



Private Mental Health Consumer
Carer Network (Australia) Limited

engage, empower, enable choice in private mental health

2/35 MEETING OF THE NETWORK BOARD

Thursday 6th and Friday 7th April, 2017

THE ROYAL AUSTRALIAN AND NEW ZEALAND COLLEGE OF PSYCHIATRISTS

309 LA TROBE STREET, MELBOURNE

ENDORSED REPORT AND OUTCOMES

Item	Discussion	Outcomes						
<p>1. Welcome & Apologies 1.1 Attendance 1.2 Apologies</p>	<p>Welcome The Chair Ms Janne McMahon OAM opened the 2nd meeting of the Board at 9:30am. Ms McMahon welcomed Dr Bill Pring (Psychiatrist) and Karen Bailey (Minutes).</p> <p>Attendance</p> <table border="0"><tr><td>1. Ms Janne McMahon</td><td>Chair, Executive Officer.</td></tr><tr><td>2. Mr Patrick Hardwick</td><td>Deputy Chair/Deputy CEO, Representative for Western Australia. Carer representative to the National Mental Health Consumer Carer Forum</td></tr><tr><td>3. Mr Norm Wotherspoon</td><td>Secretary and Queensland (QLD) Consumer Representative on the APHQ Committee, Membership Officer,</td></tr></table>	1. Ms Janne McMahon	Chair, Executive Officer.	2. Mr Patrick Hardwick	Deputy Chair/Deputy CEO, Representative for Western Australia. Carer representative to the National Mental Health Consumer Carer Forum	3. Mr Norm Wotherspoon	Secretary and Queensland (QLD) Consumer Representative on the APHQ Committee, Membership Officer,	
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	<p>Consumer representative to the National Mental Health Consumer Carer Forum</p> <p>4. Mr Evan Bichara Multi-Cultural Officer</p> <p>5. Ms Judy Bentley Australian Capital Territory (ACT)</p> <p>6. Ms Simone Allan New South Wales (NSW)</p> <p>7. Mr Darren Jiggins Tasmania</p> <p>8. Mr Phil Plummer Independent</p> <p>Apologies</p> <p>1. Professor Sharon Lawn South Australia (SA) and Treasurer</p>	
2. Conflict of Interest	There were no declarations.	
3. Endorsed Report of 34th Meeting	The Minutes of the 1/34 Meeting were endorsed without amendments via email and have been posted onto the Network website.	
4. Progress on Actions Arising	<p>The Board noted the following items which were pending from the 1/34th Meeting on the 17th and 18th November, 2016.</p> <p>Terminology The terms <i>Actions</i> or <i>Outcomes</i> were suggested instead of <i>Summary</i> which was used in the previous minutes.</p> <p>Insurances The Chair advised that Professional Indemnity and Public Liability covers the Organisation, not individuals and as such will need to obtain D&O Insurance cover.</p> <p>Pending Item: Australian Commission on Safety and Quality in Healthcare Invitation to ACSQHC held over.</p>	<p>Chair to follow up with Marsh re D&O Insurance</p> <p>Chair to invite representative to next meeting</p>

Pending Item: Meeting with Carers Australia

Ms Judy Bentley met Sue Elderton (National Policy Manager) at Carers Australia, and was later joined by Ara Cresswell (CEO Carers Australia). Ms Bentley enquired if they would be interested in collaboration with the Network to improve Carers Australia's awareness of Mental Health carers concerns, and to explore how the PMHCC Network could support them. Ms Cresswell agreed that could be of benefit to both organisations. Ms Bentley advised PMHCC Network would put together some background, and would email Ms Cresswell with suggestions as to how the organisations could work collaboratively together.

eNews alert – Multicultural Edition

Apart from interpreters and catering, cultural issues have not been addressed in the ENews alerts. It was agreed to produce an eNews edition devoted entirely to Multicultural articles.

Brochures

Brochures still under review – hold off leaving brochures in venues till that is done. Ms Allan offered assistance with a contact person.

Peer Work

The 31 PHNs have developed different processes for Peer Workers. Minister Hunt has convened an Advisory Committee established with Peggy Brown and Frank Quinlan as Co-chairs.

