



Queensland
Alliance for
Mental Health
**Annual Report
2021**



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I am excited about what the future holds, as we all work together to reinforce the positive impact of mental wellbeing and the contribution our sector makes to individual wellbeing.

SHARON SARAH, QAMH BOARD CHAIR

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“Wellbeing First imagines a future state where everyone has access to locally designed wellbeing supports and where the nation’s growth is measured not just in economic terms but also in its mental wellbeing.”

Wellbeing First

Our Story

Community Wellbeing First

The Queensland Alliance for Mental Health (QAMH) was born out of a grassroots movement in the 1980s that identified the need for a statewide body representing the common interests of the Community Mental Health Sector. By 1996 an alliance was formed and more than 50 organisations and groups across Queensland joined to create a unified voice for the sector. Incorporated in 1999, the Queensland Alliance for Mental Health and Psychiatric Disability Groups Inc grew a reputation for fearlessly advocating on behalf of its members.

Today QAMH represents more than 100 organisations and stakeholders involved in the delivery of Community Mental Wellbeing Services across the state. As the peak body for the Community Mental Wellbeing Sector in Queensland, our role is to foster sector excellence through our leadership, influence and collaboration with our members and strategic partners.

Our New Brand

The QAMH brand has been refreshed in response to the changing needs of our stakeholders and members, with a greater shift to advocacy and building awareness to shine a light on the unique contribution the sector makes to the wellbeing of Queenslanders. The new brand reflects our contemporary and fluid approach to how we engage within the sector. The new tagline, 'Leading Community Mental Wellbeing', confidently reinforces our mission, as we lead reform and drive innovation alongside our members and other key stakeholders. The tagline also aligns with our strategic pillars and the release of the *Wellbeing First* report.



Vision

We are known and sought after to lead reform, drive innovation, and expand the potential of the Community Mental Wellbeing Sector in Queensland.

Mission

The Queensland Alliance for Mental Health leads a united contemporary voice for the Community Mental Wellbeing Sector, to promote the sector's unique contribution to Queensland. Our purpose is to foster sector excellence through leadership, collaboration and influence with our members and strategic partners.

Values

- Every Member matters
- Proactive voice
- Maximise our impact
- Innovate and translate
- Accountability

Our Year 2020-2021 Highlights

23 Online Member Forums

Forums are an opportunity for members across the state to come together to learn about new initiatives, research and services; contribute to relevant submissions and advocacy work; hear about QAMH projects and events and discuss what issues are important to them.

9 QAMH Major Events

- Mental Health & Wellbeing in the Workplace
- Annual Alliance Meeting
- Strategic Plan Launch
- Townsville Regional forum
- Bundaberg Regional forum
- Mackay Regional forum
- Toowoomba Regional forum
- Trauma Informed Care Training
- Projects Launch – Community Mental Health Workforce project and Mental Health Service System Changes: Experiences of COVID-19 project

47 Committees and Networks

- National Networks **5**
- QAMH Project Steering Groups **4**
- PHN Committees **8**
- Sector Representation **23**
- Other State Peak Meetings and Networks **7**

105 Alliance Members

14 Reports, Submissions and Position Papers

Facebook Statistics

Page Fans
+31.6%
3291

People Reached
+65%
40.1k

Posts
198
4/week

Website Statistics

Total Users
+14%
12670

Page Views
+7%
72407

New Visitors
80.5%
Returning Visitors
19.5%

Message from the Board Chair



Sharon Sarah

In March this year I was delighted to take on the role of Board Chair of QAMH. This opportunity arose with the resignation of Mark Fenton who ended his six-year association with QAMH. Mark was a well-respected, extremely competent and committed Chair and Board member who dedicated an enormous amount of time and expertise in supporting the Board to drive the QAMH vision and strategic priorities. One of the Board's priorities was to appoint a new CEO with a contemporary vision for the sector and QAMH and to ensure the Board had the right skills mix, which we achieved. Mark left QAMH in a stronger position for the future with ongoing financial support from Queensland Health.

For me, it has been a privilege working in the health and community sector for the past 25 years and having the opportunity to help shape the future work of QAMH. My role as the CEO of Bridges Health and Community Care in Wide Bay and Central Queensland, positions me well to support the work of the organisation and provide a voice for regional Queensland.

Like many of our members, QAMH has also experienced significant change this year. Under the leadership of Jennifer Black, our CEO, a strategic repositioning was implemented. We acted on the feedback of our members who had been telling us they wanted a stronger voice in the advocacy space. The organisation underwent a major organisational redesign in the latter part of this financial year, strengthening its ability to create a knowledge base in collaboration with members to use in its advocacy work. I believe the organisation is now better positioned to be more agile and responsive to the needs of our members and the broader Community Mental Wellbeing Sector.

From a Board perspective, in addition to saying farewell to Mark Fenton, Board Chair, we welcomed Nicci Dickson into the role of Deputy Chair. Nicci has been an Elected Director since October 2019

and is the General Manager – Service Delivery (Integrated Services) at Stride Mental Health. In November 2020 we farewelled Craig Stanley-Jones after more than eight years of service as an Elected Director. In May 2021 we said goodbye to Jessica Gibson, a Skills-Based Director who had served on the Board for the past six years. We welcomed Cathy O'Toole as a Skills-Based Director in August 2020 and Jeremy Audas as an Elected Director, joining the Board in November 2020. Thank you to Mark, Craig and Jessica for your valuable contributions and support over the years.

The Board would also like to acknowledge the passing of Noel Muller. A former State Council President, Noel was a tireless advocate for people with a lived experience in mental health and an integral player in the Community Mental Wellbeing Sector in Queensland. His wisdom and contribution helped shape the Queensland Alliance for Mental Health.

