



Acknowledgement of Country

QAMH acknowledges the Traditional Custodians of the land on which we live, learn, and work and recognise their continuing connection to land, waters and community.

We pay our respects to them and their cultures; and to Elders past, present and emerging.

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Core Commitments



VISION

MISSION

VALUES

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

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.

Every Member Matters

Proactive Voice

Maximise Our Impact

Innovate and Translate

Accountability

2022–23 Highlights

125

Alliance Members

Committees & Networks

- 3 National Networks
- 4 QAMH Project/Statewide Steering Groups
- 7 PHN Committees
- 16 Sector Representation
- 9 Other State Peak Meetings and Networks

33+

19

Online Member Forums/Events

Our Member Forums bring QAMH Members together from across Queensland, connecting peers, politicians and stakeholders. Some of our forums of key interest centred around the Government response to the Select Committee Mental Health Inquiry, *Better Care Together* and work QAMH has been focusing on over the year, such as our summary of projects for the year ahead and the introduction of the Psychosocial Peak Body.

Website Stats.

Total users: 11,819
Page views: 52,958
64% of users are female
Number of sessions: 17,643

Social Media Stats.



Followers
3,633

Page Reach
16K



Total Followers
2,329

Organic Reach
42,906



Followers
705

Page Reach
1.2K

Special Events for QAMH

- Wellbeing First Events: Brisbane and Toowoomba
- Wellbeing First Innovation Hub Workshops: January and June
- Reconciliation Action Plan Launch
- Annual Alliance Members Meeting
- Inaugural Jobs and Skills Summit
- Presenting at the VET Inquiry
- Brisbane Mental Health Expo
- Lived Experience Reference Groups: Brisbane, Cairns, Ipswich
- QAMH Media Skills Workshop for CEOs
- Workforce Strategy Consultations: Brisbane, Bundaberg, Cairns, Ipswich, Mt Isa and Townsville
- Workforce Strategy Focus Groups: Lived Experience Perspectives and People with Multicultural and Diverse Backgrounds and Connections

21

19

Submissions,
Reports &
Position
Papers

QAMH Strategy

Four strategic pillars and associated aspirations form part of the Queensland Alliance for Mental Health's Strategic Plan for 2022 - 2024.

Share Expertise

Aspiration

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 and partners.

Aspiration

QAMH leads the vision for the Community Mental Wellbeing Sector in Queensland.

QAMH influences stakeholders' appreciation of the Community Mental Wellbeing Sector's unique contribution within the mental health ecosystem and wider community.

QAMH is a key driver of community mental wellbeing policy and service system reform in Queensland.

Facilitate Connection

Aspiration

QAMH is the peak body of choice for those wanting to grow and develop the Community Mental Wellbeing Sector.

QAMH has strong and influential partnerships with key stakeholders (members, partners, and funders).

QAMH facilitates diverse connections to strengthen the Community Mental Wellbeing Sector.

Foster Innovation

Aspiration

QAMH is a key resource for community mental wellbeing, innovation, service design thinking and modelling.

QAMH collaborates with partners and members to facilitate the delivery of innovative solutions to improving the Community Mental Wellbeing Sector.

QAMH is recognised and resourced as an innovative organisation contributing to the growth and development of the Community Mental Wellbeing Sector.

Lead & Influence

Message from the Board Chair



Cathy O'Toole

The Community managed mental health sector is vibrant, diverse and capable. It is both effective and efficient and must be respected and valued as such.

That it is not (yet!) is one of the driving factors behind my work with QAMH. This is the third time I have held a leadership position at QAMH. I first joined the Board in 2007 and became President (under the Alliance's previous structure) for the period 2009 to 2013, and again in 2015 for two years.

This year I have also become Chair of our national peak body, Community Mental Health Australia. It is my hope to coordinate and align the work of both national and state bodies to push for reform.

Like many in our sector, I bring my own lived experience of mental health challenges to these roles. I also have loved ones whose mental health brought them into contact with the broader mental health system, which, far from contributing to recovery, led to more suffering. Sadly, as we know, this is a common story.

That people with Lived Experience now have a voice in the system, at all, is remarkable. But it must be built on. Services must be genuinely co-designed in partnership and led by people with lived/living experience. The expertise of lived/living experience must be recognised as of equal value to other professionals in the mental health ecosystem.

Change will only be achieved when we see a balance of power and genuine partnership, with a focus on humanity and not just role descriptions.

It will take focus and courage.

I believe QAMH is working to achieve this progress, as evidenced in the *Wellbeing First* Report, released in July 2021, and the subsequent Innovation Hub. I see this also in QAMH's pursuit of a specific Workforce Strategy for our sector and its advocacy to decision-makers and funders.

It is my deepest hope that we will witness the emergence of a mental health system which values human rights and social inclusion. One which supports everybody to live a life of purpose, hope, choice and meaning - a contributing life.

As chair of QAMH these are the principles that I live by.

Cathy O'Toole

BOARD ACKNOWLEDGEMENTS

Farewell and thanks to my predecessor as QAMH Chair, Sharon Sarah, who sat on the QAMH Board for nine years, and to Elected Director Nicci Goulter.

Welcome, First Nations Skills Director AJ Doidge and Legal Skills Director Michelle Cowan, Elected Director Kris Sargeant and Independent Company Secretary Janelle Black.

Thank you to Melanie Sennett and Karen Thomas, for taking on the new roles of Deputy Chair.

Message from the CEO



Jennifer Black

QAMH has a vision for a mental health system that's truly accessible, equitable and focused on early intervention and prevention. We believe the Community Mental Health and Wellbeing Sector is the best place for people to start when they first need support.

At every opportunity, we're pushing for top-down reform with state and federal governments. We tell our political leaders that, if they want a resilient community and a sustainable budget, this vision simply makes sense.

Of course, we can't just hold out, continuing to hope they will act. So, QAMH is also working to bring this vision to life from within the sector.

To this end, we've taken ideas from our 2021 *Wellbeing First* report and put them to work in our **Wellbeing First Innovation Hub**.

This group of member organisations, working with QAMH, Lived Experience and Design Thinking experts, is developing new service designs. We hope to showcase the projects in the early part of 2024 (*read more on page 15*).

At the same time, QAMH has sharpened its focus on what Members have told us is their **Number One Concern: Workforce**.

Our Jobs and Skills Summit in November 2022 served as the launch-pad for our Workforce Strategy Project. This project, funded by Queensland Health, has involved face-to-face and online consultation from Mt Isa to the Gold Coast. We've gathered ideas and viewpoints from 210 people, working for around 70 organisations, including members and non-members. This project

is a first for our sector, not just in Queensland, but in Australia. We hope it will lead to a Workforce Strategy rolling out in the next couple of years, with improved training, a recruitment campaign and better retention of our crucial workforce (*read more page 12*).

Even before this Strategy has been finalised, QAMH has been working to improve training options, especially for the Lived Experience Peer Workforce. Our Peer Mentoring Project showed that placing experienced peer workers on TAFE campuses to support people studying to become a peer worker, improved the likelihood those students would complete the course.

In an extension of that work, QAMH has also coordinated the Federal Government's Peer Work Scholarship program, steered in Queensland through the Queensland Mental Health Commission. The Program has been an astounding success, and by the end of the financial year there were 55 applicants taking up the opportunity to use their Lived Experience to study the Certificate IV Mental Health Peer Work. With the Scholarship, they're not only given substantial funds towards their study, but they also receive mentoring. We know that will make a difference.

This year QAMH has also become the state's **Psychosocial Peak Body**.

Though in its early days, it's evident this service, guiding people through available psychosocial support in their area, is essential. This role also strengthens our arm when advocating for people experiencing psychosocial challenges, who must find support outside the NDIS.



These achievements are our Members' achievements.

Jennifer Black

- Jennifer Black
ABC Radio, 19 May 2023

Our Work in Advocacy



QAMH's advocacy for the Community Mental Health and Wellbeing Sector has needed to occur on a number of levels. Most urgently, the very practical challenges of rising pay-rates and inflation meant our calls for increased indexation to government contracts needed to be loud and swift. We had some success, collaborating with the broader services sector in relation to state government funding, with indexation rising to 5.63 per cent in 2023-24.

The introduction of the dedicated Queensland Mental Health Levy also gave rise to hope that our sector would receive significant new funding. Repeated correspondence with senior Queensland Ministers and meetings with both State and Federal Ministers responsible for Mental Health have been the early steps in work we hope will eventually reap rewards.

Our advocacy for a greater focus on building a sustainable workforce has been rewarded with Queensland Health funding to develop a first-of-its-kind Workforce Strategy for the Community Mental Health and Wellbeing Sector. That work continues, with a Draft Strategy expected to be released in late 2023.

QAMH has taken every opportunity to raise the voice of our sector in state and federal processes, making submissions to inquiries on everything from vocational education to national wellbeing measures, the NDIS Big Review and, of course, State and Federal Budgets. In all of this, we strive to ensure that our push for a cultural shift in the mental health system shines through. We need a system which focuses on building wellbeing, rather than one which only responds to illness.