Letters to all 31 Primary Health Networks are still pending.

Members provided information regarding agencies offering support to Peer Workers:

- TAS – has a Tasmanian Peer Support Network group that meets twice a year.

Ms McMahon – to write to Ms Ara Cresswell referring to Ms Bentley's recent visit, and offer the PMHCC Network as a contact for queries regarding Mental Health or to refer them to the Forum as needed. Inform them who we are, what we do and ask about them about their focus.

Ms McMahon – liaise with Evan Bichara about an eNews alert issue dedicated to Multicultural articles.

Ms McMahon to write to the Commonwealth – Requesting representation on the panel as

- Consumer/Carer inclusion
- Network

Ms McMahon – follow up Peer Worker Support in SA

	<ul style="list-style-type: none"> • QLD – Clubhouse. Mental Health Alliance. • WA – WAM offers <i>training</i> for Peer workers. Offered to people who work in their own organisation, but not for other organisations. • NSW – Being (formerly NSW COAG) Ms Allan is following up a contact date to meet with Ramsay Health Care, Northside. 	<p>Mr Wotherspoon – follow up on Premier Lead group in QLD Mr Hardwick – contact WAM to see if they support Peer Workers Ms Allan – follow up Being</p>
<p>5. Risk Register</p>	<p>The Board reviewed the Risk Register and made the following comments:</p> <p><i>Financial Risks</i></p> <ul style="list-style-type: none"> • Reduced funding is still a fairly high risk • Delete AMA agreement • APS donations and Commonwealth funding to be included • A risk is the danger of NOT using DGR status • Failure to manage budget <p><i>Strategic Risk</i></p> <ul style="list-style-type: none"> • Same ratings as previously stated • Adverse reactions to the Network – whether from public or a Friend. In that event responses to be from the Chair. State representatives to ensure they declare whether they are commenting on behalf of the Network for consumers/carers in the state they represent, or speaking from their own lived experience. • Delete No.8 – PMHA <p><i>Hazard Risks</i></p> <ul style="list-style-type: none"> • High <p><i>Operational Risks</i></p> <ul style="list-style-type: none"> • Remains non compliance • Delete ‘Network’ – replace with ‘Company Processes’ • Confidentiality breaches –Executive to address <p><i>Other</i></p> <ul style="list-style-type: none"> • Consider a Privacy Policy • Consider setting up Deputy Chairs, members to identify someone in each State/Territory If possible under succession planning. 	

<p>6. Budget Update</p>	<p>The Chair advised the Board as to current budget position and referred to the transfer of funds from the account held by the AMA.</p> <p>Mr Phil Plummer advised that the Network had received advices from the Australian Government regarding the successful application for charitable or gift deductibility status.</p> <p>Ms Bentley dissented from the agreement that Pharma would not be included in the first request for financial support.</p>	<p>Mr Plummer – investigate philanthropic funding first (Wendy Brooks consulting website)</p> <p>Ms McMahon – approach large corporations for DGR donations, and organisations such as Ramsay & Healthscope. Then Pharma.</p> <p>Dr Pring – investigate Individual donations, such as from psychiatrists, by direct debit on a yearly basis.</p> <p>BROCHURE – Encourage people to donate in the brochure, indicate DGR status, and offer a receipt to claim tax deductions.</p> <p>WEBSITE – provide a link on website.</p>
<p>7. Key messages 7.1 Promotional Brochure</p>	<p>The Board reviewed the current brochure, and being mindful of the PMHCCN watermark – ‘engage, empower, enable choice – members rated the existing statements to determine the key messages for inclusion in the new brochure.</p> <p>Members comments for the new promotional brochure:</p> <ul style="list-style-type: none"> • Focus on the ‘Why’ (A body of people who provide authentic insight of services, with no agenda, that can be a channel across the stakeholder groups • Then the ‘What’ (define Consumer/Carer) • Charter – for people suffering a mental illness to have the best possible experience of using private health services • Ensure brochure indicates that private mental health services includes GP’s and private clinicians as well as private hospitals • Use clear language, with simple presentation 	<p>Ms McMahon – develop a draft with Ms Bailey based on comments detailed on a copy of the old brochure. Email suggestions to the group for ongoing comment.</p> <p>Ms Allan – send contact details of Graphic Designer to Ms McMahon</p>