In November 2020 members were invited to attend our 5th Annual Alliance Meeting. Hosted by Tracey Spicer, and featuring an impressive panel of experts, this meeting focused on the future of the Community Mental Wellbeing Sector in Queensland. This meeting also laid the foundation for the development of QAMHs *Wellbeing First* report. This report is a call to fundamentally shift the focus of our sector from managing illness to actively supporting wellbeing and will form the basis of our advocacy work over the next two years.

Finally, I would like to acknowledge the strength and expertise of our members, who play a crucial role in supporting our community and assisting QAMH to push for mental health reform in Queensland. I am excited about what the future holds, as we all work together to reinforce the positive impact of mental wellbeing and the contribution our sector makes to individual wellbeing.

Sharon Sarah



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“Wellbeing First is a call to fundamentally shift the focus of our sector from managing illness to actively supporting wellbeing.”

JENNIFER BLACK, QAMH CEO

Message from the CEO



Jennifer Black

In reflecting on my first full year as the CEO of QAMH, I am proud of the achievements of our members who have demonstrated agility and resilience, adapting to the increasing demand for their services as communities struggle living with COVID-19. The expertise and unique contribution of the Community Mental Wellbeing Sector has never been more needed by Queenslanders. That need, in part, has driven the creation of QAMH's bold vision for the sector, laid out in our landmark report, *Wellbeing First*. This work pushes for a future in which the Community Mental Wellbeing Sector is the gateway to mental health services, in a broader system where early-intervention in episode and person-led approaches are the bedrock. It calls for a fundamental shift from simply managing illness to actively supporting wellbeing.

The launch of *Wellbeing First* in July 2021 was the culmination of a year in which QAMH hit the ground running with our new strategic direction. It forms the foundation for QAMH to influence government and other stakeholders, to foster innovation and share knowledge and expertise.

Building stronger connections with our members has also been a particular focus this past year for QAMH. We have consulted directly with member organisations throughout the state, both via in-person forums and online meetings. We have also held Supporting Community Wellbeing events in Townsville, Bundaberg, Toowoomba and Mackay and hope to hold more in coming months, as lockdowns allow. These discussions have allowed us to better understand members' successes and challenges, especially in adapting to the new restrictions placed on us all by the COVID-19 pandemic.

These consultations have also helped inform two QAMH projects funded by Queensland Health in response to the challenges of the pandemic. The Mental Health Service System Changes: Experiences of COVID-19 Project, focused on mapping the service system changes that occurred during the pandemic and understanding the

experiences of people accessing services. The Community Mental Health Workforce Project sought to understand the workforce challenges of the sector in and around the pandemic, and the findings are guiding our work in the coming year, for example, developing stronger pathways into the sector through educational institutions.

Building on the work of QAMH over the past year, we are partnering with the Queensland Mental Health Commission to gauge capacity and the future needs of the Community Mental Wellbeing Sector. This will lead to a strategy to build and prepare the sector for the future. The results of this crucial work will also be a roadmap to success which will give QAMH more leverage in arguing for more funding and support for our member services in the months and years ahead.

In direct response to feedback from our membership, this year QAMH has restructured and created a team better prepared to advocate for the sector. We have had some success so far in our advocacy work, working with other peak bodies and the Queensland Disability Minister opposing the introduction of independent assessments under the NDIS. We have heard from our membership about the emerging homelessness issue and are actively pushing for rental reform through our involvement with the Make Renting Fair in Queensland Alliance. We are also delighted to have signed an agreement with the peak body for community sport, QSport, which we hope will become a useful resource for our members, easing the pathway for people accessing Community Mental Wellbeing Services to connect with local sporting clubs whether it be to play, volunteer or simply connect with their community.

With a successful year behind us, we look ahead to 2022 with a new brand and a reinvigorated team to ensure the recognition, growth and development of the Community Mental Wellbeing Sector in Queensland.

Jennifer Black

Share Experience



QAMH Aspirations: QAMH is a reliable source of knowledge about the Community Mental Wellbeing Sector. Stakeholders will intentionally seek out the knowledge and expertise which has been developed by QAMH in collaboration with members.

Our Members

Connecting with Members

This year QAMH has worked alongside 78 General Member Organisations, 13 Associate Industry and 14 Associate Individual Members. The COVID-19 pandemic was the catalyst for more frequent online member forums. The success of these fortnightly forums continued this year with strong attendance from across the state. Discussions on the Productivity Commission Report, COVID-19 vaccine roll out and the future vision for the sector were some of the highlights this year.

Our team also embarked on face-to-face connection with regional communities through a series of forums to support community wellbeing. Meeting with members and communities in Townsville, Bundaberg, Toowoomba and Mackay has facilitated improved connection with members and highlighted issues faced by our regional and remote members. These connections have allowed the regional and remote voices of our members to contribute to our advocacy and support around homelessness and public housing and the scrapping of the proposed NDIS compulsory independent assessments.

Member training featured again this year, with Trauma-Informed Care a key highlight. Requested by our members and provided online in June, this training was embraced by over 165 people.

Creating connections for our member organisations ensures we keep up to date with what matters, so we can provide leadership and support to our members to ensure better outcomes for those who access mental wellbeing services.

“That was an inspirational and motivational session. Thanks to the QAMH for the work, vision and coaching.”

Central Queensland Member

Member Benefits

As a member, you are part of a strong, unified voice within Queensland’s Mental Wellbeing Sector in Queensland. QAMH advocate and support our member organisations so they can foster better outcomes for individual wellbeing within the community.

