

1. Objectives

The purpose of this project was to conduct an annual survey of the Mental Health Council of Tasmania (MHCT) 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 MHCT Service Agreement with Statewide & Mental Health Services.

2. Survey Population

The MHCT Organisational Membership currently consists of 3 Carer, 5 Consumer and 26 Service Provider Organisations. Of these member organisations, 17 were available to undertake the survey, representing 2 Carer, 3 Consumer and 12 Service Provider Organisations.

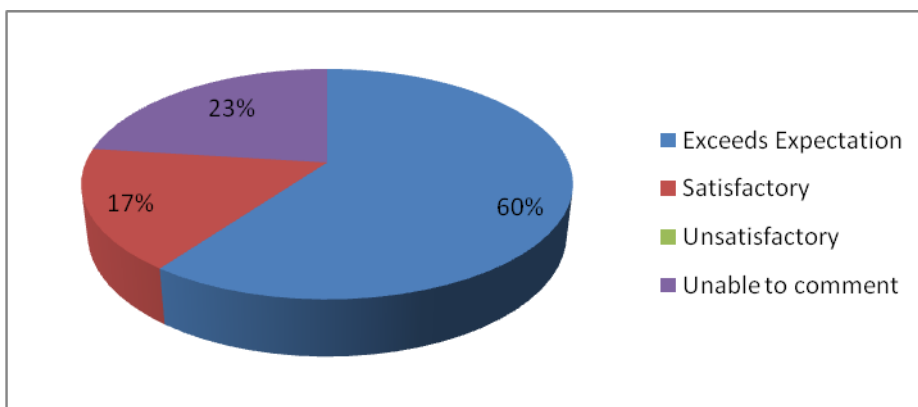
The survey was conducted by telephone interview and the format for response included a performance rating system including, exceeds expectations, satisfactory, unsatisfactory and unable to comment, with the opportunity to provide specific comments in two categories; what the MHCT does well and what the 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 the MHCT represents the interests of the sector, providing independent, informed policy advice on issues of significance to the sector.



What the MHCT does well

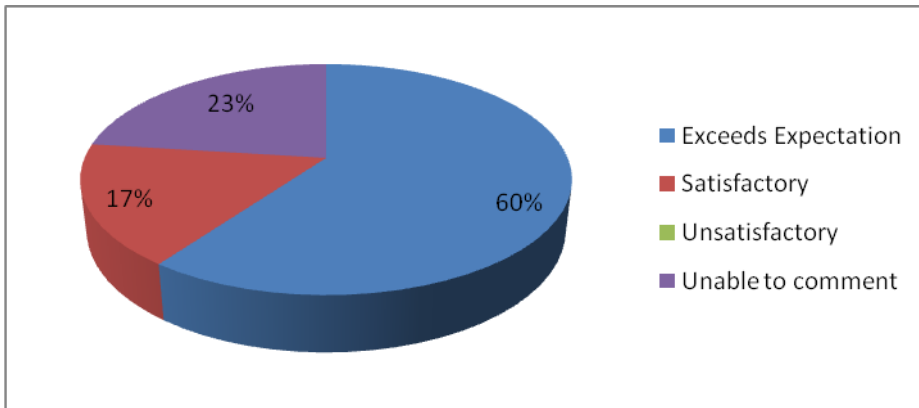
- Provides comprehensive responses in tight timeframes
- Broad consultative process
- Provides up to date sector information
- Good focus on issues of significance

What the MHCT could be doing better

- Provide an overview of where the MHCT wants the **entire** Mental Health Sector to be into the future (not just NGOs)

Policy processes

How the MHCT conducts processes for feedback through submissions and forums.



What the MHCT does well

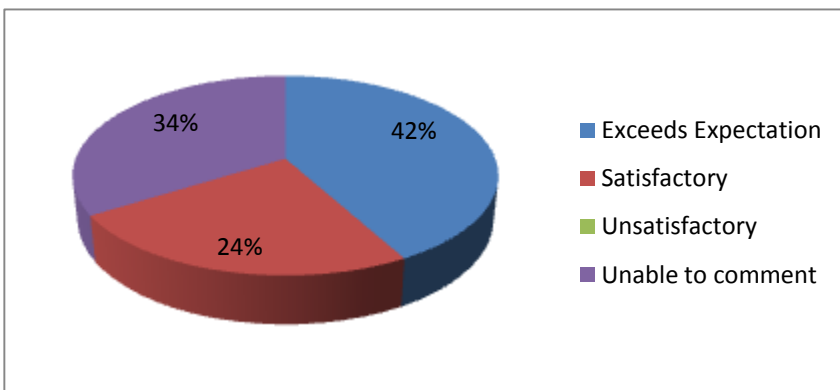
- Forums are of high quality, relevant, well managed, good location
- Submissions clear and well written
- Process allows Consumer participation
- Very valuable with an informed approach