	<ul style="list-style-type: none"> • Include the membership form • Invite donations, and include information on DGR status. 	
<p>8. Delmont Private Hospital presentation</p>	<p>Chair welcomed invited guests from Delmont Private Hospital:</p> <ul style="list-style-type: none"> • Mr Peter Randall – Director of Nursing and • Ms Helene Langley – Consumer/Carer Representative. <p>Delmont provides treatments for people with Mental Health and Substance Dependency concerns. Mr Randall’s invitation to invite Consumers and Carers to join a teleconference was at the beginnings of the PMHCC Network.</p> <p>Mr Randall and Ms Langley described their Consumer/Carer program and were invited to offer a view on any challenges, gaps and other issues that prevent more private hospitals from having similar programs.</p> <p>Consumer/Carer Role</p> <p>The Consumer/Carer Representative provides a conduit between patients, carers and the hospital. At Delmont feedback is encouraged from the ‘Suggestion Box’, Patient Satisfaction surveys, and from the Advisory Group which reviews hospital brochures and meets regularly. Items are entered into a Register, and responses are also recorded. The Representative attends the Executive Management Meetings and finds staff and management open and embracing.</p> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> • Some hospitals may not see Consumer/Carer Representative as important • Misunderstanding/fear of what the role entails (need education) • Management may have a different focus (economics override) • Changes in Executive (need to re-educate again) • Changes in Managers, transitioning to new hospitals • May not have someone who can drive the program. 	<p>Ms McMahon – approach APHA Chris Gee and Ms Cheetham to inform about the resources available from PMHCCN and that the Network is here to assist. Approach stand-alone private hospitals first.</p> <p>Ms McMahon– ask Ms Langley about the Health literacy course she is attending.</p> <p>Ms McMahon – follow up Mr Peter Randall regarding his question to Peter Sellers at Delmont with an enquire if they would permit including PMHCCN pamphlets in admission packs.</p>

	<p>Peer Support Role Delmont Private Hospital management is moving towards having a Peer Worker, have developed a loose job description and presented it to the CEO.</p> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> • How will it affect treatment if the Peer Support Worker needs to be admitted as a patient? – Skilled clinicians can provide upfront understanding and acceptance. Some patients choose a different hospital for their own admission • Triggers – Delmont will train them how to tell their story safely (filmed) • Payment – Delmont prefers a paid role (limits volunteers). <p><i>Helpful strategies:</i></p> <ul style="list-style-type: none"> • Can be easier to implement if the hospital is an Independent facility • Useful to have the CEO at meetings, as well as a hospital representative • Distribute information through clinicians? If clinicians were Friends of the Network it may strengthen connection • Consider promoting PMHCCN through APHA newsletters • Consider including PMHCCN pamphlet in hospital admission packs • Consider a Carer/Consumer program Case Study – with Delmont – (lessons to be learned, challenges, benefits) 	
<p>9. Health Fund issues</p>	<p>Coverage can be unclear, and all Insurance Funds have ‘Commercial in Confidence’ agreements with private psychiatric hospitals that are not published, distributed or made public.</p> <p>Private Health Ministerial Advisory Committee it is thought, is recommending different levels of Health Insurance – Gold, Silver and Bronze. Psychiatric care is often only available on the upper level policies. Actions to consider:</p> <ul style="list-style-type: none"> • Ms McMahon has written to Minister Hunt, Richard Di Natale and Bill Shorten raising concerns on this topic. The letter was co-badged and co-signed by National Mental Health Consumer and Carer Forum. 	<p>Ms McMahon – distribute copy of letter sent to Ministers (NMHCCF co-badged and co-signed.)</p> <p>Ms McMahon – write to AMA Anne Trimmer to note concerns regarding Health Insurance.</p>

