

QUEENSLAND ALLIANCE FOR MENTAL HEALTH

ANNUAL REPORT

2020



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QUEENSLAND ALLIANCE FOR MENTAL HEALTH

Queensland Alliance for Mental Health (QAMH) is the peak body for the community mental health and wellbeing sector in Queensland. Through our leadership and influence, we advocate and support our member organisations to foster better outcomes for people experiencing mental health issues.

Our mission is to be the voice of mental health communities in Queensland, creating connections for our member organisations, providing leadership, and supporting better outcomes for those who access services. We are committed to supporting our community as they deliver quality mental health and wellbeing services throughout Queensland.



Our work is underpinned by the strength and expertise of our members, who play a crucial role in assisting QAMH to be a leading voice in positive system change and advocating for mental health reform. In early 2020 we have focused on setting a new contemporary strategy and vision for the sector to guide our work towards 2022.



PROMOTING THE
UNIQUE CONTRIBUTION
OF THE COMMUNITY
MENTAL HEALTH AND
WELLBEING SECTOR.

MARK FENTON

MESSAGE FROM THE BOARD CHAIR



It is with great pleasure that I reflect on a transformative year for the Queensland Alliance for Mental Health. The previous twelve months has seen some unprecedented challenges whilst we adapt to the new normal of COVID-19 and what it means to deliver services during a pandemic. I have been humbled to see the resilience and compassion of our members who have worked tirelessly to ensure they have continued to provide ongoing essential support to those who are most in need.

Internally we have also seen significant transformation. We said farewell to Jacklyn Whybrow who was our Acting CEO until December 2019 and who led the organisation with a strong knowledge and commitment to the sector. One of the highlights of Jacklyn's leadership was the *Altering States: Evidence and Effect* 2019 conference which was held in November in Cairns. It was designed to be a tribute to the late Jeff Cheverton (previous QAMH CEO), and the success of a conference he led in 2007. The 2019 conference was a call to practitioners, peers, and advocates to be inspired to create powerful key messages to counter stigma, use evidence to strategically drive reform and effectively persuade policy makers, and translate ideas into action. The feedback from participants indicated the aim was achieved, and I thank the QAMH team who worked tirelessly to deliver such a compassionate and thought-provoking event.

The Board combined the second day of the conference with the Annual Alliance Members Meeting with over 20 members in attendance. Unfortunately, I was unable to attend but I would like to acknowledge Sharon Sarah, Deputy Board Chair who very ably chaired the meeting in my absence. We were privileged to have presentations from Acting Chair of Finance Sub-Committee Chris Skelton, Acting CEO Jacklyn Whybrow and incoming CEO Jennifer Black.

The Board supported Jacklyn to attend the International Initiative for Mental Health Leadership (IIMHL) exchange in Washington D.C. in September 2019. Jacklyn shared learnings with the Infant and Perinatal Mental Health match at Georgetown University Center for Child and Human Development and the ZERO TO THREE organization. Together they explored the intersection between research, policy and practice to improve outcomes for pregnant women and families with young children. Jacklyn left QAMH in April 2020 to return to a leadership role within the community mental health and wellbeing sector.

In December 2019 Jennifer Black joined the organisation as our new CEO. Jennifer is an accomplished and transformational executive leader who draws on over 30 years' experience across all parts of the mental health service system in Australia and the UK where she has led lasting and positive change.

Under Jennifer's leadership we have already seen the development of a new ambitious strategic direction for QAMH. This was developed with the valuable feedback that was provided by our members, reflections and ideas from the staff group, as well as a planning day with the Board and QAMH staff which was facilitated by Helen Glover. The new strategic direction is detailed in this report, and I believe the new pillars; share experience, facilitate connection, foster innovation and lead and influence, provide a contemporary framework for the future.

From a Board perspective, we have said farewell to Viv Kissane who resigned from her position as Elected Director in October 2019. Viv served on the Board for four years having first been elected to QAMH State Council in 2015 and was a member of the Finance Sub-Committee since April 2017. We thank Viv for her contribution to QAMH during her time as an Elected Director.

While we must say farewell to colleagues, we also feel incredibly fortunate to have the pleasure of welcoming new colleagues to our growing QAMH team.

Following the election process in October 2019, it was with great pleasure that we welcomed Nicci Dickson and Mel Sennett as new Elected Directors on the QAMH Board. We look forward to their contribution and commitment to the success of QAMH as they support us to lead and influence in the sector.

Finally, I would like to acknowledge our members who have done a magnificent job in facing the challenges brought on by the pandemic and I look forward to our continued success. I am conscious that the public has never been more aware of the importance of good mental health which has created an opportunity to reimagine and redesign mental health systems into the future. I am looking forward to the outcomes that will flow from the work that QAMH is leading around reimagining and redesigning the community mental health system. The emerging trends and learnings that have been brought about by the current pandemic will be essential elements of this framework. I have no doubt that the next year will be equally challenging and I am confident that the community mental health and wellbeing sector is positioned to respond to the demands of an increasingly uncertain future.

Mark Fenton

LEADING THE CONVERSATION FOR POSITIVE SYSTEM CHANGE.



