 - Recovery College
- Addressing complex needs and priority cohorts
 - Young People's Priorities for Action
 - Co-occurring mental health and alcohol and other drug issues
 - Roadmap for Community Mental Health Treatment Services, including Emergency Response Services