

## 1. Objectives

The purpose of this project was to conduct an annual survey of the Mental Health Council of Tasmania member organisations, focusing on fourteen performance categories; seven associated with day to day operations, consistent with the Quality and Safety Standards framework on Compliments and Complaints and seven performance categories related to core business activities as outlined in the Service Agreement.

## 2. Survey Population

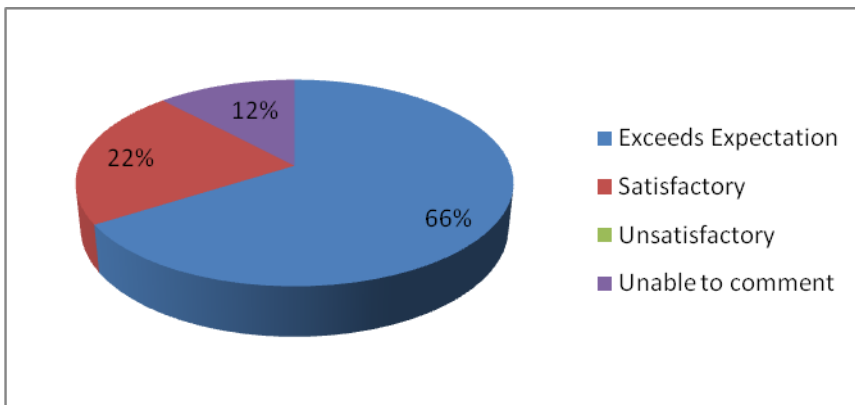
The MHCT currently has 32 organisation members of which 18 were available to undertake the survey, conducted by telephone interview. The survey format included a performance rating system including; exceeds expectations, satisfactory, unsatisfactory and unable to comment. Opportunity to provide comment was provided in two categories; what the MHCT does well and what the MHCT could be doing better.

## 3. Detailed survey ratings

The following data provides a percentage overview of performance ratings and a snapshot of comments specific to each of the performance categories.

### Policy development, evaluation, advice and responses

How we represent the interests of the sector, providing independent, informed policy advice on issues of significance to the sector.



#### What the MHCT does well

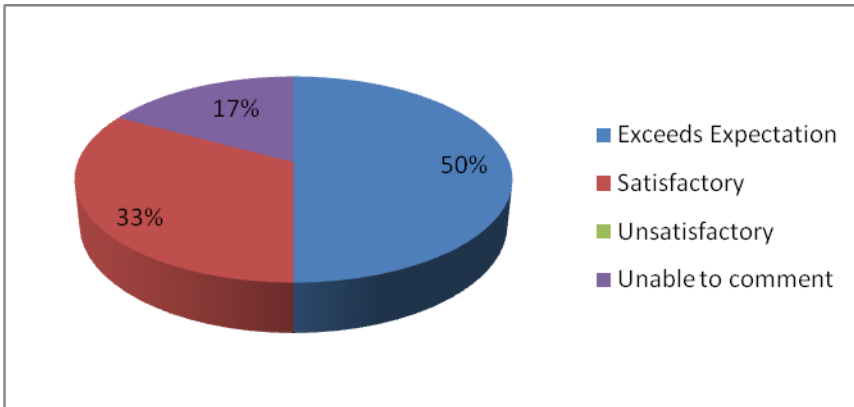
- In touch with sector issues
- Consultative process
- Good policy & representation
- Informative processes

#### What the MHCT could be doing better

- Could do more if not constrained by limited resources

## Policy processes

How we conduct processes for feedback through submissions and forums.



### What the MHCT does well

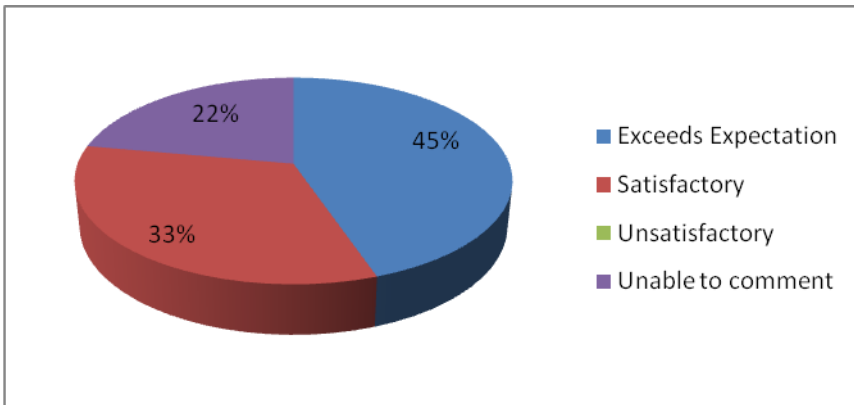
- Forums informative and very well run
- Submissions target the sector well
- Wide ranging input sought and included in submissions
- Forums are informative and practical