State Budget

“Queenslanders Deserve More” was the catch-cry QAMH used in response to the Queensland State Budget, handed down in June 2023. The message was developed after QAMH data analysis showed that Queensland lags far behind the national per capita average in funding for community mental health NGOs. The analysis formed the basis for QAMH's top budget priority, outlined in our Budget Submission: increase funding by 48 per cent to bring it into line with the national per capita average. QAMH has also called for more transparency about the funding collected through the new Mental Health Levy on big business. QAMH sent the budget submission to every Queensland State MP, issued a media release and featured our budget priorities in social media posts.

Federal Budget

“Psychosocial Gap”

Knowing that addressing the gap in psychosocial services was likely to be a focus for the new federal government, QAMH called for increased investment in the non-governmental Community Mental Health and Wellbeing Sector through PHNs to bridge these gaps. In particular, low intensity services focused on wellbeing and early intervention, and services for the ‘Missing Middle’, including those with moderate to severe symptoms who remain ineligible for the NDIS. In addition, QAMH called for consistent five year contracts and higher indexation.

Measuring What Matters

QAMH welcomed the Federal Treasurer's pursuit of a national framework for measuring the nation's progress beyond traditional macroeconomic indicators. In its submission to the process, QAMH advocated for a wellbeing approach that took a whole-of-government and whole-of-society perspective and linked funding to broad wellbeing indicators. QAMH strongly believes that mental health plays a pivotal role in creating a productive, resilient and thriving community, a point which has also been outlined in QAMH's *Wellbeing First* report.

Housing Summit

The safety, stability and security that comes from having a home is fundamental to optimal mental health and to leading a contributing life. It is a key 'social determinant' of health, and in recognition of this vital role, QAMH has continued its advocacy on important housing issues.

On Thursday 20 October 2022, the State Premier hosted the Queensland Housing Summit, to address the challenges of meeting Queenslanders' housing needs. The Summit provided over 150 industry and other stakeholders an opportunity to discuss strategies to support improved housing outcomes.

As part of the Housing Summit, QAMH made a submission to the Queensland Government calling for an increased supply of social and affordable housing at a scale adequate to meet escalating demand. It also outlined the specific housing needs of people experiencing mental distress.

Make Renting Fair Queensland

QAMH also advocated on housing issues through Make Renting Fair Queensland (MRFQ). MRFQ is an alliance of organisations supporting progressive reform of renting laws so all Queenslanders can make the place they live in their home, whether they rent or own.

The MRFQ alliance recognises that rental laws in Queensland are skewed towards landlords and do not offer adequate protection for renters. With rental vacancy rates at less than one per cent across much of the state, the existing power imbalance between landlords and tenants has been exacerbated and the situation has become untenable for many people experiencing mental distress. QAMH supported the Make Renting Fair campaign asks which were reflected in QAMH's Stage 2 Rental Law Reform submission – advocating for stronger rental law protections for renters. We also supported the key asks in the Joint Statement on the Worsening Rental Crisis in Australia. This statement included endorsement from over 80 organisations across Australia, including QAMH on behalf of our Members.



Statement of Support

for the Uluru Message from the Heart

The QAMH Board ratified a Statement of Support for the First Nations Voice to Parliament in February 2023.

The statement begins: "The Queensland Alliance for Mental Health (QAMH) accepts the invitation of the Uluru Statement from the Heart to walk with First Nations peoples in support of a First Nations Voice to Parliament enshrined in the Australian Constitution."

The Statement also outlines the over-representation of Aboriginal and Torres Strait Islander peoples in statistics relating to psychological distress and suicide and states QAMH's concern about the ongoing need for culturally appropriate models of care for First Nations peoples.

MHA Policy Forum

Shortly after the Federal Budget, QAMH attended a Mental Health Australia policy forum in Canberra, to hear from the federal Minister for Mental Health Emma McBride and top departmental officials. Increased funding for mental health services was announced in the budget, giving a last-minute reprieve to some services which had been facing a 30 June funding cliff. However, the funding amounts and indexation remained unclear, even at this forum.



QAMH Director – Sector Engagement & Development, Sarah Childs with Brisbane North PHN Executive Manager Commissioned Services, Paul Martin, at the Mental Health Australia Policy Forum.

Psychosocial Support Round Table

Still in Canberra – we were also invited to attend a round table discussion at Parliament House as part of the National Psychosocial Advocacy Alliance Campaign. Here, we advocated for commencing new investment in psychosocial supports immediately and discussed the development of a common definition and understanding of people living with complex mental health conditions who require psychosocial supports to live well.

Workforce Strategy **Project**

This year QAMH partnered with Queensland Health to develop a **Community Mental Health and Wellbeing Workforce Strategy**. This project is being funded as part of the Queensland Government's *Better Care Together*, which includes workforce capability and sustainability as a key priority.

Workforce is often cited as the most pressing problem facing QAMH members, with Queensland facing one of the tightest labour markets in recent history. Challenges include attracting and retaining workers, ensuring people are equipped with the right mix of knowledge and skills, providing clear pathways for career progression, and combating worker stress and burnout. The sector needs a clear plan to achieve a workforce that reflects the diversity that we see in the population of people accessing services, and is informed by people with lived experience.

The 12-month project, led by Workforce Strategy Project Manager Sally McLeod, explores all these issues, in broad consultation with the sector. A Project Advisory Committee has also been established to provide guidance and expertise to the governing partnership. The three key deliverables of this project – a Workforce Strategy, Action Plan and Core Competency Framework – are expected to be released in February 2024.

Issues Paper

QAMH launched this project in 2022 at its Jobs and Skills Summit by releasing a draft Issues Paper, which articulated the key workforce challenges facing the sector and proposed potential solutions. We received wide-ranging feedback from the sector and beyond which was incorporated into the final version published on our website in February 2022. Centred around three pillars (Qualifications and Training, Attraction and Retention, and System Enablers), this Issues Paper set out the task ahead and formed the basis for the state-wide consultations that followed.

Workforce Project Survey

To inform the Workforce Strategy, provide valuable workforce planning data and assist with our advocacy work, QAMH conducted its inaugural state-wide Community Mental Health and Wellbeing Workforce Survey in 2023. In designing the survey questions, we leveraged work completed by Mental Health Coordinating Council and Mental Health Community Coalition ACT. 104 Queensland Community Mental Health and Wellbeing Sector organisations were invited to participate, with a total of 42 responses. The organisations that responded represented a good cross-section of geographic categories, sizes and funding streams and were therefore considered representative of the sector.

The survey results provide some key insights around sector growth, top workforce challenges, levels of stress and burnout, qualification demand, appetite for traineeships, and barriers to ongoing professional development.

The findings paint a useful picture of the Queensland Community Mental Health and Wellbeing Sector workforce, and we look forward to repeating this survey at regular intervals to monitor workforce trends.



State-wide Consultations

A key part of the Workforce Strategy development has been extensive consultation with the sector. From March to June 2023, QAMH criss-crossed the state, visiting Bundaberg, Ipswich, Brisbane, Mt Isa and Cairns. This wonderful opportunity enabled us to hear directly from service providers, people with lived experience of mental distress, carers, families and kin, Primary Health Networks, Hospital and Health Services staff, educationalists, and other key stakeholders about their workforce challenges and innovative solutions. QAMH would like to thank everyone who has participated in these sessions – your feedback is very much appreciated and will be invaluable in the development of the Workforce Strategy.



Focus Groups

QAMH conducted smaller, targeted focus groups to explore in more detail workforce issues affecting particular populations. In collaboration with World Wellness Group and QPASTT, we heard from People with Multicultural and Diverse Backgrounds and Connections. Discussion focused on cultural models of care, stigma, cultural safety, and the need for a specialist multicultural mental health workforce. We also tapped into the collective wisdom of Lived Experience with a focus group on what skills, knowledge and attitudes are missing from our current workforce. This important conversation about how the future workforce can better meet the needs of people experiencing mental health challenges will inform the development of the Core Competency Framework.



Wellbeing **First**

Events

An Update on Wellbeing First

In **January** of this year, we provided input into the government's plan to develop a national framework for measuring progress and wellbeing that goes beyond traditional macroeconomic indicators. This aligns with our strong belief that the nation's social and economic pursuits should be centred around activities which enhance Australians' wellbeing and allow them to live a good life. We advocated and continue to do so for a whole of government approach, linking funding to wellbeing indicators and mental health indicators that move beyond clinical diagnostic criteria.

These sentiments are set out in our *Wellbeing First* report, launched in July 2021. *Wellbeing First* is a call to action to fundamentally shift the focus of our sector from simply responding to illness to actively supporting wellbeing early in distress. It imagines a future state where our sector is key in providing accessible, locally designed wellbeing supports, and where the nation's growth is measured not just in economic terms but also in its mental wellbeing.

The *Wellbeing First* concepts and broader vision were explored with our members in a series of events around Queensland, with the final two taking place in Brisbane and Toowoomba in July 2022. The events were facilitated by QAMH CEO Jennifer Black and Helen Glover from Enlightened Consultants, with the Queensland Mental Health Commissioner, Ivan Frkovic as our guest speaker.

Key thoughts from attendees on the meaning of *Wellbeing First*

“ Out of the box thinking.



” Invigorating and creative ideas of wellbeing.

“ Personal life strategic planning.



