



**Private Mental Health
Consumer Carer Network (Australia)**
engage, empower, enable choice in private mental health

National Secretariat,
PO Box 542, Marden S.A. 5070
Phone: (08) 8336 2378
Email: jmcmahon@senet.com.au

THIRTY FIRST MEETING
PRIVATE MENTAL HEALTH CONSUMER CARE NETWORK (AUSTRALIA)
NATIONAL COMMITTEE

**THURSDAY 12 AND FRIDAY 13
MARCH 2015**

**HOTEL KURRAJONG
8 NATIONAL CIRCUIT
BARTON
AUSTRALIAN CAPITAL TERRITORY**

DRAFT REPORT AND RESOLUTIONS

Glossary of Terms and Acronyms commonly used in this Report

ACSQHC	Australian Commission on Safety and Quality in Healthcare
AMA	Australian Medical Association
APHA	Australian Private Hospitals Association
APS	Australian Psychological Society
BPD	Borderline Personality Disorder
Health Insurer(s)	Private Health Insurer(s) that pay benefits for psychiatric care
Hospital(s)	Private Hospital(s) that provide mental health services
MHA	Mental health Australia (formerly, the Mental Health Council of Australia)
NC	National Committee of the Private Mental Health Consumer Carer Network (Australia)
Network	Private Mental Health Consumer Carer Network (Australia)
NMHC	National Mental Health Commission
NMHCCF or Forum	National Mental Health Consumer Carer Forum
PHA	Private Healthcare Australia (formally the Australian Health Insurance Association or AHIA)
PMHA	Private Mental Health Alliance
CDMS	PMHA's Centralised Data Management Service
RANZCP	The Royal Australian and New Zealand College of Psychiatrists

1 **1. OPENING AND WELCOME**

2 The Chair of the Private Mental Health Consumer Carer Network (Australia) [the
3 Network or PMHCCN], Ms Janne McMahon OAM, opened the Thirty First (31st)
4 Meeting of the Network's National Committee (NC) at 9:00 AM on Thursday, 12
5 March 2015 (the Meeting). The Meeting was held over two days on 12/13 March, at
6 the Hotel Kurrajong, 8 National Circuit, Barton in the Australian Capital Territory
7 (ACT).

1.1 Present

The following representatives attended

- | | |
|---|--|
| 1. Ms Janne McMahon | Network Chair |
| 2. Mr Patrick Hardwick | Network Deputy Chair
Network Coordinator Western Australia |
| 3. Ms Kim Werner | Network Governance and Policy Officer |
| 4. Mr Evan Bichara | Network Multicultural Adviser |
| 5. Mr Norm Wotherspoon | Network Coordinator Queensland |
| 6. Ms Simone Allan | Network Coordinator New South Wales |
| 7. Ms Judy Bentley | Network Coordinator Australian Capital Territory |
| 8. Associate Professor (A/P)
Sharon Lawn | Network Coordinator South Australia |
| 9. Mr Phillip Taylor | Minutes Secretary
Director, Private Mental Health Alliance (PMHA) |

1.2 Observers

- | | |
|----------------------|------------------------|
| 1. Mr Philip Plummer | PMHA Independent Chair |
|----------------------|------------------------|

1.3 Apologies

- | | |
|------------------------|------------------------------|
| 1. Ms De Backman–Hoyle | Network Coordinator Victoria |
|------------------------|------------------------------|

8 **1.4 Changes in Representation**

9 In opening the Meeting, the Chair welcomed the recently appointed Network
10 Coordinator for Tasmania, Mr Darren Jiggins. Mr Jiggins provided a verbal briefing
11 on his background and experience.

12 The Meeting noted that Ms De Backman–Hoyle has accepted appointment as the
13 Network Coordinator for Victoria following the appointment of Mr Evan Bichara as
14 the Network's Multicultural Adviser.

15 **2. DECLARATION OF CONFLICT OF INTEREST**

16 Mr Darren Jiggins is a Board Member of a Private Hospital and also works for the
17 Richmond Fellowship.

18 **3. REPORT OF LAST MEETING**

19 A copy of the endorsed report of the Thirtieth (30th) meeting of the Network's NC,
20 held on 29/30 September 2014 in Melbourne, was noted. The Report has been posted
21 on the Network's website and electronic copies have been provided to the PMHA and
22 the RANZCP. It was agreed that some of the material in the report from the
23 presentation by the Private Health Insurance Ombudsman should be used in an
24 appropriate edition of the Network's monthly eNews Alert.

