

NSW NGO Conference: Turning the Tide

“The Way Forward For NGOs in Mental Health Services”



**Mr Keith Wilson, Chair,
Mental Health Council of Australia**

Human Rights & Mental Illness

Report of the National Inquiry into the
Human Rights of People with Mental
Illness 1993 (Brian Burdekin)



Chapter 5: Recommendations

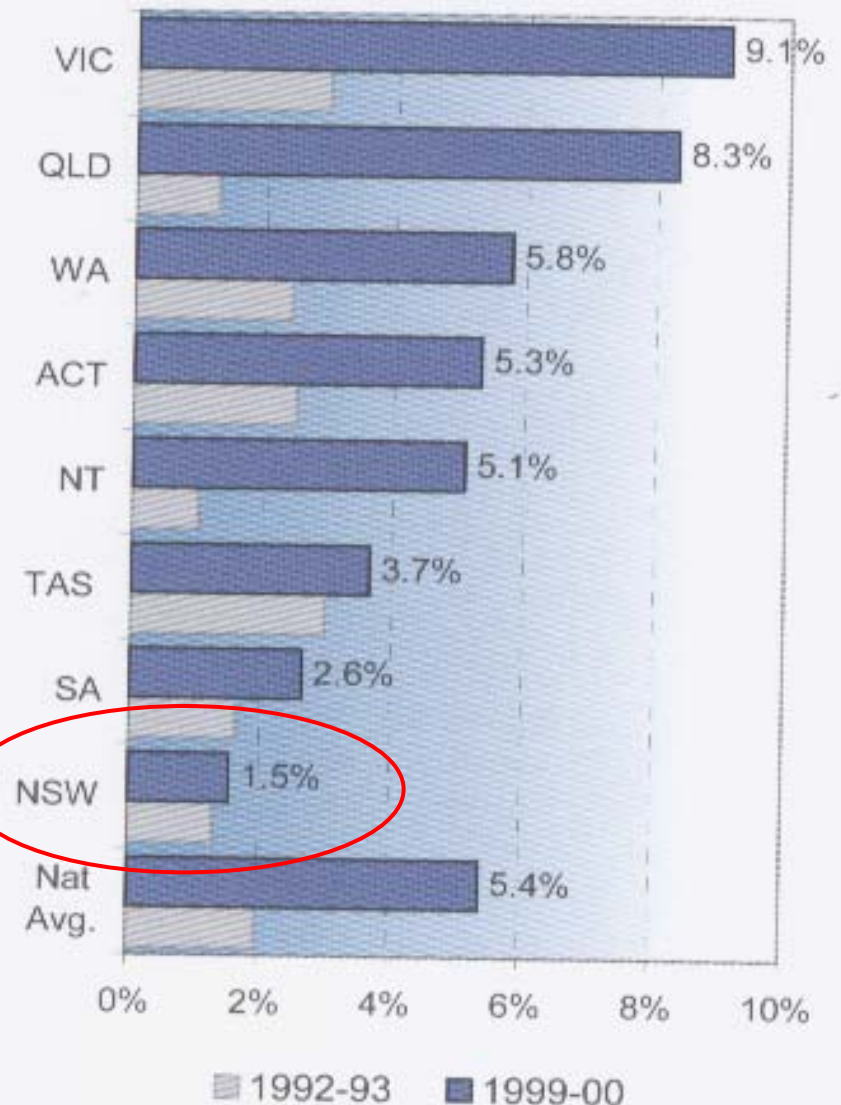
- Government should investigate innovative methods of service provision in consultation with non-government organisations
- All Governments must substantially increase funding and resources to non-government services
- Governments should encourage the establishment of non-government services in rural and isolated areas

(Human Rights Inquiry 1993)

National Mental Health Report 2002

“New South Wales has argued in response to previous National Mental Health Reports that its low position on the ‘NGO’ share indicator does not reflect an absence of disability support services but instead, highlights the State’s preferred approach to delivering such services through clinical provider organisations and partnerships with other government agencies such as the Department of Housing”

Figure 38: Percentage of total services expenditure allocated to non government mental health organisations, 1992-93 and 1999-00