” Person truly directing their assistance – service follows direction.

“ The matrix of mental health / wellbeing.



” Meaningful ways to make change.



The event feedback demonstrates the strong support for the *Wellbeing First* approach, with 78% of attendees agreeing this will address some of the problems that people experience in the current health system. Furthermore, 94% of attendees believe the *Wellbeing First* principles would be useful in guiding practice within the sector.



Innovation Hub

The Practical Application of Wellbeing First Principles and Design Thinking in Action

The Wellbeing First Innovation Hub was offered to 17 member organisation representatives and their teams from Brisbane, Toowoomba, Sunshine Coast, Bundaberg, Cairns and Townsville. QAMH's *Wellbeing First* Report provides a compelling framework for the future of the Community Mental Health and Wellbeing Sector. Our sector is well placed to offer specialist mental wellbeing responses to all Queenslanders, so people can access help early in distress within their community rather than waiting until they are in crisis. With this in mind, in October 2022 the team committed to an eight-week online design thinking program and practical application within their own services.

Once the course work was finished the participants then commenced the process of using their design thinking expertise to create new models of service – applying the principles of human-centred design and ensuring people who access services are at the centre of thinking. To be as effective as possible new models of service need to be innovative, responsive to mental wellbeing indicators and look beyond simply focusing on mental illness.



“... I’m seeing design thinking as a widening of the lens, rather than a narrowing. It seems to be about holding no judgements or preconceived ideas about what’s going to work (or not). And, the consumer seems to be genuinely held at the centre of the process and is a participant in the process.”

Emma Ashe, Wesley Mission Queensland

ORGANISATIONS INVOLVED

Arafmi | Community Focus Association
| Footprints Community | IMPACT
Community Services | Mind Blank |
Momentum Mental Health | Neami National
| Outback Futures | Brisbane South PHN |
QAMH | QPASTT | Stride Mental Health |
Suicide Programs | Tropical Brain and Mind
Foundation | Wellways | Wesley Mission
Queensland | Youth Flourish Outdoors

The *Wellbeing First* principles are at the very heart of these new service offerings, with each team integrating these principles into their service design.

Since January 2023, QAMH held regular online sessions with in-person days during January and June 2023 in Brisbane. The ongoing meetings are an opportunity to share ideas with peers and seek input into research, consultation and design thinking tools. The innovative services created will be shared with the sector and stakeholders in early 2024.

The QAMH Board remains committed to promoting the unique value of the sector and showcasing the *Wellbeing First* principles in action through these new innovative service models.



Reconciliation Action Plan

Reflect

QAMH is committed to reconciliation between Australia's First Nations peoples and non-indigenous Australians. This is laid out in QAMH's first Reconciliation Action Plan, which was formally endorsed in March 2023.

In keeping with Reconciliation Australia's framework, our first plan is a Reflect RAP, allowing QAMH to scope and develop relationships with Aboriginal and Torres Strait Islander stakeholders, lay out its vision for reconciliation and explore opportunities in our sphere of influence.

Embarking on a reconciliation process resonates strongly with our sense of social justice and working towards a fair and equal society. We know that Aboriginal and Torres Strait Islander peoples are often over-represented in mental health statistics.

Concerningly, Aboriginal and Torres Strait Islander peoples report that they are often treated poorly in mental health systems which are not delivering culturally appropriate models of care.

We believe, as the peak body representing the Community Mental Health and Wellbeing Sector in Queensland, we have an obligation to be part of the process of righting these historical wrongs.



QAMH CEO Jennifer Black with Aboriginal artist Chloe Watego at QAMH's RAP artwork launch.

Launching our RAP Artwork

QAMH commissioned a RAP artwork painted by Chloe Watego, a Gubbi Gubbi-based woman with a passion for sharing and celebrating her culture through art. Born and raised on Yugambah land, Chloe is of South Sea Islander descent and through her grandmother has ties to Torres Strait Island and the Bundjalung nation.

With connections across many Countries and experience working within the Community Mental Health and Wellbeing Sector, Chloe did an amazing job capturing the nature of QAMH in her artwork.

We were thrilled to launch the RAP artwork in March, during an event in the QAMH office, with QAMH staff, members of the Board, Chloe and her family and loved ones in attendance.



Peer Work Scholarships

Information about the project and upcoming scholarship rounds can be found on our website: qamh.org.au/scholarships

Building a Mental Health Workforce

The Peer Work Scholarships Program is an initiative of the Australian Government Department of Health. The Program aims to strengthen and grow the mental health and suicide prevention Lived Experience workforce by funding scholarships to support people to undertake the Certificate IV Mental Health Peer Work.

The Queensland Alliance for Mental Health was contracted by the Queensland Mental Health Commission to lead the project to deliver the scholarships in Queensland.

There are 178 scholarship packages available in total throughout 2023-2024. Priority for scholarships is given to First Nations peoples and people living in rural and remote areas.

By the end of the financial year 55 scholarships for 2023 had been awarded, with 60 places available during this time. The remaining scholarships available in 2023 will be awarded in a follow-up round targeting Central Queensland and Wide Bay regions.

The Scholarship Package includes:

- Payment of up to \$4,000 (via invoice directly to training organisation) towards the course fees of a full time or part time course
- Payment of up to \$1,000 to support attendance and study material for the full duration of the course
- The opportunity to participate in additional mentoring and co-reflection sessions

Project Partners

The Scholarships Project Advisory Group formally brings the project partners together, acknowledging that advice and guidance from each partnering organisation is required to achieve project aims. Membership is made up of the following nominated representatives:

Queensland Mental Health Commission (QMHC)

Zoe Cunningham | Program Manager Lived Experience

Christian Woodward | Program Manager Social and Emotional Wellbeing

Brook RED

James Landsberg | Training and Administration Coordinator

Queensland Lived Experience Workforce Network (QLEWN)

Amanda Habermann | QLEWN Secretariat

Mental Health Lived Experience Peak Queensland (MHLEPQ)

Jorgen Gullestrup | Chief Executive Officer

Arafmi

Katie Acheson | Executive Manager – Policy and Advocacy

Roses in the Ocean

Mark Ellis | National Service Lead, Suicide Prevention Peer Workforce

QAMH is working closely with Queensland-based Training Organisations offering the Certificate IV in Mental Health Peer Work. To learn more about various training offers: qamh.org.au/scholarships/registered-training-organisations

Round One Snapshot

101

people applied for a Peer Work Scholarship

55

were awarded a scholarship by EOFY

6

successful applicants are First Nations peoples

5

successful applicants are located in rural/remote areas MMM 3-7

Peer Work Group Mentoring

QAMH has engaged member organisation Brook RED through a subcontract services agreement to deliver the group mentoring element of the Peer Work Scholarship Program. Awarded recipients can participate in regular mentoring and co-reflections sessions with two facilitators from Brook RED conducted online.

Applicants who did not receive a scholarship in this round have been invited to re-apply in future rounds.

Peer Mentoring Project



The Peer Workforce Student Mentoring Project (the Project) supported TAFE students studying a Certificate IV in Mental Health Peer Work with independent Lived Experience Peer Mentors. This was a pilot Project that ran on the East Coast and Gold Coast TAFE campuses from March to December 2022, under the stewardship of the Queensland Alliance for Mental Health, the Queensland Lived Experience Workforce Network and TAFE Queensland. The project was funded by the Queensland Department of Employment, Small Business and Training, through the National Disability Insurance Scheme Training and Skills Support Strategy an initiative of Workability Queensland.

The Project was established with clear objectives: to provide individualised and group support to students, to develop processes and resources for any future mentoring provision, to create local partnerships with a view to improving placement opportunities, and to identify emerging issues affecting students. A Project Advisory Committee provided regular guidance and advice throughout the pilot. 30 students chose to participate in the Peer Workforce Student Mentoring Project and a total of 101 individual sessions and 30 group sessions were delivered.

Common areas of concerns identified by students included: managing time, stress, and self-care; the role of a peer worker; work opportunities post qualification; and understanding TAFE Queensland processes. Using both quantitative and qualitative data, collected through surveys, interviews, and Mentors' notes, the Project has been found to have had an overwhelmingly positive effect on student's wellbeing and confidence they would complete their studies. On the latter point, 90 per cent of participants either strongly agreed (45 per cent) or agreed (45 per cent) the Project increased their confidence, while the remaining students were neutral.

To better support the development of a Peer Workforce, the Project Team and partners made several recommendations which will require the support of Government, TAFE and other RTOs, potential employers and students. If followed, we believe these recommendations will do much to rectify the current systemic disadvantage faced by students in the Certificate IV Mental Health Peer Work.

Social Prescribing

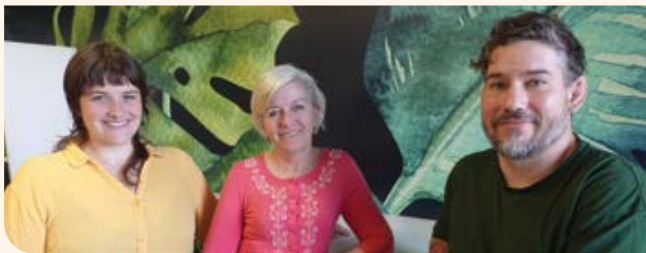
Over this year we have continued to support, connect and engage with members, arts and sporting bodies with the goal of embedding social prescribing models and programs in Queensland communities.