Member Benefits include:

- ✓ Engagement in mental wellbeing related projects and advocacy to influence national and state wide reform
- ✓ A platform for your views to be represented at local and national government level on issues that matter to your organisation
- ✓ Participation in forums and events which help shape the future of Queensland’s mental health landscape
- ✓ Networking opportunities with like-minded service providers and organisations
- ✓ Opportunities to build strategic partnerships with key stakeholders
- ✓ Access to training and professional development events
- ✓ Staying informed through the latest industry news and updates via QAMH weekly and monthly e-news
- ✓ Promotion of member organisation events and initiatives through QAMH communication channels
- ✓ General members have voting rights and can nominate for Board positions in line with the Alliance rules.

Memberships



General Member



Associate
Industry
Member



Associate
Individual
Member

Share Experience



Building Sector Knowledge

During the year QAMH has led both the Community Mental Health Workforce and the Mental Health Service System Changes: Experiences of COVID-19 projects. A culmination of 10 months work, the projects' findings were presented at Victoria Park in Brisbane, on Wednesday 23 June 2021. The launch event provided members, funders and other peak bodies with the opportunity to hear first-hand the key themes impacting the Community Mental Wellbeing Sector along with group discussions about the challenges and recommended actions. The in-person event was attended by 37 members and stakeholders. The launch also featured at the online Member Forum that afternoon.

The following overview covers the key findings and recommendations of both projects and includes QAMH's next steps to support the recommendations and positive change within the Community Mental Wellbeing Sector.

Mental Health Service System Changes: Experiences of COVID-19

What Did We Find?

Traditional modes of service delivery and face-to-face services were replaced with telehealth and virtual support. This required rapid response, innovation and adaptability.

Online Service Delivery

Pros

- Introduced choice and flexibility to service delivery
- Improved access to services
- Helped to reduce isolation

Cons

- Not always appropriate for some types of therapy
- Concerns around privacy
- Building trust and rapport sometimes difficult to establish online
- Preference for face-to-face



Enablers to Care during the Pandemic

- Access to technology, training, and financial assistance
- Better communication
- Flexibility in funding models
- Whole-of-system and organisational response



Recommendations

- Integrate telehealth into the mental health service system
- Consult with the sector to identify key barriers and solutions
- Develop telehealth guides to support people accessing mental health services
- Support ongoing evaluation of the effectiveness of telehealth across the mental health service system

What will QAMH do next?

QAMH is developing a plan to implement the recommendations which include collaborating on telehealth guides and strengthening digital literacy of the workforce.

An initiative funded by Queensland Health.

Share Experience



Building Sector Knowledge

Community Mental Health Workforce project

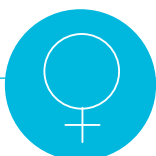
Despite the Community Mental Wellbeing Sector being a crucial part of the mental health service system in Queensland, there is a lack of contemporary information regarding the workforce. COVID-19 has presented additional demands and challenges for a sector that was already struggling with the changes brought about by the introduction of the National Disability Insurance Scheme (NDIS). The Community Mental Health Workforce project provides a snapshot of the Queensland community mental health and wellbeing workforce in 2021 and an understanding of the key challenges faced by the sector.

Between December 2020 and March 2021 we consulted with 50 service managers, 121 frontline workers, and 14 HR managers/officers across Queensland who provided a range of mental health supports and services.

What Did We Find?

Workforce Profile

- 70% female
- Older age demographic (60% >40 years)
- Relatively new to the sector (55% <5 years)
- Employment contract: 63% permanent, 21% temporary, 14% casual
- 96% hold formal qualifications: 60% Vocational and 74% university qualifications



Top Sector Challenges

- Contractual arrangements: inadequate funding amounts and lengths
- NDIS challenges related to funding and service delivery model
- Recruitment and retention of qualified and experienced workers
- Access to affordable staff training
- Workload, stress and burnout
- Supporting people to navigate the mental health service system



Knowledge Gaps and Training Needs Identified

- Mental health specific knowledge
- Recovery orientated practice
- Trauma-Informed Care
- Responding to complex and co-existing needs
- Managing risks
- Crisis management
- Leadership and management



Recommendations

QAMH has identified further actions that could support the challenges identified in this report.

- ✓ Continue to advocate for funding contracts that realistically reflect the cost of appropriately remunerating the workforce as well as training and developing the workforce into the future.
- ✓ Address the challenges of recruitment and retention by promoting the sector as a career of choice: identify opportunities to promote the community mental health and wellbeing sector to secondary school students, undergraduates, graduates, and the existing workforce, as an attractive career of choice.
- ✓ Support the ongoing review of vocational qualifications and skillset development (Cert IV Mental Health, Cert IV Mental Health Peer Work) to ensure they best equip the workforce to perform their roles into the future.
- ✓ Lead sector-wide training initiatives to enhance workforce practice and development from entry level to leadership and management skills.
- ✓ Work with the sector on initiatives and resources to support workforce wellbeing.

An initiative funded by Queensland Health.

Share Experience



Building Sector Knowledge

Co-design Workshops – What is Good NDIS Psychosocial Support?

During April 2021, QAMH facilitated a series of workshops with NDIS participants with psychosocial supports in their plan and their family members/ carers. The aim of the workshops was to understand the current experiences of people receiving NDIS psychosocial supports, and the knowledge, skills, behaviours, and qualities they felt NDIS providers and workers needed to best support them.

These workshops were part of Mental Health Victoria's *Good Practice Psychosocial Support for NDIS Participants – Growing Workforce Capability* project, funded by the Department of Social Services. The workshops were facilitated across the country, with QAMHs involvement ensuring the perspectives of Queensland participants were included. The overall aim of the project was to improve outcomes for NDIS participants with psychosocial supports and their carers/family members, with results from the workshops used to build the skills of NDIS workers nationally.



Facilitate Connection



QAMH Aspirations: QAMH is the peak body of choice for providers in the Community Mental Wellbeing Sector. We have strong and committed partnerships with key stakeholders, members, partners and funders. We also facilitate connections to strengthen the Community Mental Wellbeing Sector.