JENNIFER BLACK

MESSAGE FROM THE CEO



I am delighted to be the new CEO for Queensland Alliance for Mental Health. My motivation to lead in the community mental health and wellbeing sector is grounded in a career focused on driving better outcomes for people who access services within the mental health system.

The journey to this role began as an Occupational Therapist and since then I have held key leadership roles in public, private and community mental health sectors in both Australia and the United Kingdom. I joined QAMH in December 2019, although I was privileged to attend the Altering States conference in November which was one of the highlights of the year. I was struck by the passion and dedication of the QAMH team who delivered such a professional and engaging event.

The priority for me was to respond to the draft report of the Productivity Commission after consultation with our members. The focus of our feedback was to highlight the current and future contribution of the community mental health and wellbeing sector to the reform agenda. We outlined a case for investment in developing community-based solutions which take a broader view of wellness, making a fundamental shift to less restrictive alternatives to hospital-based care.

I also wanted to consult with members on the future direction of QAMH and develop a contemporary strategic plan for 2020 to 2022. I am pleased to introduce you to the new pillars of the plan in the body of this annual report. I have proposed a strategic repositioning of QAMH with a key vision to reform, promote and drive community mental wellbeing service delivery for all Queenslanders, through influence and collaboration with our membership and strategic partners.

As the new CEO, I was focused on getting to know our members throughout Queensland, but we very quickly found ourselves adapting to the new reality of COVID-19. The impact of the pandemic took us all by surprise and disrupted our day to day home and work lives in fundamental ways. The strength, resilience and agility of the community mental health and wellbeing sector was clear throughout this time. We witnessed our sector rise to the challenge and transform their service delivery, to enable them to continue to provide much needed support. We saw many examples of rapid development of digital platforms and innovative models of care emerging.

I was able to get to know members through the regular member forum we set up via zoom, to hear the experiences and concerns from all parts of Queensland. Many issues were raised at these forums which we were then able to feed directly back to the Queensland Government.

At the first opportunity, I look forward to meeting many of you in person as travel restrictions ease. I am confident that as the community need emerges post COVID-19 we will continue to work together to shape the future

contribution of the community mental health and wellbeing sector and take advantage of the opportunities that have emerged throughout the pandemic.

This year we successfully completed several projects. We promoted a vibrant mental health week through the management of the Queensland Mental Health Commission grant program. The second stage of reimagine.today saw the completion of a co-design project with the Cherbourg community, in partnership with Open Doors to Access Cherbourg. The aim of the project was to make information and resources for psychosocial disability and the NDIS more relevant and culturally appropriate for people from Aboriginal or Torres Strait Islander backgrounds.

We concluded the second phase of the Stretch2Engage partnership, engaging with pilot sites who were embedding the framework into their day to day work and developing resources to be used beyond the pilot. A positive evaluation of the program was delivered, and resources are now available to the broader sector on our website.

Finally, we continued our work leading the implementation of Chapter 3 Sustaining Good Mental Health for the Planning for Wellbeing: A Regional Plan for North Brisbane and Moreton Bay focusing on mental health, suicide prevention and alcohol and other drug treatment services 2018 – 2023. QAMH was contracted to lead the development and implementation of Chapter 3 – Sustaining Good Mental Health. Our involvement in this work aligned well to our own vision of good practice in the community mental health and wellbeing sector.

In addition to these projects our policy team have been actively consulting with members to produce some key submissions and feedback documents. We provided input to the National Safety Priorities in Mental Health consultation, the Inquiry into the Queensland Government's Health Response to COVID-19, the National Pandemic Response Plan, the Health Transparency Act, the review of the Residential Tenancies and Rooming Accommodation Act and the review of the NDIS Act and the NDIS Participant Service Guarantee.

I would like to congratulate the QAMH team on a productive year during very uncertain times. We are looking forward to working with you on our new strategic direction in the year ahead, to strengthen our reach and influence by promoting the unique contribution of the community mental health and wellbeing sector into the future.

Jennifer Black

MEMBERSHIP

SUPPORTING OUR MEMBERS THROUGH COVID-19

The impact of COVID-19 took us all by surprise and disrupted our day to day home and work lives in fundamental ways. It created challenges for our member organisations who take pride in the face to face support they provide to individuals and families in their communities.

The strength, resilience and agility of the community mental health and wellbeing sector was evident throughout this time. We witnessed our sector rise to the challenge and transform their service delivery to enable them to continue to provide much needed support. We saw many examples of rapid development of digital platforms and innovative models of care emerge.

Throughout this time Government advice was changing rapidly and QAMH wanted to ensure the issues and challenges being experienced by the sector were responded to. A regular member forum was set up via zoom to hear the experiences and concerns from all parts of Queensland. Many issues were raised at these forums which we were then able to feed directly back to the Queensland Government.