25 **4. PROGRESS REPORT AND MATTERS ARISING**

26 The NC updated the following Table of Progress.

TABLE OF PROGRESS			
MEETING	ACTIONS ARISING FROM PREVIOUS NC MEETINGS	RESPONSIBILITY	STATUS
25 th NC	Invite representative of ACSQHC to appropriate meeting	Ms McMahon	Pending
26 th NC	Review, <i>Network Policy 12: Training and skills development for consumer and carer representatives</i> , to focus on skills development	Ms McMahon/Mr Wotherspoon	Pending
ITEM #	ACTIONS ARISING FROM THE LAST (29 th) NC MEETING	RESPONSIBILITY	STATUS
	Report of the 30th Network NC Meeting		
	Draft Report of 30 th Meeting	Mr Taylor	Done
	Circulate Draft Report to NC for comment/correction	Mr Taylor	Done
	Prepare final for endorsement via email	Mr Taylor	Done
	Agenda Item 31 st NC Meeting	Mr Taylor	Done
7	NETWORK WORK PLAN 2013-15		
	Seek Meetings with the following organisations		
	▪ Australian College of Mental Health Nurses	Ms McMahon/Mr Hardwick/Ms Werner	Pending
	▪ Carers Australia	Ms McMahon/Mr Hardwick/Ms Werner	Pending
	▪ Mental Health in Multicultural Australia	Ms McMahon/Mr Hardwick/Ms Werner	Pending
8	NETWORK MEMBERSHIP OFFICER REPORT		
	Develop a promotional Network email aimed at attracting new Members	Mr Wotherspoon	Done
	Discuss corporate Network membership and sponsorship at 31 st meeting	NC	Pending
12	DOCTOR/PATIENT CONFIDENTIALITY		
	Convene teleconference with: Drs. Gary Galambos, (RANZCP) Prof Jeffrey Looi, (PMHA) Dr Caroline Johnson (RACGP), and Mr Harry Lovelock (APS) and Network Executive Officer	Ms McMahon	Pending
13	PATIENT CENTRED CARE		
	Develop and discussion paper on Patient Centred Care	Ms Mc Mahon/NC	Done
14	CONSUMER CARER ADVISORY COMMITTEE SURVEY		
	Write to Hospital Corporate Groups concerning consumer carer engagement	Ms McMahon	Done
	Email Hospital CEOs to scope current situation at facility level	Ms McMahon/Mr Taylor	Done
16	ADVANCE DIRECTIVES		
	Revise External Policy No. 3 – Advance Directives and develop template as an addendum to the Policy	Ms McMahon/A/P Sharon Lawn	Done

TABLE OF PROGRESS (Continued)			
RESPONSIBILITY	RESPONSIBILITY	RESPONSIBILITY	RESPONSIBILITY
17.1	Publication of key issues emerging from the BPD Surveys		
	Seek publication	A/P Lawn	Done
18	CONSUMER CARER WORKERS AND SELF CARE		
	Develop into an on-line Resource	Ms McMahon	Done
19	CHILDHOOD TRAUMA AND PARENTS AS CARERS		
	Contact South Pacific Private Hospital for assistance in development of short paper	A/P Lawn/Ms McMahon/Ms Werner	Done
	Develop short paper on key issues for discussion with 31 st NC Meeting	NC	Pending
	Discuss paper with Dr Bill Pring and Dr Jeffrey Looi after discussion with NC	Ms McMahon	
23	PROPOSED ONLINE RESOURCES FOR ORIENTATION FOR CONSUMER AND CARER WORKERS		
	Ascertain if national learning and assessment resources for the Certificate IV in Mental Health Peer Work CHC42912 can be used by the Network, as online orientation resources.	Mr Hardwick /Mr Wotherspoon	Pending
	Approach APHA re proposal to develop online PDF resources for the orientation of consumers and carers who are engaged by private psychiatric hospitals	Ms McMahon	Done
26	NEXT MEETING		
	Organise 31 st Network NC Meeting for 12/13 March 2015 in Canberra	Ms McMahon	Done
	Develop and circulate Agenda and Papers for 31 st Meeting	NC Executive/Mr Taylor	Done

28 The Chair reported that most of the outstanding matters will be discussed under relevant
 29 agenda items for this Meeting. Beyond that, Ms McMahon has met with the CEO of
 30 the Australian and New Zealand College of Mental health Nurses (ACMHN),
 31 Associate Professor Kim Ryan by telephone. There have been some difficulties in
 32 arranging meetings with Carers Australia and Multicultural Mental Health Australia.
 33 The Chair will follow up with both organisations.

34 5. RISK MANAGEMENT PLAN

35 The Meeting reviewed the Network's Risk Management Plan and agreed that no
 36 changes were required.

37 The Meeting noted that the Australian Medical Association (AMA) Agreement for
 38 Services 2013–15, which supports the activities of the Network, the PMHA and its
 39 CDMS, will expire at the end of this FY on 30 June 2015. The next AMA Agreement,
 40 its supporting budgets and work plans for the FYs, 1 July 2015 to 30 June 2018, need
 41 to be in place by 1 July 2015 to provide certainty for these activities beyond 30 June
 42 2015. The next meeting of the PMHA will therefore be reviewing and hopefully
 43 finalising the AMA Agreement for Services 2015–18 and draft Forward Estimates for
 44 all three entities. A substantive portion of this Meetings proceedings will, therefore, be
 45 devoted to the development of the Network Work Plan for FYs 2015–18.

46 6. NETWORK BUDGET UPDATE

47 The Chair reported on the Statement of Income and Expenditure prepared for the
 48 Network by the AMA, for the Financial Year (FY) period 1 July 2014 to 31 December
 49 2014. The Network Budget is tracking well. Upcoming conferences that NC Members
 50 might wish to attend or present at were discussed.