### What the MHCT could be doing better

- Provide more time to respond to submissions
- Submissions that include an environmental scan to make response easier

## Advocacy & representation

How we advocate on issues of significance to the sector.



### What the MHCT does well

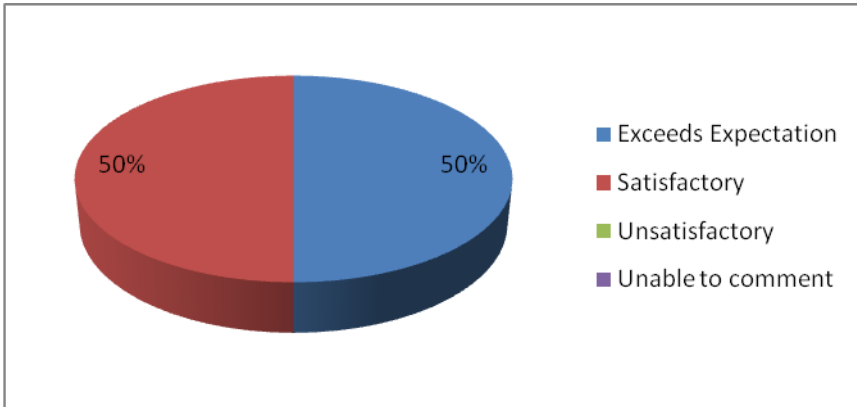
- Well represented
- Great improvement in the last three years
- The MHCT is very visible in the sector & community
- The MHCT CEO engagement with the sector is outstanding

### What the MHCT could be doing better

- Advocate for more advanced notice of committee and working group meetings

## Information dissemination

How we provide informed and representative information to stakeholders.



### What the MHCT does well

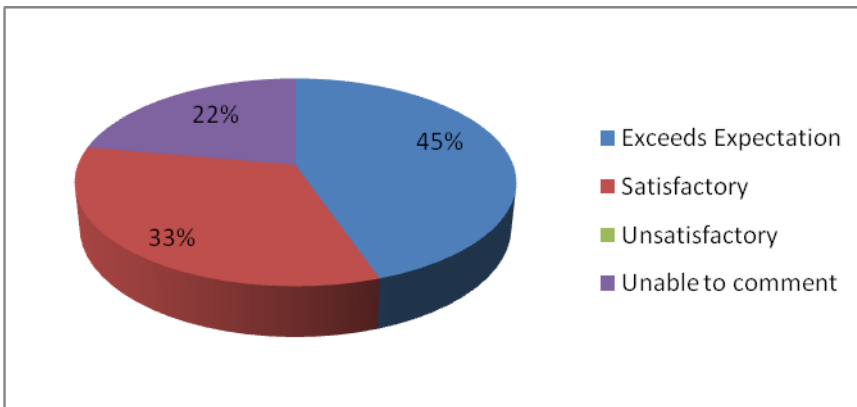
- Diverse range of information disseminated
- Relevant information distributed
- Efficient electronic communication
- Extremely effective and reliable

### What the MHCT could be doing better

- Provide members with the choice of the type of information they receive

## Sector capacity building and coordination

How we build on the capacity and competency of member organisations and the sector.



### What the MHCT does well

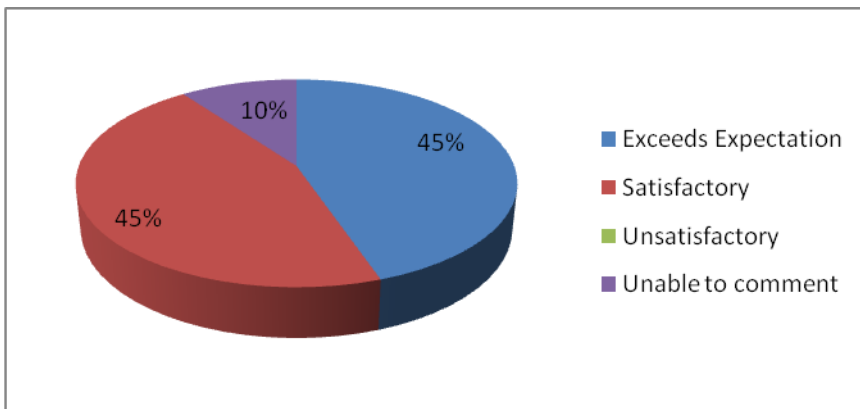
- Very well done
- Very involved
- CEO/Manager Network great
- Great linkage