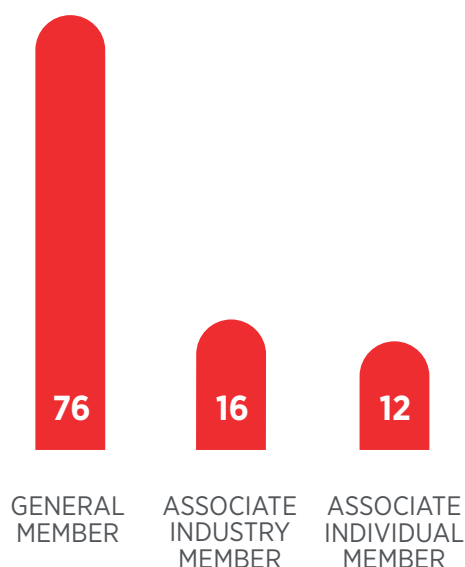
The quantity of information and advice coming from multiple sources became overwhelming so QAMH began daily email updates for members. These updates supplied a single source of advice and resources relevant to the sector's needs.

As the immediate threat of COVID-19 lessened for Queensland and based on positive feedback QAMH has continued the regular member meetings with a broader scope around consultation and sector development.

Whilst the pandemic has interrupted our work, changed our priorities, and delayed events, we have seen some positive outcomes for our members and those they support. We heard of natural support networks that were formed to combat loneliness and isolation resulting in more resilient and caring communities. The public has never been more aware of the importance of good mental health which has created an opportunity to reimagine and redesign mental health systems into the future. The impetus is to develop systems which have an early intervention focus where staying well in the community is the primary goal.

Our members have done a magnificent job in facing the challenges brought on by the pandemic and we will continue to work together to face these challenges collectively as we move into 2020-21.

2019 / 2020 MEMBERSHIPS



CREATING VALUABLE CONNECTIONS FOR OUR MEMBERS.



FEEDBACK RECEIVED:

"The regular meetings were good, they provided the opportunity to hear and learn from each other."

"It was good to share what we all quickly recognised as common challenges, experiences and responses as COVID-19 changed the way we support people."

"For us, it required developing training materials for people who often had not been big users of digital technology, and in some circumstances provision of phones so we could continue to support people."

"The transformation to online delivery happened almost overnight – certainly within days of lockdown."

"It was good to hear stories about how other services adapted and changed to continue to provide care and support to people."

STRETCH2ENGAGE

The Stretch2Engage framework was developed in 2016 by a partnership between the Queensland Alliance for Mental Health (QAMH), the Queensland Network of Alcohol and Other Drug Agencies (QNADA) and EnLIGHTened Consultants (The Partnership). Stretch2Engage aims to increase and improve the service's ability to engage with people who use the services, their families and friends, for the purpose of service design, redesign, improvement, and evaluation. The development of the Stretch2Engage framework was supported by funding provided by the Queensland Mental Health Commission.

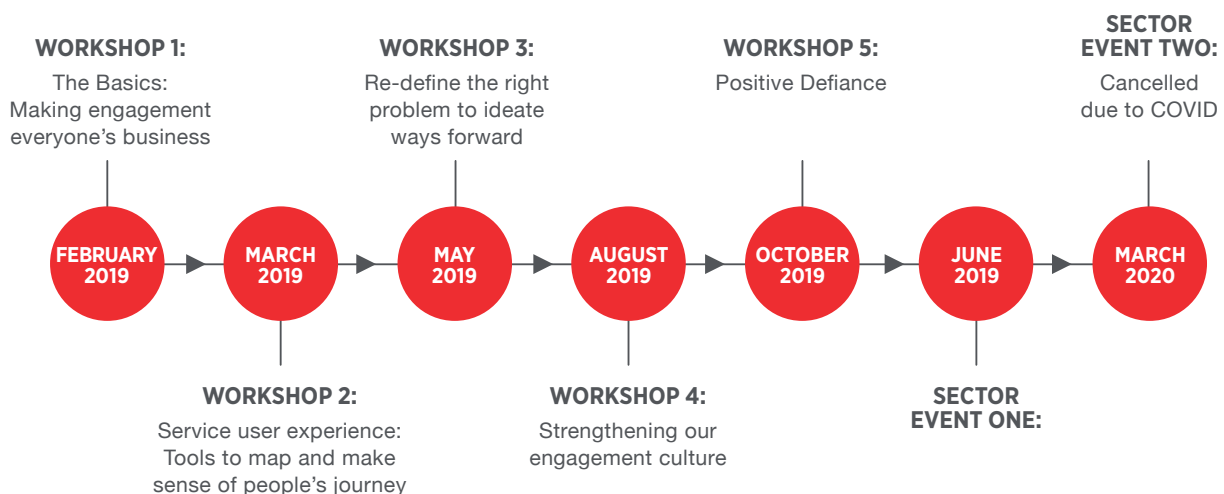
PHASE TWO STRETCH2ENGAGE

The Stretch2Engage framework calls upon services to re-think their service engagement activities by asking the question How can my service more effectively engage? Rather than the traditional approach which might ask How can we enable people who use services to engage with us?

This year The Partnership completed phase two of the project which centred on testing the framework within the day to day work of services. This consisted of seven pilot sites from across the mental health, alcohol and other drugs (AOD), public, private, and non-government sectors. These participating organisations were coached to implement the framework within their services and develop a suite of resources to support a broader implementation into the future. Two of our member organisations, Toowoomba Clubhouse and Karakan participated in the pilot from a community mental health and wellbeing perspective.