51

52 **7. NETWORK WORKPLAN 2013–15**

53 The Network Work Plan 2013–15 *Strengthening Relationships* (Work Plan) was
54 developed to broadly guide the activities of the Network under the auspice of the
55 current *AMA Agreement for Services 2013–15* for the two financial years 1 July 2013
56 to 30 June 2015. The Work Plan is evaluated at each meeting of the Network and
57 modified if necessary. One of the activities under that work plan is the development
58 of a work plan to guide Network activities in line with the duration of the next AMA
59 Agreement for Services 2015–18 for the three financial years from 1 July 2015 to 30
60 June 2018.

61 **7.1 Network Work Plan 2015–18**

62 The Meeting then discussed at length the theme of next work plan. There was
63 consensus that it should be directed toward broadening the Network’s advocacy base
64 beyond the private hospital setting to more fully engage with GPs, psychiatrists,
65 psychologists, mental health nurses and allied health professionals working in the
66 private practice setting. On that basis, it was agreed that the title of the next work
67 plan should be *Innovation through Partnership*. Time should be set aside at the
68 next NC meeting to revisit the Network’s foundation documents with that theme.

69 Ms Kim Werner then facilitated a work shop for the NC that resulted in the
70 development of a detailed draft work plan, which appears as Appendix 1 to this
71 Report.

72 At the end of proceedings, the Chair indicated that the draft work plan will be
73 circulated to NC Members for review and endorsement out-of-session. Ms
74 McMahon will report to the 27 March 2015 meeting of the PMHA on progress with
75 the development of the draft work plan. The final version of the plan will be included
76 for PMHA endorsement at its 12 June 2015 meeting.

77 **RESOLVED (Chair) carried without dissent**

78 *That the National Committee (NC) of the Private Mental Health Consumer Carer*
79 *Network (Australia) [Network] requests the draft Network Work Plan for Financial*
80 *Years 2015–18 be circulated to NC Members for review and endorsement out-of-*
81 *session.*

82 **Action: Ms McMahon**

83 **8. NETWORK COORDINATOR REPORTS**

84 The Chair invited the Network’s Coordinators to report on activities in each of their
85 respective jurisdictions.

86 **8.1 Queensland (Qld)**

87 The Meeting noted a copy of the report on the Network’s Qld State Advisory Forum
88 (SAF) held on 7 October 2014, which was kindly hosted by Belmont Private Hospital
89 in Carina Qld. The Network’s Qld Coordinator, Mr Norm Wotherspoon, provided a
90 briefing on the Forum, which was scheduled to coincide with Mental Health Week.
91 During that period, Norm visited private hospitals in Qld to reinforce the importance of

92 consumer and carer participation through hospital-based advisory committees. The full
93 range of activities undertaken by Norm included the following.

- 94 ▪ Information booth at Belmont Private Hospital
- 95 ▪ Opening of the Belmont Hospital Art Exhibition
- 96 ▪ Breakfast Forum with the Minister for Health
- 97 ▪ Interaction with patients at Sunshine Coast Private Hospital
- 98 ▪ Opening of Sunshine Coast Private Hospital Art Exhibition
- 99 ▪ Caboolture TAFE Campus Mental Health Day activities
- 100 ▪ Meet and Greet with patients at Belmont Private Hospital
- 101 ▪ Consumer and Carer Committee meeting, Belmont Private Hospital
- 102 ▪ Attendance at GROW Seminar, Indooroopilly

103 The next Network Qld SAF will be held at Greenslopes Private Hospital on Tuesday,
104 17 March 2015. Topics to be discussed include the following.

- 105 ▪ Dealing with Patient Complaints – how can the process be improved?
- 106 ▪ Smoking Bans in Private Hospitals – Are they fair?
- 107 ▪ How can WE deal better with discrimination and stigma?
- 108 ▪ Your Ideas A was noted.

109 Since the last NC meeting, Norm has also been interviewed by the Qld Branch of the
110 RANZCP for the position of consumer representative on their Queensland Branch
111 Committee.

112 **8.2 Victoria (Vic)**

113 Mr Bichara reported that, prior to his very recent appointment as the Network's
114 Multicultural Adviser, he had undertaken the following activities as the Network's
115 Victorian Coordinator, since the last meeting of the NC.

116 Evan convened the Network's Vic SAF, on 1 October 2014 at the Albert Road Clinic in
117 Melbourne. A copy of the minutes of that meeting were noted. Evan briefed the Meeting
118 on Victorian activity and it was noted that the Vic SAF is working with the Network to
119 progress a range of issues including:

- 120 ▪ a survey to gauge the benefits of the Consumer/Carer Consultancy worker model
121 and Consumer/Carer Advisory Committee model, or both models existing
122 simultaneously;
- 123 ▪ development of a paper on self-care and caring for others in our line of work
124 (refer to Agenda Item 18); and
- 125 ▪ constructing an on line training module orientating new consumer/carers workers
126 within the private sector.

127 Ms McMahon indicated that due recognition will be given to the Vic SAF in the
128 Network's resource it is developing on self-care (refer to Agenda Item 18).

129 Since the last NC, Evan has met with Essendon Private who will be providing a
130 representative for the next Vic SAF.

