



# Network Bulletin

8 April 2019

Welcome to our email bulletin for this week. If you are unable to open any links or attachments, please contact the Network on 6230 5796 or email [actmhcnc@actmhcnc.org.au](mailto:actmhcnc@actmhcnc.org.au).

Of particular note in this bulletin, the Network would like to draw your attention to the following:

- **Invitation to an informal meeting of the ACT State Advisory Forum for the Private Mental Health Consumer Carer Network (Australia) Ltd;**
- **ACT Recovery College Open Week ;**
- **Mind Pilot for Youths ;**
- **Mental Health Month ACT 2019;**
- **Fifth Plan Consumer and Carer Survey ; and**
- **Position Vacancies**

## Contents

<b>1. Drop-In Notice</b> .....	<b>2</b>
1.1 Drop-In Openings and Closures .....	2
<b>2. Upcoming Network Events</b> .....	<b>2</b>
<b>3. For Your Information</b> .....	<b>2</b>
3.1 Consultation on a certification framework for digital mental health service .....	2
3.2 Medicinal Cannabis Consumer Information Session .....	3
3.3 Invitation to an informal meeting of the ACT State Advisory Forum for the Private Mental Health Consumer Carer Network (Australia) Ltd .....	4
3.4 ACT Recovery College Open Week .....	4
3.5 Mind Pilot for Youths .....	5
3.6 Fifth Plan Consumer and Carer Survey .....	5
3.7 Mental Health Month ACT 2019 .....	6
<b>4. Position Vacancy</b> .....	<b>6</b>
4.1 NDIS Appeals Officer (Advocacy for Inclusion) .....	6
4.2 Various Positions (ACT Disability, Aged and Carer Service) .....	7

4.2.1 Advocate: Aged Care .....	8
4.2.2 Advocacy Team Leader: Redress Support .....	9
4.2.3 Advocate: Redress Support .....	10

## 1. Drop-In Notice

The Network is very pleased to offer a venue for consumers to drop-in for a chat and a cuppa, or to use the computers or phones for their self-advocacy needs. We regret that on some occasions Drop-in needs to be closed and we are committed to informing members as early as possible when this will occur. The Network apologises for any inconvenience caused by Drop-In closures.

Drop-In is open Thursdays 10am to 1pm

When available, we will aim to arrange information and/or support sessions for consumers to encourage attendance and ensure consumers are receiving information that is important to them.

Our Drop-In volunteer Allie, will be attending on Thursdays to support people attending Drop-In and work toward creating a calendar of information events for upcoming Drop-In sessions.

If you have any ideas for session topics, or if you have a skill you would like to share, please contact [dropin@actmhc.org.au](mailto:dropin@actmhc.org.au), phone the office on 02 6230 5796 or let us know during Drop-In.

### 1.1 Drop-In Openings and Closures

Drop-In will be open 10am – 1pm Thursday 11<sup>th</sup> April.

## 2. Upcoming Network Events

There are no upcoming events

## 3. For Your Information

### 3.1 Consultation on a certification framework for digital mental health service

The Australian Commission on Safety and Quality in Health Care (the Commission), is scoping the development of a certification framework and national standards for digital mental health services. The Commission is now undertaking consultation with stakeholders.

Stakeholder engagement and advice to the project will be led by Dr Peggy Brown AO, Senior Clinical Advisor.

There are three ways you can be involved: you can attend a face-to-face workshop, or join an online consultation session, or you can fill out an online written survey. As the number of participants places in the face-to-face workshops and the online sessions is limited, the Commission will manage the attendee lists to optimise the diversity of stakeholders at each consultation event.

You can register for any of the workshops or sessions below by contacting the project team on [DMHS@safetyandquality.gov.au](mailto:DMHS@safetyandquality.gov.au). Please include your preferred format (face-to-face or online), date and time.

Face-to-face (half-day workshop):

- Canberra: Wednesday 10 April 2019, 10:00am – 2:00pm AEST

Lunch and refreshments will be provided at each of the face-to-face workshops.

