

Mental Health Outreach Project Report

April - June 2011



Since April, HCSCC has been working on a project focussing on people living with a mental illness. Initially the project will focus on adults aged 18 - 65 years in the metropolitan area. HCSCC has identified four priority action areas:

Priority 1 - Awareness raising among Consumers (including their families, advocates & communities)

- Presentations provided to:
 - SA Health Mental Health Unit Carer Advisory Group (10)
 - Office of the Public Advocate (6)
- Surveys distributed to Neami, Western Metropolitan Carers and the Mental Health Unit Carer Advisory Group to gather information about people's experiences in the mental health sector
- Commissioner Leena Sudano interviewed on radio 5PBA Recovery and Wellbeing programme
- Promotion of the HCSCC Mental Health Outreach Project in Health Consumers Alliance e-bulletin
- Promotion of the HCSCC Mental Health Outreach Project in Mind Australia Carer newsletter
- Preliminary planning for meetings/sessions after June with Carers SA, Neami, Centacare, SA Health Mental Health Unit Consumer Advisory Group, Adelaide Health Service Mental Health Consumer Advisors / Safety & Quality representatives

Priority 2 - Awareness raising among Service Providers

- Promotion of the HCSCC Mental Health Outreach Project in Mental Health Coalition newsletter
- Presentation to Adelaide Health Service Carer Consultants & Peer Specialists (8)
- Discussion session with Neami HCSCC Charter Champions (3)
- Attendance and promotion of HCSCC at the Mental Health *Sharing Excellence* forum (300 registered participants). Strong interest at HCSCC stand from consumers, service providers and carers
- Preliminary planning for Adelaide Health Service Mental Health Consumer Advisors / Safety and Quality representatives
- Participation in Multicultural Mental Health forum
- Meetings with key SA Health Mental Health Unit staff with a particular focus on carers, consumers, Aboriginal consumers and suicide prevention strategy

Priority 3 - Capacity Building

- Initiating contact with training providers - TAFE to explore possibilities to promote HCSCC, the HCSCC Charter of Health and Community Services Rights and mental health issues
- Training for key HCSCC staff in Mental Health First Aid, Multicultural Mental Health, SQUARE - Suicide questions, answers & resources
- Research into key issues: carer rights / involvement of family members, carers, supporters in provision of care, the physical wellbeing of people with mental illness and the findings and recommendations of the Victorian Department of Human Services Mental Health Complaints Review Project Report 2009 that may be applicable in SA

Priority 4 - Reporting actions and outcomes

- Regular tracking of action / engagement to ensure HCSCC can promote achievements, influence and impact of the project
- Utilise a range of promotional opportunities e.g. presentations, HCSCC website, newsletters and e-distributions to further HCSCC's work in this special need area
- HCSCC complaint case studies being drafted to illustrate and promote the individual and systemic benefits of complaint resolution
- Development of brief survey on consumer / carer experience: 8 completed surveys returned to date

- Development of presentation evaluation forms
- Employment of Complaints & Capacity Development Officer, Mental Health secured until 30 September 2011; further funding opportunities being identified to secure role and outreach work on an ongoing basis

Complaints made to HCSCC by individuals who identify as having a mental illness (or their carer / supporter):

- July 2010 to March 2011 - 89 complaints
- April to June 2011 - 18 complaints

HCSCC resources have been distributed to a wide range of health and community services:

- 50 hard copies of the June 2011 edition of HCSCC *Buzz* with a focus on mental health.
- 745 downloads of the June 2011 edition of HCSCC *Buzz* with a focus on mental health.
- 10 people from the mental health sector expressed an interest in becoming HCSCC Charter Champions.

Matthew Dempsey
HCSCC Complaints & Capacity Development Officer
30 June 2011

Mental Health Outreach Project

Website www.hcsc.sa.gov.au – resources

Contact HCSCC Enquiry Service, Monday – Friday, 9am – 5pm
p 8226 8666 p 1800 232 007 (Country SA from a landline)