Member Initiatives

Fortnightly Member Forums

Throughout 2021, QAMH continued to coordinate a fortnightly online forum with member organisations. These forums were initially developed to support organisations through the uncertainty of the pandemic. Member feedback was positive and online forums continue as part of our communication platform for members, where a range of sector initiatives and issues are discussed. Meeting agendas were expanded to include industry relevant information, including consultation with members on submissions and reports, information on new mental health initiatives, important industry legislation changes and training and education opportunities.



Topics most popular with our members in 2020/2021 period were:

- A presentation and Q&A on the COVID-19 vaccine roll-out by Professor Keith McNeil (Assistant Deputy Director-General, Chief Medical Officer and Chief Clinical Information Officer Queensland Health)
- Bill Gye's (CEO CMHA) presentation on The Productivity Commission Inquiry into Mental Health Report
- A QAMH workshop on a future vision of the sector (which informed the *Wellbeing First Report*) was also well attended

Other topics included:

- The introduction of QLeave
- NDIS Consultations on Independent Assessments and Flexible Plans
- Public Trustee Office of the Customer Advocate
- Orange Sky Australia: Volaby
- The Mind-Life Project
- CSIA Job Matching Platform
- Physical Health and Mental Health
- Trauma-Informed Care
- Consultation on the National Safety and Quality Health Care Standards for Community Managed Organisations

Facilitate Connection

Supporting Community Wellbeing – Regional Event Series

When travelling across Queensland became possible after lockdowns, the QAMH team embarked on a face-to-face regional event series. Four events were coordinated in Townsville, Bundaberg, Toowoomba and Mackay. These regional gatherings provided an opportunity to connect, share knowledge and expertise with members and celebrate and support community resilience and wellbeing.

Buoyed by the opportunity to connect in person, an audience of about 60 people were present at the first half-day event in Townsville. Presentations on mental health and palliative care and supporting the North Queensland Community, through initiatives and research of the Tropical Brain and Mind Foundation including “Mentally Healthy City, Townsville”, prompted discussion and enthusiasm. Projects and strategies aimed at tackling regional adversity, building resilience, and supporting recovery in Bundaberg were informative and highly valued by participants there. In Toowoomba we learnt of 5 Ways to Wellbeing, rural and remote support and education programs and services supporting newly arrived refugees to the community. In Mackay we connected with a smaller group of passionate providers who work closely together to ensure the community has access to the right supports when they need them. A fifth event in Rockhampton was postponed and will be rescheduled.



**“Really enjoyed it.
This is a great forum
to connect with other
providers and to assist
with understanding the
sector in a broader sense.
A valuable event.”**

MACKAY ATTENDEE

**“Thank you!
Local solutions!
Community connecting!”**

BUNDABERG ATTENDEE



Facilitate Connection



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“What a fabulous event. It was amazing to be able to present about the growing opportunities that exist regarding multicultural mental health. I really enjoyed the great range of information provided by each presenter. Since the event I have been able to follow up some great connections and have started planning some future initiatives. It was really valuable to be part of this event.”

Hannah Belesky,
CatholicCare Social Services.
Toowoomba Refugee and Migrant
Support (TRAMS) Program

Facilitate Connection

Annual Alliance Meeting

Every year our Annual Alliance Meeting is an opportunity to reflect on the past year and create an event for members which showcases an initiative that QAMH has been focusing on.

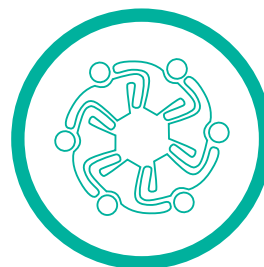
This year we made the decision to go virtual for the first time given the uncertainty of the pandemic, and the meeting was held on Friday 13 November 2020.

To highlight the work we had begun on *Wellbeing First* we thought it was an ideal opportunity to bring some key players together in a Q&A session on 'The Future of the Community Mental Health and Wellbeing Sector in Queensland'. Tracey Spicer was invited to MC and facilitated an engaging conversation with our panellists, taking questions from the members.

The event was well received with a record attendance of close to 50 members and stakeholders. This was also a significant milestone for the development of the *Wellbeing First* report, paving the way for the report launch in July 2021.



Tracey Spicer
Master of Ceremonies



Our Panellists



Jennifer Black
CEO of QAMH



Ivan Frkovic
Queensland
Mental Health
Commissioner



Helen Glover
Director at enLightened
Consultants



Jose Ramos
Director at
Action Foresight

Foster Innovation



QAMH Aspirations: QAMH is a key resource for community mental wellbeing innovation and service design thinking and modelling. We work closely with partners and members to facilitate the delivery of innovative solutions to improving the Community Mental Wellbeing Sector.

Wellbeing First

“If ever there was a time for significant reform in the Community Mental Health Sector, it’s now.” Jennifer Black, QAMH CEO

In the past year, QAMH identified an urgent need for fresh thinking about the sector. This was prompted in part by the mental health ramifications of the COVID-19 pandemic and, in part, by the identification of a system “in crisis” by several landmark reports.

Wellbeing First is the result.

Combining the work of futurist Dr Jose Ramos, mental health innovator Helen Glover and QAMH CEO Jennifer Black, this seminal report *Wellbeing First* presents a thoroughly researched and deeply considered vision for the future of the sector.

Based on the simple point that human distress does not always need a medical response, *Wellbeing First* calls for fundamental change to the way community mental wellbeing services are funded and positioned. It places the sector as the first point of call for community wellbeing, calls for greater awareness of psychosocial supports within the mental health system, and puts the case for policy makers to prioritise the mental wealth of the nation as a measure of success and growth.

It argues that community-managed services can play a much more significant role in the mental health ecosystem, providing the right care at the right time and in the right place. These services have already shown remarkable adaptability and strength in response to the pandemic. With the right support, *Wellbeing First* argues they are capable of much more.