Our members Wesley Mission Queensland have been working alongside the Australian Arts Council to pilot a specific arts program and although progress on our Q SPORT partnership was stunted, our learnings have been documented and will inform future projects. This year we dedicated some of our project resources to explore international and local social prescribing programs and evidence, and have compiled a report which is available on our Members Hub. We are excited to have strengthened our connections with member organisation Primary and Community Care Services (PCCS), who lead the Australian Social Prescribing Institute of Research and Education (ASPIRE), and will work alongside them over the coming year to progress this area further.

Psychosocial Peak Body

QAMH is funded by the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships to be the state's peak body for people seeking support for their psychosocial difficulties. In this role as the Psychosocial Peak Body for Queensland, QAMH helps and supports people with disability, their carers and kin by:

- making available accessible and disability-specific information
- offering online and state-wide phone support and referral services
- providing expert advice and feedback to government on matters impacting people with disability
- developing resources to support employers in attracting, recruiting, and retaining people with disability
- providing news, advice, referral information, and communication about support and services available in Queensland including information to access the NDIS
- promoting community awareness, education and training information for organisations and employers, and the broader community to influence community attitudes and remove barriers to inclusion



The Psychosocial peak launched a phone line and website in March 2023 to support people attempting to access services for their mental health. Since the launch we have had direct information provision and engagement with over 3,000 participants both online and through engagement activities like meetings, forums, consultations, and networks.

Reference Group Consultations



To date, three reference group consultations have taken place in Brisbane, Cairns and Ipswich, to consult with people with lived experience on identifying key systemic advocacy priorities, and to help with shaping the development of the Psychosocial Peak Body's services.

The purpose of these consultations was to ensure the lived experience perspectives of people with mental health concerns, their carers and families, play a role in informing all aspects of the work we do. Through the consultation process, we have committed to developing an ongoing lived experience network and newsletter to ensure QAMH stays connected to the needs and experiences of the people it seeks to represent. This also creates the opportunity to enhance capacity and share information about education and advocacy opportunities. We are dedicated to these regular and ongoing discussions to make sure the services offered by the Psychosocial Peak Body fit with the needs and expectations of its target audience. The network and newsletter are informed by the participants and aim at facilitating opportunities for people to reclaim their own power, voice and direction through engaging in education opportunities, skills development, information sharing and mutual support.

Membership with QAMH

Member Experience

This year has been busy in the member space with our online fortnightly meetings going from strength to strength offering a variety of topics to choose from. These forums have been well attended with 70 people at our Learning Exchange with Q Shelter looking at improving housing outcomes for people experiencing mental health concerns. Members have contributed to pivotal work through participation in several Project Advisory Committees related to the Workforce Strategy Project and the roll out of the Peer Work Scholarships. Members continued to work with us on the Systematic Analysis of the Community Mental Health Sector Project, being conducted in partnership with the Queensland Mental Health Commission. This year we also had four CEO forums to specifically focus on our advocacy and getting the messages to government right and we look to strengthen this in the lead up to the 2024 State election.

Wellbeing First and our Workforce Strategy Consultations paved the way to getting out to the regions and working with members to understand local issues. *Wellbeing First* had two events in Toowoomba and Brisbane as well as regular meetings with the members engaged in the *Wellbeing First* Innovation Hub which involved two separate days in Brisbane to bring our design thinkers together to collaborate on their projects. Our Workforce Strategy consultations included face-to-face workshops in Mt Isa, Bundaberg, Cairns, Townsville and Ipswich as well as some targeted consultations with Lived Experience and Multicultural communities.

This year we have supported 88 General Member Organisations, 13 Associate Industry and 24 Associate Individual Members.

Numerous conversations and relationships have been facilitated and we are proud this year to have joined forces with Arafmi, Mental Health Lived Experience Peak Queensland and Health Consumers Queensland to look at ways we can coordinate our advocacy and we look forward to progressing this over the next year.

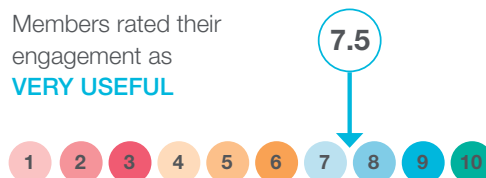
Thank you for engaging with us this year – only together can we strengthen the Community Mental Health and Wellbeing Sector.

Membership

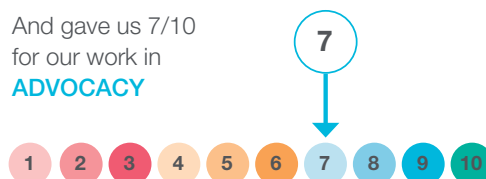
At QAMH we see our members as integral to our work and we embrace the diversity of our members to contribute to a strong, unified voice within Queensland's mental health and wellbeing sector. This collective voice is vital to ensure mental health reform embraces the full potential and unique contribution the Community Mental Health and Wellbeing Sector makes throughout Queensland.

In our 2023 Members Survey...

Members rated their engagement as
VERY USEFUL



And gave us 7/10 for our work in
ADVOCACY



“Support and advice available from QAMH is invaluable to a small organisation.”

~ 2023 QAMH Member Survey response

Our Forums

CEO Forums

Our CEO forums have continued on a quarterly basis to discuss our advocacy strategies and seek input and engagement around specific issues.

In August 2022 we were focused on increasing the rate of indexation on state and federal contracts. We joined forces with QCOSS and other peaks to make recommendations to the state Treasurer about realistic indexation to cover the cost of doing business. With the help of our members we did eventually see the rate of indexation on state contracts lifted to 5.07% for the 2022-23 financial year. We asked for the same in our Federal Budget submission as well as feedback on the Federal Governments intention to create a wellbeing measure as part of its budgetary process.

In November 2022 we continued our indexation discussions and turned our attention to the development of a workforce strategy for the Community Mental Health and Wellbeing Sector in partnership with Queensland Health. At this meeting we outlined the work ahead and worked with CEOs to understand the issues that would be included in our workforce issues paper which would guide future consultations.

In February 2023 we informed CEOs of our new role as the Psychosocial Peak Body for Queensland and our strategy to raise our advocacy through a substantial submission to the NDIS review.

In May 2023 the team updated the CEOs on the progress of the workforce strategy and the opportunities provided by the peer scholarship program to train peers within their organisations. We also tested the appetite of CEOs to share their evaluations and evidence to contribute to our next planned piece of work to define the value of the sector.

We thank our busy CEOs for their contribution and engagement to these forums and look forward to continuing these conversations in the lead up to the 2024 state election.



In early 2023 transgender womxn Cloe Sophia joined us for a forum on the transgender perspective and advocacy in Australia.

Member Forums

QAMH Member forums went from strength to strength throughout the year, with a mix of educational sessions, a learning exchange and multiple opportunities for members to contribute their knowledge and expertise to our varied submissions.

22 member forums were facilitated over the course of the year and attendance peaked at the learning exchange with 70 participants.

Some of the best attended topics were:

Government's Response to the Parliamentary Inquiry into Mental Health

Supporting the Mental Health of people identifying as LGBTIQ +

Update on *Better Care Together*

Federal Budget Submission and QAMH Member Survey Results

Mental Health during the COVID -19 pandemic in Turkish, Vietnamese, and Italian Communities

Learning Exchange facilitated by QAMH and Q SHELTER: Improving housing outcomes for people experiencing Mental health concerns

Transgender Advocacy

State budget analysis

Psychosocial Presentations of Refugee Survivors of Torture and Trauma – the similarity and differences of support needs to other client populations

Psychosocial Disability Peak Body Launch

Community Mental Health Workforce Strategy – Online Consultation

Psychosocial Disability Workforce Micro Credential Launch

The NDIS BIG Review Consultation

The Peer Work Scholarships Program

Kultchafi Cultural Responsiveness Training

The role of the new Industry Clusters Advisors

Sexual health information

Annual Alliance **Members Meeting**

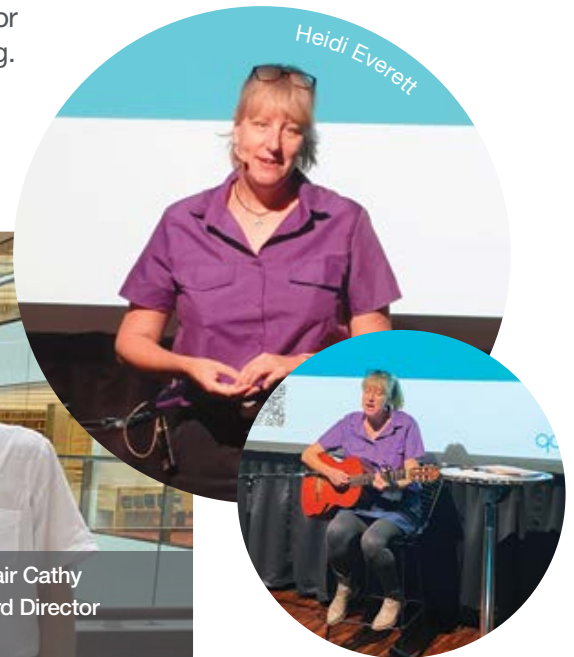
The Annual Alliance Members Meeting (AAMM) is required under the QAMH constitution, to officially report to Members about the work and finances of the Alliance.