	<ul style="list-style-type: none"> Reassess the Information sheet on our website – What services are provided through private health insurance. 	Ms McMahon to review Information Sheet on the website
10. Training online resources	<p>Review of Online Training Package to be undertaken.</p> <ul style="list-style-type: none"> Have a before and after survey Include about 20 people Collaborate with the Forum, and the National Register to recruit people. Collaborate with Hobart clinic. Placement student to review these Flourish to be approached to include it in their induction package. <p>Further market the Consumers and Carers as Educators Projects.</p>	Ms McMahon and Mr Jiggins continue to liaise with Ms Amanda Quealy, CEO from Hobart Clinic.
11. Standing Reports 11.1 NMHCCF Report 11.2 MHA 11.3 National Consumer Carer Register	<p>Ms McMahon welcomed everyone to the 2nd day.</p> <p>The Board formally thanked Ms McMahon, Mr Hardwick and Mr Plummer for their work to incorporate the Network, registering as a Charity and gaining endorsement as a Deductible Gift Recipient (DGR).</p> <p>NMHCCF Report Mr Hardwick reported the following:</p> <ul style="list-style-type: none"> Ms Janet Meagher resigned from the National Mental Health Consumer Carer Forum, and a replacement is being sought. The Forum hopes that the State and/or the Commonwealth will continue to provide funding going forward. No funding for ATSI or CALD issues, but Helping Minds funds the ATSI representative to attend. MoU partners with the Forum are MHA and NMH Commission. Mr Hardwick & Mr Wotherspoon thanked Ms Peggy Brown for her work on the Peer Workforce when they met at the Forum meeting. Update on Digital Mental Health Gateway – not progressing well. Name changed to Synergy. Ms Janet Meagher offered information about her personal pathway through NDIS Paper on Co– production & Co–design. 	Mr Bichara – request input into the Liquid Interactive group.

- Discussed issues for people with Private Health Insurance.
- Minister Hunt's mental health advisor Tina McGuffy, has lived experience and seemed very interested.

MHA

Mr Hardwick reported the following:

- Brief on the Digital Gateway.
- Emerging gaps in psycho-social supports due to transitioning to the NDIS and PHNs.
- Developing a National Suicide plan – joint funding from States and Commonwealth
- Enhance the role of the National Mental Health Commission
- Minister Greg Hunt wants to develop a new proposal for a greater share of research funds from the NHMRC future fund.
- Minister Hunt advised he would extend PHNs contracts by 2 years to provide certainty.
- Will build on existing programs and providers.
- MHS incentive program being wound up in some PHNS
- Peggy Brown and Frank Quinlan are Co-chair of PHN advisory group
- Mind Australia contracted Queensland University and launched the Report of informal caring of people with mental illness showing \$13.2 billion per year.
- Carer funding will transition to NDIS

Ms McMahon advised the current Consumer Board position with Mental Health Australia will be vacant in November after the AGM. The Board was in agreement for Network to nominate for the position.

- Board members to provide expressions of Interest to Mr Hardwick by close of business Fri 14 April 17
- Mr Plummer and Prof Lawn to be part of selection panel

Janne – The Network will put in a nomination for Consumer Representative at MHA.

Board Consumer Members – Expression of Interests to be sent to Mr Hardwick by close of business Fri 14 April 17 by email. (One page bio, and why you would like to nominate and could bring to the position.)

	<p>National Consumer Carer Register Congratulations to Mr Bichara, Ms Bentley and Mr Jiggins on their selection to the Register.</p>	
<p>12. Membership Officer's Report</p>	<p>Mr Wotherspoon provided an update on membership of friends per jurisdiction as attached to the Agenda and Papers.</p> <p>Ms McMahon reports the increase in membership numbers to the Commonwealth as part of the reporting requirements.</p>	<p>Ms McMahon – to email members when membership numbers reach 1000.</p>
<p>13. Multi-cultural Officer's Report</p>	<p>Mr Bichara discussed his report as attached to the Agenda and Papers. In addition the following matters were discussed:</p> <ul style="list-style-type: none"> • Discussion continued regarding a complete issue of the newsletter for multicultural issues • Due to insurance costs and safety concerns it will not be possible to supply the PMHCCN banner for the Victorian Ageing Expo, but brochures can be offered. • Board congratulated Mr Bichara for being nominated and receiving Awards for his contribution to Mental Health for the Multicultural Community. 	<p>Ms McMahon – follow up on a multicultural issue for the newsletter</p> <p>Ms McMahon – send PMHCCN brochures to Mr Bichara for distribution at Victorian Ageing expo on 29 April 2017.</p>
<p>14. New Project Funding Proposals 14.1 Peer workforce 14.2 Carer Guide App</p>	<p>New Project Funding Proposal Updates Ms McMahon stated that it is important as directors that the Board identifies and understand risks as there is personal accountability for decisions.</p> <p>Carer Website Project Has been created, designed, registered, is progressing on time and within budget.</p> <p>Peer Workforce Proposal Funding proposal currently with the Government.</p>	