Online session:

- Wednesday 10 April 2019, 5:00pm – 7:00pm AEST

Online sessions will be provided via videoconference and Slido. You will need access to a computer, tablet or smartphone.

You can participate anonymously in an online session. If you choose to be anonymous you will need to let the project team know before the session.

Further information on the consultation sessions and how to register can be found on the [Commission website](#). For more information on the project please contact Ben Prest, Senior Project Officer at: [DMHS@safetyandquality.gov.au](mailto:DMHS@safetyandquality.gov.au)

### 3.2 Medicinal Cannabis Consumer Information Session

Chronic Pain Australia, in collaboration with Health Care Consumers' Association, will be holding information sessions to provide information to consumers about the use of medicinal cannabis to help manage pain. Topics covered will include:

- What is medicinal cannabis?
- What can it be used for?
- How does it work?
- Who this treatment is and isn't suitable for?
- What do we know about its effectiveness?
- What side-effects are there?
- Whether it can be legally accessed in Australia.
- How to navigate the TGA application process.

Date: 10:00am-12:00pm, Saturday 13 April 2019

Venue: The Griffin Centre, 20 Genge Street, Canberra City

Cost: Free but you will need to register at [Eventbrite](#)

Light refreshments provided.

### **3.3 Invitation to an informal meeting of the ACT State Advisory Forum for the Private Mental Health Consumer Carer Network (Australia) Ltd**

This is a great opportunity to meet with other mental health consumers and carers who have experience and interaction with general practitioners, psychiatrists, psychologists, mental health nurses and practitioners who provide any form of mental health care in the private system. PMHCCN would also like to exchange views on your experiences in private hospital settings.

Everyone is welcome to come along and \$30 is provided to unsalaried people attending to reimburse your attendance expenses. Light refreshments will be provided.

WHEN: Monday 15 April 2019  
TIME: 2.00pm – 3.30pm  
WHERE: ACT Mental Health Consumer Network  
Level 2, Room 11  
Griffin Centre, 20 Genge Street, Canberra City

Could you please advise your RSVP to Judy Bentley, [judybentley@grapevine.com.au](mailto:judybentley@grapevine.com.au) or phone 0408 819 221.

### **3.4 ACT Recovery College Open Week**

The ACT Recovery College is opening in April. The College is a place of learning, connection, hope and opportunity for all Canberrans wanting to learn and share knowledge about mental health recovery and wellbeing. All courses are FREE and open to anyone over 18 years old.

If you would like to find out more about what's on offer, pop-in to our new venue and have a chat to our educators and staff during Open Week: Monday 15th April to Thursday 18th April 10am - 12pm Unit 2, 9/11 Montford Cres, Lyneham

To keep up-to-date with the Colleges progress, join them on Facebook or register for email updates through their website: [www.recoverycollegeact.org](http://www.recoverycollegeact.org)

The ACT Recovery College looks forward to seeing you there!

### 3.5 Mind Pilot for Youths



If you are passionate about mental health, join us and be a navigator of education programs in our community

## Mind Pilots for youth



Become a youth Mind Pilot in MIEACT's mental health education programs

Students aged 11-18 are invited to join Mental Illness Education ACT's Mind Pilot workshop on **Thursday 18 April 2019, 10am - 3pm** at The Griffin Centre. MIEACT delivers mental health and well-being educational workshops free of charge into ACT schools, colleges and youth groups with lived experience and evidence based practice.

"This is a great opportunity to engage young leaders to showcase, discuss and co-develop mental health education programs for ACT youth," says Heidi Prowse, MIEACT Executive Officer. "This helps contribute to the ongoing development and relevance of our mental health education programs to young audiences."

Drop your child off for the day of supervised activities. Lunch and beverages will be provided to participants.

