

Working Group: ACT Child and Youth Mental Health Sector Alliance

MINUTES

9:30am – 11:30am, Tuesday 13 February 2024
Youth Coalition of the ACT: 46 Clianthus St, O'Connor

Attendees:

- Hannah Turner, ACT Together Therapeutic Services, Australian Childhood Foundation
- Josephine Brogden, Office for Mental Health and Wellbeing / Coordinator of the Youth Reference Group
- Laura Eason, Mental Health Policy and Strategy, Mental Health and Suicide Prevention Division (Commissioning)
- Lee-Anne Rogers, Office for Mental Health and Wellbeing
- Neha Kumar, Marymead CatholicCare
- Jean Fitzroy, Marymead Catholic Care
- Julian Wong, ACT Education Directorate
- Franchesca Impagnatiello, Toora Women Inc
- Natalie Mozier, Public Advocate
- Stephanie Hodson, Relationships Australia
- Stephanie Lentern, Capital Health Network
- Tamzin Oliver, CYPS (Melaleuca Place), Community Services Directorate
- Yvonne Gritschneider, Youth Coalition of the ACT

<p>1. Welcome and endorsement of previous minutes</p> <ul style="list-style-type: none"> • Acknowledgement of Country • Acknowledgement of Lived Experience • Apologies: Erin Barry, Annabelle Jeffries, Tyla Redman, Emilie Traeger, Vanessa Hamilton • Previous Minutes were endorsed • Members agreed that the endorsed meeting minutes from the December meeting will be uploaded to the new Alliance website once it is launched. 	<p>Steph Lentern, CHN</p>
<p>2. Working group initiatives</p> <p><i>Aim:</i> Review, amend and endorse the draft Working Group Initiatives document.</p> <p><i>Key discussion points / questions:</i></p> <ul style="list-style-type: none"> • Comments, additions or amendments to Part One or Part Two of the document • Seek endorsement of the document <p>Lee- Anne presented the Alliance Working Group Initiatives document, which includes two parts: Part One listing 'new' activities and initiatives led by the</p>	<p>Lee-Anne Rogers</p>

working group, and Part Two identifying existing, concurrent activities the working group may contribute to support.

In relation to Part Two:

- The YRG reported that their two initiatives are well underway and draft documents are being finalised for consultation with the working group.
- Jean explained that Mindmap is already collecting some service user feedback and data sets. The use of a service feedback tool such as the YES tool needs to be carefully considered.
- Lee-Anne explained that scoping study on the interface between AOD and MH services for people with complex needs is progressing and will include young people.
- The 'waitlist moment' was discussed especially relating to waitlist communication between services – how does it happen? How should it happen?
- Key contacts will keep the working group informed and consult when appropriate.
- Laura suggested that the ongoing Commissioning reforms of the human services sector in the ACT should be included, as commissioning provides an opportunity to address mental health needs in the community with services invited to present innovations on how to address issues. Working group members agreed.

The document was endorsed in principle and will be amended to reflect the discussion. It was also agreed that it will be provided to the Alliance Coordinating Committee for their information and comment.

3. Service readiness to collect and use service feedback

Aim: Develop shared understandings regarding the potential implementation of the YES Survey across mental health services and begin scoping/planning activities.

Key discussion points / questions:

- Lee-Anne and Stephanie to provide information regarding the current context (local and national)
- Clarify WG approach and key consultation questions
- (If time allows) Canvas current approaches to service feedback

Summary:

- Lee-Anne and Steph explained that representatives from services already using the YES tool were unable to attend this meeting.
- They provided an overview of Commonwealth and local government services either already using the YES tool or considering using it, however it has its limitations and might not be the right tool for the ACT.
- Members questioned how the YES tool, or any other tool could be meaningfully used for non-clinical (non-admitted) services and at what

