



**Government
of South Australia**

SA MENTAL HEALTH COMMISSION

2018-19 Annual Report

SA MENTAL HEALTH COMMISSION
60 Hindmarsh Square, Adelaide SA 5000
PO Box 189, Rundle Mall
www.samentalhealthcommission.com.au

Contact phone number: 1300 293 220
Contact email: samhc@sa.gov.au
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To:

The Hon. Stephen Wade MLC
South Australian Minister for Health and Wellbeing

This annual report will be presented to Parliament to meet the statutory reporting requirements of the *Public Sector Act 2009* and the *Public Sector Regulations 2010* and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the South Australian Mental Health Commission by:

C.M. Burns CSC
Commissioner and Chief Executive
SA Mental Health Commission

A handwritten signature in black ink, appearing to read 'C.M. Burns', is written over a horizontal line.

Date 30 September 2019

From the Chief Executive

In all its undertakings, the South Australian Mental Health Commission listens to and values the voices of South Australians with lived experience of mental health issues; this includes their families, friends and carers. The voice of lived experience, in conjunction with the input of clinicians, service providers and the general community, inform, challenge and guide the co-design and co-production of all of the Commission's outputs and outcomes.



The case for better mental health and wellbeing in the State has never been stronger from a social and economic perspective. The arguments are irrefutable. Our aspiration is that South Australia is internationally recognised as a resilient, compassionate and connected community. While more South Australians than ever are connected via the internet, they have told us they have never been lonelier.

In our last Annual Report, we advised of the Commission's development and release of the South Australian Mental Health Strategic Plan 2017-2022. This year the Commission has focussed on implementing that Plan and identifying opportunities to further strengthen the mental health and wellbeing of South Australians.

Key to this has been the identification of in excess of 20 projects focussed on achieving the Plan's three Core Strategies and seven Strategic Directions. The details of these projects and their status are well outlined in this report.

It is important to note that the breadth and diversity of the projects reach out to - and impact on - every aspect of our society from supporting expectant fathers to informing sports organisations and guiding the media and politicians on the language to use around mental health and wellbeing.

In addition to the projects flowing from the State's new strategic plan, the Commission has also co-led and collaborated with the Department of Health and the Office of the Chief Psychiatrist to develop a new mental health services plan for the State.

Our key mental health and wellbeing message for all South Australians is to not wait for the crisis to occur. Raising awareness through education and investing in prevention and early intervention initiatives have a profound impact on the mental health and wellbeing of all South Australians and helps to grow our State's mental wealth.

Chris Burns CSC

Chief Executive

SA Mental Health Commission

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Overview: about the agency

Our strategic focus

<p>Our Purpose</p>	<p>The South Australian Mental Health Commission ('SAMHC' or 'the Commission') was established in October 2015 for the purpose of taking an holistic, whole-of-community and actuarial approach to strengthening the mental health and wellbeing of South Australians.</p> <p>The Commission was assigned an initial key task of leading the development of a mental health strategic plan for the State. The South Australian Mental Health Strategic Plan 2017-2022 (the Plan) was completed in 2017 and released by the Government in December 2017.</p> <p>The Commission is now focussed on implementing the Plan and identifying opportunities to further strengthen the mental health and wellbeing of South Australians.</p> <p>In all its undertakings, the Commission listens to and values the voices of people with lived experience of mental health issues, and their families and friends. The voice of lived experience, in conjunction with the input of clinicians, service providers and the general community, inform, challenge and guide the co-design and co-production of the Commission's outputs and outcomes.</p>
<p>Our Vision</p>	<p>South Australia: A great state of mind.</p> <p>South Australia is an internationally recognised and resilient, compassionate and connected community that takes a whole-of person, whole-of-life, whole-of-government and whole-of community approach to building, sustaining and strengthening the mental health and wellbeing of South Australians in order to grow the state's mental wealth.</p>
<p>Our Values</p>	<p>Collaborative. Catalytic. Compassionate.</p>
<p>Our functions, objectives and deliverables</p>	<p>Lead the development, implementation and evaluation of a strategic mental health plan for South Australia for the period 2017–2022;</p> <p>Engage with the mental health sector and community to promote and strengthen the mental health and wellbeing of South Australians;</p> <p>Promote and facilitate the sharing of knowledge about mental health and wellbeing issues in order to break down the stigma and discrimination associated with mental illness;</p> <p>Develop policy proposals that may, from time to time, be necessary or requested by the Minister for Health and Wellbeing;</p> <p>Undertake projects relating to the State's mental health and wellbeing as may, from time to time, be necessary or requested by the Minister for Health and Wellbeing; and</p> <p>Perform other functions relating to the mental health and wellbeing of South Australians as may be required.</p>

Our organisational structure

The SA Mental Health Commission consists of a Commissioner/Chief Executive, Executive Director, Executive Assistant to the Commissioner and Executive Director, and two principal operations teams: the Community Engagement Team and the Strategy and Planning Team, each led by an Associate Director.

The Commission comprises 11 full time equivalent staff in total. Our organisational structure is available on our website at <http://samentalhealthcommission.com.au/the-commission/organisational-structure/>

The operations of the Commission are supported by expert advice from its two advisory bodies: the 'Community Advisory Committee' ('CAC') and the younger persons' 'Youth Advisory Group' ('YAG'). They both represent a broad cross-section of South Australians with lived experience of mental health issues and the broader SA community.