PREPARATION OF THE PILOT SITES

The Stretch2Engage Partnership delivered five full-day workshops, 124 coaching hours, developed resources and hosted a sector event to support significant 'service engagement' culture change. The aim was for services to think beyond traditional participatory approaches to engaging with people who use their services, their friends and families and the community.





STRETCH2ENGAGE PILOT EVALUATION POSITIVE OUTCOMES

QMHC (Queensland Mental Health Commission) engaged an independent evaluation by Lirata Consulting to measure the success of the methods utilised to support services to implement the framework. The findings from this evaluation are available here.

<https://www.qmhc.qld.gov.au/about/publications/browse/research-reports/stretch2engage-final-evaluation-report-june-2020>

Pilot services reported that they were engaging with people who use their services, their families, and friends more often and in novel ways.

Services were asking different questions in unusual ways which often resulted in different or new responses from people using their service.

Pilot sites noted the positive impact working within the framework had made on the motivation and energy of the staff in their service.

Pilot organisations reflected that the framework not only assisted them to engage people in service improvement but also as a tool that shaped service delivery and improved organisational culture.



90%

of staff surveyed believed that project participation had increased their organisation's engagement capacity

75%

of staff surveyed agreed that the Stretch2Engage Pilot Project changed the way their organisation thinks about engaging people who use services, and their families and friends

70%

of staff surveyed believe that sustaining changes made during the pilot will be 'somewhat' or 'very' easy

REIMAGINE.TODAY PROJECT

THE PROJECT

The Mental Health Coordinating Council (MHCC) of NSW developed the reimagine.today website in partnership with the National Disability Insurance Agency (NDIA) and launched the online resource in 2017. Reimagine.today was designed in collaboration with people with lived experience of mental distress. It provides step-by-step support for navigating the National Disability Insurance Scheme (NDIS) and is guided by the principles of trauma-informed practice.

The reimagine.today enhancement project was funded through an ILC National readiness grant and MHCC collaborated with state and territory peaks to deliver the project outcomes. The grant funded a two year project to further enhance the reimagine.today website by creating skill and capacity-building activities and improved information and linkages for specific diversity groups: Aboriginal and Torres Strait Islander communities; culturally and linguistically diverse people; LGBTIQ people; and people living in rural and remote communities.

OUR ROLE

QAMH was contracted to employ a peer leader to develop peer networks within Queensland and our work focused on the Aboriginal and Torres Strait Islander community in Cherbourg. The peer networks were designed to co-design and develop additional resources for reimagine.today to further support people accessing the NDIS.

For more information on the reimagine.today project visit. <https://reimagine.today/>



SUSTAINING GOOD MENTAL HEALTH

THE PROJECT

The Sustaining Good Mental Health Project is a core component of Planning for Wellbeing: A Regional Plan for North Brisbane and Moreton Bay focusing on mental health, suicide prevention and alcohol and other drug treatment services 2018–2023.

Sponsored by Brisbane North PHN (Primary Health Network) and Metro North Hospital and Health Service, Planning for Wellbeing establishes future directions for the region, and has been developed in partnership with healthcare providers, practitioners, and people with a lived experience.

OUR ROLE

QAMH was contracted to lead the development and implementation of Chapter 3 - Sustaining Good Mental Health. This chapter focuses on how promotion and prevention strategies can help us to keep healthy by sustaining good mental health. Good mental health is a broad concept that includes dimensions relating to emotional, social, cultural, and spiritual wellbeing as well as connection to community. Our involvement in this work aligned well to our own vision of good practice in the community mental health and wellbeing sector.

QAMH established and led an action group in the development of a workplan, based on objectives and achievable actions in Planning for Wellbeing.

ACHIEVEMENTS

The Equally Well - Connecting Mind and Body Wellness Workshop (February 2020)

This workshop was a collaboration between the Sustaining Good Mental Health project team (led by QAMH) and the Collaboration in Mind project team (led by Brisbane North PHN). The workshop focused on the physical wellbeing of people with mental ill health and was attended by 40 participants from front-line service providers, including many QAMH members. There was an impressive line-up of keynote speakers led by Professor Russell Roberts, National Project Director, Equally Well Alliance.

The Equally Well event resulted in the identification of existing and upcoming programs and initiatives being delivered or promoted in the region, aligned with objectives in the Equally Well Consensus Statement.

Review of Evidence-informed Resilience Building Interventions

The action group completed a review of evidence informed resilience building interventions to identify the most effective resilience building programs in schools, communities, and workplaces. The review included a series of recommendations designed to support delivery and implementation of resilience building programs in schools within the region, and a proposed definition of resilience for children.

Recommendations for the refresh of the Regional Plan

These recommendations were designed to strengthen and promote mental health promotion and illness prevention in North Brisbane and Moreton Bay, including the vital role which the community mental health and wellbeing sector can play in these areas.

Future initiative Mentally Healthy Workplaces

Due to the pandemic, several key activities were deferred to 2020-21. QAMH will host a virtual education and awareness raising event designed for owners and CEOs of businesses in the Brisbane North region, including workplaces with less than 100 employees. The event is intended to provide leaders with the tools to enable them to develop mentally healthy workplaces, and to develop an understanding of the impact of stigma about mental health on people's lives.



