



Mental Health & Wellbeing
Consumer Advisory Group

Proposal to present National Disability Insurance Scheme peer education

Prepared by BEING | Mental Health and WellBEING Consumer Advisory Group

On behalf of mental health consumer and carer peak organisations and the Mental Health Coordinating Council of NSW

10 January 2016

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Introduction

I am pleased to provide this proposal on behalf of mental health consumer and carer peaks and networks in Australia and in partnership with the Mental Health Community Coalition (NSW).

As a collaboration of the Consumer and Carer peaks throughout the nation, this proposal puts consumers and carers in the driving seat of change. This will ensure the best possible training package BEING designed by consumer and carers. This model also puts into practice an effective participation strategy that aligns with the National Recovery Framework and other important National policy initiatives that espouse the benefits of consumer and carer partnerships and collaboration. This collaboration of mental health consumer and carer peaks nationwide, provides a unique model that provides direct connections with consumers and carers that cannot be replicated without the participation of these organisations.

Yours sincerely



Dr Peri O'Shea

15 January 2016

The consulting collaboration and it's governance

We are proposing that BEING act as the lead agency in a collaboration that will include major mental health consumer and carer peaks and networks across Australia. Whilst we are still in process of receiving confirmation from our partner organisations, the following have confirmed their willingness to participate and have contributed to this proposal.

- COMHWA – Consumers of Mental Health WA Inc
- ACTMHCN – ACT Mental Health Consumer Network
- NTMHC & TEMHCO – The Mental Health Coalition of the NT and Top End Mental Health Consumer Organisation
- Flourish Tasmania
- PMHCCN – Private Mental Health Consumer and Carer Network of Australia
- Mental Health Carers ARAFMI Australia
- ARAFMI NSW
- QLD Voice
- Mental Health Coordinating Council

Other peak organisations and networks who have been invited to be part of the collaboration are:

- VMIAC
- CAN Mental Health
- NMHCCF – National Mental Health Consumer and Carer Forum
- QLD Voice
- Lived Experience Suicide Prevention Australia

In order to ensure a nationally inclusive approach, it will be possible for other consumer and carer peaks/networks to join the collaboration once the project has commenced.

The project will also be conducted in partnership with the Mental Health Coordinating Coalition, an RTO and well respected provider of training courses, and a key player in the development of the Certificate IV in mental health peer work.

The CEO of each organisation or delegate will comprise the Project's governing body, to be known as the Governance Group. This group will meet on a regular basis via teleconference throughout the project. Dr Peri O'Shea will manage the project and will provide accountability to MHA. Peri and appropriate project staff will meet regularly and as required with a representative of the MHA. A brief monthly report documenting progress against deliverables will be provided.

Services and assistance to be provided to MHA

If successful, our collaboration will build on the existing module developed by the ACT MHCN to include information specific to the needs of carers and families and to ensure the tailoring to local conditions. Our members will then deliver the NDIS mental health peer education module in their respective state or territory as well as nationally in collaboration with other local mental health and consumer and carer stakeholders.

In doing so, our collaboration will:

- improve understanding of the operation of the NDIS and the principles which underpin it among people with psychosocial disability and their carers
- build the capacity of people with psychosocial disability and their carers to exercise choice and control
- encourage and enable people with psychosocial disability to move towards self-management, greater independence and meaningful community inclusion.

Our collaboration will also establish mechanisms to enable effective re-delivery of the education module beyond the life of this project, through a train-the-trainer component delivered to peer workers, and by drawing on the resources within our members' networks.

Proposed Methodology

The project will proceed in the following five phases which are now outlined.

Phase One: Partnership formalisation and consultation with mental health consumer and carer stakeholders nationally

Formalisation of collaboration - If successful, the collaboration will be formalised through the preparation and signing of Memorandum of Understanding between MHCC and each of the participating peaks. A meeting via teleconference of the Governing Group will be held within a week of commencing the project. Terms of Reference and meeting schedule will be agreed **(First month - February 2016)**.

National consultations with mental health consumer and carer stakeholders – With permission the existing module will be made available electronically to each member of our collaboration who will then in turn share the package with other mental health consumer and carer stakeholders in their jurisdiction and/or membership. Stakeholders will then be invited to complete an online survey and provide feedback about:

- how to ensure the module is relevant to local circumstances
- how the information needs of both consumers and carers might be best met
- how to engage with consumers and carers from Aboriginal and Torres Strait communities and meet their information needs
- How to engage with consumers and carers from immigrant, refugee and asylum seeking backgrounds.
- How local stakeholders might be involved and contribute to the project and how decisions might be made in each respective jurisdiction. **(Months 2&3 – March/April)**

Phase Two: Revision of existing module & development of an online training platform

The feedback will be analysed and discussed at a meeting of the Governance Group with a view to instructions BEING developed for the revision of the module, the building of the web-based platform and for associated materials including evaluation pro forma. Development work will then occur and will be overseen by BEING and the MHCC.