The Commissioner chairs the South Australian Mental Health and Wellbeing Steering Group (SAMHWSG), a cross government and cross portfolio group, which meets quarterly to guide, inform and partner with the Commission where activities or functions have cross-agency implications. Members are chief executives (or delegates) from the Departments for Premier and Cabinet; Treasury and Finance; Health and Wellbeing; Education; Child Protection; Human Services; Correctional Services; SAPOL; the Public Advocate; the Primary Health Networks; the private mental health sector; the Mental Health Coalition of South Australia; Business SA; Local Government Authority and representatives from the Commission's Community Advisory Committee (CAC) and the Youth Advisory Group (YAG).

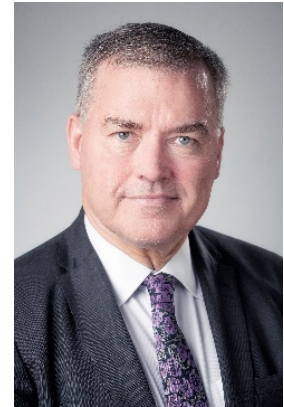
Changes to the agency

During 2018-19 there were no changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.

Our Minister

Hon Stephen Wade MLC is the Minister for Health and Wellbeing in South Australia.

The Minister oversees health, wellbeing, mental health, ageing well, substance abuse and suicide prevention.



Our Executive team

Chris Burns is the inaugural Commissioner and Chief Executive of the South Australian Mental Health Commission. In accordance with Section 31 of the South Australian Public Sector Act - 2009, the SA Mental Health Commissioner is responsible to the Premier and the Minister for Health and Wellbeing for:



- Ensuring that the SA Mental Health Commission makes an effective contribution to the attainment of the whole-of-Government objectives that are communicated in writing by the Premier or the Minister for Health and Wellbeing and relate to the functions or operations of the department.
- The attainment of the performance objectives set from time to time by the Premier and the Minister for Health and Wellbeing under the contract relating to the chief executive's employment.
- The effective management of the department and the general conduct of its employees.
- Leading the development and implementation of the SA Mental Health Strategic Plan;
- Developing policy proposals requested by the Minister on specific issues impacting on people with mental illness. These may include:
 - Availability of supported housing;
 - Employment opportunities for people with mental illness;
 - Workplace mental health;
 - Services to remote communities;
 - Youth services; and
 - Other reports as requested.
- Undertaking and commissioning research in relation to mental health issues;
- Engaging with a wide range of stakeholders in the mental health sector and the community to promote the sharing of knowledge on mental health issues and breaking down the stigma associated with mental illness; and
- Producing Annual Reports on the functioning of the Commission.

Amelia Traino is the Executive Director of the SA Mental Health Commission, responsible for providing strategic and business leadership to shape and guide the operations of the SA Mental Health Commission in order to achieve its key functions and objectives, including the implementation of the SA Mental Health Strategic Plan 2017-2022 (The Plan):

- Ensure the legal, ethical, fiduciary and financial health of the Commission including risk and business continuity.
- Develop, implement and monitor appropriate corporate systems, processes and requirements and ensure all business and operational objectives are met.
- Ensure the Commissioner has all necessary information to make informed decisions.
- Represent the Commission as 2-I-C at state, national and international forums and meetings in the mental health sector, including Ministerial offices, national and state Mental Health Commissions and government and non-government agencies, as well as the private sector.
- Provide leadership for identifying key mental health priorities and management and delivery of projects that improve and ensure effective mental health reform, service delivery and coordination.
- Drive change that promotes and enables stakeholder engagement in the implementation of The Plan and subsequent action plans and projects – ensuring the use of co-design principles with people with lived experience.
- Build partnerships with key stakeholders, develop and implement community engagement processes
- Work actively with the team to deliver professional forums, events, campaigns and internal and external communications and promotion of the work of the Commission in strengthening the mental health and wellbeing of South Australians.
- Actively engage and lead the Commission's team members towards a high-performing culture supplemented by best-practice HR policies and procedures including ongoing support and tools for good mental wellbeing.



Legislation administered by the agency

Nil

Other related agencies (within the Minister's area/s of responsibility)

SA Health

Department for Health and Wellbeing

Central Adelaide Local Health Network

Country Health South Australia Local Health Network

Northern Adelaide Local Health Network

Southern Adelaide Local Health Network

Women's and Children's Health Network

Health Performance Council

BreastScreen SA

Drug and Alcohol Services SA

SA Ambulance Service

Statewide Eating Disorder Service

SA Cancer Service

SA Dental Service

The agency's performance

Performance at a glance

The SA Mental Health Commission has moved decisively to implement within existing resources the SA Mental Health Strategic Plan 2017-2022 with 21 projects underway or completed. All projects focus on achieving the Plan's three Core Strategies and seven Strategic Directions. The Commission continues to utilise its unique position to bring together the community, people with lived experience and organisations from all sectors, as well as represent South Australia on the national and international stage.