This report does not simply present the vision; it lays out steps for the sector to work towards this preferred future. Among the suggestions, *Wellbeing First* recommends adopting a person-led framework which responds locally to community needs, early in the trajectory of the distress. It highlights services, both local and international, that are leading the way in this approach.

Wellbeing First is but the first step for QAMH in this process. In the next 18 months, QAMH will hold a series of workshops to explore ideas and generate interest within the community-managed mental health sector. We will develop resources for the sector and plan further research and training to build workforce capabilities. QAMH hope to develop a blueprint for the purposes of funding and implementation, that places community mental wellbeing services at the forefront of all efforts to put *Wellbeing First*.

Imagine it is 2030. Everyone has access to support, designed locally that prevents mental ill-health, languishing and distress. We have the skills and resources to successfully navigate the vulnerable, uncertain, complex, and ambiguous situations we face personally and collectively. Everybody in the community can ask for help regardless of ability, health, social, cultural, or economic status and without being labelled a person with a mental illness. We all value and invest in community initiatives that foster collective wellbeing and our nation’s productivity is measured not only in terms of economic growth but also by its mental wealth.

Foster Innovation

Improving Physical and Mental Health

Co-designing Services Project

QAMH partnered with Dr Justin Chapman from QIMR Berghofer Medical Research Institute for the **Improving Physical Health and Wellbeing: Co-designing Services Project** in April 2021. This project builds on previous work in the Brisbane North Region. The project is supported by funding from Brisbane North PHN through the Australian Government's PHN program.

48 people who access mental health services, support someone who accesses services or provide community mental health services in the Brisbane North region, participated in co-design workshop activities to:

- understand their experiences in relation to addressing the physical health and wellbeing of people with mental health issues and
- provide recommendations for a service model, or service improvement, that specifically addresses the physical health and wellbeing of people with mental health issues.

Participants acknowledged the interconnectedness of mental and physical health and the importance of taking a holistic wellbeing approach for recovery.

Participants generally felt that the focus on physical health within mental health services and organisations needed substantial development.

Areas for development that were identified include:

1. **improving service navigation and access** – consider improving pathways to local mental health service navigation options and positioning support workers in primary care settings.
2. **enabling staff to develop rapport with consumers** and advocate for their health needs – the use of peer workers was highly desirable.
3. **helping people adopt and maintain healthy lifestyle behaviours** – include diet and exercise support in recovery planning in hospital and the community (e.g. the mental health hubs).

A **Conceptual Model** was developed which incorporated improved navigation, care coordination with coaching and personalised support (located in primary health care and Health and Hospital Service settings) and Recovery Colleges integrating physical and mental health services and support.

The Next Steps

A comprehensive project report was submitted to the Brisbane North PHN to consider these recommendations as part of the regional planning process and Sustaining Good Mental Health chapter.



Lead and Influence



QAMH Aspirations: QAMH leads the Community Mental Wellbeing Sector visioning, knowledge development and practice in Queensland. We influence stakeholders' understanding of the unique contribution that the sector plays in people's lives. We are a key driver of community mental wellbeing system reform in Queensland.

Advocacy

Positioning the Queensland Non-Government Community Mental Health Services Sector for the Future

QAMH is working in partnership with the Queensland Mental Health Commission (QMHC) to undertake a systematic analysis of the mental health non-government community services sector in Queensland. We hope to gain a comprehensive understanding of the current environment, strengths, challenges, barriers and opportunities in the sector.

The project will provide information to leverage opportunities to advance and support the growth, development and sustainability of the sector, which in turn will provide better outcomes for people using these services.

The outcomes of other QAMH projects completed this year (*Wellbeing First*, the Community Mental Health and Wellbeing Workforce project and Mental Health Service System Changes: Experiences of COVID-19 project) will be considered and inform this systematic analysis.

Eight community mental health organisations have been recruited to be part of the reference group which met for a workshop on Friday 23 April 2021. Gaining a comprehensive understanding of the current environment and determining the imperatives for a successful future of the Community Mental Wellbeing Sector are at the very heart of this project.

The Next Step

QAMH is working in partnership with the QMHC in the Invitation to Offer (ITO) process to procure appropriate contractor services to Support the project. The expected completion date is mid-2022.

National Safety and Quality Mental Health Standards for Community Managed Organisations

In April 2021, QAMH developed a feedback submission to the Australian Commission on Safety and Quality in Health Care (the Commission) on the development of National Safety and Quality Mental Health (NSQMH) Standards for Community Managed Organisations (CMOs). The Commission requested input on the domains, actions, and evidence of compliance to be included, how a mutual recognition framework with other Standards would work, appropriate terminology and preferred implementation and accreditation approaches.

Throughout our consultations members highlighted the importance of consulting with people with a lived experience regarding terminology used to refer to them in the Standards and of using normalising, person-centred and recovery-oriented language. Member organisations also stressed the importance of a mutual recognition framework to enable clarity and efficiency in the evidence gathering process, and that funders requiring accreditation must provide adequate remuneration to assist organisations with the significant resource burden the accreditation process requires.



Lead and Influence



Advocacy

Housing and Mental Health

In 2021, QAMH participated in Mental Health Australia's (MHA) Member Policy Hub on housing and homelessness issues and contributed to the development of a position statement including priority areas for reform. The need for this advocacy arose from the findings from Trajectories, a collaborative research project between Mind Australia (Mind) and the Australian Housing and Urban Research Institute (AHURI). The MHA position statement calls for integration between the mental health and housing sectors at a national level and the adoption of three reforms to improve access for people with mental illness including increasing housing options, boosting support to sustain tenancies, and establishing early intervention and prevention approaches.