### What the MHCT could be doing better

- Promote more networking opportunities

## Promoting partnerships and collaboration

How we promote cooperative partnerships and contribute to a more effective and outcomes focused sector.



### What the MHCT does well

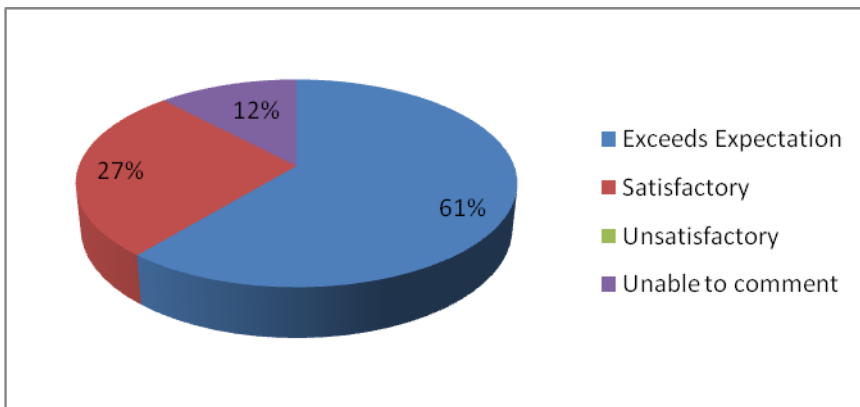
- Very active in establishing partnerships and linking the sector
- Brings the sector together and creates linkages to like organisations
- CEO/Manager Network valuable
- The MHCT's CEO's effectiveness in this area is inspiring

### What the MHCT could be doing better

- Encourage more participation from the Membership
- Formalise partnerships

## Demonstrate leadership and innovation

How we contribute to the development of a strong working relationship between government and the sector.



### What the MHCT does well

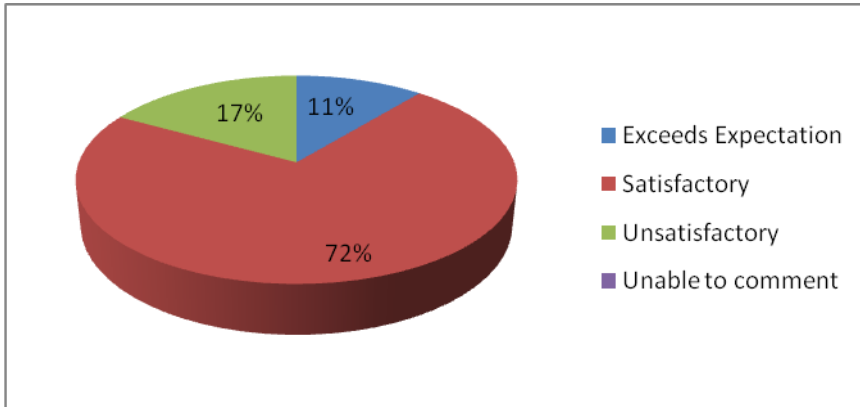
- Positive advocacy and lobbying for the sector
- Good communication of new developments in the sector
- Effectively demonstrates leadership through maintaining and sustaining relationships with government
- Outstanding – very engaged with government

### What the MHCT could be doing better

- Improve feedback of meetings to members

## Cost of Membership

Subscription fees – value for money for members.