Agency contribution to whole of Government objectives

Key objective	Agency's contribution
More jobs	Nil
Lower costs	Nil
Better Services	Nil

Agency specific objectives and performance

Agency objectives	Indicators	Performance
<p>Implementing the SA Mental Health Strategic Plan 2017-2022 Strategic Directions 1&2:</p> <p>Strengthen mental health and wellbeing and prevent mental health issues through high impact promotion, prevention and early-in-life intervention strategies.</p> <p>Community education to improve awareness and reduce stigma.</p>	<p>SMS4dadsSA pilot project 2017-2019 supporting expectant and new dads in SA</p> <p>Helping dads learn about their baby, support their partner and look after their own mental and physical health</p> <p>Aiming for 250 registrations or greater than 90% sign up to the free support service:</p> <ul style="list-style-type: none"> • Greater than 80% retention. • Collaborative relationships with external stakeholders: non-government and government agencies and research institutions. • SA-wide media uptake. 	<ul style="list-style-type: none"> • 246 expectant and new fathers recruited. • 83% of dads stayed with program. • 75% rated information as good. • 6 dads escalated to PANDA for specialised support. • Successful partnerships with University of Newcastle; Flinders University; Adelaide Primary Health Network; Women's & Children's Hospital. • Excellent State-wide media coverage in print, television, radio and online in country and metropolitan SA.
<p>Implementing the SA Mental Health Strategic Plan 2017-2022 Strategic Direction 2:</p> <p>Community education to improve awareness and reduce stigma.</p>	<p>Two Mindframe forums for South Australian media professionals, university lecturers and students and Members of Parliament & staff.</p> <ul style="list-style-type: none"> • Raise awareness of importance of language in relation to mental illness and suicide, as well as the need for self-care at work. • Distribute series of pocket guides with useful tips on language use and self-care. 	<ul style="list-style-type: none"> • 100 attendees at Journalists' <i>Walking through a Mindfield</i> forum • 50 attendees at <i>Mind your Words</i> forum for MPs and staff. • 300 language and self-care pocket guides distributed, with electronic versions available on the Commission website. • Editors and journalists continue to reach out to SA Mental Health Commissioner Chris Burns for information and advice about ways to report on mental health issues and content.

		<ul style="list-style-type: none"> • Positive turnout and feedback on forums and the media professionals' "Spin Cycle" debate.
<p>Implementing the SA Mental Health Strategic Plan 2017-2022 Strategic Directions 3, 4 & 5:</p> <p>Provide integrated services that work better together.</p> <p>Provide quality supports and services that are easily accessible and meet individual, family and carer needs.</p> <p>Improve governance of services which support mental health and wellbeing to ensure person-centred, recovery-focused and outcomes-oriented approaches.</p>	<p>Developing SA's next Mental Health Services Plan in partnership with the Office of the Chief Psychiatrist (SA Health).</p> <ul style="list-style-type: none"> • Facilitating community and stakeholder engagement to ensure the voices of lived experience and the community are heard in the development of the Mental Health Services Plan. 	<ul style="list-style-type: none"> • Co-sponsored and co-managed development process. • Ensured that the voices of the over 2200 people consulted on the SA Mental Health Strategic Plan were included in the development of the Mental Health Services Plan by drawing together themed, first-hand information and delivering it to the executive officers of each of the 6 working groups. • Executive Officer support to 3 of the 6 working groups. • Commissioner provided leadership through the Executive Group and chaired one of the working groups.
<p>Implementing the SA Mental Health Strategic Plan 2017-2022 Strategic Directions 3, 5 & 6:</p> <p>Provide integrated services that work better together.</p> <p>Provide the right support for our diverse communities.</p> <p>Improve governance of services which support mental health and wellbeing to ensure person-centred, recovery-focused and outcomes-oriented approaches.</p>	<p>Advocating for a professionalised peer workforce on a national and state level.</p> <p>Promoting the recruitment, training, supervision and career development of peer workers</p> <ul style="list-style-type: none"> • Hosted the <i>Value of Lived Experience</i> event to promote the peer workforce and provide South Australians with the opportunity to hear from David Covington of RI International and Crisis Now, USA. • Special presentation to the Prime Minister's 	<ul style="list-style-type: none"> • 150 people attended the Commission's RI International event. • South Australia regarded by the Prime Minister's Advisory Council on Veterans' Mental Health as a national leader in peer workforce promotion and advocacy. • Positive feedback from the <i>Value of Lived Experience</i> event.

	<p>Advisory Council (PMAC) on Veterans' Mental Health in Canberra by Commissioner Chris Burns on Peer Worker Career Structure including training and supervision, and how this could apply to the veteran community.</p> <ul style="list-style-type: none"> • Partnered with the Mental Health Coalition of SA on its <i>Lived Experience Workforce Project</i>. • Sponsored the Don Dunstan Foundation to assist with the development (in collaboration with the Mental Health Coalition of SA) of a Peer Co-op. • Joined the National Mental Health Commission's <i>Peer Workforce Development Network</i>. 	
<p>Implementing the SA Mental Health Strategic Plan 2017-2022 Strategic Directions 1 & 2:</p> <p>Strengthen mental health and wellbeing and prevent mental illness through high impact promotion, prevention and early-in-life intervention strategies.</p> <p>Community education to improve awareness and reduce stigma.</p>	<p>Nurturing and supporting the career development of future leaders in mental health.</p> <ul style="list-style-type: none"> • Worked with the National Mental Health Commission to continue to develop the program - Australian Mental Health Leaders' Fellowship (AMHLF). • Host AMHLF participants for experiential learning placements at the SA Mental Health Commission. • Supported SA alumni of 2018 to send projects to Minister for Health and Wellbeing. 	<ul style="list-style-type: none"> • Participated in national selection of cohorts 1 & 2 (2018) and 3 & 4 (2019). • Provided placements for 6/40 participants in 2018. • Will provide placements for 4/40 participants in 2019. • Promotion of the program contributed to 7/40 of 2019 applicants from SA (up from 4/40 in 2018).