What the MHCT could be doing better

- Provide more time to respond to submissions

Advocacy & representation

How the MHCT advocates on issues of significance to the sector.



What the MHCT does well

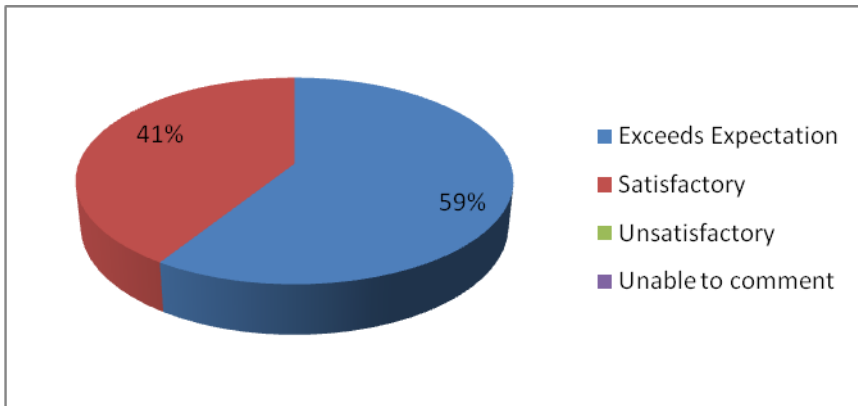
- Breadth of coverage with limited staff numbers impressive
- Consistency of participation in the range of committees and working groups
- The MHCT role in the Interface Forum has been critical in facilitating a return to focus
- Summary of MHCT representation updates in the ENews great

What the MHCT could be doing better

- No suggestions offered

Information dissemination

How the MHCT provides informed and representative information to stakeholders.



What the MHCT does well

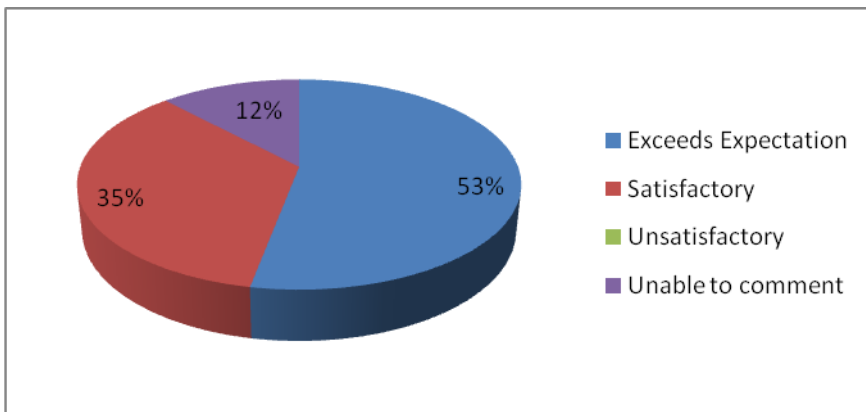
- ENews provides a great summary in all areas
- Broad range of mental health related information disseminated
- Regular, relevant and up-to-date information disseminated

What the MHCT could be doing better

- Website could be improved

Sector capacity building and coordination

How the MHCT builds on the capacity and competency of member organisations and the sector.



