



## APPENDIX A: DOCUMENTATION LISTING

### SOURCE: DEPARTMENT OF HEALTH AND AGEING

#### Communication

General correspondence.

File note 04/10/2007.

#### Consortium

Multicultural Mental Health Australia Consortium Membership.

MMHA Governance [notes from 2006 meeting].

#### Funding

Audited financial statements.

Deed of Variation 2004, 2007, 2008.

Funding Agreement 2006 - 2008, 2008 - 2011.

Minute: Multicultural Mental Health Australia (MMHA) Unexpended & Surplus Funds from 2006-2008 Funding Agreement.

Minute: Multicultural Mental Health Australia Final Report 2008.

Minute: Future Funding for Multicultural Mental Health Australia (2008).

Minute: Multicultural Mental Health - Variation to Funding Agreement to change Auditing Requirements 2004.

Multicultural Mental Health Australia Financial Summary 2003-2006.

Multicultural Mental Health Australia Revised Interim Reporting Schedule (Appendix A Funding Agreement (2002/240)).

Proposal under Deed of Variation (2007).

Request to DoHA for \$25,000 to cover costs for CALD mental health consumers to attend Diversity in Health Conference 2008.

#### Governance / Management

Multicultural Mental Health Australia Code of Conduct 2006.

Multicultural Mental Health Australia. (2007). Consortium Governance: Multicultural Mental Health Australia 2006-2008.

#### Joint Officers Group

Multicultural Mental Health Australia Joint Officers Group Terms of Reference.

#### MMHA Activities

Compilation of Review of CALD Communities' Needs & State & Territory Priorities and Needs/Issues/Priorities complementing MMHA's Priority Areas.

Synergies between the Commonwealth Initiatives of the COAG Implementation Plan on Mental Health and the Implementation Plan for the Framework for implementation of the National Mental Health Plan 2003-2008 in Multicultural Australia.

#### Previous Reviews

Carla Cranny & Associates. (2006). Review of Multicultural Mental Health Australia. Executive Summary & Recommendations.

Carla Cranny & Associates. (2006). Review of Multicultural Mental Health Australia. Final Evaluation Report.  
MMHA Findings - Evaluation 2005. Evaluation prepared by: Carla Cranny and Associates.  
Multicultural Mental Health Australia Program Evaluation 2005. Evaluation Subcommittee Roles and Responsibilities.  
Westwood Spice. (2001). Australian Transcultural Mental Health Network: External Evaluation. Final Report. NSW.

### **Reports**

1<sup>st</sup> Progress Report Reporting Period 1 July - 31 December 2008.  
5<sup>th</sup> Progress Report to the Department of Health & Ageing. Reporting Period 1<sup>st</sup> October 2007 - 28 February 2008.  
Final Report Funding Period 2006-2008 & Reporting Period 1<sup>st</sup> March 2008 - 15 May 2008.  
MMHA – Restructured Reporting Requirements 2007-08.  
Project Period 2006-2008. Second Progress Report - February 2007.  
Project Period 2006-2008. Fourth Progress Report - September 2007.  
Third Report - September 2004.  
Final Report - February 2006.

### **SOURCE: MMHA**

#### **Communication**

DOHA corrections to Minutes 161107  
Draft ideas regarding communication with Consortium members by MMHA staff.  
Introduction of new national program manager.  
JOG meeting preparation.  
Memo regarding governance.  
Report regarding Consortium members input.  
Review of Multicultural Mental Health Australia (MMHA) Program May 2009 Terms of Reference [to MMHA from DoHA November 2008].

#### **Consortium**

Brief to Consortium re: funding priorities 2008.  
Consortium Attendance 2006 - 2008.  
MMHA Consortium & JOG Meeting Attendance List 15&16 November 2007.  
Consortium decisions request from MMHA staff by consortium from 29 June 2007 meeting.  
Consortium Governance 2006 - 2008 Draft & Final.  
Consortium Guidelines June 2006.  
Consortium Operations Group Operating Guidelines June 2006  
Consortium Meeting Agendas: 28 August 2003, 19 March 2004, 22 July 2004, 3 December 2004, 25 July 2006 (draft), 13 November 2008.  
Consortium Meeting Minutes 18 March 2008, 12 June 2008 (unconfirmed).  
Consortium Operations Group Meeting - February 2007. Multicultural Mental Health Australia Report on Actions Arising from Consortium Operations Group Meeting Wednesday 25 October 2006 - Attachment 1.  
Consortium Meeting - 23 March 2007. Minutes & Action Arising from Consortium Meeting held 25 October 2006 - Attachment 1.  
Consortium Meeting - 28 June 2007. Minutes & Action Arising from Consortium Meeting of 23 March 2007 - Attachment 1.  
Consortium Meeting - 28 June 2007. Report by National Program Manager - Attachment 2, Staff Reports by Program Area - Attachment 3 and Suicide Issues in CALD Communities - Attachment 6.