	<ul style="list-style-type: none"> • Offer professional development opportunities for the Commission’s Community Advisory Committee and Youth Advisory Group members. 	
<p>Implementing the SA Mental Health Strategic Plan 2017-2022 Strategic Direction 2:</p> <p>Community education to improve awareness and reduce stigma.</p>	<p>Increasing mental health literacy and discussion on mental health and wellbeing in the community by promotion through traditional and social media platforms as well as dedicated subscribers.</p> <ul style="list-style-type: none"> • Sharing accurate and positive messages and stories about mental health and wellbeing. • Removing stigma and normalising conversations about mental health and wellbeing in the community, workplace and around the dinner table. • Put the spotlight on mental health and wellbeing in the community, workplace and in sport. 	<ul style="list-style-type: none"> • Over 970,000 reach on Facebook, Instagram and Twitter. • 4,000 Likes on Facebook, “punching above our weight”, despite being a new Commission in a smaller state. • 804 views Facebook livestream. • Almost 50,000 page views on website. • 1600 dedicated Commission e-newsletter subscribers, up by 62%. • 10 print articles • 1 TV interview • 7 radio interviews • 18 blogs
<p>Implementing the SA Mental Health Strategic Plan 2017-2022 Strategic Directions 1, 6 & 7:</p> <p>Strengthen mental health and wellbeing and prevent mental illness through high impact promotion, prevention and early-in-life intervention strategies.</p> <p>Improve governance of services which support</p>	<p>Promoting SA Government mental health and wellbeing programs</p> <p>Identifying and sharing examples of SA Government programs that improve mental health and wellbeing</p> <ul style="list-style-type: none"> • Audit of mental health and wellbeing initiatives in SA Government agencies to identify duplication and gaps in 	<ul style="list-style-type: none"> • Twenty four SA departments provided comprehensive detail of their wellbeing programs. • The 55-page audit identifies best-practice initiatives as well as gaps and duplication. • The audit has been sent to the Office for the Public Sector Employees to incorporate into their ongoing work in the

<p>mental health and wellbeing to ensure person-centred, recovery-focused and outcomes-oriented approaches.</p> <p>Measure, monitor and communicate progress toward improvements in mental health and wellbeing outcomes.</p>	<p>service delivery.</p> <ul style="list-style-type: none"> Partnered with the Office of the Commissioner for Public Sector Employment and all SA Public Sector agencies. 	<p>workplace health and safety area and realising the full potential of the public sector workforce.</p>
<p>Implementing the SA Mental Health Strategic Plan 2017-2022 Strategic Directions 1, 2 & 4:</p> <p>Strengthen mental health and wellbeing and prevent mental illness through high impact promotion, prevention and early-in-life intervention strategies.</p> <p>Community education to improve awareness and reduce stigma.</p> <p>Provide quality supports and services that are easily accessible and meet individual, family and carer needs.</p>	<p>Strengthening workplace mental health and wellbeing</p> <p>Working across sectors to share best practice and nurture mentally healthy workplaces and initiatives.</p> <ul style="list-style-type: none"> Work with South Australian communities and leaders to outline the social, ethical and economic imperatives of a mentally healthy workplace – and explain why mentally healthy workplaces are as important as physically safe workplaces. Collaborate with the private sector, other government departments and the community to develop mentally health workplace resources, including videos, pocket guides and discussion papers. 	<ul style="list-style-type: none"> Successful partnerships with Business SA, beyondblue, SA Public Sector agencies including SafeWorkSA and Return to Work SA; SA Unions, the Australian Industry Group. Development of an online Go-To Guide outlining Workplace Mental Health and Wellbeing Resources – available for download on the Commission website. Growing the Commission’s workplace resources and continue to contribute to other organisations’ resources and discussion papers.
<p>Implementing the SA Mental Health Strategic Plan 2017-2022 Strategic Direction 7:</p> <p>Measure, monitor and communicate progress toward improvements in mental health and wellbeing outcomes.</p>	<p>Exploring measures of wellbeing and prosperity for SA and building on state, national and international research to bring together the data that measures wellbeing in South Australia.</p> <ul style="list-style-type: none"> Worked with organisations such as 	<ul style="list-style-type: none"> Submission to the Child Development Council: Outcomes Framework in May 2019. Wellbeing Discussion Paper covering the history of wellbeing work in SA, how wellbeing can be measured, how it is measured in different