QAMH shared the MHA position statement with members and invited those delivering housing and homelessness related services to participate in an advocacy group with a focus on the housing needs of people experiencing mental illness in Queensland. This group started drafting a Queensland specific position paper in June 2021 which will be used for our advocacy over the coming year.



Productivity Commission Report

QAMH produced for its members an analysis and summary of the Productivity Commission's Inquiry into the Mental Health report which was released in November 2020. The aim of the paper was to create an easy read for members on the key parts of the report which have most relevance to the Community Mental Health and Wellbeing Sector. While there is much more work to be done to determine whether the reforms suggested will lead to sustainable change, our work will continue to focus on creating a person-centred mental health system where the Community Mental Wellbeing Sector plays an integral role. The next steps will be to build on the work of *Wellbeing First* to advocate for the role the sector should be playing in the early intervention in episode or illness into the future.

QAMH Response Paper – NDIA Support Coordination Discussion Paper

QAMH made a submission in response to the National Disability Insurance Agency's (NDIA's) Support Coordination Discussion Paper. The submission was based on feedback from members, provided through QAMH fortnightly Member Forums and input from other community mental health peak bodies around the country. Issues raised by members included the interaction between the support coordination role and the recovery coach role, uncertainty about the role of support coordinators by participants and the limited number of support coordinators with an understanding of Aboriginal and Torres Strait Islander communities.

Visit www.qamh.org.au to view all QAMH submissions.



Lead and Influence

Advocacy

QPC Inquiry into NDIS Market in Queensland

QAMH provided a submission to the Queensland Productivity Commission (QPC) for their inquiry into the NDIS market in Queensland. Feedback was sought from members through the fortnightly Member Forums and through a survey, based on the questions in the QPC's inquiry. The submission compiled members' concerns about the difficulties surrounding accessibility and participation in the NDIS, meeting the needs of participants, the administrative complexity of the NDIS, the functioning of the NDIS market throughout Queensland and the role of the Queensland Government. The submission also highlighted the difficulties faced by people in rural and remote Queensland, Aboriginal and Torres Strait Islander communities and culturally and linguistically diverse communities who are particularly affected.



“Really knowledgeable and passionate presenter”

“Very useful and relevant information thank you – it was excellent”

Trauma-Informed Care

Trauma-Informed Care in Community Mental Health Services – Training

Through consultation for the Community Mental Health and Wellbeing Workforce Project, Trauma-Informed Care was identified as a skills gap among workers in the sector. QAMH responded quickly to this identified need and engaged Occupational Therapist, Michelle Taylor, to develop and deliver an appropriate training solution for the sector.

A half-day online webinar was developed and delivered to members in June 2021. More than 150 people registered to attend the training, and many more members have since accessed this training online via QAMH.

The webinar supported an understanding of Trauma-Informed Care and provided practical ways to use this approach. Topics covered include:

- ‘The 4 Rs’ of Trauma-Informed Care and ‘The 5 Principles’
- Prevalence rates
- Types of trauma, along with impacts on wellbeing and mental health
- Science - brain, body and arousal changes
- Protective factors and healing
- Vicarious trauma and caring for yourself
- Responding as individual workers and services
- New resources to take back to work.

Resources were also developed and we used a co-design process with people who have a lived experience of trauma. Posters and resources to support people to understand what it looks like for services to be trauma-informed were finalised and made available to our members with the training.

Feedback from the training was extremely positive, with attendees indicating that it has supported them to be more trauma-informed in their practice and that they would recommend this training to their colleagues.

Lead and Influence

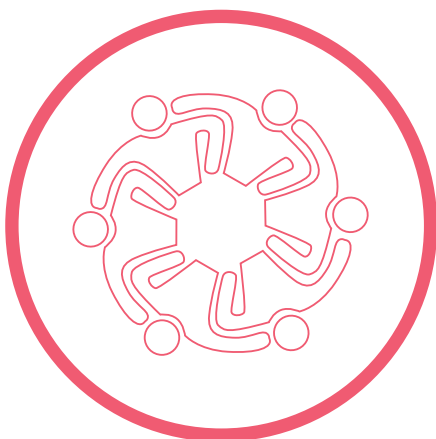


Committees

A significant role of QAMH is to represent the Community Mental Wellbeing Sector through a range of committees and networks in order to influence change and reform locally and nationally.

At a national level we have worked with Community Mental Health Australia, Mental Health Australia and the National Mental Health Commission on several key issues. The QAMH CEO regularly meets with the other peak bodies in each state and territory and QAMH has been instrumental in setting up a policy officer network to collaborate on relevant key submissions and issues.

Locally we participate in a range of committees and working groups bringing the voice of the sector to the table. The QAMH CEO has regular meetings with the Mental Health Alcohol and Other Drugs Branch of Queensland Health and the Queensland Mental Health Commissioner. In addition, she has met with the Minister for Mental Health and Ambulance Services and is expanding her reach to include meetings with other members of the state cabinet in 2021-2022.



Whilst not an exhaustive list, some of the key committees that QAMH has been involved in over the past year are:

- Systemic Analysis of the Mental Health Non-Government Community Mental Health Services Sector Governing Partnership and Reference Network
- COVID-19 impact on Mental Health Stakeholder Forums
- PHN regional planning across multiple PHNs in the state
- National Safety Priorities in Mental Health Working Group
- Queensland Community Peaks CEO Network
- Mental Health Community Support Services Evaluation Steering Committee
- Crisis System Reform Implementation Steering Committee
- North Queensland Alliance Meetings
- Far North Queensland Alliance Meetings
- Multicultural Mental Health Working Group
- Make Renting Fair Alliance
- Partners in Prevention
- Public Trustee Customer Reference Group
- Health Industry Skills Advisory
- All Abilities Working Group
- Peer Participation in Mental Health Services Network
- Mental Health Week Steering and Working Groups
- Family Matters Queensland
- Collaboration in Mind
- Peer Work Qualifications Working Group
- QUT Enhanced Head of School Advisory Committee
- Workability QLD
- Community Services Gateway to Industry Project: QLD Advisory
- NDIS Psychosocial Disability Workforce Micro-Credential Project Steering Committee

Community Mental Health Australia



Bill Gye (OAM) is the CEO of Community Mental Health Australia (CMHA). We extend our thanks to Bill and his team for all the work that they do in representing the Community Mental Health Sector at the national level. We look forward to continuing our collaboration with the CMHA.