### What the MHCT does well

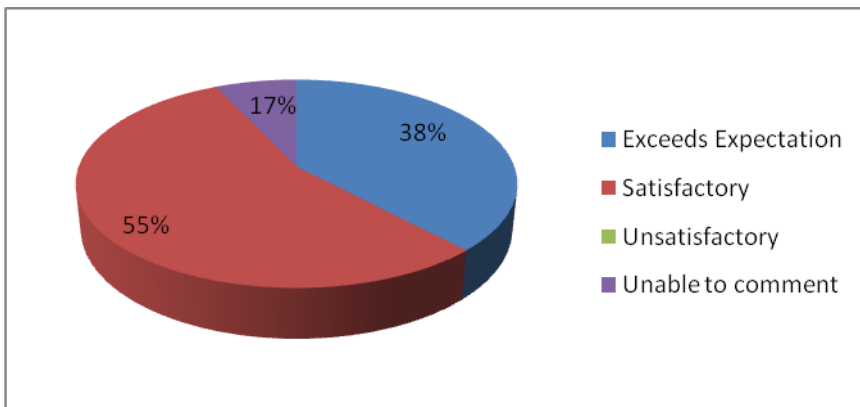
- Happier with the new fee structure

### What the MHCT could be doing better

- Expensive for small organisations
- Introduce a fee structure that includes a lesser amount for organisations whose core business is not Mental Health

## Level & quality of support

How we provide members with opportunities for information sharing, networking, developing partnerships and input into policy development.



### What the MHCT does well

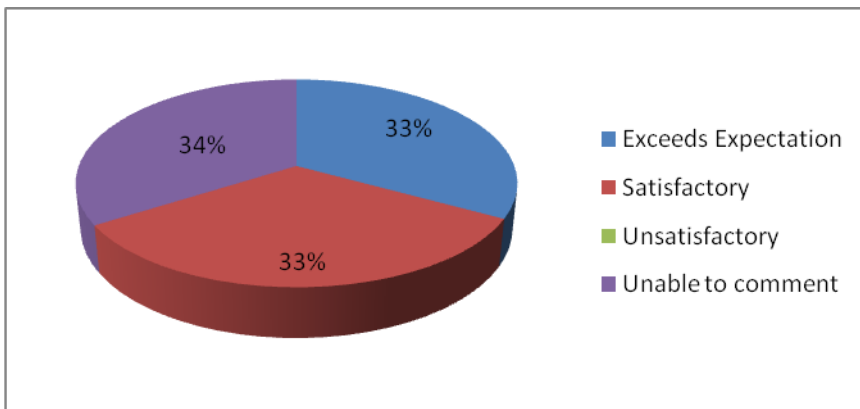
- Provides good opportunities to network and provide input into policy development
- Great processes for encouraging networking
- Support is always there when needed
- CEO is always available for support
- High level across the board

### What the MHCT could be doing better

- Encourage increased participation

## Strategic Planning

How we demonstrate leadership in strategic direction.



### What the MHCT does well

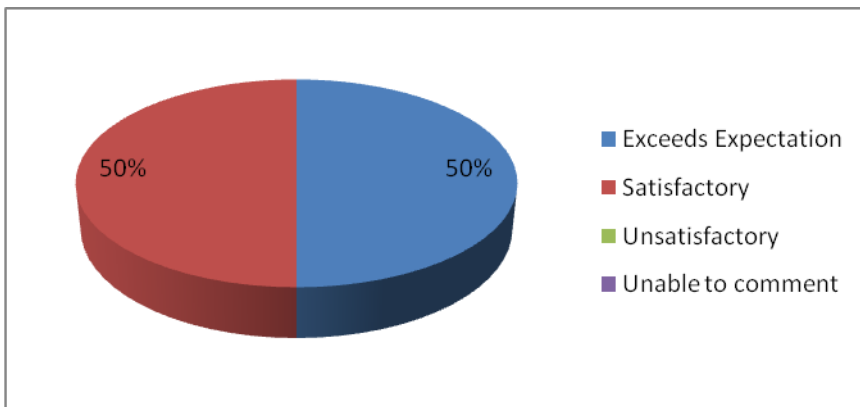
- High standard of governance
- Great leadership shown by CEO
- Meets strategic goals
- Sound basis for decision making
- Good consultation processes

### What the MHCT could be doing better

- No comments

## Staff Conduct

The culture, attitude and legislative understanding, compliance of the MHCT & staff.