	<p>the SA Health and Medical Research Institute (SAHMRI); SA Health and The Child Development Council.</p> <ul style="list-style-type: none"> • Considered various definitions and conceptual frameworks for wellbeing. • Gathered and analysed current research and practice in South Australia, nationally and internationally. • Explored different methodologies for constructing indicators to measure wellbeing. • Identified current and future data sources available in South Australia to support the development of indicators. 	<p>jurisdictions and an investigation of different data sources, along with a proposed way forward of delivered to the Minister in July 2019.</p>
<p>Implementing the SA Mental Health Strategic Plan 2017-2022 Strategic Directions 1, 2 & 5:</p> <p>Strengthen mental health and wellbeing and prevent mental illness through high impact promotion, prevention and early-in-life intervention strategies.</p> <p>Community education to improve awareness and reduce stigma.</p> <p>Provide the right support for our diverse communities.</p>	<p>Increased mental health literacy through sporting clubs and associations</p> <ul style="list-style-type: none"> • Collaborating with sporting clubs to share information and build skills, networks and capacity around mental health, wellbeing and mental health literacy. • Identify, meet with and support sporting clubs and associations, such as Bowls SA, the SANFL and Rugby Union SA, to promote good mental health and wellbeing in sporting communities through special events and community education. • Partnered with Sport SA to host a state-wide Mental Wellbeing in 	<ul style="list-style-type: none"> • SA Mental Health Commission /Sport SA's Mental Wellbeing in Sport event attended by 200 people representing 125 organisations and 43 different sports. • Excellent feedback from the Mental Wellbeing in Sport event with participants rated it 4.8 out of 5. • 100% of respondents said the event met or exceeded their expectations. • Excellent media coverage and 804 Facebook livestream views of event. • Uptake of resources developed as a result of the event.

	<p>Sport event.</p>	<ul style="list-style-type: none"> • Presentations from the day and further information available. (our link and Sport SA's) https://www.sportsa.org.au/about/publications/
<p>Implementing the SA Mental Health Strategic Plan 2017-2022 Strategic Directions 3, 5 & 7</p> <p>Provide integrated services that work better together.</p> <p>Provide the right support for our diverse communities.</p> <p>Measure, monitor and communicate progress toward improvements in mental health and wellbeing outcomes.</p>	<p>Using data to drive innovative solutions</p> <p>Supporting better data analysis to improve planning, governance and the delivery of mental health care.</p> <ul style="list-style-type: none"> • The Commission is supporting the Mental Health Registry Integrating <i>MyHealth</i> Records which uses the AI-Squared (AI2) application to improve coordination and care for consumers experiencing mental ill-health by ensuring better integration between primary and secondary care. • The AI2 data project aims to reduce the number of acute mental health episodes and hospital presentations through its prevention-focused model based on already available data to pro-actively intercede and enable early intervention in the community. 	<ul style="list-style-type: none"> • The Commission worked with Flinders University to be successful in gaining grant money to progress this project and continues to facilitate the collaboration of key stakeholders and providing available resources to support the project's success.