131

132 **8.3 South Australia (SA)**

133 The Meeting noted a copy of the report on the Network's SA SAF held on 11 December
134 2014 at the Regattas Restaurant in Adelaide. The Network's SA Coordinator, A/P
135 Lawn, provided a briefing on that SAF, which identified the issue of older people with
136 mental health needs as a topic of importance, which requires more focus. The Meeting
137 noted that, at the request of the SA SAF, this matter had been included on the agenda
138 for discussion by the NC tomorrow (refer to Agenda Item 16).

139 The SAF also again raised the issue of waiting times for inpatient beds in SA. In
140 considering this issue, the other Network Coordinators agreed to ascertain what the
141 current situation was in their respective jurisdictions.

142 **8.4 New South Wales (NSW)**

143 The Networks NSW Coordinator, Ms Simone Allan, will be convening a Network SAF
144 in NSW in due course and Ms McMahon will attend. Simone is working on how best
145 to engage with private sector consumers and carers in NSW through the SAF. Simone
146 will invite a Commissioner of the NSW Mental Health Commission, Ms Lucinda
147 Brodgen, to attend the Forum for a question and answer session. Invitations will be
148 sent to all CEOs of private hospitals in NSW for them to facilitate appropriate
149 consumer/carer representatives and staff members, attending the Forum. Ms McMahon
150 asked the other NC Members to email one question to Simone that could be asked of
151 private hospitals, or the Commissioner, at the NSW SAF.

152 **8.5 Australian Capital Territory (ACT)**

153 Ms Judy Bentley reported that she is working with Ms McMahon toward holding an
154 ACT Network Advisory Forum.

155 **8.6 Western Australia (WA)**

156 In his capacity as the Network Coordinator for WA, Mr Patrick Hardwick reported on
157 the proposed meeting in April or May.

158 **8.7 Tasmania (Tas)**

159 The new Network Coordinator for Tasmania, Mr Darren Jiggins, reported he is liaising
160 with Ms McMahon concerning a Network SAF for Tasmania.

161 **8.8 Multicultural Adviser Report**

162 The Chair emphasised the need for private sector providers to have an awareness of
163 issues, which affect multicultural consumers and carers.

164 Mr Evan Bichara, the Network's newly appointed Multicultural Adviser reported that the
165 are some important considerations when dealing with people from the Culturally and
166 Linguistically Diverse (CALD) communities. These are often around specific needs,
167 language barriers, cultural issues, stigma and shame relating to mental illness etc. Mr
168 Bichara tabled his Report. The Chair thanked Mr Bichara and discussed the need for the
169 Network to have an external policy on these issues. This was agreed to by all members
170 of the National Committee.

171 **RESOLVED (Chair) carried without dissent**

172 *That the National Committee (NC) of the Private Mental Health Consumer Carer*
173 *Network (Australia) [Network] requests the Chair rework the report of the Network's*
174 *Multicultural Adviser into an external policy for the Network. The policy will be*
175 *circulated to NC Member for endorsement out-of-session.*

176 **Action: Ms McMahon/Mr Bichara/NC**

177 **9. NATIONAL MENTAL HEALTH CONSUMER CARE FORUM (NMHCCF**
178 **OR FORUM) AND MENTAL HEALTH AUSTRALIA REPORTS**

179 Mr Hardwick represents the Network on both the National Mental Health Consumer
180 Care Forum (NMHCCF or Forum) and Mental Health Australia (MHA).

181 **9.1 NMHCCF**

182 Mr Hardwick reported that the NMHCCF last met on 12/13 September 2014. The
183 Meeting noted that the key issues discussed at that Forum are clearly set out under
184 Agenda Item 15.1 in the Report of the 30th NC meeting. Recent developments with
185 the Forum include the following.

- 186 ▪ The appointment of a new Tasmanian Consumer representative, Anda
187 Meredith.
- 188 ▪ Pat Sutton has stood down as Carers Australia Representative on the Forum
189 and the new representative is Jeff Lucas from Hobart.
- 190 ▪ Tony Fowke has stood down as Mental Health Carers Arafmi Australia
191 representative on the Forum and has been replaced by Kristne Havron, who is
192 the President of Mental Health Carers Arafmi NSW.
- 193 ▪ The Northern Territory have a new Carer Representative on the Forum, Gail
194 Marsh.
- 195 ▪ Patrick has submitted a proposal to extend the membership of the Forum to
196 include an indigenous carer representative. The Forum Executive is very
197 supportive of this proposal and has referred it the next NMHCCF to be held
198 on Monday, 16 March 2015.
- 199 ▪ The Forum Executive was invited to view the National Mental Health
200 Commission's report on its review of mental health programmes and services
201 before it was submitted to the Abbot Government.
- 202 ▪ The Forum is re-negotiating a Memorandum of Understanding with Mental
203 Health Australia.
- 204 ▪ Some Members of the Forum Executive attended the stakeholder engagement
205 session of the Australian Government's Mental Health Drug and Alcohol
206 Principle Committee (MHDAPC). It was noted that the private sector had not
207 been invited to send representatives to this session and it was suggested that

208 both the Chair of the Network and the Chair of the PMHA should write to
209 MHDAPC concerning representation at all future sessions.

210 The next meeting of the Forum will be held on Monday, 16 March 2015.

211 9.2. MHA

212 Mar Hardwick reported that the MHA Board met in December 2014 and warmly
213 welcomed him as a newly elected MHA Board Member. Some of the main issues
214 considered by the Board are summarized below, together with other MHA activities.