National Mental Health Plan 2003-2008

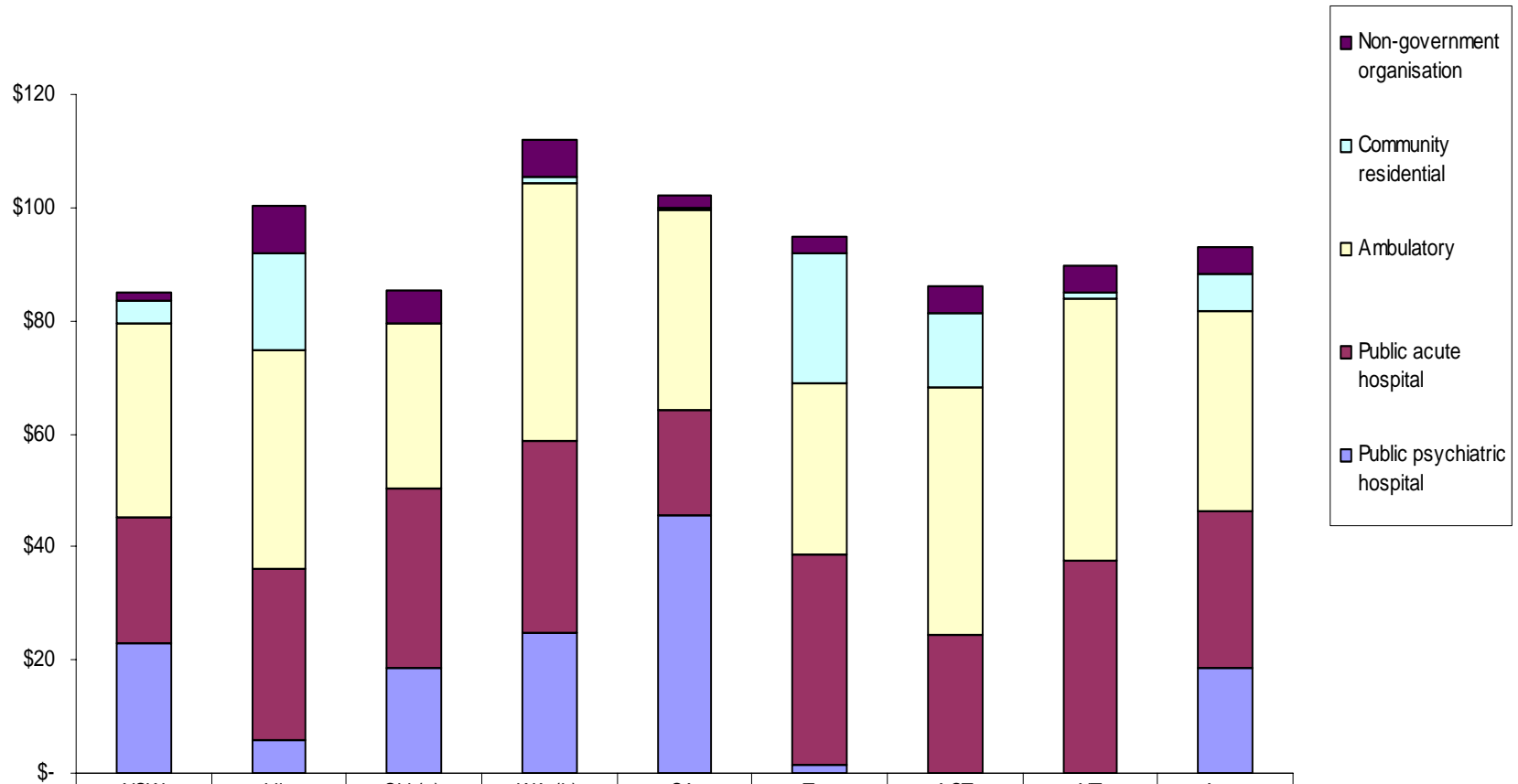
Outcome 15: Increased support and recognition of the role of NGOs

Key Direction 15.1: Develop evidence-based models of service delivery to clarify the role and function of NGOs regarding support and advocacy, as well as psychosocial rehabilitation

Key Direction 15.2: Continue development of the non-government sector to increase the capacity of NGOs to support consumers, families and carers