The materials and resources required for train-the-trainer webinars will also be developed. **(Months 4&5 – May/June)**

Phase Three: Training of Trainers

Each member of the collaboration will develop a process for agreement BEING reached within their respective jurisdiction as to how candidates will be selected to become trainers.

A train-the-trainer program will be conducted via webinar in July for two mental health consumer peer workers/consumer workers from each state and territory as well as from organisations with a national purview – up to 20 trainees.

A webinar will then be held for and two family/carer support peer workers/family and carer workers from each state and territory as well as from organisations with a national purview – up to 20 trainees.

Care will be given to ensure the inclusion of consumer peer workers and family/carer peer workers from Aboriginal and Torres Strait Islander communities and from immigrant, refugee and asylum seeking backgrounds.

Each trainee will be asked to evaluate the training and to advise of any suggested changes or ways for improving the module. The module and its web platform and associated materials will then be revised. **(Month 6 July)**

Phase Four: Conduct of training workshops in each state and territory and nationally

Each member of the collaboration will have developed a process for the recruitment and selection of twenty mental health consumers and mental health family members and carers to participate in a day's s training workshop – all of which will be conducted by the trained peer educators. All participants as well as each of the trainers will be asked to evaluate the training program that will then be used in the next phase.

A course will be conducted via webinar for the following groups:

- consumers and carers living remotely and who are members of a nationally-based mental health consumer and/or mental health carer organisation
- consumers and carers from Aboriginal and Torres Strait Islander communities
- consumers and carers from immigrant, refugee and asylum seeking backgrounds.

(Month 7 – August)

Phase Five: Finalisation of module and reporting

Following the conduct of the workshops, the evaluation feedback will be used to again revise the module, its web-based platform and all associated materials.

A project report as well as a 'lessons learned' report will be prepared and presented at a meeting with representatives of the MHA.

A process for taking the module forward will be recommended.

Project Timeline

This is presented as a draft for the purposes of discussion and will be finalised in by the Governance Group within the first month.

Timeframe Task

February 2016	Formalisation of collaboration; meeting of Governance Group to confirm TORs and meeting schedule; preparation of detailed project plan
March-April	Consultation with mental health consumer and carer stakeholders nationally
May-June	Revision of existing module & development of an online training platform
July	Training of peer trainers
August	Conduct of training workshops in each state and territory and nationally
September	Finalisation of module its web-based platform and all associated materials; preparation and presentation of project reports.

Draft Project costs

Project Costs				
Item	Unit	Quantity	\$Rate	\$Cost
Stakeholder Consultation – survey design, IT support, liaison with collaboration members	Days	18	\$500	\$ 9,000.00
Revision of existing module – research, drafting, liaison with collaboration members and other key stakeholders	Days	20	\$500	\$ 10,000.00
Building of web-based platform and development of online materials and resources to support training program	Days	10	\$700	\$ 7,000.00
Conduct of train the trainer webinars	Days	2	\$5,000	\$ 10,000.00
Collaboratively conduct train the trainer workshop in each state and territory	Days	8	\$3,000	\$ 24,000.00
Conduct of training webinars for				
1. For remotely located peer workers/care & carers & members of nationally-based organisations		3	\$3,000	\$ 9,000.00
2. Indigenous consumers & carers				
3. CALD consumers & carers				
Revision of module & reporting	Days	20	\$500	\$ 10,000.00
General Project Coordination - in addition to specific tasks listed above	Weeks - Average 0.2 FTE (1 days p/wk)	35	\$250	\$ 8,750.00
	15% of total project costs - includes Supervision, IT, Accom, phone and incidentals	15%		\$ 10,312.50
			Sub-Total	\$ 98,062.50
			GST 10%	\$ 9,806.25
			Project Total	\$ 107,868.75

Key personnel

- Project Coordinator
- 'Train the Trainer' Trainer
- Web Designer

(NB: One person may be qualified to do 2 or all three roles - Hours as in budget)

Project oversight

Day to day management – Dr Peri O'Shea CEO BEING (in-kind support)

Project Steering Committee

Chair - Dr Peri O'Shea BEING

Steering Committee Members:

Project Coordinator

One representative from each partner organisation

Capacity to fulfil selection criteria

Our collaboration's capacity to meet the selection criteria is now outlined.