Consortium Operations Group Meeting - October 2006. Multicultural Mental Health Australia Report on Actions Arising from Consortium Operations Group Meeting Tuesday 25 July 2006 - Attachment 1.

Consortium Partners Meeting - Thursday 22 July 2004 - Agenda Item 4.1. Feedback from Mental Health Promotion & Stigma Reduction Teleconference, Agenda Item 4.4 Attachment 3. Possible National Suicide Prevention Initiatives for CALD Communities.

Deliverables by DoHA - Agreed Performance Measures [Consortium member feedback].

Draft Funding Schedule 2008+ [discussed at Consortium Meeting 12 June 2008].

Draft Funding Schedule 2008+ [discussed at Consortium Meeting 12 June 2008]. Consortium member feedback.

List of Databases compiled July 2007.

List of Key Areas Supported by Consortium Members [draft]. MMHA Consortium Meeting - 28 June 2007.

Matters and actions arising from the MMHA Consortium Meeting October 19 & 20, 2004.

Matters to follow up and attach to consortium minutes from 28 June 2007 meeting.

Memorandum of Understanding Multicultural Mental Health Australia. MMHA Consortium 2006 - 2008.

MMHA Executive Committee - December 2006. Multicultural Mental Health Australia Minutes from Executive Committee Meeting Friday 2 February 2007.

Multicultural Mental Health Australia Item 6 Review of 2008+ Priorities Funding Period 2006 - 2008. Consortium Meeting 23 June 2008.

Minutes from Executive Committee Meeting Monday 11 December 2006.

Policy Presentation to Consortium Members March 2004.

Report on Actions Arising from Consortium Partners Meeting - December 9 2005.

Requests for Agenda Items Consortium Meeting 23 March 2007.

Response to Consortium members comments on MMHA Capacity Building Fact Sheets 23 November 2007.

NSW Transcultural Mental Health Centre. Report for MMHA Consortium Meeting 25/26 July 2006.

### **Funding**

Deed Variation Resources Funds June 2007.

Multicultural Mental Health Australia Financial Report 1 July to 31 December 2008.

MMHA Funding Agreement 2006 - 2008 [template used to draft 2008 - 2011 schedule]

MMHA Funding Agreement - Schedule for 2008 - 2011 from DoHA.

### **Governance / Management**

Governance reform presentation.

MMHA reporting structure [flowchart]

Multicultural Mental Health Australia Code of Conduct.

Multicultural Mental Health Australia Operational Plan 2006 - 2008.

Multicultural Mental Health Australia Operational Plan 2008-11. [draft to be finalised after review].

SWAHS structure for MMHA [flowchart].

### **Joint Officers Group**

Actions Arising From Joint Officers Group Meeting 180308.

Attachment 2: Multicultural Mental Health Australia JOG Meeting 20 February 2009. Reports from State & Territory Representatives.

Attendance Lists - 26 July 2006, 29 June 2007, 16 November 2007, since June 2007, 20 February 2009.

Audit: Needs of CALD communities- Review of priorities by states & territories. Responses/issues raised from ACT, NSW, NT, SA, TAS, VIC, WA

Australian Government Mental Health Package. Department of Health and Ageing (DoHA) Progress Report August 2007.

Background Paper for JOG Issues/Matters for JOG Meeting 29 June 2007.

CALD Older People Issues. For discussion at JOG Meeting Friday 16 November 2007.

Communication, Partnerships & Consultative Processes 2008-2011 A Summary. Handout for JOG meeting February 2009.

Cover letter and questionnaire for CALD mental health providers.

Discussion Paper. For discussion at JOG Meeting 16 November 2007.

Draft Advocacy and Support to Smaller States & Territories by MMHA.

Draft Terms of Reference of Joint Officers Group. Updated April 2007.

Joint Officers Group Attachment 1 Detailed Plan for Distribution & Dissemination of MMHA written Resources - Fact Sheets and Brochures. For Meeting 13 June 2008.