Message from Bill Gye (OAM), CEO of CMHA

The Queensland Alliance for Mental Health (QAMH) is one of the founding members of Community Mental Health Australia (CMHA), along with the other state and territory mental health peaks. Their collective membership is made up of several hundred Community-Managed Organisations (CMOs) which provide a range of mental health services across Australia.

CMHA advocates both for a vision for better mental health, wellbeing and social equity in Australia and for the role that the CMO sector and people with lived experience can play in delivering that vision.

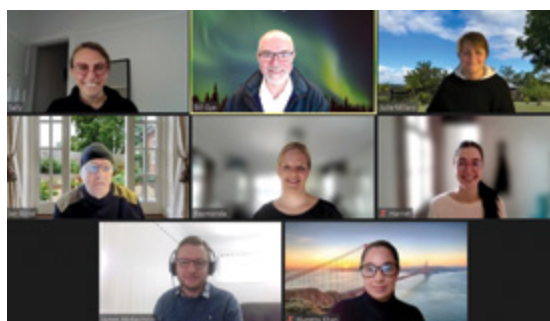
Despite the impacts of COVID-19, the past year has been a busy one for CMHA. Our channels for influence include: (a) contributions at meetings; (b) submissions; (c) conferences and presentations; (d) relationships with key stakeholders; (d) various projects.

Our contributions at meetings over the past 16 months were not punctuated by travel by car, train or plane, but delivered via a barrage of back-to-back zooms and other online rooms. We are active members of many national committees, working groups and task forces that are organised by the Commonwealth Department of Health, Commonwealth Department of Social Services, National Disability Insurance Agency, National Mental Health Commission and other entities.

Our Submissions and Joint Submissions are available on our website www.cmha.org.au (which is about to be reborn). Thanks to our member in SA, CMHA's Biannual Conference in February this year was a great success. Videos of three of the key presentations can be viewed here: www.cmhandismentalhealthconference.com.au. There are plans afoot for a hybrid version of the conference in late 2022. CMHA is also available to give presentations on the future of mental health and wellbeing and related topics.

A key focus for CMHA at the moment is our Assisting Communities through Direct Connection (ACDC) Project (www.acdc.org.au). CMHA wants to thank the wonderful Jennifer Black for her role in the national Steering Committee for this project. The ACDC Project is funded by the Department of Social Services and is running in more than 20 sites in every State and Territory across Australia. It involves employing and training 'People Connectors' to deliver information about free mental health and wellbeing services and support in the area, to have positive, engaging and inclusive conversations at the door and, where possible, undertaking a survey finding out about unmet needs in that local community. In Queensland CMHA has partnered with Stride Mental Health, Mareeba Community Centre and Momentum Mental Health to deliver this project.

Some of the outputs of this project will include excellent advocacy resources and useful data for each of its sites, which in turn seeks to shift us all forward in realising a vision so well-articulated in QAMH's recent *Wellbeing First* Report.



The CMHA Team



Supporting QAMH

Our QAMH Team

This year in response to feedback from our members and to align with our new strategic plan, QAMH restructured to create a new look team. Some new roles have emerged in the structure to strengthen our ability to build the knowledge base for the sector and advocate in contemporary ways.



Jennifer Black
Chief Executive Officer



Sarah Childs
Director - Sector Engagement
and Development



Emma Griffiths
Director - Advocacy
and Communications



Sarah Harvey
Executive Assistant



Darren Howell
Business Manager



Lisa Greenaway
Project Lead -
Brand and Communications



Kristyn Culpepper
Communications and
Membership Officer



Leanne Kelly
Project and Policy Officer



Sally McLeod
Project and Policy Officer

Thank you - We would like to thank and acknowledge the contributions of our previous staff members: Lourdes Gomez, Julia Riordan, Becs Koppel, Kirsten Oliver, Thomas McCall, Cassandra Scholl, Casey McDonald, Hidy Chan, and Tina Pentland. Also thank you to our temporary staff members, Amanda Grajzconek and Richard Coffey.

Supporting QAMH

Our QAMH Board

Full biographies available at www.qamh.org.au



Sharon Sarah

Skills-Based Director
Chair of Board since March 2021
Previously Deputy Chair from
May 2019 – February 2021
Joined Board in November 2012
Member of Governance
Sub-Committee



Nicci Dickson

Elected Director
Deputy Chair of the Board
since May 2021
Joined the Board in
October 2019
Member of Finance
Sub-Committee



Chris Skelton

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



Karen Thomas

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



Sarah Stoddart

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



Melanie Sennett

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

Supporting QAMH

Our QAMH Board

Full biographies available at www.qamh.org.au



Cathy O'Toole

Skills-Based Director
Joined the Board
in August 2020
Member of the Governance
Sub-Committee



Jeremy Audas

Elected Director
Joined the Board in
October 2020
Member of the Governance
Sub-Committee



Clare Guilfoyle

Member of the Governance
Sub-Committee
Previously Elected Director
October 2018 - February 2019

Thank you to the following Board Directors for their service



Mark Fenton

Skills-Based Director
Chair of the Board from
May 2019 to March 2021
Joined Board in July 2015
Chair of Governance
Sub-Committee until March 2020
Resigned from Board March 2021