In November 2022, the AAMM featured a moving and thought-provoking keynote presentation and performance by mental health lived experience and arts advocate Heidi Everett. Heidi uses her talents as an artist, writer, singer and producer to share her story of living with mental health challenges and to advocate for better services. In 2021 Heidi became a published author, with the book *My Friend Fox* giving “a welcome glimpse into the impact of living with a diverse mental health reality” (*Good Reads*). As the Keynote Speaker for the 2022 AAMM, Heidi told the gathering how creativity can aid healing.

Queensland Mental Health Commissioner Ivan Frkovic was also a special guest at the AAMM, sharing his insights into the workforce challenges of the Community Mental Health and Wellbeing Sector.



L-R: Queensland Mental Health Commissioner Ivan Frkovic with QAMH Board Chair Cathy O'Toole, outgoing Board Chair Sharon Sarah, QAMH CEO Jennifer Black and Board Director Jeremy Audas.



Member & Stakeholder **Engagement**



Inaugural Jobs & Skills Summit



Training, recruitment, staff conditions and retention are key to a thriving sector. Unfortunately, these are all factors regularly identified by QAMH Members as desperately needing reform.

To address these concerns, in November 2022 QAMH convened a Jobs and Skills Summit, as part of our Annual Alliance Members Meeting.

The Summit, delivered in person at the State Library of Queensland and online, provided the opportunity to air and share the considerable concerns of the Sector about its workforce.

It also served as a platform for QAMH to launch its signature project for 2023, the Workforce Strategy project, funded by Queensland Health. The purpose of the Strategy is to articulate the distinctive workforce issues unique to the sector, as opposed to the mental health system more broadly, and detail the specific actions that will be required to address them.

An Issues Paper was distributed to Members, to kickstart QAMH's state-wide consultation with the Community Mental Health and Wellbeing Sector. Challenges such as complex funding streams, a diversity of qualifications and training pathways, and greater representation of lived experience workers were explored in detail in the Paper.

Interested in checking it out?

Scan the QR code or visit:

www.youtube.com/watch?v=cqUEknTRN_Y



QAMH worked to broaden the discussion, by inviting stakeholders from outside the Sector to share their knowledge and provide advice. To that end, the Summit featured presentations from TAFE Queensland, the Department of Employment, Small Business and Training, and New Zealand's CareerForce.

One of Queensland's most renowned training experts David Bradford joined Queensland Mental Health Commissioner Ivan Frkovic and Peach Tree Perinatal Wellness CEO Viv Kissane OAM on an expert panel, responding to the various ideas about the sector's staffing and skills challenges.

The experiences and growth of the Lived Experience Workforce were also highlighted through the participation of Viv Kissane OAM and Amanda Habermann, Project Coordinator for the QAMH Peer Workforce Student Mentoring Program.

The summit also featured a statement from Federal Minister for Mental Health Emma McBride MP, and senior officials from the Mental Health Alcohol and Other Drugs branch of Queensland Health were also in attendance.

CEO Media Skills **Workshop**

Raising a powerful voice for our sector requires building alliances and advocating together on areas of shared concern. Following an Arafmi-led Advocacy Development day, QAMH offered to share its skills in Media Training with partner CEOs.

Led by QAMH Director – Advocacy and Communications Emma Griffiths, with technical support from Membership, Communications and Design Advisor Kristyn Culpepper, the QAMH Media Training session took place in June 2023.

Arafmi CEO Irene Clelland, the Mental Health Lived Experience Peak of Queensland (MHLEPQ) CEO Jorgen Gullestrup, Queenslanders with Disabilities Network (QDN) CEO Michelle Moss and our own Director of Sector Engagement and Development Sarah Childs, were led through the media interview process.

Many thanks to Arafmi for providing the venue for the day.

Emma's Top Tips



Target your message at the general public, use conversational language



Practice your message until you can say it in a few different ways



If you are asked something you can't answer, be prepared to say so and return to your main message



L-R: QAMH Director – Advocacy & Communications Emma Griffiths, MHLEPQ CEO Jorgen Gullestrup, QDN CEO Michelle Moss, Arafmi Ltd CEO Irene Clelland and QAMH Director – Sector Engagement & Development Sarah Childs.

QAMH **Newsletter**

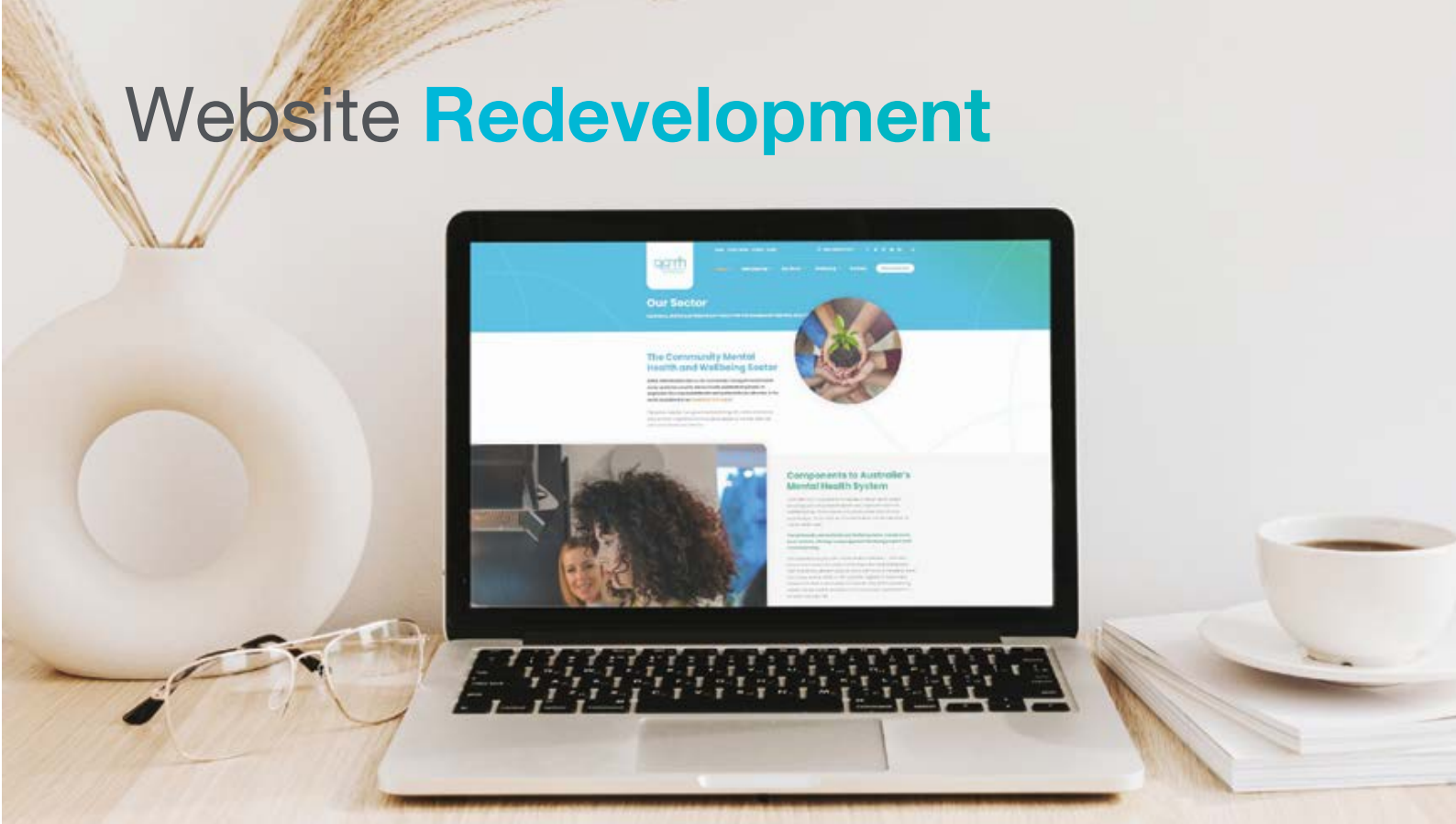
The **2022-23** year was the first full year QAMH utilised its combined membership database and newsletter distribution platform. The policy and projects team with the communications team work together to ensure up-to-date and relevant content is delivered to Members – and the effort is rewarded with an impressive open rate each week. The average open rate in any industry in email marketing should be between 17 – 28%. QAMH's Newsletter open rate regularly reaches up to 75%!

We are really proud of our endeavours and our ability to support our Members effectively. We also appreciate all the positive feedback we have received in regards to our Newsletter and other communications over the past year. Many thanks to our Members for valuing the work we do.