<p>Implementing the SA Mental Health Strategic Plan 2017-2022 Strategic Directions 1, 2 & 5</p> <p>Strengthen mental health and wellbeing and prevent mental illness through high impact promotion, prevention and early-in-life intervention strategies.</p> <p>Community education to improve awareness and reduce stigma.</p> <p>Provide the right support for our diverse communities.</p>	<p>Promoting events in the community and encouraging participation in events that build mental health and wellbeing awareness and reduce stigma and discrimination</p> <ul style="list-style-type: none"> • The Commission’s far-reaching network extends across all sectors, organisations and the community to promote mental health and wellbeing events and to ‘cross pollinate’ ideas and connect South Australians in a unique and positive way. • The Commission continues to unite the SA community by utilising its networks to link people and organisations together. • Attend and maintain a presence at local, grass-roots events that demonstrate the community’s efforts and passion for making a difference in mental health and wellbeing. 	<ul style="list-style-type: none"> • Commissioner Burns delivers the South Australian Branch of The Royal Australian and New Zealand College of Psychiatrists’ prestigious 2018 Annual Barton Pope Lecture. • Commissioner Chris Burns and Commission staff address SA Police; local government, business alliances, Business SA, sporting, Rotary clubs, Relationships Australia, multicultural, construction industry, veterans, university, health, and homelessness events and are heavily involved in promoting and supporting the mental health and wellbeing of emergency workers and veterans. • The Commission network reaches hundreds of organisations and communities across SA to promote mental health and wellbeing. • Endorsement and support of events includes Country Arts SA’s production of Euphoria, a play tackling the ongoing stresses and increased self-harm and suicides in regional areas. • Mental Health Week partnerships with the SA History Trust during History Week and the Mental Health Coalition of SA.
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<p>Implementing the SA Mental Health Strategic Plan 2017-2022 Strategic Direction 6:</p> <p>Improve governance of services which support mental health and wellbeing to ensure person-centred, recovery-focused and outcomes-oriented approaches.</p>	<p>The SA Mental Health Commission represents South Australia on state, national and international forums and platforms in the mental health and wellbeing space.</p> <ul style="list-style-type: none"> • Influencing state and national policy, strategy and planning for mental health and wellbeing. • Actively engage in the current conversation nationally around suicide prevention. • Participate in regular national meetings of all state and national mental health commissions. • Work with state and national veterans' organisations. • Contribute to service planning with our primary health sector partners. 	<ul style="list-style-type: none"> • The Commission hosts a quarterly council with CEO participants from human services government agencies, Primary Health Networks, LGA, the Mental Health Coalition of SA, Business SA and statutory officers. • The Commissioner attends biannual Commissioners meetings (Australia and NZ). • The Executive Director attends biannual 2IC Commissions meetings. • The Commissioner is a participant on the Premier's Council on Suicide Prevention. • The Commission meets monthly with Adelaide and Country SA Primary Health Networks. • Partnership projects such as SMS4dadsSA, Australian Mental Health Leaders Program, Workplace Mental Health and Wellbeing have arisen out of meetings where connections are made and maintained.
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<p>Implementing the SA Mental Health Strategic Plan 2017-2022 Strategic Directions 3, 4 & 5:</p> <p>Provide integrated services that work better together.</p> <p>Provide quality supports and services that are easily accessible and meet individual, family and carer needs.</p> <p>Provide the right support for our diverse communities.</p>	<p>Conducting research into new models of care</p> <p>Connecting with organisations with experience in developing and delivering innovative ways of providing mental health care</p> <ul style="list-style-type: none"> • Identify and investigate co-response models that involve the collaborative delivery of care between mental health services and first responders. • Examine national and international hospital avoidance and emergency department alternative initiatives. 	<p>Partnerships include:</p> <ul style="list-style-type: none"> • SAPOL • RI International • NHS Health Scotland • The Office of the Chief Psychiatrist • Different models are included in the Mental Health Services Plan. • Social Inclusion Bonds have been considered by government and continue to be included in planning.
<p>Implementing the SA Mental Health Strategic Plan 2017-2022 Strategic Directions 2, 6 & 7</p> <p>Community education to improve awareness and reduce stigma.</p> <p>Improve governance of services which support mental health and wellbeing to ensure person-centred, recovery-focused and outcomes-oriented approaches.</p> <p>Measure, monitor and communicate progress toward improvements in mental health and wellbeing outcomes.</p>	<p>Organising conferences of leading thinkers in mental health. Bringing together state, national and international leaders in mental health and wellbeing to discuss, debate and collaborate on the current discourse.</p> <ul style="list-style-type: none"> • Co-convened TheMHS 2018. • Participated as part of the Program committee for Australian Rural and Remote Mental Health Symposium (Adelaide 2019). • Sponsored the inaugural Re-Awaken Conference in Adelaide. 	<ul style="list-style-type: none"> • TheMHS 2018 attracted over 700 delegates and feedback indicated it was well run and had a wide and engaging range of presentations and information. • Bursaries were eagerly applied for, enabling people to attend TheMHS 2019.

<p>Implementing the SA Mental Health Strategic Plan 2017-2022 Strategic Directions 1 & 2</p> <p>Strengthen mental health and wellbeing and prevent mental illness through high impact promotion, prevention and early-in-life intervention strategies.</p> <p>Community education to improve awareness and reduce stigma.</p>	<p>Partnering with the History Trust to foster community connectedness.</p> <p>Developing linkages between history and mental health and promoting these during South Australia’s History Festival.</p> <ul style="list-style-type: none"> • Identify and draw out linkages between mental health, community connectedness, history, physical spaces in South Australia and events run by the South Australian community. • Deliver events in partnership with the History Trust of SA. • Promote mental health and wellbeing during South Australia’s History Festival. • Worked with the History Trust to develop a ‘Discover your place’ information sheet for Mental Health Week 2018. • Co-produced two ‘I am an Activist Talks’ with The Centre of Democracy featuring Professor Nicholas Procter and Matthew Ball 	<ul style="list-style-type: none"> • Standing room only at 2018 Mental Health Week ‘I am an Activist’ and 2019 ‘I am a Feminist’ talks • Increased mental health promotion and literacy via the 2019 History Festival, the biggest to date with 695 events and 158,500 event visits across metro and regional SA, with a reach of over 400,000 via print and social media. • Participated in and shared 2019 History Festival events on social media including a ‘top-picks’ blog. • Acknowledgment of importance of connection of mental health and history by History Trust Chair at 2019 History Festival Launch. • New community mental health and history community connections formed. • Commissioner’s statement about the link between mental health and the History Festival in the 2019 programme - 230,000 copies of the printed program were distributed in The Advertiser and through libraries, councils, visitor centres.
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<p>Submissions to inform the development of policy, strategies and frameworks</p>	<p>The Commission completed 10 submissions to state and federal investigations, insuring people with mental illness and their communities were included.</p> <p>Where invited, executives of the Commission attended hearings of inquiries.</p>	<p>Australian Senate Inquiry on Accessibility and quality of mental health services in rural and remote Australia.</p> <p>Productivity Commission Inquiry on Mental Health: The Commission facilitated meetings in Adelaide with the Commission’s Youth Advisory Group and co-hosted a forum so the Productivity Commission representatives could meet with the Culturally and Linguistically Diverse (CALD) community in Adelaide. Fifty four people from 29 different multicultural groups attended the forum.</p> <p>National Mental Health and Suicide Prevention Information Priorities 3rd Edition Consultation.</p>
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Corporate performance summary