Register at <https://www.eventbrite.com.au/e/mind-pilot-youth-tickets-58829032219> or email Heidi Prowse - [executiveofficer@mieact.org.au](mailto:executiveofficer@mieact.org.au)

*"I really enjoyed the day seeing the range of programs available and getting to have my say in how they could be improved for young people in Canberra."*

-Student, 15 years

**mieact**  
mental health & well-being  
education & training providers

For more information visit [www.mieact.org.au](http://www.mieact.org.au)

If you are interested in participating, a permission letter is attached for parents/guardians to complete.

### 3.6 Fifth Plan Consumer and Carer Survey

The National Mental Health Commission (NMHC) is pleased to announce that the Fifth National Mental Health and Suicide Prevention Plan (Fifth Plan) Consumer and Carer Survey 2019 is now open for responses:

<https://consultation.mentalhealthcommission.gov.au/policy-projects/fifth-plan-consumer-carer-survey/>

ACT Mental Health Consumer Network  
Phone: (02) 6230 5796  
P.O. Box 469, Civic Square, ACT 2608

The NMHC is surveying consumers and carers on the performance of mental health services in the past 12 months, to help us understand if the implementation of actions under the Fifth Plan is translating into genuine improvements in their care.

The survey will remain open until 30 April 2019. More information about the survey can be found on the NMHC website.

We would appreciate you circulating the survey to your networks.

### 3.7 Mental Health Month ACT 2019

Get involved in the early stages of Mental Health Month in the ACT!

#### **Theme Applications now open!**

The Mental Health Month organisers are currently looking for theme suggestions for Mental Health Month in the ACT for 2019! If your school or organisation has a theme idea you would like to propose, please complete the form on the Mental Health Month ACT website [here](#). Your theme can draw on lived experience or simply offer a fresh idea for a concept that will underpin Mental Health Month 2019 in the ACT.

#### **Reimbursement Grant Applications are now open! Apply today!**

The Mental Health Month ACT Reimbursement Grant Program provides funding grants of up to \$1,000 to help local community-based groups and organisations (in or outside of the mental health sector) to host an event for Mental Health Month during October. Our aim is to offer a diverse events program, catering to all sub-groups of our local community. [Read the Guidelines on our website](#).

[See all the ways you can be involved](#) in Mental Health Month ACT this October on our website. You can also find Mental Health Month on [Facebook](#) and [Instagram](#)

## 4. Position Vacancy

### 4.1 NDIS Appeals Officer (Advocacy for Inclusion)

Position: NDIS Appeals Officer

Level: MEA/SACs level 5.1

Hours: Part-time 20 hours per week (with some out of works hours as needed)

Are you passionate about human rights and social justice? Advocacy for Inclusion (AFI) are looking for an NDIS Appeals Officer to join their growing team of experienced professionals in the Canberra City centre.

About AFI:

Advocacy for Inclusion is a registered charity and Disabled Peoples Organisation providing Advocacy services, including individual, self, and systemic Advocacy, to people with disabilities.

Advocacy for Inclusion is an employer of choice and offers generous salary packaging options and flexible working provisions. We are a family friendly workplace and support our staff to have lives outside the workplace.

The role:

Reporting to the Chief Executive Officer the NDIS Appeals Officer will deliver the NDIS Appeals service (Formerly External Merits Review).

As the NDIS Appeals Officer you will be responsible for:

- Directly assisting, and supporting clients in the drafting and submitting of applications to the AAT
- Attending AAT conferences and hearings or similar with or on behalf of clients
- Help applicants who wish to put their cases forward for a review of NDIA decisions
- Aid clients in navigating the NDIS Appeals process
- Draft and prepare documents relating to the lodgement of NDIS Appeals
- Support clients at case conferences, conciliations, and hearings
- Refer clients for legal funding where the matter raises complex or novel issues
  
- The position is also responsible for a range of administrative and reporting activities and requirements.

The successful applicant will:

- Be tertiary qualified and have significant demonstrated experience in a discipline such as Law, Legal Studies, or other relevant qualification including Social Sciences or similar.
- An ability to work independently and as part of a team, have strong written and verbal communication skills, including in alternate forms of communication.
- Knowledge of the National Disability Insurance Scheme (NDIS) and the NDIS appeals process, or the Administrative Appeals process or similar tribunal
- Current Working with Vulnerable People Check.