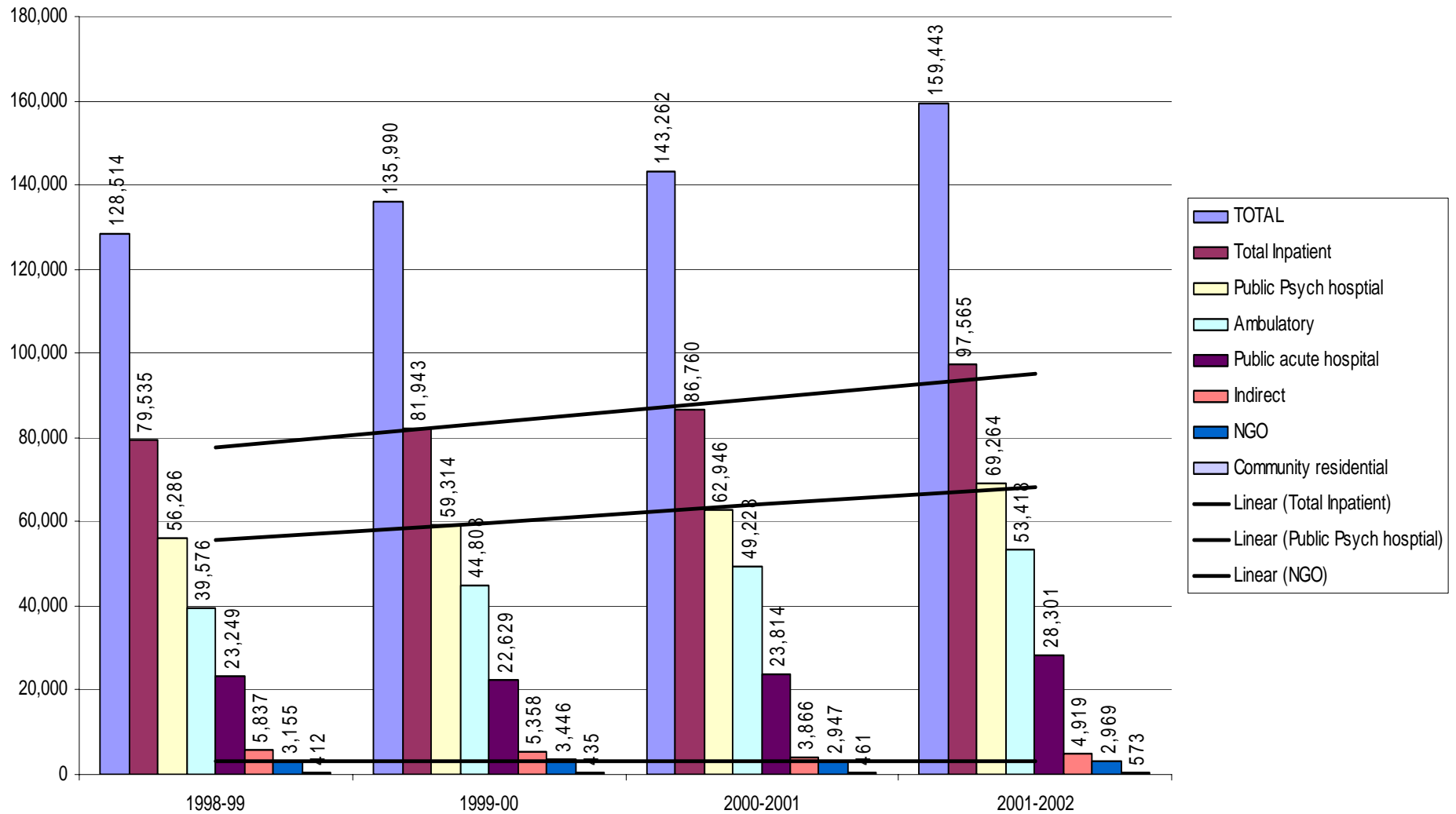


Per capita expenditure (all states) x sub program



	NSW	Vic	Qld (g)	WA (h)	SA	Tas	ACT	NT	Aust
■ Non-government organisation	1.526826346	8.605151652	6.179627452	6.39982496	1.958504976	3.130573842	4.657185231	4.759813174	4.78150488
□ Community residential	3.811066228	17.20880464	0	1.044999604	0.378031177	22.85896387	13.23718008	1.159689075	6.457649743
□ Ambulatory	34.1937102	38.41193293	28.99779277	45.55224918	35.24172776	30.34697207	43.66966276	46.41367736	35.60612009
■ Public acute hospital	22.32583755	30.32093762	31.79275377	34.04386284	18.67157337	37.2523617	24.39922226	37.54513045	27.46644725
■ Public psychiatric hospital	23.04611821	5.931152128	18.55583054	24.81978813	45.6962503	1.417427819	0	0	18.74313567