Joint Officers Group Fri 29 June 2007. Amendments to previous minutes [260606] provided by [member] 020707.

Joint Officers Group Meeting Agendas - July 26 2006, 29 June 2007, 16 November 2007, 13 June 2008, 19 March 2008, 20 February 2009, 14 May 2009.

Joint Officers Group Meeting Minutes - July 26 2006 (Minutes & Notes), 29 June 2007, 16 November 2007, 19 March 2008, 13 June 2008, 20 February 2009, 14 May 2009 (draft).

Joint Officers Group Meeting Friday 29 June 2007 - SA update.

Joint Officers Group Meeting Friday 16 November 2007 - ACT update.

Joint Officers Group Meeting February 2009 - updates and minutes from FaHCSIA, NSCMH, NSW, NT, QLD, SA, TAS, WA.

Joint Officers Group Meeting May 2009 - updates/CALD mental health provider questionnaire responses from ACT, DoHA, SA, TAS, VIC, WA.

JOG Actions for DoHA from the 2Feb 2009 JOG meeting.

JOG Actions from 20 Feb 2009 Meeting.

JOG Members as at July 2006.

JOG & SCMH 2009 Meeting List.

MMHA Achievements this year - 2007. Presentation to JOG July 2007

MMHA Major Achievements. Last 4 Months by New Team as 29 June 2007

MMHA Priorities and Projects 2006-2008 Presentation to JOG July 2006.

MMHA Priority Areas 2008 – 2011- Handout for JOG meeting February 2009

MMHA Update to JOG Meeting Period: Mar- May 2009. Thu 14 May 2009.

Multicultural Mental Health Australia Funding 2008-2011 Overview. A/Prof. Abd Malak SWAHS 13th November 2008.

Response from DoHA received 10 February 2009 on the Minutes of the last Joint Officers Group Meeting held 13 June 2008.

Review of Multicultural Mental Health Australia (MMHA) Program Information Sheet for JOG Meeting 20 February 2009 (and updated version).

SA's report to Multicultural Mental Health Australia Joint Officers Group on 13 June 2008. Minutes of 9 March 2008.

State & Territory TCMH stakeholder contact lists.

Stepping Out of the Shadows Multicultural Mental Health Australia National CALD Mental Health Stigma Reduction Project - Notes for JOG meeting June 2009.

Terms of Reference of Joint Officers Group 2006.

Transcultural-related initiatives within the mental health sector in Western Australia.

Update on DoHA Specified Outputs – 2007 For JOG meeting 16 Nov 2007.

### **MMHA Activities**

1<sup>st</sup> Draft Work Plan 2008 - 2011. Carers and Consumer Priority Area.

Achievements at a glance 2007 - 2008.

Activities for 2006 - 2009 Resource development, capacity building and communications.

Checklist for MMHA's Translations Fact Sheets/Brochures/Booklet 2007.

Concurrent Projects by MMHA staff as at 14 January 2008.

Cultural Considerations resources.

Deliverables by DoHA - Agreed Performance Measures 150607 from planning day from Consortium Input 200407.

Draft Priorities for MMHA from June 2008+

Distribution of Duties/Projects by MMHA Staff 2007.

Draft MMHA Policies and Procedures for Synergy Magazine.

"Expert trainers" who were trained to run training sessions for Community Workers in their states & territories on the Stepping out of the Shadows: Stigma Reduction In Multicultural Communities Training Package.

Guidelines for Health Staff Checking Translations July 2001.

Launch of MMHA project and new funding.

Mental Health Translated Materials Review Report.

MMHA CALD Consumer Evaluation Report. From Participation in Diversity in Health Conference 2008.

MMHA Priorities from Planning Workshop 20 April 2007 with consortium members.

MMHA Work Plan Communications, Information & Promotions Project.

Modified Guidelines & Protocols Worksheet for the Evaluating & Benchmarking of Translated & Non-Translated Mental Health Resources 2007.

Multicultural Mental Health Australia Achievements at a glance. Funding Period: 2006 - 2008 For Consortium & JOG meetings 12 and 3 June 2008.

Multicultural Mental Health Australia 2003 - 2005 at a glance.

Multicultural Mental Health Australia Work Plan 2008. Workforce and Community Development Project.

Project Planning 2008 - 2011 Discussion Paper / Action Plan. National CALD Consumer Reference Group.