215 ▪ The National Disability Insurance Scheme and the new Tier Two, which is
216 now called “ILC” – Information Linkages and Capacity Building Framework.

217 ▪ Independent Hospitals Pricing Authority (IHPA) new mental health
218 classification being developed for mental health services in Australia for the
219 purposes of activity based funding (ABF). IHPA’s focus is on public
220 hospitals.

221 ▪ The MHA Chair, Jennifer Westacott, has met with The Hon Scott Morrison
222 MP, Minister for Social Services, who had been unable to attend the MHA
223 Members Policy Forum and Advocacy Day held on 11 February 2015 in
224 Canberra.

225 At the Policy Forum and Advocacy Day, some 45 MPs and Senators,
226 including the Minister for Health The Hon Sussan Ley, met with 87
227 representatives from MHA’s Member organisations. The three key themes
228 that were pursued at the meetings with the politicians were as follows.

229 1. The urgent need to release of the National Mental Health
230 Commission’s Review of Mental Health Services and Programmes

231 2. Clarity on funding arrangements for mental health organisations who
232 have contract finishing on 30 June 2015.

233 3. A cross party commitment to a ten–year program of systematic reform
234 for the mental health sector.

235 ▪ MHA is seeking a Board Member with an accounting background. Mr Philip
236 Plummer noted he may be approached.

237 ▪ Mr Frank Quinlan has been reappointed as the MHA CEO for the next four
238 years.

239 ▪ Patrick attended the Grace Groom Memorial Lecture held at the National
240 Press Club on 9 October 2014. The Vice Chief of the Australian Defence
241 Force, Vice Admiral Ray Griggs AO, CSC, RAN gave the key note address.
242 The Vice Admiral outlined many of the issues facing a modern defence force
243 that is looking to respond to the issue of mental health and wellbeing amongst
244 service men and women.

245 At the end of this Agenda Item, the Chair sought feedback from NC Members on few
246 matters in committee and then closed proceedings for Day 1 at 4:51 PM.

247 10. NETWORK MEMBERSHIP OFFICER REPORT

248 In his capacity as the Network's Membership Officer, Mr Wotherspoon briefed the
249 meeting on current Membership noting that a small number of Members after
250 registering later requested to be removed from the database. In response, each
251 individual is provided with an email confirming that their details have been deleted
252 from the PMHCNNdb. The email encourages the individual to re-join the Network at
253 any time and provides them with a link to the Network's website registration page.

254 Mr Phillip Taylor, who manages the PMHCNNdb, mentioned that the number of
255 Network Members who are now contactable via email (537) is substantially higher than
256 it was 6 months ago. Ms McMahon mentioned that currently there is insufficient
257 administrative support and funding to post out the material such as the Network eNews
258 alert every month to those 301 Members who only have a postal address. The Meeting
259 noted the following breakdown of Network Members currently registered on the
260 Network database (PMHCNNdb).

Location	Network Members
Queensland	289
New South Wales	162
Australian Capital Territory	20
Victoria	165
Tasmania	38
South Australia	74
Western Australia	78
Northern Territory	2
NZ	2
USA	1
Malaysia	1
Not Provided	6
Total	838

261 The provision of corporate membership was then discussed. It was agreed that a fourth
262 category for Corporate Network Membership should be established, which requires and
263 an annual ongoing donation for that membership to be maintained. Caution will need
264 to be exercised as to which organisations are approached. The Network is not an
265 incorporated body and has no charitable status for tax deduction purposes. There is
266 also the need to be mindful of the sensitivities associated with a consumer and carer
267 organisation that is auspiced by the federal AMA receiving funding, for example, from
268 pharmaceutical companies.

269 **RESOLVED (Chair) carried without dissent**

- 270 1. *That the National Committee (NC) of the Private Mental Health Consumer*
271 *Carer Network (Australia) [Network] endorses the concept of a fourth Network*
272 *membership category to accommodate Corporate Membership linked to an*
273 *annual donation for that membership to be maintained.*

274 2. *That the NC requests that the PMHA Chair, Mr Philip Plummer, discuss the*
275 *concept of Corporate Network Membership with the AMA to ascertain whether*
276 *there any issues for the AMA going forward..*

277 **Action: Mr Plummer**

278 3. *That the NC requests that, if there are no objections from the AMA, then an*
279 *article should be included in the next appropriate edition of the Network's*
280 *eNews Alert actively seeking the views of Network Members concerning the*
281 *proposal. Network Coordinators should also discuss the proposal at their*
282 *Network Forums.*

283 **Action: Mr McMahon/Network Members/Network Coordinators**

284 4. *That the NC requests that, if the proposal for Corporate Network Membership*
285 *is supported by the majority of Network Members, then the Network should*
286 *actively promote its new Corporate membership category and approach*
287 *appropriate organisations to become Members.*

288 **Action: Chair/NC**

289 11. SURVEY OF MEMBERS

290 One of the issues raised by health insurer representatives at the 7 March 2014 PMHA
291 meeting that the Network agreed to pursue, was a survey of Network members who have
292 private health insurance and who are admitted to a public mental health facility.