App Proposal

Proposal to develop an App as resource to upskill service providers to better engage with carers in line with the carer guide. Waiting on response.

Demonstration Project Proposal

Proposal sent to Mental Health Carers Aust for Ramsay Health (SA) to demonstrate the application of the Practical Guide for Working with Carers of People with a Mental Illness. Plan is to assess the culture change before and after the demonstration, determine benchmarks, so that model can be used in other services.

Risks to current or any future projects.

The Board discussed the following risks:

- Capacity of chair to manage the different projects
- Capacity of Deputy Chair to take over if needed
- Ensure a project is consistent with Core practice, not just an opportunity to realise financial gain
- Risk of 3rd party, product, or service delivery failure, and not having a financial float to still deliver. Want to avoid a credibility issue.
- Consider partnering with other corporations to share the risk
- APP – Consider partnership with MHCA, MIND and Helping Minds.

Peer Workforce

Board discussed risks of service delivery. Ms McMahon advised timelines are monitored, and activity reports are provided to funder before they release the next instalment for the project.

Demonstration Project

Prof Sharon Lawn will be asked to perform analysis of the data received in connection with the SA Demonstration Project. This includes an analysis of baseline interactions between carers & clinicians, introduce staff to the guide, then assess changes in culture after demonstration with a post assessment. It

	will involve providing hard copy surveys of carers of inpatients (Adelaide & Fullarton), Kahlyn Day Centre and also outreach patients.	
<p>15. Projects</p> <p>15.1 Project One – completed Consumers & Carers as Educators</p> <p>15.2 Project Two – completed BPD Website for SA</p> <p>15.3 Project Three New Carer Website</p>	<p>Consumers and Carers as Educators</p> <ul style="list-style-type: none"> • Project completed with a profit of 20%. • Modules on LMS at RANZCP, with CPD points. • Approved by Australian College of Mental Health Nurses, with CPE points. <p>BPDSA website for SA</p> <ul style="list-style-type: none"> • Project completed with a profit of 15%. • Payment of hosting fee for the website was not first noted in the costings. <p>New Carer Website Project</p> <ul style="list-style-type: none"> • Project is continuing, and slightly ahead of schedule. • Have selected 57 resources to be sorted and placed on website to-date. 	<p>Ms McMahon – Write to APHA, OT Australia and the Aust Association of Social Workers to inform about PMHCCN’s Online resources and the Consumers and Carers as Educators Project.</p> <p>Ms McMahon – contact Angela Gillespie SANE Australia Tracey McGowan Suicide Prevention Australia For possible collaboration regarding their resources on Consumers and Carers as Educators project.</p>
<p>16. Collaboration and possible partner agencies (MoU)</p>	<p>A Memorandum of Understanding involves engaging with another organisation for a particular purpose, such as for funding or for a project.</p> <ul style="list-style-type: none"> • PMHCC Network have no current MoU’s • No legal ramifications of having one • Collaboration can inform of partners existing projects/services to prevent duplication • MoU with MHA could encourage referral to the Network for matters relating to private Mental Health. Consider asking Frank Quinlan to join our next Board meeting where the Board could offer perspective of private hospital system. • Carers Australia are interested in a collaboration with PMHCCN. Could assist their understanding of mental health for carers. 	<p>Ms McMahon – consider inviting Frank Quinlan to next Board meeting. Ms McMahon will advise the Board of his response.</p>