The Framework for Implementation of the National Mental Health Plan 2003-2008 in Multicultural Australia. Implementation Plan for National and State Priorities Draft. July 2006.

Translation Flowchart.

### **Previous Reviews**

2001 review

Review of Multicultural Mental Health Australia Executive Summary & Recommendations February 2006 by Carla Cranny & Associates.

### **Reports [chronological order]**

Account Type Summary with Description for Cost Centre for Transactions between: 1/07/2006 and 30/06/2007.

Information and Communications Report: October 2003 to February 2004, February 2005, February 2006, February 2007 (including website data), March to September 2007

Training and Workforce Development October 2006 - February 2007.

First Report – September 2003.

Second Report – February 2004.

Third Report - September 2004.

Second Report – February 2004.

Third Interim Report on Multicultural Mental Health Australia covering the period 1 March 2004 to 31 August 2004.

Fourth Report – February 2005.

Fifth Report – September 2005 including MMHA resource sales 09/05

Final Report – February 2006.

First Progress Report – May 2006. Project Period 2006 – 2008.

Progress Report on the variation of the MMHA Funding Agreement Dated 24 May 2006 For the “Translations’ Project. Reporting Period June 2007 to February 2008.

Second Progress Report – September 2006. Project Period 2006 – 2008 with Attachment: Synergies between the Commonwealth Initiatives of the COAG Implementation Plan on Mental Health and the Implementation Plan for the Framework for implementation of the National Mental Health Plan 2003-2008 in Multicultural Australia.

Third Progress Report – February 2007. Project Period 2006 – 2008. Including Attachment 1 MMHA Capacity Building Project Draft Project Plan 2 February 2007; and Attachment 3 MHA Workforce Development Project Draft Project Plan.

Fourth Progress Report – September 2007. Project Period 2006 – 2008 with Attachments.

2005-2006 MMHA Web Site Statistics for DoHA.

2006-2008 MMHA Web Site Statistics for DoHA Feb07.

2007 MMHA Conference Resources Usage Statistics.

Information service enquiries 2006.

Fifth Progress Report. Reporting Period 1<sup>st</sup> October 2007 - 28 February 2008. Including Additional information to support MMHA’s 5<sup>th</sup> Progress Report. As requested on 16 April 2008.

Deliverables by DoHA - Agreed Performance Measures 150607 from planning day consortium input 200407.

Site visit to MMHA by DoHA representative 9 November 2007.

MMHA Proposal on Improving Links between MMHA, NPMHCN and the BOMHC Program. Submitted 28 February 2008.

MMHA project staff reports to February/March 2008.

Response to further questions from DoHA April 2008.

Sixth Progress Report Reporting Period 1 March - 15 May 2008 with Attachments and Statistics.

First Progress Report Reporting Period 1 July – 31 December 2008 with Attachments and Statistics.

### **Quality Assurance for Translations**

Checklist Production & Review of Resources for Translation.

Checklist for MMHA’s Translations Fact Sheets/Brochures/Booklet.

Final Draft MMHA policies and procedures for Synergy Magazine 2008.

How to use...Interpreting Services.

MHCS Guidelines for health staff checking translations July 2001 & August 2004.

Modified Guidelines & Protocols Worksheet for the Evaluating & Benchmarking of Translated & Non-Translated Mental Health Resources.

Quality Control Checklist for MMHA Translations.

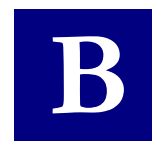
### **Suicide Prevention**

Possible National Suicide Prevention Initiatives for CALD Communities. Consortium Partners Meeting – Thursday, 22 July 2004.

Suicide Issues in CALD Communities. Draft -Not for Distribution (Sourced from proposals prepared by AISR&P & QTMHC). For discussion at Consortium Meeting 28/06/07.

Suicide Planning Day Presentation August 2004.

Suicide Prevention for Australian Immigrants. Framework for the Implementation of the National Mental Health Plan 2003-2008 in Multicultural Australia.