Employment opportunity programs

Program name	Performance
Nil	

Agency performance management and development systems

Performance management and development system	Performance
Performance Review	<p>Commission staff complete a bi-annual performance review process with their line manager.</p> <p>Compliance is measured as a percentage of staff (FTE) required to have a performance review that have undergone the process within the reporting period.</p> <p>As at 30 June 2019, all staff had undergone a performance review.</p>

Work health, safety and return to work programs

Program name	Performance
Workplace Health & Safety	In 2018-19, occupational health and safety concerns were tabled on the agenda at 100% of the Commission's staff meetings and dealt with effectively resulting in nil reported injuries or lost time.
Worker Wellbeing	In 2018-19, Worker Wellbeing was a standing item on the agenda at 100% of the Commission's staff meetings where staff can raise worker wellbeing issues and plan activities that support wellbeing.
Mental Health First Aid Training	In 2018-19, the Commission supported its staff to attend Mental Health First Aid Training.

Workplace injury claims	2018-19	2017-18	% Change (+ / -)
Total new workplace injury claims	0	0	0
Fatalities	0	0	0
Seriously injured workers*	0	0	0

Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)	0	0	0
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Work health and safety regulations	2018-19	2017-19	% Change (+ / -)
Number of notifiable incidents (<i>Work Health and Safety Act 2012, Part 3</i>)	0	0	0
Number of provisional improvement, improvement and prohibition notices (<i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i>)	0	0	0

Return to work costs**	2018-19	2017-18	% Change (+ / -)
Total gross workers compensation expenditure (\$)	0	0	0
Income support payments – gross (\$)	0	0	0

**before third party recovery

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/work-health-and-safety-and-return-to-work-performance-sa-mental-health-commission>

Executive employment in the agency

Executive classification	Number of executives
SAES 2 – Commissioner	1
SAES 1 – Executive Director	1

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/executive-employment-sa-mental-health-commission>

The [Office of the Commissioner for Public Sector Employment](#) has a [workforce information](#) page that provides further information on the breakdown of executive gender, salary and tenure by agency.

Financial performance

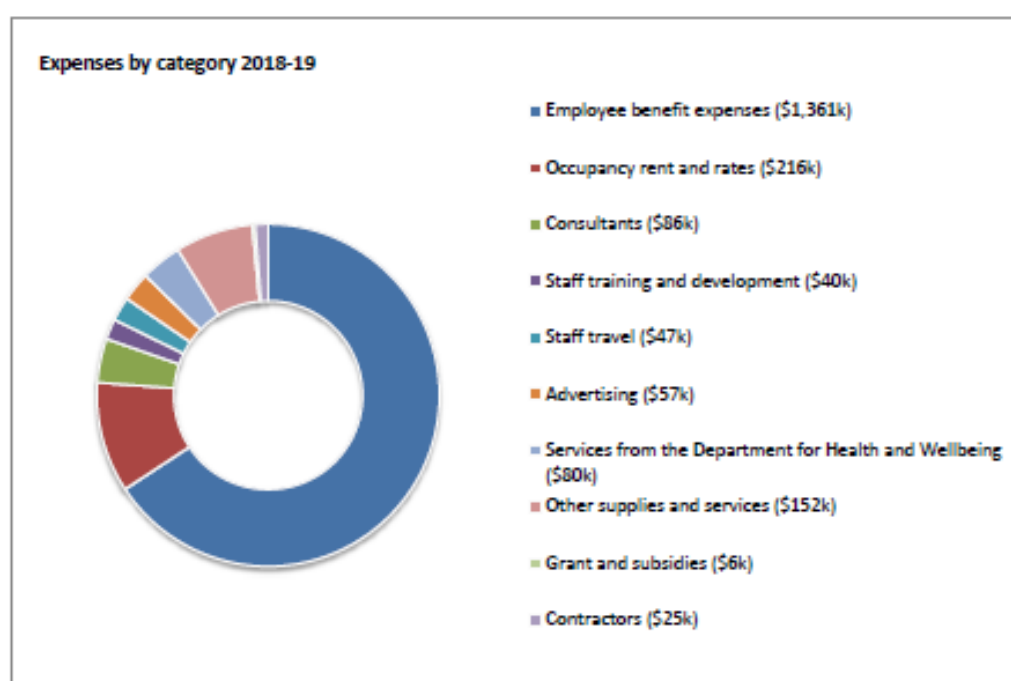
Financial overview

The South Australian Mental Health Commission (SAMHC) prepared financial statements based on Tier 2 requirements (commonly known as reduced disclosure requirements), following the Department of Treasury and Finance's approval to apply Tier 2 (in line with AASB 1053 *Application of Tiers of Australian Accounting Standards*). The Australian Accounting Standards Board implemented Tier 2 reporting requirements to substantially reduce the disclosure burden of many small to medium size Australian entities when preparing general purpose financial reports, ensuring these entities financial statements are relevant to and meet users needs.