293 Ms McMahon reported that the survey of Network Members has now been completed.
294 Of the 800 or so Network Members 27 entered the survey site and 25 of those went on to
295 answer the survey questions. In discussing the survey results, it was agreed that while
296 the response rate was too low to draw any conclusions, the survey did provide some very
297 useful information that should be of interest to health insurers and psychiatrists. A/P
298 Lawn agreed to prepare an appropriate report on the survey results.

299 **RESOLVED (Chair) carried without dissent**

300 1. *That the National Committee (NC) of the Private Mental Health Consumer*
301 *Carer Network (Australia) [Network] requests that Associate Professor Sharon*
302 *Lawn prepare a report on the results arising from the Survey of Network*
303 *Members who have had experience of being admitted to a public hospital as a*
304 *private patient.*

305 **Action: A/P Lawn**

306 2. *That the NC requests that the Chair circulate the Report to the health insurer*
307 *representatives and AMA psychiatrist representatives on the PMHA and the*
308 *Private Health Insurance Ombudsmen, who requested a copy of any report arising*
309 *from the survey.*

310 **Action: Ms McMahon**

311 12. PATIENT-CENTRED CARE

312 The concept of patient/consumer centred care was tabled for discussion at the meeting
313 of the NSW SAF held on 24 July 2014. The NSW SAF requested that the NC consider
314 developing a discussion paper from the consumer and carer perspective. A number of
315 key issues emerged from both the NSW SAF and the NC discussions and it was agreed
316 these should be captured in development of the discussion paper. The Meeting then
317 considered the draft Network Discussion Paper on Patient-centred Care, prepared by
318 the Chair. It was agreed that the Paper required some revision, particularly in relation
319 to the use of the term *person centred* and the use of references.

320 **RESOLVED (Chair) carried without dissent**

321 *That the National Committee (NC) of the Private Mental Health Consumer Carer*
322 *Network (Australia) [Network] requests that the Chair revise the Network*
323 *Discussion Paper on patient-centred care in consultation with NC Members via*
324 *email.*

325 **Action: Ms McMahon/NC Members**

326 The final Paper will include due recognition for the NSW SAF for raising this issue.

327 **13 NATIONAL DISABILITY INSURANCE SCHEME (NDIS)**

328 Mr Hardwick briefed the meeting on recent developments with the NDIS and
329 discussed at length some of the concerning issues emerging with existing programs
330 being rolled into the NDIS. It was agreed that the Network should write to the
331 appropriate Ministers and to the National Mental Health Commission requesting that
332 existing programs that are working well, such as Partners in Recovery, be continued
333 rather being rolled into the NDIS.

334 **RESOLVED (Chair) carried without dissent**

335 *That the National Committee (NC) of the Private Mental Health Consumer Carer*
336 *Network (Australia) [Network] requests that the Chair write to The Hon. Mr Scott*
337 *Morrison MP, Minister for Social Services, The Hon. Sussan Ley MP, Minister*
338 *for Health, and Professor Allan Fels, Chair, National Mental Health Commission,*
339 *requesting that existing programs, such as Partners in Recovery, be continued*
340 *rather than such programs being rolled into the National Disability Insurance*
341 *Scheme.*

342 **Action: Ms McMahon**

343 **14. PEER WORKFORCE STRATEGY**

344 In partnership with the National Mental Health Commission (NMHC), Community
345 Mental Health Australia (CMHA) was funded to develop national learning and
346 assessment resources for the Certificate IV in Mental Health Peer Work CHC42912.
347 Mr Wotherspoon and Mr Hardwick were the Network's representatives on the
348 Industry Reference Group formed to develop the resources required. The Project is
349 now concluded.

350 Mr Wotherspoon and Mr Hardwick briefed the Meeting on the resources, which will
351 be released over the next twelve months. It is anticipated that the Network will be
352 able to access these resources.

353 During the course of the Meeting, the National Mental Health Commission released
354 via email the first batch of Mental Health Peer Work training and assessment
355 materials, for registered training organisations (RTOs) across Australia to use. These
356 materials allow RTOs to deliver the Mental Health Peer Work qualification for the
357 consumer and carer peer workforce. The Commission advised that the first three
358 modules for The Foundations of Mental Health Peer Work can be downloaded from
359 the Commission's website at:

360 www.mentalhealthcommission.gov.au/peerwork.

361 Mr Hardwick also circulated the link below to NC Members later in the Meeting.

362 <http://www.mhcc.org.au/media/46560/certivmhpw-supervisor-handbook.pdf>

363 Ms McMahon reported that several private hospitals are showing interest in peer
364 workers.

365 15 CHILDHOOD TRAUMA

366 Since the 28th Network held in August 2013, the NC has been considering the issues of
367 support that may be needed by mental health carers where the carer is the parent of the
368 mental health consumer, particularly in relation to negative early childhood experiences
369 in the later development of mental illness. Parents can feel that their parenting skills are
370 being called into question resulting in feelings of blame, guilt, and self-doubt. At the
371 29th Network meeting of April 2014, the NC believed that such feelings can interfere
372 with the consumer's treatment, care and recovery. Mental health professionals also
373 tend to avoid becoming involved in the situation, for a range of reasons.