## APPENDIX B: LIST OF STAKEHOLDERS

NAME	Role & Organisation
A/ Prof. Sundram Sivamalai	School of Medicine & Dentistry, James Cook University
A/Prof Abd Malak	MMHA Chair Executive Director, Workforce and Organisational Development & MMHA Chair
Aine Tierney-	ACT rep on MMHA national CALD Consumer Reference Group
Anne Ryan	Section Manger Mental Health Branch, FAHCSIA
Beryl Mulder	Committee member MCC & Dep. Chair of FECCA NT Multicultural Communities Council (MCC)
Bronwyn Hendry	Director Mental Health, NT Department of Health
Carly Dolinski	Senior Portfolio Officer Mental Health, Mental Health Branch, WA Dept Health
Carol Joseph	Manager, MAITRI- Multicultural Mental Health Service WA
Cedric Manen	Manager, TAS Migrant Resource Centre- South
Clarissa Mulas	Director, Multicultural health Network, SWAHS
Conrad Gershevitch	Director, Education & Partnerships Unit, Human Rights Equal Opportunity Commission (HREOC)
Daryl Oehm	Manager, Victorian Transcultural Psychiatry Unit
David McGrath	Director MH & Drug and Alcohol programs, NSW Health
Demos Krouskos	Director, Centre for Culture Ethnicity & Health
Diahann Lombardozzi	VIC rep on MMHA national CALD Consumer Reference Group
Dinesh Wadiwel	Executive Officer, National Ethnic Disabilities Assoc. NEDA
Dr Farvardin Daliri	Executive Officer, Migrant Resource Centre Townsville
Dr Aaron Groves	Director of Mental Health QLD Health
Dr Adelle	Multicultural Centre for Women's Health
Dr Anthony Cochiaro	FECCA Exec Committee & President ECC-SA
Dr Bernadette Wright	Transcultural Mental Health Services WA
Dr Salvatore Febbo	Consultant Psychiatrist and Head of Program, Transcultural Mental Health Services
Echo Morgan	Manager, NSW CALD Co-morbidity Service "Co-Exist" and CALD Gambling Service
Emanuela D'Urso	Manager CALD Unit, Dept Ageing, Disability & Home Care (DADHC)
Eugene Tsoulis	Executive Director, SA Migrant Resource Services Council of Australia
Evan Bichara	VIC rep on MMHA national CALD Consumer Reference Group
Georgia Zogalis	MMHA National Program Manager
Harinder Singh	MMHA Administrative Officer
Hass Dellal	Executive Director, Australian Multicultural Foundation (AMF)
Helen Stathis	NT rep on MMHA national CALD Consumer Reference Group

NAME	Role & Organisation
Ian Watson	Manager, Community Broadcasting Association of Australia
Jacinta Hawgood	AISRAP & MMHA
Jaele Skealan	Program Manager, Mindframe - Hunter Institute of Mental Health
Jorge Aroche	Chair, National Association of Torture & Trauma Services
Kaliopi Paxinos	Carer
Kevin Kellehear	Senior Lecturer, School of Nursing University of Technology Sydney
Kim Koop	CEO, Psychiatric Disability Services of Victoria (VICserve)
Leonie Young	CEO, Beyondblue
Licia Kokocinski	Executive Officer, Action on Disability in CALD communities
Lynn Cain	Project Officer, Australian Multicultural Foundation (AMF)
Magdalena Madden	Manager Legislation and Policy, SA Health
Margaret Honeyman	Chief Psychiatrist/Director Mental Health Policy, SA Health
Maria Cassaniti	Co-ordinator, NSW Transcultural Mental Health Centre
Miriam Segon	Manager PDRS Programs, Mental Health Branch, VIC DHS
Mohamad Omari	ACT Multicultural Council Incorporated
Nick Goddard	A/Mgr Coordination & Innovation, Mental Health Service, Dept Health & Human Services TAS
Nick Xynias	MC member
Paula Masselos	National Director SBS Radio
Peggy Brown	Director , Mental Health ACT, ACT Health
Pino Migliorino	Executive Director, Cultural Perspectives
Prof Amareswar Galla	School of Medicine & Dentistry, James Cook University
Prof Diego De Leo	Director, Australian Institute for Suicide Research and Prevention
Prof Steven Boyages	Chief Executive, SWAHS
Prof. Beverly Raphael	Professor, Australian National University
Prof. Mohan Gilhotra	Chief Psychiatrist, QLD Health
Prof Nicholas Procter	University of South Australia
Rajiv Ramanathan	MMHA Policy & Community Capacity Building Snr Project Officer
Ramdas Sankaran	Executive Officer - Multicultural Services Centre of WA Inc FECCA Exec Committee & President ECC WA
Regina Osten	Manager, Prevention & Community Partnerships, NSW Health
Rita Butera	Research Director, BeyondBlue
Rita Prasad-Isles	Manager, QLD Transcultural Mental Health Centre
Scott Burcham	Senior Project Officer - Mental health and Drug & Alcohol, NSW Health
Sebastian Rosenberg	Dep. Chief Executive Officer, Mental Health Council of Australia
Serge Voloschenko	Executive Officer, Ethnic Communities Council
Simon Tatz	Director Communications, Mental Health Council of Australia
Stella Savoudakis	SA rep on MMHA national CALD Consumer Reference Group
Suresh Rajan	Executive Officer, Ethnic Communities Council WA
Tricia Cooney	Business Manager, Vision Australia
Vicki Katsifis	MMHA Carers & Consumers Project Officer
Voula Messimeris	Chair, Federation of Ethnic Communities Council Aust. (FECCA)