“ I just thought I'd let you know as someone who LOVES to know what's going on in the sector, your newsletter is without a doubt the best resource out there for keeping your community actively engaged and informed in what's happening. Truly a delight every time it hits my inbox, and creates a lot of extra work for us following up on all the brilliant information you provide. ”

~ Email from a QAMH General Member

Website Redevelopment



The new QAMH website launched in September 2022, the culmination of seven months planning, researching, content and design development – guided by Communications Project Lead, Lisa Greenaway. With technology advances, a new QAMH brand design and a need to expand the content offer, a new website was the most feasible option. During the initial development phase, QAMH consulted with our Members. The input was consistent with users wanting relevant and timely content, sector updates, snapshots of the QAMH work with access to the full content and a Member only portal with a repository of evidence that Members could draw from. All Member recommendations were implemented as part of the development process.

In addition to our Members' feedback, QAMH modernised functionality and visual design elements to improve user experience and added further value for our Members with exclusive access to resources.

Since the launch, the website has achieved an increase in user engagement, returning users and the average length of time spent on a page. The stronger connection of promoting website page links through our social media and newsletter has also boosted performance. The website is designed to continually evolve with new services and offerings. The most recent addition is a range of information services for people with experiences of psychosocial disability in Queensland.

Members Hub

Exclusive to our Members, the Hub is a repository of evidence that can help with submission and advocacy work for our Member organisations. The need for the online hub was identified during the research phase for the new QAMH website.

The QAMH policy team regularly monitor reports and academic literature to provide a list of links to contemporary articles that are directly related to the Community and Mental Health and Wellbeing Sector. The Members Hub covers a broad range of topics including Housing Resources, Child and Youth Mental Health, Social Prescribing Resources, First Nations Peoples and Policy, Reports and Framework. The aim is to provide a useful stockpile of resources for our members to draw upon with their advocacy work. Training resources are also available.

The Members Hub is easy to access through the QAMH website, where the Member enters in their email address and assigned password and downloads documents by topic containing brief summaries and links to relevant studies and reports.

Submissions and Reports

With an expanded Policy and Project team, QAMH upped the ante in 2022–23 to deliver policy submissions across a wide range of state and federal consultation processes regarding systemic mental health reform. Submissions were informed by broad consultation with our membership base, participation in various forums and representative groups, discussions with peak community mental health policy officers from other states and territories, and our extensive knowledge of the Community Mental Health and Wellbeing Sector. Partnerships and collaboration with other stakeholders were also a highlight with QAMH submitting several joint submissions throughout the year.

Key Submissions

Carer Leave	Perceptions and Status of Vocational Education and Training
Federal Budget	NDIS Review – Building a Strong, Effective NDIS
Housing Summit	A New National Cultural Policy
Capability and Culture of the NDIA	Carer Leave Position Paper
Community Managed Organisations Standards Accreditation	State Budget
Employment White Paper	ABS Updating the Australian and New Zealand Standard Classification of Occupations
Inquiry into the Delivery of VET in regional, rural and remote QLD	Stage 2 Rental Law Reform
Measuring What Matters	NDIS Quality and Safeguards Framework Consultation
National Stigma and Discrimination Reduction Strategy	Joint Statement on the Worsening Rental Crisis in Australia (with National Shelter and National Association of Renters' Organisations)
New Disability Services Act	

NDIS Review

In 2022-23, there is no doubt that the NDIS ‘big’ review has dominated policy discussions.

This isn’t surprising - a decade on from its inception, the NDIS has radically changed the landscape for individuals living with psychosocial disability, providers of psychosocial supports and the Community Mental Health and Wellbeing Sector at large.

In many cases, these changes have been positive, fostering individual choice and recovery-oriented approaches, as well as opportunities for innovation and collaboration among service providers, and there is little doubt that the Scheme has had a powerful transformative impact on the lives of many who are now able to access services and supports to effectively participate in society.

Nonetheless, there have also been a wide range of unanticipated outcomes – not least the lack of available alternatives to NDIS support – which must now be considered as we review the NDIS and its operation.

The NDIS Review has involved two key parts:

1

Reviewing the design, operations and sustainability of the NDIS

2

Looking at ways to make the market and workforce more responsive, supportive and sustainable.

As expected, QAMH has been actively involved across both stages of the Review, making three direct submissions, including:

- NDIS Review – Building a Strong, Effective NDIS
- NDIS Quality and Safeguarding Framework
- NDIS Pricing and Payments

Our submission, Building a Strong, Effective NDIS, comprehensively explored issues facing people living with psychosocial challenges and the delivery of NDIS psychosocial supports. Understanding the importance of this review for the Sector, QAMH engaged NDIS experts DSC to support our submission. DSC conducted an extensive consultation with QAMH members examining the NDIS model and the challenges it presents in delivering psychosocial disability support. At the end of this process, the final submission offered recommendations for improving psychosocial disability support within the NDIS in six key areas including:



NDIS plan access, structure and administration



Development and maintenance of appropriate workforce



Challenges implementing the NDIS Psychosocial Recovery Coach Model



Lack of psychosocial specific skills knowledge and lived experience



Pricing and cost structure



Multi-agency and cross system responsibility and navigation

The submission highlights that although progress has been made via the development of the NDIS Psychosocial Disability Recovery-Orientated Framework, significant challenges remain in recognising and accommodating the unique nature of providing support for people with psychosocial challenges. This includes a need for greater flexibility in support and funding in plans for psychosocial disability, ensuring pricing reflects the complexity of support provision and the development and retention of specialist skills within the sector.

The QAMH Quality and Safeguarding Framework submission explored issues related to a growing unregulated provider market, including the impact on quality and safety issues for providers of psychosocial supports, workforce challenges and confusion regarding what standards unregistered providers are accountable to, and who is enforcing these. Finally our NDIS Pricing and Payments submission focused on – you guessed it – the need to review price limits and approaches for psychosocial disability supports via the NDIS, to ensure provider sustainability and grow the workforce.

Along the way, we also contributed to a range of consultation processes led by other peaks and organisations within the sector. It’s fair to say that it has been a ‘big’ review year for QAMH indeed!

Queensland Mental Health **Week**

On the Judging Panel: Queensland Mental Health Week Achievement Awards

QAMH staff member Sally McLeod was honoured to be on the panel of judges for the 2022 Queensland Mental Health Week Achievement Awards. Hosted by Open Minds, the Awards celebrate those working to raise awareness of mental illness, combat stigma and support Queenslanders living with lived experience of mental distress. The panel shortlisted 31 commendable finalists and selected 11 winners.

Mental health advocate Abi Cooper won the QAMH-sponsored Jude Bugeja – Peer Experience Award. QAMH member Accoras won the overall award with its Attachment and Biobehavioural Catch-Up (ABC) intervention pilot project resulting in improvements to infant-caregiver attachment related outcomes.

QAMH congratulates all the award winners and celebrates the many wonderful achievements occurring in Queensland's mental health landscape.



Brisbane Mental Health Week Expo

In 2022 QAMH took part in the Brisbane Mental Health Week Expo at The Powerhouse in New Farm. The day was off to a smashing start with perfect weather and a buzz in the air with so many people from the community mental health sector networking and meeting the expo's many visitors. The QAMH stand was the place to be with quality merchandise on offer (everyone loves our pens!), guessing jar games, origami and wellbeing wishing tree. These type of events are terrific opportunities to build connections and catch up with Members and we look forward to doing it all again at the next one.



Peach Tree Perinatal Wellness



Wellways



Goal Coach



Wesley Mission Queensland

'Real Talk' Webinars

QAMH Member Accoras, in conjunction with the Australian and New Zealand Mental Health Association, hosted four mental health topic webinars during Queensland Mental Health Week. QAMH Director – Sector Engagement and Development, Sarah Childs, was a part of the live Q&A panel exploring the sector's needs, demands, priorities and gaps in healthcare funding in 'Discussing Funding Priorities and Gaps in the Sector'.

Recovered Futures Art Exhibition



QAMH's Sarah Childs bumped into Queensland Health's Jenny Mulkearns at RFQ's event, the Recovered Futures Art Exhibition.



QMHC Reform **Conference**

Queensland Mental Health Commission – Leading Reform Summit

CEO Jennifer Black and Enlightened Consultants Helen Glover continued their advocacy for a *Wellbeing First* community approach to mental health service delivery, at the QMHC's Leading Reform Summit. The Summit in November 2022 gathered together leaders from the mental health sector for two days of discussion about immediate and long-term reform objectives. Many QAMH Member CEOs attended and several presented, including Arafmi, Brisbane North PHN and Neami National.

QAMH was well-represented at the Summit, with Jennifer also contributing to an expert panel and QAMH's Director of Advocacy and Communications, Emma Griffiths, MC-ing the event.

QAMH's Sally McLeod and Sarah Childs presented the Workforce Strategy Project including Issues paper and provided an overview of the launch and panel discussions which occurred at our Jobs and Skills Summit the week before.



L: QAMH Director Emma Griffiths MCs the Queensland Mental Health Commission's Leading Reform Summit.



R: Enlightened Consultant's Helen Glover, co-author of QAMH's *Wellbeing First* Report with Queensland Mental Health Commissioner Ivan Frkovic at the Summit.

Lived Experience Panel

Simon Clough, who took on the role of QAMH Project Coordinator of the Psychosocial Peak Body in 2023, was also at that time one of three Peer Mentors working on a pilot project for Peer Work Certificate IV students. The project was run in conjunction with TAFE Queensland, and supported students at TAFE campuses on the Gold Coast and Sunshine Coast (see page 18 for more details).