	<ul style="list-style-type: none"> • MHCA are likely to already have processes in place for a MoU. • MHA – have influence and connections • PMHCCN are the only body representing private sector. <p>At the conclusion of this Agenda item it was decided that the Network will only engage in MoUs when working with another organisation as partners in projects.</p> <p>The only exception was the National Mental Health Commission.</p>	
<p>17. Discussion Papers:</p> <p>17.1 Mental Illness & social isolation</p> <p>17.2 Employment and mental illness</p>	<p>Network to develop a view that we put forward.</p> <ul style="list-style-type: none"> • State that these are things that we agree and believe with, but not committing to taking action. <p>Mental Illness and Social Isolation</p> <ul style="list-style-type: none"> • Focus on connectedness • Consider including abstract from Disability Employment Australia’s Annual Conference (6 & 7 Sept 2017 in Brisbane) to promote the discussion paper. • Include ‘loss of family and carer relationships’ in second paragraph • Include quotes from consumer and carers in discussion papers <p>Employment and Mental Illness</p> <ul style="list-style-type: none"> • Consider noting that finding accommodation, meaning and purpose after leaving rehabilitation. Particularly around losing sense of connectedness. • Consider using an example of peer support <p>Private Insurance</p> <ul style="list-style-type: none"> • Consider new discussion paper 	<p>Ms McMahon – look at including quotes from Consumers and Carers into each of the discussion papers</p> <p>Ms McMahon – liaise with Ms Allan on discussion paper regarding Employment and Mental Illness and a Connectedness project</p> <p>Ms McMahon – liaise with Mr Jiggins who will also investigate discussion paper on Social isolation.</p>
<p>18. Internal policies/governance committees</p>	<p>The Board to consider if it was helpful to have a sub committee to look at risk management and financial operations?</p>	<p>Ms McMahon add column in risk table about the projects.</p>

	<p>Mr Plummer as an accountant advised that financially there is no legal requirement as there is low turnover, and processes are conducted transparently with transactions that are not routine referred to Professor Lawn (Treasurer).</p> <p>Mr Plummer advised that from a <i>risk</i> aspect projects could occur without board agreeing to them (given meetings are held infrequently). The Board agreed to have quarterly emails to update the financials and summarise the Projects.</p> <p>Additional policies</p> <p>DGR status – although the Australian Tax Office doesn't require it, the Board resolved to always issue a receipt, to provide reminders to process tax claims.</p> <p>No receipts are required for APHA ,RANZCP or APS contributions.</p>	<p>Ms McMahon – to address RISK issue – send emails quarterly to update the financials (P&L and balance sheet) and a summary of the Projects. Title to be: Project management update/risk management.</p> <p>Ms McMahon – add to Website a 'donate' button to complement the 'join us' button.</p> <p>Ms McMahon – add PMHCCN to the list on the Public Trustee websites for donations to charities.</p> <p>Ms Bailey – Put DGR Status on the brochure and text such as 'We are a tax deductible charity and gratefully accept donations. All donations over \$2.00 are tax deductible.'</p>
<p>19. State Advisory Forums</p>	<p>Members discussed their State reports as included in Agenda and Papers.</p> <p>Ms Allan advised that Nomination Forms are available at private hospitals which allow patients to grant permission to nominated people access to their medical records.</p> <p>On behalf of the Board, Mr Hardwick formally thanked Ms McMahon for her continued work for the betterment of Carers.</p>	<p>Ms McMahon – add information to PMHCCN website about Carer Nomination Form.</p>
<p>20. Other Business Next Meeting</p>	<p>Other Business None.</p> <p>Next Meeting The next Meeting of the Network NC is scheduled to be held as follows:</p>	<p>Ms McMahon – advise date of next meeting before Mr Wotherspoon leaves in late August.</p>

	<p><u>3/36th Network Meeting</u> Level 2, RANZCP Headquarters 309 La Trobe Street Melbourne, Victoria</p> <p>The Meeting concluded at 3:15 PM.</p> <p>Chair Janne McMahon OAM Chair</p>	<p>Karen Bailey Minutes Secretary</p>
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