AFI is an equal opportunity employer and encourage people from diverse backgrounds and life experiences to apply, including people with disabilities.

Applicants must answer the selection criteria in the position description (attached) and direct them to The CEO, Mr Nicolas Lawler via [info@advocacyforinclusion.org](mailto:info@advocacyforinclusion.org)

**Applications close COB Wednesday 17 April 2019**

## 4.2 Various Positions (ACT Disability, Aged and Carer Service)

ADACAS is a non-profit, community-based organisation that is dedicated to providing advocacy in the A.C.T and parts of N.S.W.

ADACAS have the following vacancies:

1. Advocate: Aged Care
2. Advocate: Redress Support
3. Advocacy Team Leader: Redress Support

In order to be selected for any of these positions, applicants first need to demonstrate how they meet the essential and desirable criteria associated with the role they are applying for. The Position Description provides information about the general duties of the role, and particular specialisations associated with certain positions. Applicants are welcome to, in addition to addressing the criteria, write a brief statement of claim against any or all of the additional specialisations in a separate section after addressing the criteria below.

For the full position description/s, including additional specialisations and further information on how to apply, please email or contact ADACAS at:

Email: [adacas@adacas.org.au](mailto:adacas@adacas.org.au)

Phone: 02 6242 5060

Applicants that do not provide a response addressing the selection criteria will not be considered. Applications are encouraged from people with disability, older people, and from people with Aboriginal, Torres Strait Islander and Culturally and Linguistically Diverse backgrounds.

**Applications Close for all 3 positions: 11:59pm, Monday 22nd April 2019.**

#### 4.2.1 Advocate: Aged Care

An Advocate is responsible for the provision of individual advocacy to ADACAS clients who may include people with disability, people experiencing mental ill-health, older people, and carers. An Advocate, under the general direction of an Advocacy Team Leader, will be required to exercise professional judgement and initiative in response to moderate to complex advocacy issues whilst maintaining accountability within the organisation's frameworks. An Advocate will be required to develop a sound knowledge of legislative, regulatory and funding context in which they undertake their advocacy. Advocates work collaboratively as a member of the ADACAS team and may be required to undertake other duties such as client intakes and systemic advocacy research. An advocate will seek to improve the quality of advocacy provision through an ethos of continuous improvement via reflective practice, training and education provided internally and externally to ADACAS.

##### 1. Personal Qualities (Essential)

- A commitment to human rights and social justice for all people.
- A commitment to promoting the rights of older people.
- Positive attitude and ability to work collaboratively with other staff.

##### 2. Skills (Essential)

- High level written and verbal communication skills, and an ability to adjust to the communication styles of clients.
- Ability to de-escalate intense situations and demonstrate empathy when working with vulnerable people
- Ability to prioritise work, and set and keep to deadlines

- Problem solving skills, and a demonstrable ability to make good judgements and take decisions.
- Ability to maintain client files, and ensure privacy and confidentiality.
- Computer literacy and the ability to use client databases and other relevant software.

### 3. Knowledge and Experience (Desirable)

- Experience of working with older people, people with disability, or people experiencing mental ill-health.
- Understanding of abuse against older persons and prevention and response strategies.
- Working knowledge of the My Aged Care (MAC) system and the Living Longer Living Better reforms in aged care.
- Knowledge of and commitment to workplace diversity, workplace health and safety, and consultative work practices

### 4. Qualifications (Desirable)

- Tertiary qualifications in health, law, social sciences or vocational training relevant to community services.

