

# Strategic Direction: Establishing the Commission (Year 1)

Our hope is that **all Victorians are socially and emotionally well and can live the life they want to live.**

This means they can choose and access safe services when and where they need them.

## Our purpose

To ensure our work shines a light on systemic issues in the mental health and wellbeing system that hold back progress, as well as recognise what works well.

## Our role

*To support and drive transformation by promoting an honest and accountable mental health and wellbeing system. To do this, we will:*

- Hold the government to account for delivering the recommendations of the Royal Commission
- Encourage government to maintain mental health and wellbeing as a priority
- Elevate lived experience leadership and participation in system reform
- Monitor and report on system performance, quality and safety
- Resolve individual complaints and conduct investigations
- Undertake inquiries into issues that may be systemic, and drive compliance
- Reduce the stigma and discrimination associated with mental health issues.

## Our commitment

At the Commission, we will be:



Fearlessly independent



Grounded in the expertise of people with lived experience



Brave, fair, impartial and transparent in our work



An exemplar organisation for lived experience leadership



A voice for inclusion, understanding and compassion



Focused on addressing the most important issues at the time that best serves the public interest.

## Our focus in Year 1

For **consumers, carers, families, supporters and kin...**

**to have the power to exercise their rights (including human rights) to achieve the outcomes that matter to them.**

We will support consumers, carers, families, supporters and kin by helping them to understand and know their rights, as well as how to promote and exercise them.

For **mental health and wellbeing system bodies (including providers, peak bodies and government)...**

**they are clear about our compliance expectations and how the system is performing.**

We will be clear about our approach to compliance, so it is understood in the different settings and contexts of the mental health and wellbeing system.

We will report baseline performance against key measures of system performance, quality and safety.

For **Commission staff...**

**we will work cohesively and be clear about our contribution to reform.**

We will work with a shared purpose and focus. Our team will have a clear understanding of their role in shaping the progress of system reform and the objectives and functions of the Commission.

We will honour lived experience and diversity in our workforce and in the communities we serve.

## Where we will start

- 1. Engage** with consumers, carers, carers groups and peaks and with service providers across the system.
- 2. Promote** the mental health and wellbeing principles from the Act so that everyone can understand and follow them.
- 3. Design and develop** our approach to compliance and report the baseline of service performance, quality and safety.
- 4. Build and nurture** the Commission team and shape our culture.

### Key deliverables in our first year

- A **Lived Experience Plan** that articulates how the MHWC will elevate lived experience leadership and participation.
- A **Monitoring and Reporting Plan** that describes how the MHWC will monitor and report on the MH&W system's safety and quality, and the government's implementation of Royal Commission recommendations
- A **Stakeholder Engagement Plan** that supports the MHWC's activities including the development of other plans
- An **Annual Plan** that describes the MHWC's program of work including potential inquiries and systemic reviews.
- An **Annual Report** that includes the information required under the *Mental Health and Wellbeing Act 2022 (Vic) (the Act)*.

To deliver on our purpose and progress towards our aspirations we need to be courageous yet considered in the way we take action.

## **Consumers, carers, families supporters and kin... have the power to exercise their rights (including human rights) to achieve the outcomes that matter to them.**

Over our first year we will see a difference through:

- Receiving more complaints from carers and consumers that are within our scope.
- More consumers and carers giving feedback (positive and negative) on their experiences with mental health and wellbeing services either directly to services or through other channels (including ours).
- More consumers and carers see the impact of their complaints on services' practices.

## **Mental health and wellbeing system (service providers, peak bodies and government)... are clear about our compliance expectations and can see how the mental health and wellbeing system is performing.**

Over the first year we will see a difference through:

- Reporting baseline data on the performance, safety and quality of the mental health and wellbeing system, helping all stakeholders to better understand what is working and where there are service and system issues.
- Better use of evidence in identifying and reviewing systemic issues across the sector, including using more quantitative analysis of existing data in our reporting.
- The actions taken in response to complaints handling, performance reporting, conducting systemic reviews and inquiries.

## **All Commission staff... work cohesively and are clear about our contribution to reform.**

Over the first year we will see a difference through:

- More staff with lived experience expertise and further developing lived experience employees
- Clear position statements that describe how and where we take action.
- Strategic and operational plans that shape and guide our decisions and actions.
- Staff being engaged and aligned with our approach and understand how we will be brave.





## **Delivery...**

To deliver on this difference, our first year will be about:

- **designing** – setting out how we will work and what we will work on;
- **story-telling** – communicating authentically and often to ensure we have strong relationships and build trust; and
- **taking action** – implementing our plans.

To help us in this, our Commissioners will **always make decisions together, act together, work side by side**, but recognise that we can use our individual skills, position and passion to lead the work we need to do.

- Treasure Jennings (Chair Commissioner) - Design and develop our approach to compliance
- Annabel Brebner (Commissioner) – Design and development of Commission reporting and monitoring framework and our approach to systemic reviews.
- Maggie Toko (Commissioner) - Promote the mental health and wellbeing principles from the Act so that everyone can understand and follow them. Engage with consumer groups and service providers across the system.
- Jacqueline Gibson (Commissioner) - Promote the role, value and inclusion of families, carers and supporters of persons living with mental illness or psychological distress in the mental health and wellbeing system through engagement with carers and services. Develop our approach to elevating Lived Experience Leadership.

-  **Address:** Level 26, 570 Bourke Street  
Naarm / Melbourne, Victoria 3000
-  **Phone:** 1800 246 054 (free call from landlines)
-  **Complaints:** [help@mhwc.vic.gov.au](mailto:help@mhwc.vic.gov.au)  
**General enquiries:** [info@mhwc.vic.gov.au](mailto:info@mhwc.vic.gov.au)
-  **Website:** <https://www.mhwc.vic.gov.au/>

-  [twitter.com/MHWC\\_vic](https://twitter.com/MHWC_vic)
-  [facebook.com/mentalhealthandwellbeingcommission](https://facebook.com/mentalhealthandwellbeingcommission)
-  [instagram.com/mhwc\\_vic](https://instagram.com/mhwc_vic)
-  [linkedin.com/company/mental-health-and-wellbeing-commission-vic](https://linkedin.com/company/mental-health-and-wellbeing-commission-vic)