ALTERING STATES CONFERENCE

The Altering States: Evidence and Effect 2019 conference was a tribute to the late Jeff Cheverton (previous QAMH CEO), and the success of a conference he led in 2007, Altering States, Creating Futures.



"I often pondered on the stories I would hear and reflected on the impact Jeff made, and the relationships he built. Jeff Cheverton passed away in March 2017, and his legacy lives on in the sector through his fearless advocacy, our memories, and the belief that a collective voice is essential to making sustainable change"

Jacklyn Whybrow, Acting CEO QAMH, November 2019

Altering States: Evidence and Effect 2019 was held in Cairns in November 2019. It was a call to practitioners, peers, and advocates to be inspired to create powerful key messages to counter stigma, use evidence to strategically drive reform and effectively persuade policy makers, and translate ideas into action.

This was certainly achieved and echoed in the feedback we received about the speakers and panellists throughout our two-day conference. We were humbled by the willingness of presenters to share personal stories in the interest of transforming ideas and influencing reform.

FEEDBACK FROM THE CONFERENCE:

"Congratulations again to you and the whole QAMH team on an outstanding conference! It was exceptional in terms of speakers, presenters, and content."

"Can I just say how extraordinary that event was and that it speaks volumes of your passion and dedication that so many people have attended and contributed to what is one of the most important issues to affect our nation. I congratulate you and your team for everything that you are doing, and I support you 100%."

"Wonderful mix of speakers and opportunity for discussion - Passion evident in the delegates in attendance."

"Outstanding line up of speakers. One of the best conferences/ presentations I've attended. Very relevant information with practical take aways."

"I am so impressed with the thought that has gone into this conference. The speakers and topics are on point and exactly what the sector needs to hear. Well done."



KEYNOTE SPEAKERS:



Catherine McGregor
Freelance writer,
Broadcaster, Author



Andrew Dempster
KPMG – Economic
Analyst, Mental Health
Advisory Consultant,
Advocate



Mary Burgess
Queensland Public
Advocate



Carmel Tebbutt
Mental Health
Coordinating Council.
Leader, Campaigner,
Advocate



**Professor
Patrick McGorry AO**
Advocate, Researcher,
Psychiatrist



FACILITATOR:

Madonna King: Journalist, Broadcaster, Author

PRESENTERS:

Panel of Peers:

Brooke Starr, Cherie McGregor, Alisa Rayner, James Hill.

Bill Gye OAM: CEO, Community Mental Health Australia.

Panel of Successful Campaigners:

Bri Lee, Hetty Johnston, Georgia Ash.

Gillian Yearsley:

Executive Director Northern Queensland PHN.

Karen Thomas: QLD State Manager Neami National.

Mark Schmitt: Thrive in Work.

Sarah Coles: Community Services Industry Alliance (CSIA).

Kim Salter: Mind Australia





SUBMISSIONS

QAMH continues to influence decision makers and advocate on behalf of its members and the community mental health and wellbeing sector in Queensland.

One of the ways we do this is through producing detailed submissions which we develop in consultation with our members. These submissions highlight critical issues for our sector and provide central documents around which advocacy and engagement strategies are built.

NATIONAL PANDEMIC RESPONSE PLAN

In April 2020, the National Cabinet initiated development of a National Pandemic Response Plan. It sought the views of mental health service providers across Australia on key considerations for a pandemic response plan.

The QAMH provided input directly to the Queensland Mental Health Commission, highlighting the vital role of community mental health and wellbeing services in the pandemic response plan.

REFORM PLANNING GROUP

Queensland Health established a Reform Planning Group to prepare advice for the Deputy Premier and Minister for Health and Ambulance Services on how best to harness opportunities from Queensland's response to the COVID-19 pandemic.

The rapid consultation requested feedback on two questions focusing on changes that had occurred during the pandemic to determine what out of the changes should be kept on an ongoing basis and why. Also, what new opportunities have arisen out of the COVID-19 pandemic that should be pursued as part of a long-term health system reform.

In summary QAMH raised issues about access to telehealth, funding guidelines, publicity, and messaging about the importance of mental health, increasing delivery services by pharmacies and other health services, increased hygiene practices and standards and collaboration between the elements of the service system.

HEALTH TRANSPARENCY ACT

The Health Transparency Bill 2019 (Qld) passed the Queensland Parliament on 28 November 2019. The purposes of the Act were to improve the transparency of the quality and safety of health services provided in Queensland and to help people make better-informed decisions about their health care.

The QAMH supported the proposed changes and supported the publishing of information about health services which would enable consumers to make an informed choice and regulatory bodies to take corrective action where necessary.

REVIEW OF THE RESIDENTIAL TENANCIES AND ROOMING ACCOMMODATION ACT

In November 2019, the Department of Housing and Public Works released a consultation regulatory impact statement as part of the Review of the Residential Tenancies and Rooming Accommodation Act 2008.

The QAMH submitted a response to this consultation process and supported these reforms outlining the importance of secure tenancies on improved mental health outcomes, indicating that there is a strong link between people's health (their mental health and wellbeing) and the living and working conditions which form their social environment.