#### 4.2.2 Advocacy Team Leader: Redress Support

The Advocacy Team Leader - Redress Support is responsible for management of staff and the quality of work carried out by ADACAS in the delivery of its Redress Scheme Support Service, and has primary responsibility for the supervision of assigned Advocates and Redress Scheme Support staff. The position ensures that all contractual requirements are met, and leads quality assurance in the areas under its responsibility. The position is part of ADACAS' Management Team, which includes the CEO, the Deputy CEO, the Business Manager, the Projects and Policy Manager, and the other Advocacy Team Leaders. As part of Management Team the Advocacy Team Leader - Redress Support contributes toward quality management, policy-making and in taking decisions which impact on the organisation as a whole. The Advocacy Team Leader - Redress Support works within the Management Team to support and ensure professional development of all staff, the delivery of quality services within allocated budget, the production of data, and includes representation of ADACAS on external committees and at events, and playing a contributory role in the promotion of ADACAS and its positions through the media and social media.

#### 1. Personal Qualities (Essential)

A commitment to human rights and social justice for all people.

Positive attitude and ability to work collaboratively with other staff.

#### 2. Skills (Essential)

- Excellent communication skills, verbal and written, and the ability to adjust to the communication styles of clients.
- Ability to de-escalate intense situations and demonstrate empathy when working with vulnerable people, and guide staff to do this.
- Ability to manage frontline staff who work with vulnerable people, including people with disability, older people, people experiencing mental ill-health, and people who have experienced trauma, and including those from CALD and ATSI backgrounds.

- Ability to manage staff to ensure that work is prioritised, completed on schedule and to the quality required.
- High level problem-solving skills, and a demonstrable ability to make good judgements and take decisions.
- Ability to supervise staff to ensure that client privacy and confidentiality are maintained, and that client files are kept up to date.
- Computer literacy and the ability to use client databases and other relevant software.

### 3. Knowledge and Experience (Desirable)

- An understanding of the findings and recommendations of the Final Report of the Royal Commission into the Institutional Responses to Child Sexual Abuse and the National Redress Scheme.
- Experience in connecting people to counselling, legal and other services available in the community.
- Experience in the implementation of organisational procedures related to workplace diversity, workplace health and safety, and consultative work practices.

### 4. Qualifications (Essential)

- Tertiary qualifications in health, law, social sciences or vocational training relevant to community services.

#### 4.2.3 Advocate: Redress Support

An Advocate is responsible for the provision of individual advocacy to ADACAS clients who may include people with disability, people experiencing mental ill-health, older people, and carers. An Advocate, under the general direction of an Advocacy Team Leader, will be required to exercise professional judgement and initiative in response to moderate to complex advocacy issues whilst maintaining accountability within the organisation's frameworks. An Advocate will be required to develop a sound knowledge of legislative, regulatory and funding context in which they undertake their advocacy. Advocates work collaboratively as a member of the ADACAS team and may be required to undertake other duties such as client intakes and systemic advocacy research. An advocate will seek to improve the quality of advocacy provision through an ethos of continuous improvement via reflective practice, training and education provided internally and externally to ADACAS.

#### 1. Personal Qualities (Essential)

Examples:

- A commitment to human rights and social justice for all people.
- Positive attitude and ability to work collaboratively with other staff.

#### 2. Skills (Essential)

- High level written and verbal communication skills, and an ability to adjust to the communication styles of clients.
- Ability to de-escalate intense situations and demonstrate empathy when working with vulnerable people
- Ability to prioritise work, and set and keep to deadlines
- Problem solving skills, and a demonstrable ability to make good judgements and take decisions.

- Ability to maintain client files, and ensure privacy and confidentiality.
- Ability to work within a trauma-informed framework supporting vulnerable people who have experienced traumatic events.
- Computer literacy and the ability to use client databases and other relevant software.

### 3. Knowledge and Experience (Desirable)

- Experience of working with people with disability, older people, or people experiencing mental ill-health
- An awareness of the findings and recommendations of the Final Report of the Royal Commission into the Institutional Responses to Child Sexual Abuse and the National Redress Scheme
- Experience in connecting and creating referral networks in the community
- Knowledge of and commitment to workplace diversity, workplace health and safety, and consultative work practices

### 4. Qualifications (Desirable)

- Tertiary qualifications in health, law, social sciences or vocational training relevant to community services.