The following table and charts provide a brief summary of the overall financial performance of SAMHC. Audited financial statements for 2018-19 are attached to this report. The 2018-19 financial statements reflect the first time adoption of AASB 9 *Financial Instruments*, noting that the new Leasing Standard (AASB 16) and Revenue Standards (AASB 15 and AASB 1058) become effective next year.

SAMHC financial summary

Three-year Financial summary (\$000)	2018-19	% ↑↓	2017-18	2016-17
Total expenses	2 070	↓ -4.1%	2 159	2 171
Total income	90	↓ -26.2%	122	-
Net cost of providing services	1 980	↓ -2.8%	2 037	2 171
Revenues from/Payments to SA Government	2 054	↑ 2.0%	2 013	2 547
Net result for the period	74	↑ 408.3%	(24)	376
Net cash provided by operating activities	121	↑ 110.1%	(1 202)	1 832
Total assets	768	↑ 18.5%	648	1 843
Total liabilities	348	↑ 15.2%	302	1 473
Net assets	420	↑ 21.4%	346	370



Consultants disclosure

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken, and the actual payments made for the work undertaken during the financial year.

Consultancies with a contract value below \$10,000 each

Consultancies	Purpose	\$ Actual payment
All consultancies below \$10,000 each - combined	Various	\$15,688

Consultancies with a contract value above \$10,000 each

Consultancies	Purpose	\$ Actual payment
Flinders University	Provide expert clinical strategic advice specific to mental health services in South Australia, nationally and internationally	\$25,210
University of Newcastle	Facilitate and undertake the SMS4DadsSA project	\$45,375
	Total	\$86,273

Data for previous years is available at:

<https://data.sa.gov.au/data/dataset/consultants-sa-mental-health-commission>

See also <https://www.tenders.sa.gov.au/tenders/index.do> for a list of all external consultancies, including nature of work and value. See also the Consolidated Financial Report of the Department of Treasury and Finance

<http://treasury.sa.gov.au/> for total value of consultancy contracts across the SA Public Sector.

Contractors disclosure

The following is a summary of external contractors that have been engaged by the agency, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

Contractors with a contract value below \$10,000

Contractors	Purpose	\$ Actual payment
All contractors below \$10,000 each - combined	Various	\$15,011

Contractors with a contract value above \$10,000 each

Contractors	Purpose	\$ Actual payment
Samantha Lai	Research into the development of SA Wellbeing index	\$10,250
	Total	\$25,261

Data for previous years is available at:

<https://data.sa.gov.au/data/dataset/contractors-sa-mental-health-commission>

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts](#). The website also provides details of [across government contracts](#).

Risk management

Risk and audit at a glance

Fraud detected in the agency

Category/nature of fraud	Number of instances
Nil	0

Strategies implemented to control and prevent fraud

The Commission has implemented a number of ongoing and ad hoc strategies to help control and prevent fraud, including:

- > adoption of a mandatory staff policy for compliance with the South Australian public sector code of ethics;
- > provision of an all-staff fraud control and prevention training workshop programme;
- > strict monitoring, recording and regular internal audit of all uses of the Commission's electronic payment facilities (credit card), taxicab payment vouchers and other such expenditure sinks;
- > tracking and processing of all invoices and supplier payments through a government-wide system implemented outside of the Commission and subject to scrutiny and policy enforcement by that system;
- > use of transparent and objective evaluation of bids received in response to invitations to tender for consulting work with the Commission;
- > hierarchical and strictly controlled delegations of authority to approve expenditure;
- > mandatory staff time recording system, the records of which are routinely and regularly audited internally.

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/fraud-detected-sa-mental-health-commission>

Whistle-blowers disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Whistleblowers Protection Act 1993*:

0

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/whistle-blowers-disclosure-sa-mental-health-commission>

Reporting required under any other act or regulation

Not Applicable

Reporting required under the *Carers' Recognition Act 2005*

The *Carers' Recognition Act 2005* is deemed applicable for the following: Department of Human Services, Department for Education, Department for Health and Wellbeing, Department of State Development, Department of Planning, Transport and Infrastructure, South Australia Police and TAFE SA.

Section 7: Compliance or non-compliance with section 6 of the Carers Recognition Act 2005 and (b) if a person or body provides relevant services under a contract with the organisation (other than a contract of employment), that person's or body's compliance or non-compliance with section 6.

Not Applicable

Public complaints

Number of public complaints reported

Complaint categories	Sub-categories	Example	Number of Complaints 2018-19
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	0
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	0
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	0
Communication	Communication quality	Inadequate, delayed or absent communication with customer	0
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	0
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	0
Service delivery	Access to services	Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities	0
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	0
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	0
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	0
Service quality	Information	Incorrect, incomplete, out dated or inadequate information; not fit for purpose	0

Complaint categories	Sub-categories	Example	Number of Complaints 2018-19
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	0
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	0
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	0
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	0
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	0
		Total	0

Delete the following table if not applicable.

***Note:** % of complaints resolved within policy timeframes is a mandatory field.

Additional Metrics	Total
Number of positive feedback comments	249
Number of negative feedback comments	0
Total number of feedback comments	249
% complaints resolved within policy timeframes	*

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/public-complaints-sa-mental-health-commission>

Service improvements for period

Service improvements that responded to customer complaints or feedback
Not applicable

Appendix: Audited financial statements 2018-19