Demonstrated experience of working in, and understanding of, the mental health consumer and carer sectors

The lead agency 'BEING' is an independent, state-wide peak organization for people with a lived experience of mental illness. BEING works with consumers to achieve and support systemic change. BEINGs' vision is for all people with a lived experience of mental illness to participate as valued citizens in the communities they choose. The lived experience of people is fundamental to all that BEING does and its work is underpinned by a commitment to upholding international human rights. BEINGs' core values include;

- Respect and dignity for all to enable inclusion
- Social justice and equity to ensure participation
- Belief in recovery to make it possible for every individual to recover
- Integrity to ensure transparency and accountability
- Fidelity to ensure the legitimate representation of the views of consumers

As a reflection of such values, BEING works from the premise that the participation of consumers will result in more effective public policy and facilitate individual recovery.

The collaboration with consumer and carer peaks nationwide will provide a valuable link to consumers and carers Australia wide that cannot be replicated through other means.

High level of stakeholder liaison and engagement skills

The key business of BEING and each of the collaboration partners is to engage with consumers and or carers and build relationships with other key stakeholders in the interests of consumers and carers. In addition to a large consumer membership base, BEING has strong, effective working relationships with the Mental Health Commission of NSW, the Ministry of Mental Health in NSW the National Mental Health Commission, Mental Health Coordinating Council and Community Managed organisations, other consumer and carer peaks and the Institute of Psychiatry.

Demonstrated skill, experience and/or qualifications in developing workforce materials and providing training

BEING has extensive experience in building workforce materials especially in relation to tools for organisations to implement consumer participation and quality improvement strategies. BEING designs and provides training programs to both consumers and service providers and is working towards setting up an Register Training Organisation (RTO).

The partnership with MHCC is key in this project as MHCC is already a RTO providing training to consumers, carers and community managed organisations. MHCC has also worked closely with the NDIA at the Hunter Pilot NDIS site in monitoring the trail.

Experience undertaking similar activities & evidence of success

The key evidence of success is ongoing partnerships and repeat invitations for engagement and support. BEING has ongoing partnership with the Institute of Psychiatry to design and run a Consumer Advocacy Course and lecture in Consumer Participation. We have ongoing partnerships and repeat invitations to work with the Mental Health Commission of NSW, the Ministry of Health and various NGOs to conduct consumer participation, capacity building and consultation projects. Other ongoing collaborations include the Mental Health Coordinating Council, South East Sydney LHD Recovery College, the Australia Catholic University, and various Partners in Recovery partnerships.

NSW CAG (now BEING) worked with consumers develop and support the MH-CoPES Framework. MH-CoPES was a model that embeds consumer participation in service quality improvement. The success of MH-CoPES significantly informed the National YES (Your Experiences of Service) Tool which BEING has lead the charge to embed within the existing MH-CoPES Framework to ensure that the consumer participation component is retained in the new YES model. Updating the tool used within this Framework is in line with the first recommendation in the evaluation of the Mh-CoPES Framework which can be found here:

http://BEING.org.au/wp-content/uploads/2015/07/ARTD_Evaluation-of-MH-CoPES-Framework-Final-Report_120813.pdf

Strategies to mitigate risks and manage unexpected issues

Unable to keep to the timeline due to delays in notification.

The proposed timeline is already very tight. If the start is delayed by MHA or NDIA, an extension will be required.

Being funded less than the amount sought

This budget is already very tight and includes significant 'in-kind' contributions from all partners. To avoid the risk of not BEING able to complete the project, this project will not be undertaken for a lesser amount.

Finding suitable personnel in the timeline

BEING has already identified potential personnel

A full Risk Register will be developed by the Steering Committee

Referees

Mental Health Commission of NSW

Mr John Feneley

Commissioner

johng.feneley@mhc.nsw.gov.au

Institute and Psychiatry NSW

Ms Rhonda Loftus

Executive Director

Rhonda.loftus@nswiop.nsw.edu.au

02 9840 3833

Additional referees to be confirmed.

APPENDIX A: [Proof of required insurance cover]

Certificate of Currency

INSURED NAME NSW Consumer Advisory Group - Mental Health Inc.

TRADING AS NSW Consumer Advisory Group - Mental Health Inc.

COVERING Jobs Australia Limited and/or all nominated member organisations of Jobs Australia Limited

INSURANCE CLASS Professional Indemnity

POLICY EXPIRY DATE 30 June 2016 at 4pm local standard time

SCOPE OF COVER Civil liability arising out of a breach of professional duty in connection with the specified business giving rise to a claim made and notified to the Insurer during the period of insurance.

RETROACTIVE DATE Unlimited, excluding known claims and/or circumstances

LIMITS OF LIABILITY \$20,000,000 any one Claim and \$40,000,000 in the aggregate.