The project team of Simon, Michael Mawson (Peer Mentor) and Amanda Haberman (Project Coordinator), presented on the findings of the project, at the Summit's additional day for "Developing Queensland's Lived Experience Workforce".



L-R: Simon Clough, Amanda Haberman and Michael Mawson shared their lived expertise at the QMHC Summit.

Collaboration and Influence

Conferences and Events

QAMH presented at a number of conferences throughout the year.

In November 2022 our CEO Jennifer Black and Helen Glover (Enlightened Consultants) ran an experiential workshop at the Rural and Remote Mental Health Symposium in Adelaide, putting the *Wellbeing First* practice principles into action with participants. At this conference we also had an opportunity to showcase the findings from our Peer Mentoring Project through a poster presentation.

In November we also played an integral role in the Queensland Mental Health Commission's Leading Reform Summit with our Director – Advocacy and Communication Emma Griffiths playing the role of MC of the event, our CEO Jennifer Black presenting on *Wellbeing First*, our Director – Sector Engagement and Development Sarah Childs and Senior Policy Advisor and Project Manager – Workforce Strategy Sally McLeod presenting on the Workforce Strategy Project, and Jennifer and our Lived Experience team each contributing to a panel discussion.

In October 2022 once the COVID restrictions were lifted, our CEO participated in the International Initiative for Mental Health Leadership gathering in Christchurch New Zealand. While in New Zealand Jennifer met with the CEO of TePou, Rae Lamb, the CEO of the peak body Platform Trust Memo Musa, and met with training and education organisations to explore their apprenticeship program for the training of community mental health workers and peer workers. We used this connection to bring this expertise into our Annual Alliance Members Meeting and Jobs and Skills Summit to explore the idea of traineeships in Queensland.

We furthered our partnership with QSport, and QAMH's Sarah Childs presented at the QSport conference about our social prescribing pilot program connecting our members with local sporting clubs.

Other conferences attended by staff were the National NDIS Conference in February 2023 where both Assistant Minister for Mental Health Emma McBride, and NDIS Minister Bill Shorten took the stage. We also attended the QCOS Annual Conference and the Indigenous Suicide Prevention Forum.



Reflection Series



Community in Action: GROW

This year QAMH embarked on a series of member case studies titled *Community in Action*, highlighting the incredible work being done by our members. The series kicked off with a visit to a GROW peer support meeting in Brisbane's West End where we witnessed first hand the strengths of the model built upon mutual support, equal power dynamics, self-actualisation, and reciprocal relationships facilitating deep human connection. Hearing from "Growers" and those involved in coordinating programs at GROW was a powerful experience. We synthesised these testimonials with available research including several meta-analyses and published an article on our website. QAMH is excited to bring you more of these Community in Action stories in the future.

Shifting Minds

QAMH's CEO has been involved in the cross-sector reference group for the renewal of the Queensland Mental Health Commission's *Shifting minds* strategic plan. This brought together senior representatives from PHNs, Mental Health Branch and statewide peak bodies to review the progress achieved so far and make recommendations for the refreshed plan. *Shifting minds* is the overarching strategic plan that sets the strategic direction for a whole-of-government approach to improving the mental health and wellbeing of Queenslanders.

Better Care Together

This year we saw the announcement in the 2022-23 State Budget of the additional \$1.645 billion over the next five years raised through a levy on big business. This was largely in response to the Select Committee Inquiry into the Opportunities to Improve Mental Health Outcomes for Queenslanders.

Queensland Health established *Better Care Together: A plan for Queensland's state-funded mental health, alcohol and other drug services to 2027* which sets the direction and priorities for investment across the state-funded service system.

The QAMH CEO and other sector leaders were invited to be part of a Better Care Together Reference Committee to monitor and support the implementation of initiatives at a whole-of-plan level. This work will continue into next year.



Better Care Together was established after the Inquiry into the Opportunities to Improve Mental Health Outcomes for Queenslanders, which was chaired by Joe Kelly MP – pictured here at an Inquiry update with GROW's Regional Manager Sharon Friel, Stepping Stone Clubhouse CEO Melanie Sennett, and QAMH's Jennifer Black and Sarah Childs.

Unity in Community



QAMH Director Sarah Childs with Anglicare Central Queensland's Mental Health Coordinator Jenny Smith at the Unity in Community event in Emerald.

In March this year, QAMH Director – Sector Engagement and Development Sarah Childs was thrilled to be invited by our member organisation Anglicare Central Queensland to attend a local Unity in Community Workshop in Emerald.

The event, which was supported by the Queensland Government's Tackling Regional Adversity through Integrated Care Program, was attended by over 50 representatives from the Central Highlands Community and Social Services Sector and focused on solutions for creating an accessible, connected system of community services that are easier to navigate and work collaboratively. Participating in conversations and working groups really sharpened awareness of the particular struggles faced by rural and remote regions, for people trying to get the mental health and wellbeing supports they need. Thank you for including QAMH in your event, and for the hospitality shown by all.

Committee Representation

Representing the Community Mental Health and Wellbeing Sector

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

At a national level we have collaborated with Community Mental Health Australia, Mental Illness Fellowship Australia, Mental Health Australia and the National Mental Health Commission on a range of key issues. We have expanded our national reach through participation of a national policy officer's network and a national advocacy network with key staff in other state-wide peaks across Australia.

Locally we participate in a range of committees and networks to raise the profile and represent the Community Mental Health and Wellbeing Sector. The QAMH CEO has regular meetings with the Queensland Health Mental Health Alcohol and Other Drugs Branch and the Queensland Mental Health Commissioner. The CEO has also developed a network of members of state parliament and other politicians whom she regularly communicates with in relation to issues relevant to the sector.



CMHA CEO Bill Gye with members of the QAMH team.

Committees & Networks

Queensland Health Quarterly Sector Meeting
Better Care Together Reference Committee
QMHC Sector Leaders Meeting
Crisis System Reform Implementation Steering Committee
Renewal of Shifting Minds reference Group and consultations
MHAOD Safety and Quality Improvement Framework Project Governance Reference Group & Working Group
Systematic Analysis of the Mental Health Non-Government Community Mental Health Services Sector Governing Partnership and Reference Network
Executive Leadership Group for Community Mental Health Australia
ACDC Steering and Research and Evaluation Committees
QAMH, Arafmi, MHLEPQ and HCQ collaboration meetings
Multimorbidity Strategy Forum
National Psychosocial Support Advocacy Campaign Stakeholder Meeting
Mental Health Week Reference and Planning Groups
QSport partnership meetings

QMHC Leading Reform Summit planning
PHN regional planning across multiple PHNs in the state
Townsville Wellbeing Network Meeting
Social Services Category Industry Reference Group
Queensland Community Peaks Network and CEO Network
Queensland Disability Peaks Network
Queensland Women and Girls Health Strategy External Advisory Group
Multicultural Mental Health Working Group
Make Renting Fair Alliance
Public Trustee Customer Reference Group
Health Industry Skills Advisory Committee
North West Queensland Mental Health Network Meeting
Peer Mentoring Project Advisory Group
Peer Scholarships Program Advisory Committee
Peer Participation in Mental Health Services Network
QUT Enhanced Head of School Advisory Committee
Workability Queensland
Community Services Gateway to Industry Project
NDIS Special Interest Group

Community Mental Health Australia



Bill Gye, OAM

CEO, Community Mental Health Australia

Community Mental Health Australia is the federal coalition of state and territory community mental health peaks. For CMHA, 2022/23 was a year of distilling the key national focus for the sector and more broadly for Australian's mental health and social and emotional wellbeing "system". While improving the effectiveness and viability of psychosocial support services within the NDIS continues to be important, the huge unmet need for psychosocial support outside the NDIS is our central priority. We have explored how that unmet need may be addressed, including what services could "look like" and how they would fit with what is already out there.

In terms of improving the NDIS, in February 2023 CMHA held its 4th NDIS and Mental Health Conference in Sydney. The Conference featured some fantastic speakers including the Minister for the National Disability Insurance Scheme Bill Shorten, Michelle Funk from the World Health Organisation and a large presence of lived experienced speakers. The Conference was a great success with over 400 attendees, who had the opportunity to meet face to face, watch and engage in the valuable program content and attend workshops with the NDIS Review Panel.

In terms of advocacy for future psychosocial supports outside the NDIS, CMHA and its members have been working closely with a range of stakeholders, with the voice of lived experience being central. We have developed and distributed position papers, presented at conferences and met Ministers, their advisors, public servants and to anyone who will listen.

Through our ACDC (Assisting Communities through Direct Connection) project we have developed our own significant data set that very clearly demonstrates wide unmet need. This project has also piloted the process of proactive outreach that should become a core component of all future service delivery.

The project has been based on the simple idea of "Going to the people not waiting for them to come to you" ACDC became a large-scale program implemented in 14 communities across all states and territories in

2022-2023. The project involves "People Connectors" knocking on front doors within selected communities and inviting householders to have a conversation about mental health and wellbeing to share information, discuss supports and survey householders about their wellbeing, mental health support needs, and experiences of accessing supports. In Queensland, CMHA partnered with Stride Mental Health in Redcliffe, Mareeba Community Centre in Mareeba, Momentum Mental Health in Toowoomba and selectability in Townsville to deliver the Project.