### What the MHCT does well

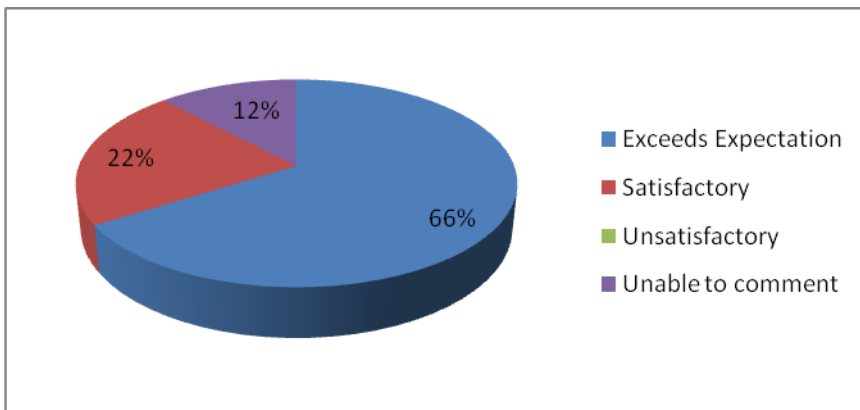
- Staff always upbeat and helpful – go the extra mile
- Staff are professional , articulate and informative
- All interactions very positive
- Staff easy to connect with - will listen to input

### What the MHCT could be doing better

- No comments

## Access to Information

Access to information and resources including website, brochures and reference material.



### What the MHCT does well

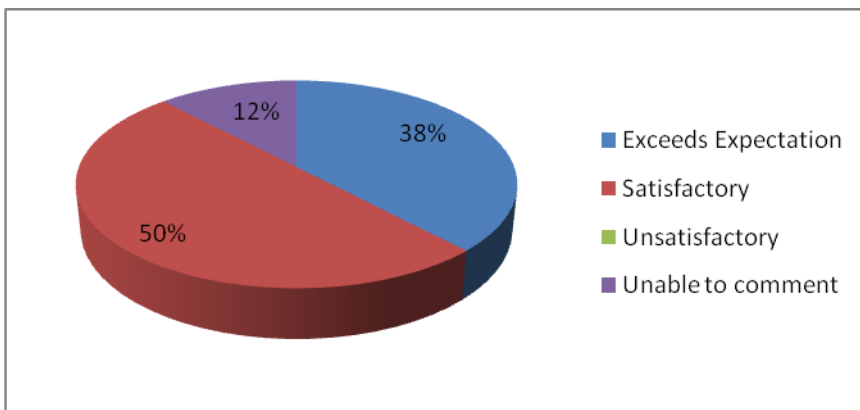
- Website is easy to access and always current
- Relevant material available
- Always go to MHCT for information first
- Communication strategy is very good – stands out from the crowd

### What the MHCT could be doing better

- Some degree of information overload

## Quality of Information

The quality of our information and resources including website, brochures and reference material.



### What the MHCT does well

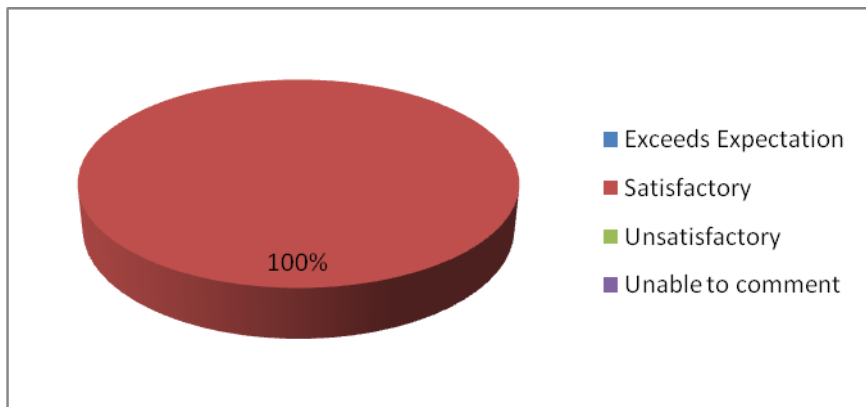
- Valuable information
- High quality
- Up to date

### What the MHCT could be doing better

- Some degree of information overload

## Confidentiality/consent

Our compliance with confidentiality obligations regarding member information within the context of our lobbying/advocacy role.



### What the MHCT does well

- General consensus that no issues had arisen in this area

### General comments offered

- Impressed with the efficiency and proficiency of the MHCT in light of resource restraints
- Proactive
- Encourages members to keep in touch
- Achieves a great deal for a small organisation
- Impressed with the growth and professional credibility achieved in the last three years
- Keep on doing what you're doing
- Any issue raised has been dealt with
- A valuable resource for the mental health sector