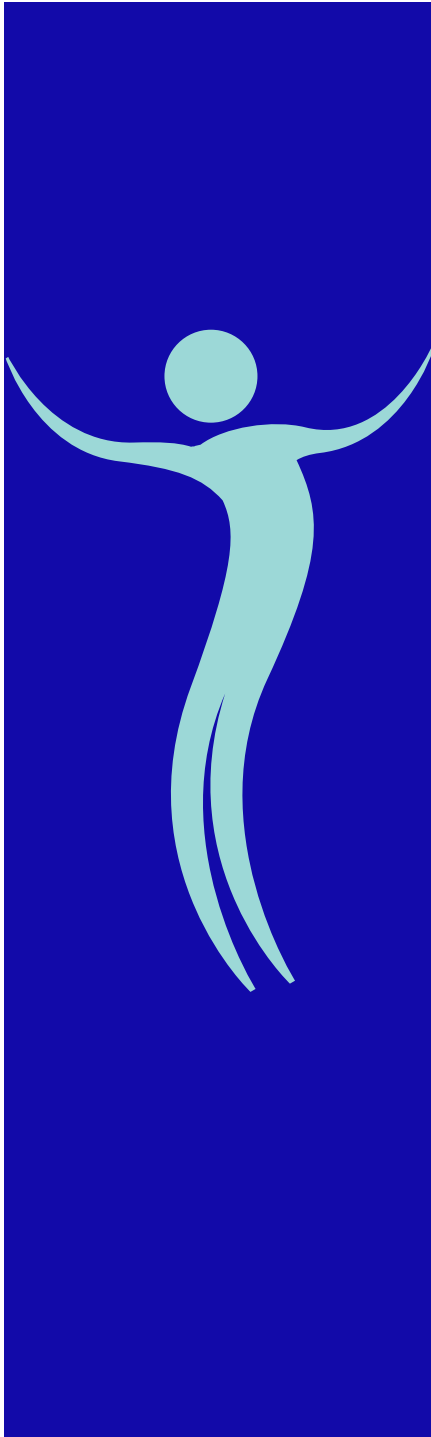
Expenditure x year of SA MH budget





Current Government/Non-Government Partnership Arrangements

- **NSW:** many NGOs apply to area health services for funding from NGO Grant Program
- **VIC:** 3-year service agreements between mental health NGOs and Mental Health Branch, Department of Human Services
- **QLD:** New 3-year service agreement tenders being assessed for mental health grants
- **WA:** New 3-year service agreements being discussed for health sector NGOs and consultations on draft industry plan
- **ACT:** 3-year partnership agreement between mental health NGOs and Mental Health ACT, ACT Health. COMPACT signed between ACT Government and NGOs with complementary undertakings
- **NT:** Individual service agreements between mental health NGOs and Territory government (Top End or Centre). No formal framework for application process
- **TAS:** Annual funding agreements with mental health NGOs and Mental Health Services Division, Department of Health & Human Services



Compact or Industry Plan



- Compacts between Government and Non-Government Organisations - UK, Canada, ACT
- ACT Compact undertakings
- Queensland – development of draft Community Services/Industry Plan 2002
- WA draft Industry Plan for Non-Government Human Services Sector – December 2002



Key Issues Facing Non-Government Sector



- Skills development and training
- Research and development
- Capital funding
- Access to information and technology
- Governance
- Viability and sustainability related to distance and size
- Those issues facing NGOs which have arisen from an historical under-investment in community services

Draft Principles for Partnerships

These principles provide the basis for partnerships and constructive working relationships between government and Non-Government:

- A focus on improved outcomes for individuals, families and communities
- Trust, openness and transparency of communication and processes
- Mutual respect for the capacity and capabilities of each sector, and recognition of their limitations
- Differences between and within the sectors are seen as a source of strength and used constructively
- Valuing of the distinct and complementary roles of each sector plays
- Respect for the diversity and independence of Non-Government organisations, including the right of Non-Government organisations to advocate on behalf of their constituents

Draft Principles for Partnerships (cont')

- Integrity, ethical practice, accountability and leadership in the way each sector operates
- Taking responsibility in the relationship and being accountable for the processes and outcomes
- Consumer and community participation in planning policy development and other decision making processes
- Innovation and continuous improvement in Government and Non-Government processes and in the planning and delivery of services
- Flexibility and cultural sensitivity in the processes used to consult with and respond to different groups in the community

Draft Principles for Partnerships



Undertakings

Undertaking set the rules of engagement between the Government and Non-Government sector and provide a practical means of gauging the extent to which the Partnership Policy is working.

The undertakings provided here are not binding, as this is not a formalised partnership agreement.

They provide an indication, however, that both sectors are working towards improved outcomes.

They also provide an important signal that a mature relationship between the sectors does not necessarily have to be underpinned solely by financial or legal requirements.

