

# QUEENSLAND MENTAL HEALTH COMMISSION OPERATIONAL PLAN 2019–2020

While this overview reflects a 12 month period it is based on a four year outlook aligned with the Commission's Strategic framework with some work being undertaken over multiple years

<b>OUR PURPOSE</b> Drive ongoing reform towards a more integrated, evidence-based, recovery oriented mental health, drug and alcohol system within Queensland.	<b>OUR VISION</b> Queenslanders working together to improve mental health and wellbeing	<b>RESOURCES: Budget of \$9.033 million</b> <b>STAFFING: 23 FTE</b>
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## SERVICE DELIVERY PERFORMANCE: In 2019–2020 the Commission will undertake activities designed to achieve the deliverables outlined in its Service Delivery Statement

Key whole of government strategies delivery for Suicide Prevention Alcohol and Other Drug	Suicide prevention initiatives that align with and support the renewed suicide prevention strategy	Strategies for reducing stigma and discrimination for people experiencing problematic alcohol and other drug use.	Improved capacity building through initiative development transitioning to independently sustainable models	Initiatives that improve lived experience, family and carer opportunities in influencing reform	An integrated cross-sectoral approach for the best start for infants and families in QLD	A collaborative approach to support Aboriginal and Torres Strait Islander People's social and emotional wellbeing	Reducing stigma and improving social inclusion and advocacy for human rights protection of people living with a mental illness or problematic Alcohol and Other Drug use
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### OUR PRINCIPLES

People with a mental illness or who have problematic alcohol and drug use issues should have access to quality mental health and substance misuse services which uphold their rights to respect, dignity and privacy.	Aboriginal and Torres Strait Islander people should receive treatment, care and support in a way that recognises and is consistent with tradition, custom and culture.	Carers, family members and support persons for people with a mental illness or those who have problematic alcohol and drug use issues are integral to wellbeing, treatment and recovery; and should be respected, valued engaged and supported.	An effective mental health and alcohol and drug system is the shared responsibility of the government and non-government sectors and requires a coordinated and integrated approach.
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### VALUES

The public service values 'Customers First, Ideas for Action, Unleash Potential, Be Courageous, Empower People and Promote Wellness' are fundamental to all that we undertake.

### KEY RESULT AREAS (KRA)

<b>WHOLE-OF-GOVERNMENT STRATEGIC PLANNING</b> Whole-of-government strategic plan for improving mental health and limiting the harm associated with problematic alcohol and other drug use. Facilitate, support and report on the implementation. Key deliverables for 2019–20 include: <ul style="list-style-type: none"> <li>An Implementation roadmap for the renewed Strategic Plan</li> <li>A Queensland Suicide Prevention Strategy</li> <li>A Queensland Alcohol and Other Drug Strategy</li> <li>Supporting agency initiatives that address key Strategic Plan priorities</li> <li>Supporting sector actions to improve mental health and wellbeing</li> </ul>	<b>REVIEW, RESEARCH AND REPORT</b> Undertake reviews and research to inform decision making, build the evidence base, support innovation and identify good practice. Key deliverables for 2019–20 include: <ul style="list-style-type: none"> <li>monitoring and supporting improvements in individual advocacy and human rights protection</li> <li>researching and supporting better mental health service integration</li> <li>supporting better health system performance</li> <li>Continued research around stigma and discrimination related to AOD impact on Aboriginal and Torres Strait Islanders</li> </ul>	<b>AWARENESS AND PROMOTION</b> Facilitate and promote mental health awareness, prevention and early intervention. Key deliverables for 2019–20 include a focus on: <ul style="list-style-type: none"> <li>improving mental health awareness, prevention and early intervention, through:                         <ul style="list-style-type: none"> <li>awareness and stigma reduction initiatives</li> <li>cross-sectoral and community capacity building initiatives with sustainable outcomes</li> <li>an integrated cross-sectoral approach for the best start for infants and families</li> <li>sector driven Mental Health Week events coordination and promotion</li> </ul> </li> <li>reducing suicide impact through:                         <ul style="list-style-type: none"> <li>supporting a place-based suicide prevention project</li> <li>continuing co-design work around CALD and bereavement</li> <li>continuing to maintain the Queensland Suicide Register</li> <li>supporting World Suicide Prevention Day</li> </ul> </li> <li>supporting a collaborative approach to Aboriginal and Torres Strait Islander social and emotional wellbeing aligned to the National Strategic Framework, with a particular focus on DATSIP co-design</li> <li>improving support to families impacted by problematic alcohol and drug use</li> </ul>	<b>ENGAGE AND ENABLE</b> Establish and support state wide mechanisms that are collaborative, representative, transparent and accountable. Key deliverables for 2019–19 include focus on: <ul style="list-style-type: none"> <li>supporting the QLD Mental Health and Drug Advisory Council</li> <li>improved lived experience, families and carers influence in reform through                         <ul style="list-style-type: none"> <li>supporting representation at the national and state level</li> <li>Piloting and evaluating the Stretch2Engage Framework</li> </ul> </li> <li>a lived experience strategy</li> <li>improving sector engagement through formalised partnerships with key NGOs, delivering peer workforce development program and conducting an annual sector summit</li> </ul>
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### CORPORATE GOVERNANCE (key focus)

Corporate governance compliance as a Statutory Body	Communications and Engagement planning and implementation	Organisational effectiveness monitoring and reporting model
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### KEY RISKS

<b>EXPECTATIONS</b> Stakeholders, including people with lived experience, families, carers and supporters, non-government agencies, the public and private sectors, academia and professional bodies, hold high and varied expectations of the Commission. This will be managed through promoting the Commission's role, working collaboratively and regular communication.	<b>REPUTATIONAL</b> Perceptions of the Commission as an independent body are essential to its credibility, reputation and capacity to effect change. This will be influenced by consistent use of objective and informed evidence complemented by timely and transparent reporting of progress across all sectors. Independence is reinforced through consultation and decision making processes.	<b>GOVERNANCE</b> The capacity of the Commission to perform effectively and efficiently in a complex environment with finite resources requires robust governance and management systems. Advice is sought proactively from relevant agencies on best practice governance for statutory bodies in the Queensland Government environment	<b>REFORM INFLUENCE</b> The Commission's ability to facilitate reform across government links closely with the first two risks and requires it to effectively monitor changing government priorities and maintain sound relationships with all relevant state government agencies. Annual performance surveys monitor perceptions of the agency's credibility.
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