ENDORSEMENTS Enquiries Cover \$250,000 sub-limit
Vicarious Liability - Medical Practitioners Professional Service Healthcare Services
Public Relations Cover \$100,000 / \$200,000 aggregate

EXCLUSIONS Midwives
Molestation & Abuse Exclusion
Bodily Injury/Property Damage

EXCESS \$4,000 each and every claim
\$1,000 enquiries

JURISDICTIONAL LIMIT Worldwide Excluding USA and Canada

INSURER	PROPORTION	POLICY NUMBER
CGU Insurance Ltd	100.000%	03MIS1102701

This certificate of currency provides a summary of the policy cover and is current on the date of issue. It is not intended to amend, extend, replace or override the policy terms and conditions contained in the actual policy document. This certificate of currency is issued as a matter of information only and confers no rights upon the certificate holder. We accept no responsibility whatsoever for any inadvertent or negligent act, error or omission on our part in preparing these statements or in transmitting this certificate by email or for any loss, damage or expense thereby occasioned to any recipient of this letter.

Yours sincerely,



Lauren Malkin
Account Manager

Certificate of Currency

INSURED NAME NSW Consumer Advisory Group - Mental Health Inc.
TRADING AS NSW Consumer Advisory Group - Mental Health Inc.
COVERING Jobs Australia Limited and/or all nominated member organisations of Jobs Australia Limited

INSURANCE CLASS Public & Products Liability
 Excess Liability

POLICY EXPIRY DATE 30 June 2016 at 4pm local standard time

INTEREST INSURED All sums which the Insured shall be legally liable to pay to third parties by reason of:
 - Death or Personal Injury
 - Loss or Damage to Property
 Happening during the Period of Insurance and caused by an occurrence in connection with the Business.

LIMITS OF LIABILITY

General Liability	\$20,000,000 any one occurrence
Products Liability	\$20,000,000 any one occurrence and in the aggregate
Care, Custody & Control	\$250,000
Molestation	\$5,000,000 sub-limit

In the event that any one Period of Insurance exceeds twelve months then the aggregate limit of liability shall be deemed to apply separately to each twelve months period or part thereof.

EXCESS \$5,000 each and every occurrence

TERRITORIAL LIMITS Worldwide Excluding USA and Canada

INSURER	PROPORTION	POLICY NUMBER
CGU Insurance Limited	100.000%	10M6677392 & 10M6677410

This certificate of currency provides a summary of the policy cover and is current on the date of issue. It is not intended to amend, extend, replace or override the policy terms and conditions contained in the actual policy document. This certificate of currency is issued as a matter of information only and confers no rights upon the certificate holder. We accept no responsibility whatsoever for any inadvertent or negligent act, error or omission on our part in preparing these statements or in transmitting this certificate by email or for any loss, damage or expense thereby occasioned to any recipient of this letter.

Yours sincerely,



Lauren Malkin
Account Manager



CERTIFICATE OF CURRENCY



NEW SOUTH WALES CONSUMER ADVISORY GROUP - MENTAL HEALTH
SUITE 501, LEVEL 5
80 WILLIAM STREET
WOOLLOOMOOLOO NSW 2011

Dear Sir/Madam,

1. STATEMENT OF COVERAGE

The following policy of insurance covers the full amount of the employer's liability under the *Workers Compensation Act 1987*.

This Certificate is valid from 30/09/2015 to 30/09/2016

The information provided in this Certificate of Currency is correct at: 02/10/2015

2. EMPLOYERS INFORMATION

POLICY NUMBER WC256380157
LEGAL NAME NEW SOUTH WALES CONSUMER ADVISORY GROUP - MENTAL HEALTH
ABN/ACN 82549537349

WorkCover Industry Classification Number (WIC)	Industry	Numbers of Workers+	Wages*
962100	Business and Professional Associations	13	\$524,099

+ Number of workers includes contractors/deemed workers
* Total wages estimated for the current period

3. IMPORTANT INFORMATION

Principals relying on this certificate should ensure it is accompanied by a statement under section 175B of the *Workers Compensation Act 1987*. Principals should also check and satisfy themselves that the information is correct and ensure that the proper workers compensation insurance is in place ie. compare the number of employees on site to the average number of employees estimated; ensure that the wages are reasonable to cover the labour component of the work being performed; and confirm that the description of the industry/industries noted is appropriate.

A principal contractor may become liable for any outstanding premium of the sub-contractor if the principal has failed to obtain a statement or has accepted a statement where there was reason to believe it was false.

Phone: 13 10 10 Fax: 1300 666 346