What the MHCT does well

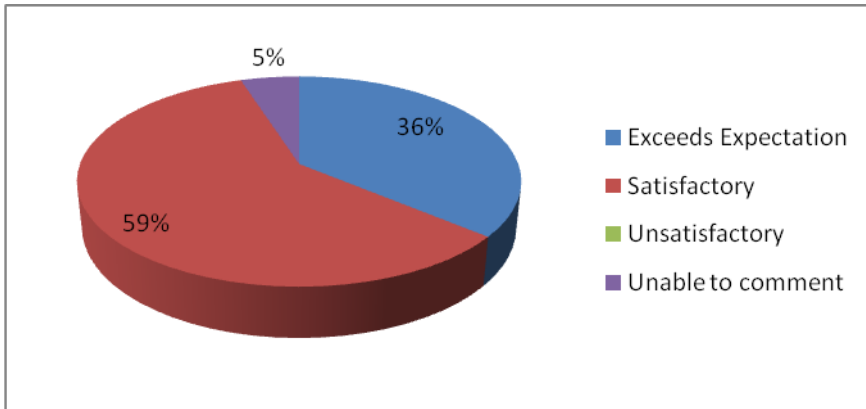
- Excellent start to workforce development work
- Creates and provides opportunities to build competency
- Staff always available to discuss issues

What the MHCT could be doing better

- Initiate assistance, be more proactive

Promoting partnerships and collaboration

How the MHCT promotes cooperative partnerships and contributes to a more effective and outcomes focused sector.



What the MHCT does well

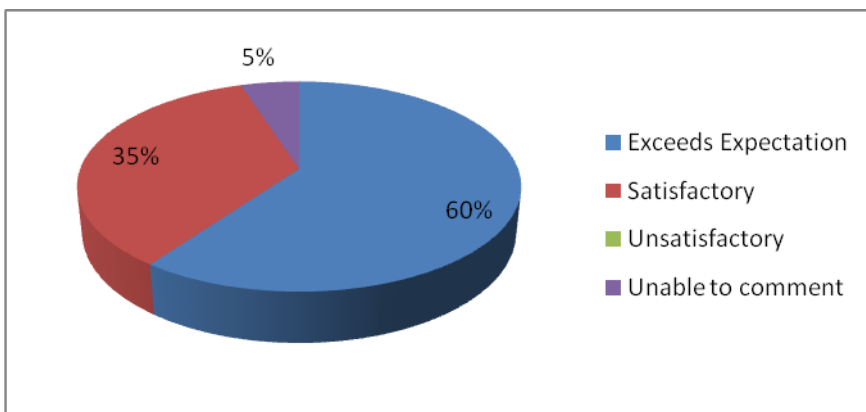
- Growing linkages with other sectors
- Provides a wide range of CSO and networking opportunities
- CEO/Manager Network very useful

What the MHCT could be doing better

- Develop an Industry Plan for the sector
- Devise innovative ways to promote partnerships
- Develop more partnerships in the North and North West

Demonstrate leadership and innovation

How the MHCT contributes to the development of a strong working relationship between government and the sector.



What the MHCT does well

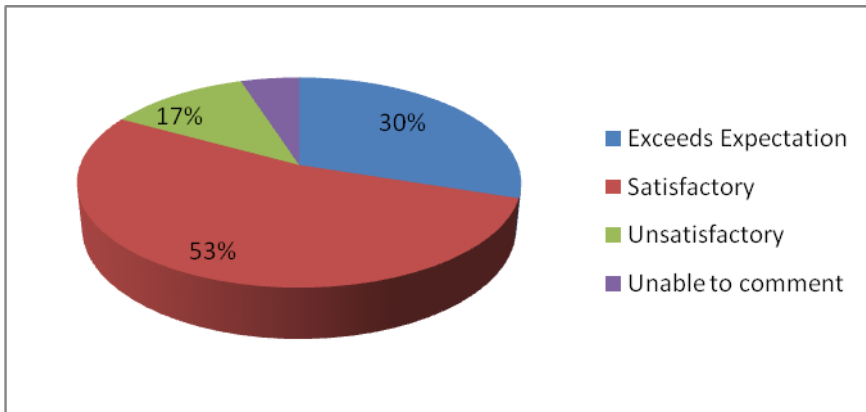
- Consistent, assertive, coherent public comment on major mental health issues
- Budget Priority Statement process positive and collaborative
- Exceptional relationships with government
- Keep up the good work

What the MHCT could be doing better

- No suggestions offered

Cost of Membership

Subscription fees – value for money for members.