374 The NC has agreed that this is a gap in the mental health system that is not being
375 addressed and some substantive work needs to be done. The 30th NC meeting agreed
376 that a discussion paper addressing the key issues should be prepared and South Pacific
377 Private Hospital consulted in view of their strong association with carer and family
378 issues. Ms McMahon reported that she has prepared this discussion paper with A/P
379 Lawn and Ms Werner. It will be circulated for comment to NC Members after further
380 consultation is completed with South Pacific Private Hospital. Dr Ben Teoh, the
381 resident psychiatrist at South Pacific and a Member of its Board is also very keen to
382 be involved.

383 **RESOLVED (Chair) carried without dissent**

384 *That the National Committee (NC) of the Private Mental Health Consumer Carer*
385 *Network (Australia) [Network] requests that the Chair circulated for comment the*
386 *Network discussion paper on childhood trauma after it has been revised in*
387 *consultation with Kim Werner, Associate Professor Sharon Lawn, South Pacific*
388 *Private Hospital and Dr Ben Teoh.*

389 **Action: Ms McMahon**

390 16. OLDER PERSONS MENTAL HEALTH

391 The issue of mental health of older people was first raised at the December 2014
392 meeting of the SA SAF and subsequently referred to the NC for consideration. Ms
393 McMahon mentioned that in its August 2010 briefing paper titled, *Older Australians*
394 *Deserve a Better Deal in Mental Health*, the Royal Australian and New Zealand
395 College of Psychiatrists (RANZCP) highlight the dimensions of this issue and its
396 importance as a priority for the Australian health system. The College has an
397 established Faculty of Psychiatry of Old Age to better focus on this area.

398 A/P Lawn then briefed the Meeting and the following key issues were discussed.

- 399 ▪ The over 65 are a growing population and there are particular issues with
400 comorbidity with physical health in that cohort.
- 401 ▪ A large proportion of the carers of older people are also ageing.
- 402 ▪ The health system is not, at present, able to meet the physical, mental health,
403 social and welfare needs of older Australians in a comprehensive and seamless
404 manner.
- 405 ▪ The funding of mental health services is not integral to planning and delivering
406 aged care services.
- 407 ▪ Aged care services are not always responsive to the older person with a mental
408 illness, for a range of reasons.

409 After discussion, the NC agreed that the mental health of older people should be
410 included as one of the issues that the Network advocates for.

411 **RESOLVED (Chair) carried without dissent**

412 *That the National Committee (NC) of the Private Mental Health Consumer Carer*
413 *Network (Australia) [Network] requests that the Chair write to The Hon. Scott*
414 *Morrison MP, The Minister for Social Services concerning the issue of the mental*
415 *health of older people. The letter should include reference to the National*
416 *Disability Insurance Scheme excluding people aged 65 and over. The letter*
417 *should also mention the need for developers of facilities for older people to take*
418 *mental health into account.*

419 **Action: Ms McMahon**

420 **17 CARER PROJECT**

421 Mr Hardwick reported the national Carer Project to determine a best practice for carer
422 engagement model is underway with Consortium funding of \$200,000 from Arafmi
423 WA and Mind Australia. Ms McMahon reported that the AMA Secretary General,
424 Anne Trimmer (a corporate lawyer), assisted pro bono with the drafting of the final
425 agreements that needed to be in place to enable the Carer Project to proceed.

426 Stage One of the Project involves the development of robust nationally consistent
427 *Core Principles* on best practice for working with carers of people with a mental
428 illness and psychosocial disability (hereafter Core Principles). These Core Principles
429 are intended to support the range of mental health providers across both the private

430 and public mental health sectors and community managed organisations. These Core
431 Principles will then form a strong foundation for Stage Two of the Project, which
432 involves the development of a nationally consistent, best practice *Practical Guide for*
433 *Working with Carers of People with a Mental Illness in Australia* (hereafter Guide)
434 and a communication and marketing strategy. Stage Three of the Project involves the
435 dissemination of the Guide consistent with the communication and marketing strategy.
436

437 **17.1 Project Governance and Personnel**

438 The Project Manager will be Ms McMahon as Chair of the Network. Mrs Judy Hardy
439 has been appointed as the Project Officer. A Project Control Group (PCG) comprised
440 of the following representatives is being established to oversee the Project.

- 441 1. Mr Patrick Hardwick (Independent Chair)
- 442 2. Ms Debbie Childs Acting Executive Director, ARAFMI WA
- 443 3. Jackie Van Voot/Frances Samders MIND Australia
- 444 4. Ms Kylie Wake Mental Health Council of Australia
- 445 5. Wendy Groot Mental Health Carers Arafmi Australia
- 446 6. Ms Janne McMahon OAM Chair Network

447 The PCG will meet up to five times via teleconference over the life of the project.

448 A Guide Development Committee (GDC) will work with the Project Officer in the
449 development of the Guide. The GDC will include the following representatives.

