

**Mental Health
Australia**

Annual Issues & Opportunities Workshop — Webinar Report

Mental Health Information Development with
Australian Mental Health Outcomes and Classification Network

28 January 2021



Mentally healthy people,
mentally healthy communities

mhaustralia.org

Introduction: Annual issues & opportunities workshop

Each year, Mental Health Australia hosts a two-day Annual Issues and Opportunities Workshop for members of the National Register of Mental Health Consumer and Carer Representatives (National Register) and the National Mental Health Consumer and Carer Forum (NMHCCF). This year, members from the Culturally and Linguistically Diverse (CALD) Mental Health Consumer and Carer Group from the Embrace Multicultural Mental Health Project were also invited to attend.

With the COVID-19 pandemic continuing to impact the ability to meet face-to-face, the two-day workshop was not possible. In its place through 2020 and the beginning of 2021 Mental Health Australia is hosting a series of webinars for these Lived Experience groups.

These webinars aim to further develop the representative skills of mental health consumers and carers already participating in national policy initiatives. In particular, the webinars are designed to develop representatives' advocacy, policy development, and leadership skills. The webinars also provide important networking opportunities for representatives.

The webinars in early 2021 are continuing with the theme from the 2020 webinar series: **Consumer and Carer Leadership in a Time of Crisis – Social, Environmental and Political.**

The first event for 2021 was held on 28 January. This webinar was led by Tim Coombs from the Australian Mental Health Outcomes and Classification Network (AMHOCN). AMHOCN was established by the Australian Government in December 2003 to provide leadership to the mental health sector to support the sustainable implementation of the National Outcomes and Casemix Collection (NOCC) as part of routine clinical practice. AMHOCN manages the NOCC on behalf of the Australian Government.

Tim Coombs is a General and Geriatric trained nurse with a Master's Degree in Nursing, an Honours in Psychology, a Master's Degree in Theological Studies and a PhD. He has been involved in the training and implementation of routine outcome measurement in mental health services across Australia for many years.

This webinar was held at the request of AMHOCN therefore was not recorded nor evaluation survey circulated.

This report provides highlights from the webinar and a summary of the key themes and outcomes raised during the webinar.



Webinar 1: Mental Health Information Development with the Australian Mental Health Outcomes and Classification Network

Webinar Summary

Over recent years, the Australian Mental Health Outcomes and Classification Network (AMHOCN) has worked collaboratively with the NMHCCF and National Register on forums or workshops that cover key issues in mental health information development. AMHOCN continued this collaboration with a 1 ½ hour Zoom session with the membership. In this interactive workshop AMHOCN presented and encouraged questions and discussion with participants.

The topics covered included:

- the National Outcomes and Casemix Collection (NOCC) - collection, use, reporting and future developments;
- the collection, use and reporting of other measures – the Your Experience of Service (YES) Survey/s, the Carer Experience Survey (CES), the Living in the Community Questionnaire; and
- 3rd National Mental Health Information Development Priorities

After the workshop, AMHOCN shared a number of resources with participants regarding:

- National Mental Health and Suicide Prevention Information Priorities
- AMHOCN web Decision Support Tool and Reports Portal
- Mental Health Services in Australia (MHSA)

Key themes raised by consumers and carers during the training

- Why are dissociative disorders not included as a diagnostic category despite being in the DSM5?
- Public health service providers do not routinely provide the YES survey/s to every consumer. For example, I am aware that my local inpatient unit only administers the YES survey once per year.
- Services have been known to say that they don't believe they are permitted to use these measures at any other time than when the National Mental Health Commission does it.
- Regarding the National Mental Health and Suicide Prevention Information Priorities, an obvious priority missing is the LGBTIQ+ community.
- Who really benefits from data – is it the advocate/person with a lived experience or the service/funder?



Feedback

There was not an evaluation survey sent to participants, however feedback from 21 participants was gathered via the Zoom chat and email.

Example Reflections

“This is awesome data. Thank you for sharing this.”

“I had no idea such extensive data collection existed – I can see it as an invaluable resource in advocacy issues.”

“Thank you, it was so interesting and informative.”

“That was so illuminating – thank you!”



Appendix 1: Webinar Attendees

National Register of Mental Health Consumer and Carer Representatives (the National Register)

The National Register is a pool of 60 trained mental health consumer and carer representatives from across Australia. National Register members work at the national level to provide a strong consumer and carer voice in the mental health sector. The National Register is a Mental Health Australia project.

National Mental Health Consumer and Carer Forum (NMHCCF)

The NMHCCF is a combined national voice for mental health consumers and carers. The NMHCCF listen, learn, advocate and influence in matters of mental health reform. Mental Health Australia auspices and has a formal Memorandum of Understanding with the NMHCCF.

Culturally and Linguistically Diverse (CALD) Mental Health Consumer and Carer Group

The CALD Mental Health Consumer and Carer Group is comprised of a CALD mental health consumer and a carer representative from each state and territory of Australia. The CALD Group includes a passionate, energised and diverse mix of voices, and provides advice to the National Multicultural Mental Health Project Alliance based on members' lived experience and connections to their communities.



Appendix 2: 2020 Workshop Working Group

The 2020 Annual Workshop planning was informed by a working group of consumer and carer representatives, who helped shape the theme, speakers and presenters for the webinar series.

The working group developed the theme of “Consumer and Carer Leadership in a Time of Crisis – Social, Environmental and Political” for this year’s Annual Workshop, which provided a focus for the webinar series.

Working group members included:

- Susan Adam
Carer Representative — National Register Member
- Keiran Booth
Carer Representative — National Register Member
- Fay Jackson
Consumer Representative — National Register Member
- Noel Muller
Consumer Representative — National Register member
- Angela Rao
Carer Representative — National Register member
- Carli Sheers
Consumer Representative — National Register Member



For more information please contact the Consumer and Carer Team at Mental Health Australia on 02 6285 3100 or at natreg@mhaustralia.org.

Mental Health Australia is the peak, national non-government organisation representing and promoting the interests of the Australian mental health sector and committed to achieving better mental health for all Australians. It was established in 1997 as the first independent peak body in Australia to represent the full spectrum of mental health stakeholders and issues. Mental Health Australia members include national organisations representing consumers, carers, special needs groups, clinical service providers, professional bodies, public and private mental health service providers, researchers and state/territory community mental health peak bodies.



Mental Health Australia



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Mental Health Australia is the peak independent national representative body of the mental health sector in Australia.

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