NATIONAL SAFETY PRIORITIES IN MENTAL HEALTH CONSULTATION

Earlier this year, Australian Governments agreed to work toward a new set of mental health safety priorities, to improve safety and reduce harm from mental health care, in all environments in which it is delivered.

QAMH coordinated a consultation group facilitated by the Nous Group who had been contracted by the Queensland Department of Health to undertake consultations state-wide via survey, virtual focus groups or written submissions.

In addition, QAMH provided a written submission to the consultation providing input on some key issues we felt were the highest priorities by the sector for ensuring safety in mental health care:

- Lived experience is at the heart of safety and drives individual care and design of service systems
- Collaboration in care within and across service systems
- Danger points in transitions in care
- Psychological safety and its connection with physical safety
- Cultural safety

INQUIRY INTO QUEENSLAND GOVERNMENT'S HEALTH RESPONSE TO COVID-19

On 22 April 2020, the Legislative Assembly referred an inquiry to the Health, Communities, Disability Services and Domestic and Family Violence Prevention Committee to inquire into and report to the Legislative Assembly on the Queensland Government's response to COVID-19 in relation to the health response only.

From many of QAMH meetings with members, we felt it was important to provide input on some of the key issues raised by members in meetings. The following issues were covered:

- Mixed messaging in communication in the early responses of the pandemic when directions were changing daily
- Lack of access to and advice on the use of personal protective equipment for the community mental health workforce
- Challenges in recruiting a skilled and qualified workforce rapidly to respond to increase in demand
- The benefit of increased funding and the possibility for more flexible funding parameters to drive innovation in the sector
- Challenges faced by many in delivering services to culturally and linguistically diverse communities, with the lack of funding for translation and interpreting services



REVIEW OF THE NDIS ACT AND THE NEW NDIS PARTICIPANT SERVICE GUARANTEE

During August 2019 to October 2019, the Department of Social Services held a Review of the NDIS Act and the new NDIS Participant Service Guarantee. The review focused on opportunities to make the NDIS process simpler and more straight forward and remove barriers to create positive participant and provider experiences with the NDIS.

QAMH's submission supported the position and submission made by the Queensland Disability Network which emphasised the importance of a grassroots response to help people navigate the NDIS system. The submission outlined four key issues:

1. A failure to meet targets
2. A failure to adequately transition
3. A failure to provide a workable pathway for complex needs
4. A failure to provide a competent workforce

QAMH suggested improved ways forward in all four areas, including the provision of an adequately resourced and skilled workforce to support participants.

FEEDBACK ON THE PRODUCTIVITY COMMISSION'S INQUIRY INTO MENTAL HEALTH DRAFT REPORT

The Productivity Commission's Inquiry into Mental Health was announced in 2018, the Commission was asked to consider the role of mental health in supporting economic participation, enhancing productivity and economic growth. The Commission released a draft report on 31 October 2019. QAMH provided a submission based on the issues raised in the draft report.

In the submission, QAMH advocated for investment in innovative community-based solutions to some of the issues identified in the report, including the 'missing middle'. We proposed investment with a broader view of wellness, making a fundamental shift to less restrictive alternatives to hospital-based care. The funding issues for rural, remote, and very remote regions of Queensland were highlighted, as well as the need to ensure that people have access to high quality services wherever they live.

QAMH supported the need to bring together lived experience, research, clinical and non-clinical sectors to develop a body of evidence for informed treatment, care, and support across the country.

The QAMH submission recommended that the Final Report should ensure that the unique contributions of the community mental health sector are clearly defined and distinguished from clinical services delivered in the community.





COMMUNITY MENTAL HEALTH AUSTRALIA

Bill Gye (OAM) is the CEO of Community Mental Health Australia (CMHA). We congratulate Bill for his hard work in representing the community mental health sector at the national level and look forward to our ongoing work with CMHA.

CMHA has continued to advocate and lobby at a national level for an improved community mental health system that involves people with lived experience in the design, delivery and management of integrated and holistic services. With a greater focus on prevention and early intervention, making sure that those who are most disadvantaged and isolated are engaged and receive a high-quality recovery-oriented service.

CMHA play an active role on many national committees such as:

- Executive Leadership Group comprised of all the CEOs of each State and Territory peak
- National Mental Health Expert Reference Panel
- National Mental Health Policy Review Working Group
- Safety and Quality Partnerships Committee
- Mental Health Information Strategy Standing Committee
- Fifth Plan Action 21.4 Working Group
- National Mental Health Workforce Strategy Taskforce
- Psychosocial Support Stakeholder Advisory Group
- Mental Health Working Group (MHWG) which is leading the Implementation of Disability Reform Council decisions on psychosocial disability
- Mental Health Reform Stakeholder Group

CMHA participates in work through the National Mental Health Commission such as the Vision 2030 Roadmap Taskforce and the Consumer and Carer Safety and Quality Engagement Guide Advisory Committee.

CMHA continued its representation through the NDIS National Mental Health Sector Reference Group, the NDIS CEO Forum and the NDIS Advisory Group on Market Oversight.

CMHA also contributes to Mental Health Australia policy forums, various ACOSS groups and the Close the Gap Steering Committee.