Lee-Anne
Rogers and
Steph
Lentern

<p>point of the interaction with a client, e.g. after each session, after 5 sessions.</p> <ul style="list-style-type: none"> • Some practitioners might feel that using session time to collect feedback is inappropriate as they have often not enough time for therapeutic care. They might also not feel comfortable (and safe) enough to undertake such surveys with their clients (fear of being judged etc.) • Others noted that any service user feedback needs to be not only collected in an appropriate way but also used to improve/inform future service delivery. Ideally, the client should be able to see that their feedback is making a difference ('closing the loop'). • Members agreed that prior to the introduction of any tool in the ACT, the working group should look at what support/training local services need to be ready to use a customer feedback tool. • The development of principles around collecting service feedback should also be considered to support the cultural change necessary when implementing collecting and using customer feedback. • Members agreed that it would be good to collate more information from services that already collect service feedback on the cost, value and resource intensiveness. • It was pointed out that outcome measures are very distinct to service experience measures which need to be reported on in different ways. Services might need to be made aware of that difference and the use of customer feedback for reporting. • It was suggested some scoping work around consumer experience and outcome measurement be undertaken. • An Insights report for MH Commissioning is due to be published soon which should be considered by the working group for this project. 	
<p>4. Information-sharing, privacy and consent: Clarifying legislation and policy, and considering practice approaches</p> <p><i>Aim:</i> Discuss and determine WG approaches to undertaking this activity.</p> <p><i>Key discussion points / questions:</i></p> <ul style="list-style-type: none"> • How could an initial scoping review of relevant legislation and policy occur (and by whom)? • (If time allows) Brainstorm existing legislation/policy <p><i>Summary:</i></p> <ul style="list-style-type: none"> • Lee- Anne asked members about how much they think services are across the different legislative frameworks and policies around information- sharing, privacy and consent. What impairs best practice on this topic? How do services share information within and outside the service? Is the initial scoping review of relevant legislation and policies what is needed? • Members pointed out that the Children and Young People's Act is currently being amended to align with the MACR (minimum age of 	<p>Lee-Anne Rogers and Steph Lentern</p>

<p>criminal responsibility) changes and wider reforms in child protection in line with the Next Steps Strategy. It is not yet clear what the new legislation will entail, e.g. potential changes to mandatory reporting/reporters, supported decision making tools. The working group needs to wait and see what happens in this space to further inform work in this space.</p> <ul style="list-style-type: none"> • Members shared that it is a complex area for many services as some are not sure how they can safely involve carers in the treatment plan of a young person for example out of fear of breaking privacy and consent laws. • Services and practitioners are quite risk averse and choose not to share information or seek consent to share information although it would be allowed within current legislation. • Members agreed to share any policies or procedures from their services with regards to seeking consent to share information. They were invited to share their experience and best practice out of session with the working group by sending any documents to projects@youthcoalition.net • It was also agreed that ‘a wait and see’ approach might be necessary for this project as legislation is being finalised. The proposed reforms in child protection will require a huge culture change within government services as well as the sector. 	
<p>5. Other related initiatives</p> <p><i>Aim:</i> To provide an opportunity for members to raise potential tasks the WG could undertake to contribute to other initiatives.</p> <p><i>Key discussion points / questions:</i></p> <ul style="list-style-type: none"> • ACT Scoping Study – interface between AOD and MH services for people with complex needs (Lee-Anne) • Other initiatives <p>Due to time constraints, this item was not discussed. The Alliance Working Group Initiatives document will be amended to reflect discussion and comments and then sent to the Coordinating Committee for information and comment.</p>	<p>Lee-Anne Rogers</p>
<p>6. Other Business</p> <p>No other business was raised.</p>	<p>Steph Lentern</p>
<p>7. Next Steps</p> <ul style="list-style-type: none"> • Summarise key actions: <ul style="list-style-type: none"> ○ Youth Coalition to draft meeting minutes and update the Alliance Working Group Initiatives document 	<p>Stephanie Lentern, CHN</p>



- Working group to hear from Stride and Head2Health about their experience with service feedback and the YES survey tool at the next meeting.
 - OMHW and Mental Health Division to consider how to further support a coordinated approach regarding service preparedness.
 - Working group members to share best practice examples of information-sharing, consent and privacy policies and frameworks.
 - Working group members to consider if an initial scoping review of legislation, policy and framework is what is needed.
 - Working group members to consider if any of the discussed working group activities/issues should be taken for consultation with the wider Alliance at the April forum e.g. an opportunity to progress the work on service readiness to collect consumer feedback.
 - The Working group will be asked to provide an update on their work to date at the forum.
- Proposed next meeting: Thursday 28 March 2024