What the MHCT does well

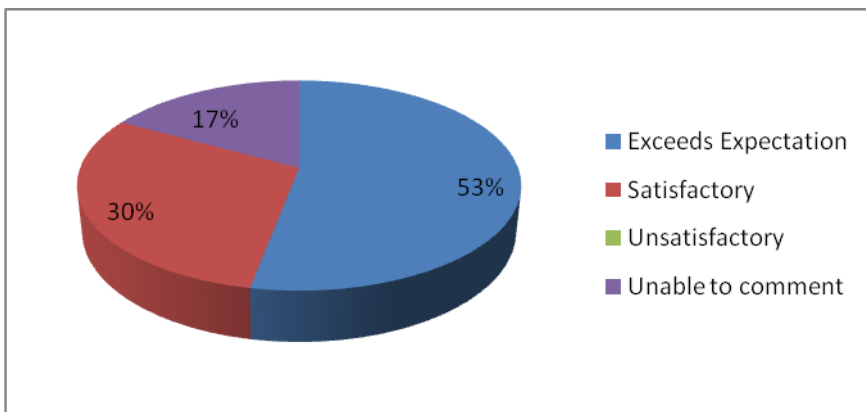
- Not a problem, money well spent
- Extremely reasonable

What the MHCT could be doing better

- Fees difficult to find (Consumer group)

Level & quality of support

How the MHCT provides members with opportunities for information sharing, networking, developing partnerships and input into policy development.



What the MHCT does well

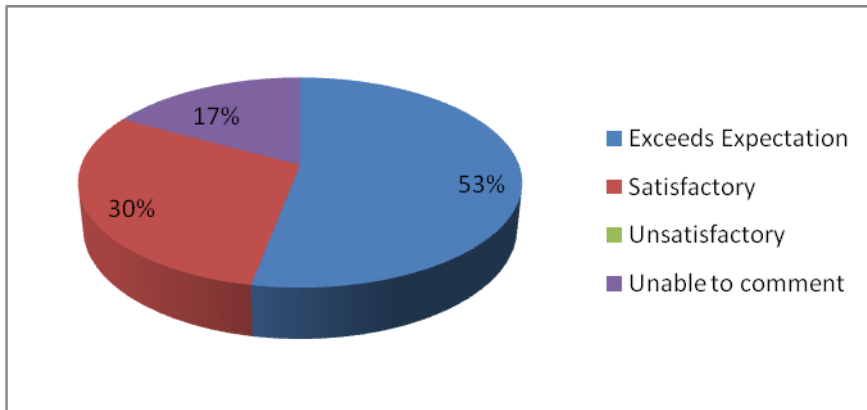
- CEO/Managers Network Group extremely beneficial
- Great response to requests
- Regular, reliable flow of information on issues, events and opportunities
- Great linkages and sector update
- High level across the board

What the MHCT could be doing better

- Develop different opportunities

Strategic Planning

How the MHCT demonstrates leadership in strategic direction.



What the MHCT does well

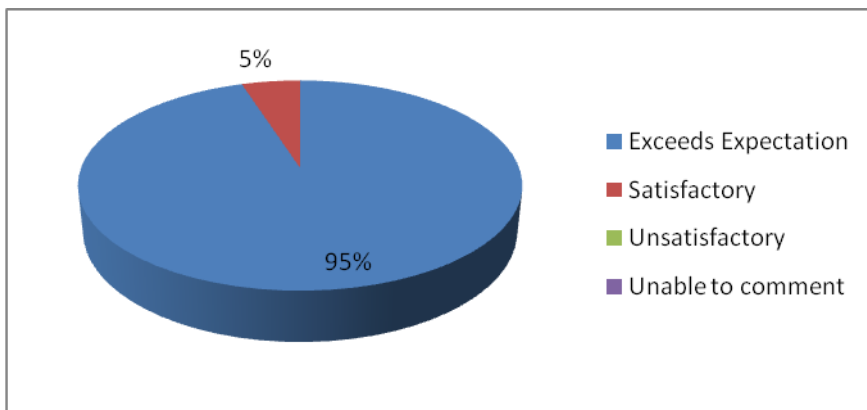
- Strategic direction relevant and demonstrates leadership in the sector
- Workforce Development component welcomed
- Exceptional Governance standard