- 450 1. Mr Patrick Hardwick Chair, President Arafmi WA
- 451 2. Ms Debbie Childs Acting Executive Director, Arafmi WA
- 452 3. Ms Kerry Hawkins Board Member, ARAFMI WA
- 453 4. Ms Kylie Wake Mental Health Australia
- 454 5. Ms Margaret Springgay National Mental Health Consumer Carer Forum (TBC)
- 455 6. Ms Wendy Groot Mental Health Carers Arafmi Australia
- 456 7. Ms Janne McMahon Network Chair and Executive Officer
- 457 8. Ms Jackie Van Voot and Ms Frances Samders MIND Australia
- 458 9. Ms Rosemary Warmington AM CEO, Carers Australia SA (TBC)
- 459 10. Representative, Carer Public mental health services, Adelaide (Ms Margaret Springgay
460 as above)
- 461 11. Dr Aaron Groves, Service Provider Public mental health services, Adelaide
- 462 12. Ms Carol Turnbull, Service Provider Private psychiatric hospital sector, Adelaide
- 463 13. Dr Caroline Johnson Royal Australian College of General Practitioners (TBC)
- 464 14. Dr Aaron Groves Royal Australian and New Zealand College of Psychiatrists
- 465 15. Ms Kym Ryan Australian College of Mental Health Nurses
- 466 16. Ms De Backman–Hoyle Carer private sector Carer representative

467 The GDC will meet three times face-to-face in Adelaide for one and a half days and
468 there will be additional GDC teleconferences convened over the course of the Project.

469 This is an exciting Project for the Network and consolidates our sincere commitment
470 toward mental health carers. The Mental Health Commission in WA has expressed
471 an interest in Stage Two. A range of possible uses for the Guide were discussed
472 including the suggestion of an ‘app’ for use on electronic devices and other online
473 possibilities.

474 **RESOLVED (Chair) carried without dissent**

475 *That the National Committee (NC) of the Private Mental Health Consumer Carer*
476 *Network (Australia) [Network] requests that the Chair write a letter of thanks to*
477 *the Secretary General of the Australian Medical Association, Anne Trimmer, for*
478 *assisting pro bono with the development of some final contractual agreements that*
479 *enabled the Carer project to proceed.*

480

Action: Ms McMahon

481 **18. ON-LINE RESOURCES FOR CONSUMER AND CARER**
482 **WORKERS/ADVOCATES/PEER WORKERS**

483 The 17 April, 2014 meeting of the Victorian SAF strongly supported the development
484 of an external policy on *Consumer and Carer Workers and Self Care*. This is an issue
485 that all consumer and carer advocates need to be aware of in the work that the Network
486 undertakes. Self-monitoring for stress, increased work load, insufficient support for
487 example, are fundamental if burn-out is to be avoided. *The Kit, the Advocacy we*
488 *Choose to do* was developed in 1998 specifically to guide consumers and carers.

489 The National Committee decided at the Network meeting of the 24 September, 2014
490 that rather than an external policy, online resources would provide greater support for
491 the uniqueness of the private sector for both private providers and consumers and
492 carers.

493 Ms McMahon then tabled a copy of the series of online resources she had developed
494 for consideration at this Meeting. Some of the issues that were raised during the
495 discussion were as follows.

- 496
- 497 ■ Importance of planning for meetings
 - 498 ■ Learning how to say no
 - 499 ■ The importance of appreciating the point of view of others
 - 500 ■ Use of anger in a positive way
 - 501 ■ Use of mentors and informal buddies
 - 502 ■ Self-reflection on your own performance
 - 503 ■ Judicial use of your lived experience
 - 504 ■ Currency of your information and experience
 - 505 ■ Pre meeting briefing and post meeting debriefing
 - 506 ■ Importance of expressing appreciation for contributions and work well done
 - 507 ■ Checklists to assist chairs of committees
 - 508 ■ The importance of reporting back
 - 509 ■ Your responsibility to speak up at meetings
 - The chair's responsibility to draw out the views of participants.

510 Ms McMahon thanked the NC for their comments and agreed to revise the resources
511 accordingly. The NC congratulated Ms McMahon on the development of these very
512 useful resources.

513 **RESOLVED (Chair) carried without dissent**

514 *That the National Committee (NC) of the Private Mental Health Consumer Carer*
515 *Network (Australia) [Network] requests that the Chair circulate the revised*
516 *version of the on-line resources for consumer and carer workers/advocates to NC*
517 *Members for review..*

518
519

Action: Ms McMahon

520 **19. IDENTIFY ADDITIONAL POLICIES EITHER INTERNAL OR EXTERNAL**

521 The NC considered whether there were any additional substantive Network policies
522 required at present. After discussion, it was agreed that there were no substantive
523 additional policies required beyond the policy work that has been detailed in the
524 Network Work Plan for 2015–128. Mr Hardwick felt that should include development
525 of an internal policy around partnering.

526 **20. OTHER BUSINESS**

527 Mr Bichara will be interviewed on radio tomorrow on 98.3 FM. He also recently
528 appeared on the ABC News.

529 Mr Wotherspoon raised the issue of the need to revise the Network's brochure before
530 it is reprinted to ensure prospective Members understand that the Network is only able
531 to advocate on systemic issues of national significance.

532 **21. NEXT MEETING**

533 The Chair thanked Members for their attendance and contributions.

534 The next Meeting will be held later this year. The final dates were left in the hands of
535 the Chair.

536 Day 2 of the Meeting concluded at 2:00 PM.

537 Janne McMahon OAM
538 Chair

Phillip Taylor
Minutes Secretary