CMHA is leading the **Assisting Communities through Direct Connection** project, which uses door to door and neighbourhood connections to proactively link with disconnected people with psychosocial disability and their families and carers. QAMH CEO, Jennifer Black currently sits on the Steering Committee for this project.

During 2019-2020, CMHA made numerous submissions and reports including:

- A joint and collaborative response with State and Territory peaks to the NDIS Independent Functional Assessments and the Adult Mental Health Centres Consultation
- Submissions to the COVID-19 Mental Health Strategy, the Productivity Commission Draft Report Mental Health, the Review of the National Disability Insurance Scheme Act and the new NDIS Participant Service Guarantee and the Productivity Commission Inquiry into the Economic Benefits of Improving Mental Health

As part of the Commonwealth Mental Health Programs Monitoring project, CMHA also published in partnership with the University of Sydney, the Final Report in September 2019 on Tracking transitions of people from PIR, PHaMs and D2DL into the NDIS.







STRATEGIC PLAN

In February 2020 QAMH embarked on a consultation process to develop a contemporary strategic plan to guide our work through 2020-2022. Our collaborative approach included seeking feedback from members through a survey focused on the sector's experience with our office and ideas for our strategy going forward. In addition, several workshops were held with staff and board members to shape the detail of our strategic plan for 2020-2022.

Through this process we developed the following proposition to guide the direction:

OUR NEW STRATEGIC DIRECTION FOR 2020-2022:

STRATEGIC PILLARS	ASPIRATIONS
 SHARE EXPERIENCE	<p>QAMH is a reliable source of knowledge about the community mental wellbeing sector.</p> <p>Stakeholders will intentionally seek out the knowledge and expertise which has been developed by QAMH in collaboration with members.</p>
 FACILITATE CONNECTION	<p>QAMH is the peak body of choice for providers in the community mental wellbeing sector.</p> <p>QAMH has strong and committed partnerships with key stakeholders members, partners and funders).</p> <p>QAMH facilitates connections to strengthen the community mental wellbeing sector.</p>
 FOSTER INNOVATION	<p>QAMH is a key resource for community mental wellbeing innovation and service design thinking and modelling.</p> <p>QAMH works closely with partners and members to facilitate the delivery of innovative solutions to improving the community mental wellbeing sector.</p>
 LEAD AND INFLUENCE	<p>QAMH leads the community mental wellbeing sector visioning, knowledge development and practice in Queensland.</p> <p>QAMH influences stakeholders' understanding of the unique contribution that the community mental wellbeing sector plays in people's lives.</p> <p>QAMH is a key driver of community mental wellbeing system reform in Queensland.</p>

The Queensland Alliance for Mental Health reforms, promotes and drives community mental wellbeing service delivery for all Queenslanders, through its influence and collaboration with its membership and its strategic partners.

WHO IS SUPPORTING QAMH?

OUR CURRENT TEAM:



JENNIFER BLACK
Chief Executive Officer



SARAH CHILDS
Director Engagement
& Partnerships



LOURDES GOMEZ
Senior Advisor Policy
and Sector Development



JULIA RIORDAN
Executive Officer /
Company Secretary



KIRSTEN OLIVER
Business and Finance
Manager



BECS KOPPEL
Membership and
Project Officer



THOMAS M^cCALL
Policy and Sector
Development Officer



**CASSANDRA
SCHOLL**
Executive Assistant /
Administration Officer



OI-LAI LEONG
Communications & Events
Officer (Parental Leave)



**AMANDA
GRAJCZONEK**
Communications &
Marketing Officer
(Temporary)

Thank you!

We would like to thank and acknowledge the contributions of our previous staff members: Jacklyn Whybrow, Siofra Cunningham, Madi Spedding, Ebony Corbyn, Tracy Marriott, Patricia Schluter, Kani Lau and Christina Sutcliffe-Thomas.



QAMH BOARD

Full bio's available at: <https://www.qamh.org.au/about/team>



MARK FENTON

Skills-Based Director
Chair of Board since May 2018
Joined Board in July 2015
Chair of Governance
Sub-Committee until
March 2020



SHARON SARAH

Skills-Based Director
Deputy Chair of Board
since May 2019
Joined Board in November 2012
Member of Governance
Sub-Committee



SARAH STODDART

Skills-Based Director
Joined Board in October 2018
Chair of Governance
Sub-Committee since
March 2020



CRAIG STANLEY-JONES

NFP Elected Director
Joined Board in November 2012
Member of the Finance
Sub-Committee



KAREN THOMAS

NFP Elected Director
Joined Board in October 2018
Member of the Finance
Sub-Committee



LEADING AND INFLUENCING



CHRIS SKELTON

Skills-Based Director
Joined Board in October 2018
Chair of Finance
Sub-Committee since
February 2020



JESSICA GIBSON

Skills-Based Director
Joined Board in July 2015
Chair of Finance
Sub-Committee until
February 2020
Member of the Finance
Sub-Committee



NICCI DICKSON

Elected Director
Joined Board in October 2019
Member of Finance
Sub-Committee



MELANIE SENNETT

Elected Director
Joined Board in October 2019
Member of Governance
Sub-Committee



VIVIANNE KISSANE

Elected Director
Joined Board in October 2015
Resigned from Board
October 2019
Member of the Finance
Sub-Committee