The overall aim of the Project is to promote community-wide awareness of mental health and wellbeing, and the available support, to increase mental health literacy, and normalise conversations about mental health. The Project won the Mental Health Service Awards of Australia and New Zealand in the category Mental Health promotion or Mental Illness Prevention at the TheMHS Conference 2023 in Adelaide.

The next year or so will be an exciting and challenging period of change for the community mental health sector. The NDIS "Big Review" is likely to have a insignificant impact on our sector, and still there are many thousands of people outside the NDIS system who are missing out. We want to make sure that, with your help, there will be a bankable commitment to address the gap in unmet needs for community mental health services/ psychosocial support outside the NDIS.



Member Organisations



Diversity
Community
Care



Focused
Respite &
Recovery Pty Ltd



Mental Health
Services and
Training

Mentally
Wellthy



Tropical Brain
and Mind
Foundation



Wheels
of
Wellness





QAMH Team

This year our team has grown further to support the exciting projects and contracts QAMH has been working on. The knowledge and skills our team possesses helps to strengthen our ability to support our Members, in line with our strategic plan and purpose.



Jennifer Black
Chief Executive Officer



Sarah Childs
Director - Sector Engagement
and Development



Emma Griffiths
Director - Advocacy
and Communications



Marie Halloran
Business Manager



Claire Stewart
Executive Assistant



Leena Bates
Peer Work Scholarships
Program Coordinator



Simon Clough
Psychosocial Peak Body
Coordinator



Kristyn Culpepper
Membership, Communications
and Design Advisor



Alicia Ferguson
Communications and
Events Officer

QAMH Team



Lisa Greenaway
Project Lead - Brand and
Communications



Sally McLeod
Senior Policy Advisor and
Workforce Project Manager



Farina Murray
Project and Policy Officer

.....

Thank you

to our 2022-23 past employees ...



Amanda Habermann
Peer Workforce Project
Coordinator



Michael Mawson
Lived Experience Peer Mentor



Caroline Robertson
Project and Policy Officer

QAMH Board & Sub-Committees

The QAMH Board meets quarterly to assess the overall direction, strategy and financial performance of the organisation. Many of our Board Directors are leaders in the Community Mental Health and Wellbeing Sector, holding unique and experienced perspectives that shape our governance framework.



Cathy O'Toole

Skills-Based Director
Chair of Board since
November 2022
Joined the Board in August
2020
Member of the Governance
Sub-Committee



Melanie Sennett

Elected Director
Deputy Chair since
November 2022
Joined the Board in
October 2019
Member of the Governance
Sub-Committee



Karen Thomas

NFP Elected Director
Deputy Chair since
November 2022
Joined the Board in
October 2018
Re-elected October 2021
Member of the Finance
Sub-Committee



Chris Skelton

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



Jeremy Audas

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



Michelle Cowan

Skills-Based Director
Joined the Board in
July 2022
Member of the Governance
Sub-Committee



Anthony Doidge

Skills-Based Director
Joined the Board in
July 2022
Member of the Finance
Sub-Committee



Kris Sargeant

Elected Director
Joined the Board in
May 2023



Venisha Kapadia

Member of the Finance
Sub-Committee
Joined in November 2021



Janelle Black

Company Secretary
Joined the Board in
February 2022

**Thank you to these Board Directors
for their service over the last year...**



Sharon Sarah



Nicci Goulter

Financial Report

Statement of Income and Expenditure for the Year Ended 30 June 2023.

	2023	2022
	\$	\$
INCOME		
Cash flow boost income	-	12,500
Donations	3,010	584
Events and training income	4,500	545
Grant income	1,629,347	1,275,544
Interest income	16,513	4,702
Management fee	-	5,133
Member subscriptions	100,725	76,181
Miscellaneous income	12,000	-
TOTAL INCOME	1,766,094	1,375,190
EXPENDITURE		
Advertising	24,793	9,060
Amortisation	67,210	5,601
Board expenses	39,018	36,303
Computer, telephone and internet	51,437	30,522
Conferences and training	29,713	17,255
Consulting and professional fees	102,662	77,212
Employee benefits expense	1,197,893	1,014,805
Events	21,479	11,885
Insurance	9,763	8,717
Finance expenses	4,251	-
IT support	20,252	26,194
Legal fees	8,512	32,521
Meetings expenses	1,450	4,161
Membership fees	16,100	13,473
Office supplies	7,371	6,919
Printing and stationery	7,015	5,644
Project expenses	280	5,253
Rent expense	1,296	73,053
Sponsorship	-	3,300
Staff amenities	2,136	1,374
Subscription fees	2,422	2,100
Sundry expenses	387	902
Travel and accommodation	47,277	23,110
Website expenses	3,915	15,543
TOTAL EXPENDITURE	1,666,629	1,424,908
TOTAL SURPLUS/(DEFICIT) FOR THE YEAR	99,465	(49,718)

Financial Report

Statement of Financial Position as at 30 June 2023.

	2023	2022
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	2,201,127	1,458,296
Trade and other receivables	68,603	78,643
TOTAL CURRENT ASSETS	2,269,730	1,536,939
NON-CURRENT ASSETS		
Trade and other receivables	19,058	19,058
Right-of-use assets	67,211	134,421
TOTAL NON-CURRENT ASSETS	86,269	153,479
TOTAL ASSETS	2,355,999	1,690,418
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	165,773	144,101
Lease liabilities	66,610	62,215
Employee benefits	70,525	48,686
Other liabilities	706,074	121,254
TOTAL CURRENT LIABILITIES	1,008,982	376,256
NON-CURRENT LIABILITIES		
Lease liabilities	5,672	72,282
TOTAL NON-CURRENT LIABILITIES	5,672	72,282
TOTAL LIABILITIES	1,014,654	448,538
NET ASSETS	1,341,345	1,241,880
EQUITY		
Accumulated surplus	1,341,345	1,241,880
TOTAL EQUITY	1,341,345	1,241,880

Financial Report

Statement of Cash Flows for the Year Ended 30 June 2023.

	2023	2022
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	2,360,243	1,400,389
Payments to suppliers and employees	(1,567,159)	(1,506,277)
Interest received	16,213	4,702
Interest paid	(4,251)	-
Net cash provided by/(used in) operating activities	805,046	(101,186)
CASH FLOWS FROM INVESTING ACTIVITIES		
Net movement in right of use assets and lease liabilities	(62,215)	(5,525)
Net cash provided by/(used in) investing activities	(62,215)	(5,525)
CASH FLOWS FROM FINANCING ACTIVITIES		
Net increase/(decrease) in cash and cash equivalents held	742,831	(106,711)
Cash and cash equivalents at beginning of year	1,458,296	1,565,007
Cash and cash equivalents at end of financial year	2,201,127	1,458,296

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 AUDITOR'S REPORT

To the Directors of Queensland Alliance for Mental Health Limited.

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Queensland Alliance for Mental Health Limited, which comprises the statement of financial position as at 30 June 2023, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statement, including a summary of significant accounting policies, and the directors' declaration.

In our opinion the financial report of Queensland Alliance for Mental Health Limited has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the Company's financial position as at 30 June 2023 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Company's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Other Information

The directors are responsible for other information. The other information comprises the information included in the Director's Report for the year ended 30 June 2023, but does not include the financial report or our auditor's report thereon.

Our opinion on the financial report does not cover the Director's Report and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the Director's Report and, in doing so, consider whether the Director's Report is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Directors for the Financial Report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting, from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by Company.
- Conclude on the appropriateness of directors' use of the going concern basis of accounting and based, on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.


Jason Croston
SRJ Walker Wayland
Director

Date: 19 September 2023

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

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Recognition of **Lived Experience**



QAMH recognises that the Community Mental Health and Wellbeing Sector exists because of people with Lived Experience of mental distress, their families, carers and support people.

We acknowledge the expertise and the courage of people with Lived Experience, and we commit to work with and alongside people with Lived Experience in all we do.



Queensland Alliance for Mental Health Limited

The Queensland Alliance for Mental Health (QAMH) is the peak body for the Community Mental Health and Wellbeing Sector and people with experiences of psychosocial disability in Queensland. We represent more than 100 organisations and stakeholders involved in the delivery of community mental health and wellbeing services across the state. Our role is to reform, promote and drive community mental health and wellbeing service delivery for all Queenslanders, through our influence and collaboration with our members and strategic partners. We provide information about services, work to build community awareness, education and training to influence attitudes and remove barriers to inclusion and advise government on issues affecting people with experiences of psychosocial challenges. At a national level, we have a formal collaboration with Community Mental Health Australia and provide input and advice to the work of Mental Health Australia and the National Mental Health Commission where appropriate. Locally, we work along-side our members, government, the Queensland Mental Health Commission and other stakeholders to add value to the sector and act as a strong advocate on issues that impact their operations in Queensland communities.

Telephone: 07 3394 8480

Email: admin@qamh.org.au

433 Logan Road,
Stones Corner QLD 4120

Visit us at www.qamh.org.au



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