Jessica Gibson

Skills-Based Director
Joined Board in July 2015
Chair of Finance Sub-
Committee until February 2020
Member of the Finance
Sub-Committee
Resigned from the Board
May 2021



Craig Stanley-Jones

NFP Elected Director
Joined Board in November 2012
Member of the Finance
Sub-Committee
Resigned from Board
October 2020

Financial Report

Statement of Income and Expenditure for the Year Ended 30 June 2021

	2021	2020
	\$	\$
INCOME		
Cash flow boost income	40,504	46,996
Events and training income	8,191	-
Grant income	1,758,477	1,410,240
Interest income	9,936	17,221
Member subscriptions	73,946	71,404
Other income	-	121
TOTAL INCOME	1,891,054	1,545,982
EXPENDITURE		
Advertising	38,743	10,218
Amortisation	-	62,439
Computer, telephone and internet	59,130	42,824
Conferences and training	17,341	28,444
Consulting and professional fees	93,343	74,276
Depreciation	-	350
Employee benefits expense	1,185,576	860,275
Insurance	5,140	6,634
Lease interest expense	-	2,241
Meetings expenses	4,386	3,642
Minor asset purchases	-	18,444
Printing and stationery	14,113	9,755
Project expenses	243,572	195,311
Rent expense	76,420	-
Staff amenities	20,581	7,219
Subscription fees	14,756	16,637
Sponsorship	3,000	5,300
Sundry expenses	9,379	6,803
Travel and accommodation	45,007	28,392
TOTAL EXPENDITURE	1,830,485	1,379,203
TOTAL SURPLUS/(DEFICIT) FOR THE YEAR	60,569	166,779

Financial Report

Statement of Financial Position as at 30 June 2021

	2021	2020
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,565,007	1,605,564
Trade and other receivables	74,078	52,185
Right-of-use assets	-	-
TOTAL CURRENT ASSETS	1,639,085	1,657,749
NON-CURRENT ASSETS		
Trade and other receivables	18,040	18,040
Property, plant and equipment	-	-
Intangible assets	-	-
TOTAL NON-CURRENT ASSETS	18,040	18,040
TOTAL ASSETS	1,657,125	1,675,789
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	264,711	52,573
Employee benefits	24,881	30,525
Other liabilities	75,935	344,317
TOTAL CURRENT LIABILITIES	365,527	427,415
NON-CURRENT LIABILITIES		
Employee benefits	-	17,345
TOTAL NON-CURRENT LIABILITIES	-	17,345
TOTAL LIABILITIES	365,527	444,760
NET ASSETS	1,291,598	1,231,029
EQUITY		
Accumulated surplus	1,291,598	1,231,029
TOTAL EQUITY	1,291,598	1,231,029

Financial Report

Statement of Cash Flows for the Year Ended 30 June 2021

	2021	2020
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	1,604,299	1,587,241
Payments to suppliers and employees	(1,654,792)	(1,385,547)
Interest received	9,936	17,221
Net cash provided by/(used in) operating activities	(40,557)	218,915
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of property, plant and equipment	-	(350)
Net cash provided by/(used in) investing activities	-	(350)
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	(40,557)	153,885
Cash and cash equivalents at beginning of year	1,605,564	1,451,679
Cash and cash equivalents at end of financial year	1,565,007	1,605,564

These financial statements have been derived from Queensland Alliance for Mental Health Ltd.'s annual financial report. The financial statements do not contain all the disclosures required by Australian Accounting Standards. Reading the financial statements, therefore, is not a substitute for reading the audited financial report of Queensland Alliance for Mental Health Ltd. Queensland Alliance for Mental Health Ltd.'s annual financial report is available on the Australian Charities and Not-for-Profits (ACNC) Charity Register.

Audit Statement

Audit & Assurance srjww.com.au



INDEPENDENT AUDIT REPORT

To the Directors of Queensland Alliance for Mental Health Ltd.

Report of the Independent Auditor on the Summary Financial Statements

Opinion

The Summary Financial Report of Queensland Alliance for Mental Health Ltd, which comprises the statement of financial position as at 30 June 2021, the statement of income and expenditure and the statement of cash flows is derived from the audited financial report of Queensland Alliance for Mental Health Ltd for the year ended 30 June 2021.

In our opinion, the summary financial report derived from the audited financial report of Queensland Alliance for Mental Health Ltd for the year ended 30 June 2021 is consistent, in all material respects, with the audited financial report, in accordance with Australian Accounting Standards.

Summary financial statements

The summary financial statements do not contain all the disclosures required by the Australian Accounting Standards. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report and the auditor's report thereon. Queensland Alliance for Mental Health Ltd.'s full audited financial report is available on request.

The Audited Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the full financial report in our auditor's report dated 17 September 2021.

Management's Responsibility

Management is responsible for the preparation of the summary financial statements.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

A handwritten signature in black ink, appearing to read 'J Croston'.

Jason Croston
SRJ Walker Wayland
Registered Company Auditor

Date: 28 September 2021

Address: Unit 3, 27 South Pine Road, BRENDALD QLD 4500

phone 61 7 3490 9988 office Unit 3, 27 South Pine Road, Brendale Q 4500 post PO Box 418, Strathpine Q 4500
SRJ Walker Wayland Audit Pty Ltd abn 90 140 000 560
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The Queensland Alliance for Mental Health (QAMH) leads a united contemporary voice for the Community Mental Wellbeing Sector in Queensland. Our purpose is to foster sector excellence through leadership, collaboration and influence with our members and strategic partners.

Queensland Alliance for Mental Health Limited

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ACN: 615 817 251

Telephone: 07 3394 8480

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Visit us at www.qamh.org.au



@QueenslandAllianceforMentalHealth



@qldalliance



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