They are currently in draft form and are drawn from the ACT Compact.

Draft Planning and policy development

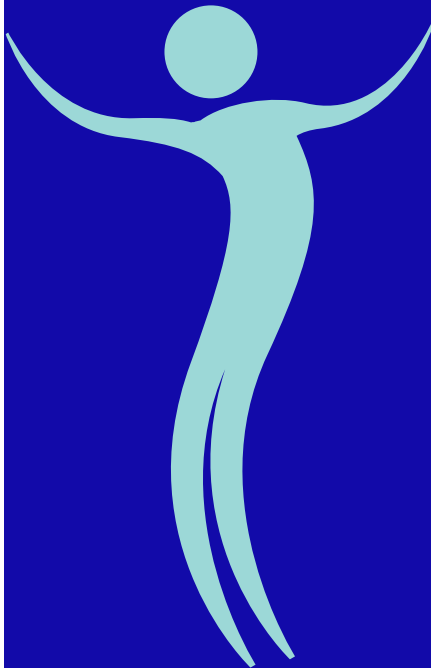
Government Undertakings	Non-Government Undertakings
<p>The WA Government will actively work with and involve the Non-Government sector in planning, policy development, and program development and evaluation.</p> <p>To this end the Government will:</p> <ul style="list-style-type: none"> • Seek and welcome the views of different groups in the community, including the distinctive needs of small and regional community groups • Respect the right of Non-Government organisations to comment on and challenge the Government's policies, priorities and programs • Adopt a consultative approach that seeks early input in policy and planning processes and opportunities to respond when options have been developed • Strive for greater consistency in the extent to which Non-Government input is sought and valued 	<p>The Non-Government sector commits to working constructively with Government in planning and policy development processes. The sector has a critical role to play in representing the needs and views of communities and consumers in this process.</p> <p>To this end a the sector undertakes to:</p> <ul style="list-style-type: none"> • Facilitate the involvement of consumers, community members and volunteers in planning and policy processes • Take additional steps and work in flexible ways to ensure people who are more vulnerable and alienated are heard in policy and planning processes • Use culturally appropriate processes to consult with and involve Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse backgrounds

Draft Planning and policy development

Government Undertakings	Non-Government Undertakings
<ul style="list-style-type: none"> • Encourage and expand opportunities for joint work or policy review and development and planning • Take ownership and responsibility of decisions that are agreed as part of joint planning or policy processes • Provide pathways for communities and consumers to have a direct and strong voice in policy and decision making • Understand and support different and culturally appropriate processes to consult with and involve Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse backgrounds. 	<ul style="list-style-type: none"> • Accurately reflect community views based on the input of the people the organisation is representing • Encourage and participate in joint work on policy review and development and planning • Take ownership and responsibility for decisions that are agreed as a result of joint planning and policy processes • Undertake and participate in research that informs policy and service design • Provide data and qualitative information from the experience of the organisation to Government and to other organisations and groups in the sector

Risks & Benefits

Development of a
Draft Community
Services Industry
Plan March 2002



Neither the Government nor the Not-For-Profit Sectors of the Industry can achieve their shared goals in the public interest without mutual understandings based on respect and co-operation.

In recent years, governments of all persuasions and at each of the three levels of Government in Australia have increasingly looked to the Not-For-Profit and private sectors to deliver services.

There is a growing recognition that there are risks for both parties in these arrangements.

One emerging risk in this country and in others is that some of what government wants delivered or the way it wants it delivered can put the Non-For-Profit Sector in conflict with its own Mission and values.

This is not just a matter of value clashes but can also lead to serious internal problems for mission driven organisations and a decrease in public support.

In order that the Non-For-Profit sector remain an attractive vehicle for Government and charitable investment, **all stakeholders need to ensure that sight is not lost of the Not-For-Profit sector's need to do good as well as to do we**



“Grants are usually made available through competitive tendering between agencies.

This makes sense when groups are trying to make a profit since no one will offer to take on more work than they can afford to do under a contract.

However, when dealing with not-for-profit groups who are already starved for funds, the concept breaks down.

Promising the moon for a pittance might win a grant, but trying to deliver could destroy the agency.

From here on we will be working with other groups to tender co-operatively.

By sharing strengths, and recognising that others have expertise in areas in which we may be lacking, we will force partnerships to take advantage of every possible efficiency we can find.”

*Christopher Smith, President, People with Disabilities (PWD) WA
PWD Advocate Summer January 2004 Edition*

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