CLARE GUILFOYLE

Elected Director
Joined Board in October 2018
Resigned from Board
February 2019
Member of the Governance
Sub-Committee
CURRENT MEMBER

FINANCIAL REPORT

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
INCOME		
Cash flow boost income	46,996	-
Grant income	1,410,240	1,447,937
Interest income	17,221	17,637
Member subscriptions	71,404	89,075
Other income	121	191
TOTAL INCOME	1,545,982	1,554,840
EXPENDITURE		
Advertising	10,218	8,090
Amortisation	62,439	-
Computer, telephone and internet	41,604	22,630
Consulting and professional fees	74,276	51,121
Depreciation	350	6,527
Employee benefits expense	860,275	1,026,576
Insurance	6,634	6,090
Lease interest expense	2,241	-
Meetings expenses	3,642	5,325
Subscription fees	16,637	16,148
Minor asset purchases	18,444	-
Rent expense	-	73,380
Planning and capacity building	28,444	11,492
Printing and stationery	9,755	4,003
Project expenses	195,311	167,921
Sponsorship	5,300	2,000
Sundry expenses	15,242	17,840
Travel and accommodation	28,392	60,405
TOTAL EXPENDITURE	1,379,203	1,479,549
TOTAL SURPLUS/(DEFICIT) FOR THE YEAR	166,779	75,291



STATEMENT OF FINANCIAL POSITION 30 JUNE 2020

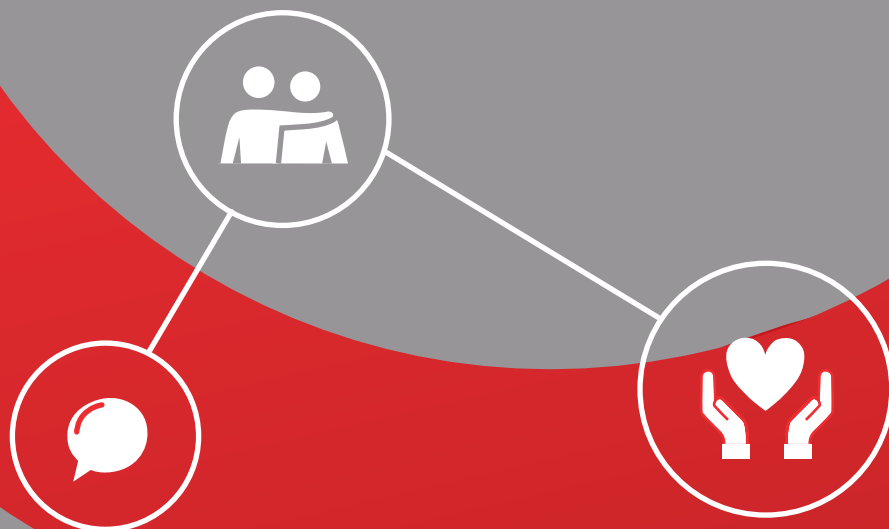
		2020	2019
	NOTE	\$	\$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	1,605,564	1,451,679
Trade and other receivables	4	52,185	-
Right-of-use assets	5	-	-
TOTAL CURRENT ASSETS		1,657,749	1,451,679
NON-CURRENT ASSETS			
Trade and other receivables	4	18,040	18,040
Property, plant and equipment	6	-	-
Intangible assets	7	-	-
TOTAL NON-CURRENT ASSETS		18,040	18,040
TOTAL ASSETS		1,675,789	1,469,719
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	8	52,573	132,998
Employee benefits	9	30,525	24,011
Other liabilities	10	344,317	233,653
TOTAL CURRENT LIABILITIES		427,415	390,662
NON-CURRENT LIABILITIES			
Employee benefits	9	17,345	14,807
TOTAL NON-CURRENT LIABILITIES		17,345	14,807
TOTAL LIABILITIES		444,760	405,469
NET ASSETS		1,231,029	1,064,250
EQUITY			
Accumulated surplus		1,231,029	1,064,250
TOTAL EQUITY		1,231,029	1,064,250

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2020

		2020	2019
	NOTE	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		1,587,241	1,363,065
Payments to suppliers and employees		(1,385,547)	(1,437,529)
Interest received		17,221	17,637
Net cash provided by/(used in) operating activities	12	218,915	(56,827)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of property, plant and equipment		(350)	(6,527)
Net cash provided by/(used in) investing activities		(350)	(6,527)
CASH FLOWS FROM FINANCING ACTIVITIES			
Payment of operating lease liabilities		(64,680)	-
Net cash provided by/(used in) financing activities		(64,680)	-
Net increase/(decrease) in cash and cash equivalents held		153,885	(63,354)
Cash and cash equivalents at beginning of year		1,451,679	1,515,033
Cash and cash equivalents at end of financial year	3	1,605,564	1,451,679



COMMITTED TO SUPPORTING
OUR COMMUNITY AS THEY
DELIVER QUALITY MENTAL
HEALTH AND WELLBEING
SERVICES THROUGHOUT
QUEENSLAND.





Queensland Alliance for Mental Health is the peak body representing the community mental health sector in Queensland.

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