What the MHCT could be doing better

- Community Awareness could be enhanced

Staff Conduct

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



What the MHCT does well

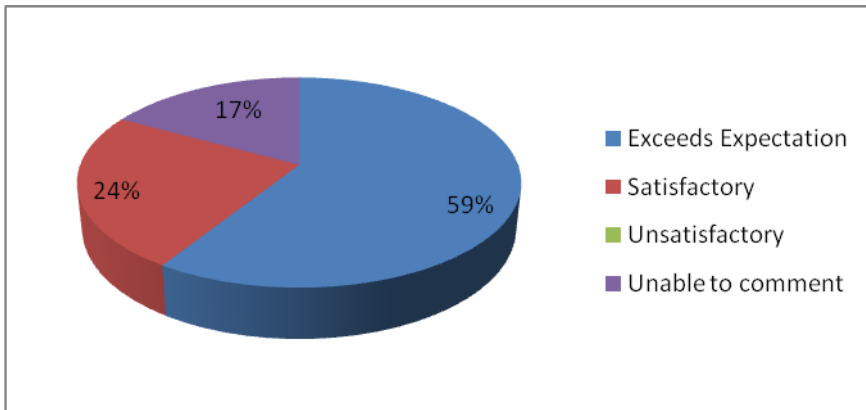
- Professional and personable
- Approachable and easy to work with
- Interactions always positive
- Good team with a positive culture

What the MHCT could be doing better

- Conduct a staff survey

Access to Information

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



What the MHCT does well

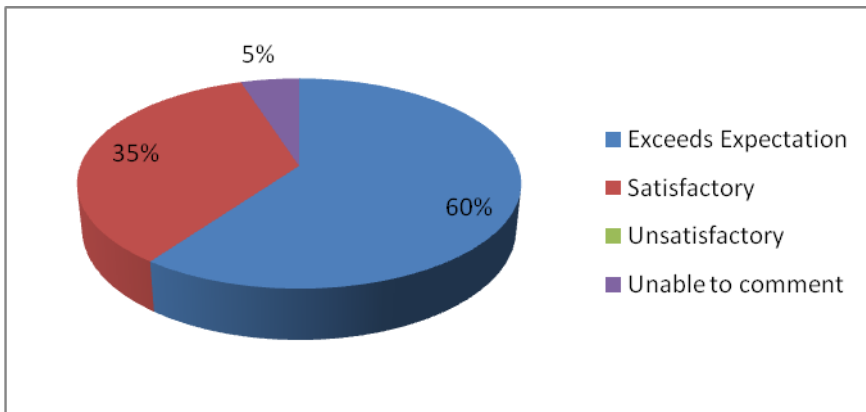
- ENews, email updates, website all very good
- Does very well in this area
- Good range of resources, easy access

What the MHCT could be doing better

- New website would be valuable

Quality of Information

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



What the MHCT does well

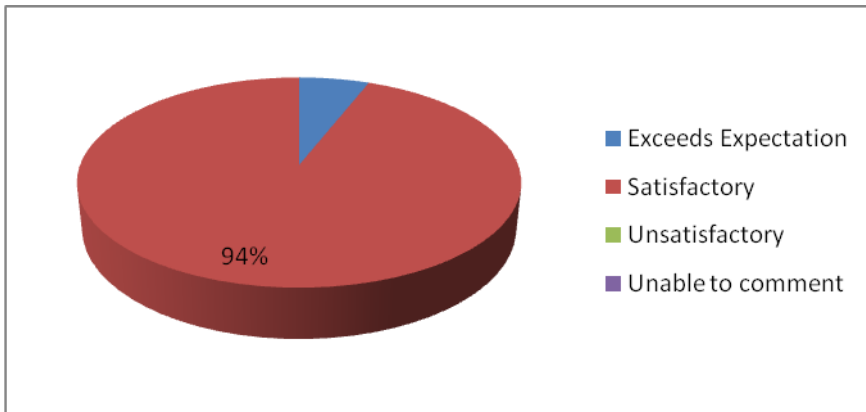
- Website good
- Exceptional with a broad range of information
- Up to date

What the MHCT could be doing better

- No suggestions offered

Confidentiality/consent

MHCT 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
- First hand experience of the sensitive handling of Member confidentiality

General comments offered

- Keep up the terrific work and thanks for the opportunity to comment
- Keep doing what your doing
- Looking forward to working with the MHCT in the future
- The MHCT has really lifted their outputs
- Have done well removing the image of stigma in mental health
- Continue to lift the bar
- Great facilitator for partnerships