## APPENDIX C: STAKEHOLDER LINES OF ENQUIRY

### SYDNEY WEST AREA HEALTH SERVICE

Name & Title: \_\_\_\_\_

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#### MMHA Governance and Accountability

##### *Appropriateness*

Is there a strategic or business plan for MMHA?

Are the roles and responsibilities of all stakeholders clear and appropriate to the project? Has there been a shift?

Can you describe the powers of delegation and decision-making within MMHA? Are these transparent and appropriate?  
Who is MMHA accountable to?

What are the agreed performance indicators to measure MMHA activities? If yes, are they agreed and appropriate? If no, why?

##### *Effectiveness*

Does the governance model work for this type of project?

Is there sufficient communication between MMHA and SWAHS to ensure effective and efficient management of MMHA?

What opportunities are there for improving the governance and accountability of MMHA?

#### MMHA Planning

##### *Appropriateness*

Have recommendations from previous reviews been implemented? What has been the impact of these?

##### *Effectiveness*

Are you aware of MMHA planning for future priorities?

What opportunities do you see for improving MMHA planning?

#### Suitability and Sustainability of MMHA Model

##### *Appropriateness*

Is the current service model addressing needs? Is it the “best fit”?

What are the linkages with the National Mental Health Strategy and other related policies? Do other Commonwealth or health jurisdiction programs overlap/duplicate MMHA or are the programs complementary? Are the programs well coordinated?

##### *Effectiveness*

Can you comment on any results against the performance indicators e.g. are the objectives being met? Have the results met or exceeded expectations?

In your view, what have been the facilitators/drivers of success of MMHA? Conversely, what have been some of the barriers/impediments to success?

Have there been any unintended consequences (positive or negative) resulting from MMHA activities?

What opportunities do you see for improving the a) suitability; and b) sustainability of MMHA?

##### *Efficiency*

Is the funding level adequate to make a realistic contribution towards achieving the objectives of MMHA?

#### MMHA financial and service management

##### ***Appropriateness***

What are the financial and service arrangements? Are they documented?

What is the purpose of not having audited financial statements?

##### ***Effectiveness***

Are financial reports provided on a timely-basis that allow the program to be managed?

Do service and governance arrangements enhance or impede MMHA operation?

What opportunities do you see for improving MMHA's financial and service management?

##### ***Efficiency***

To what extent do you believe MMHA has delivered value for money?

Has any thought been given to how MMHA may be continued without DoHA funding?

What is the reason for MMHA's inability to spend allocated funds? What is the rationale for requesting additional funds?

#### Future Considerations

If MMHA was re-established, what (if anything) would be done differently?

What have been the major learnings from the implementation of MMHA? Can success be replicated elsewhere?

#### MULTICULTURAL MENTAL HEALTH AUSTRALIA - MANAGEMENT

Name & Title: \_\_\_\_\_

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#### MMHA Governance and Accountability

##### ***Appropriateness***

Is there a strategic or business plan for MMHA?

Are the roles and responsibilities of all stakeholders clear and appropriate to the project? Has there been a shift?

Can you describe the powers of delegation and decision-making within MMHA? Are these transparent and appropriate?  
Who is MMHA accountable to?

What are the performance indicators to measure MMHA activities? Are they agreed and appropriate? If no, why?

##### ***Effectiveness***

Does the current governance model work for this type of project?

Is there sufficient communication between MMHA, SWAHS, DoHA and other bodies to ensure effective and efficient management of MMHA?

What is the rationale for disbanding the Consortium?

What opportunities are there for improving the governance and accountability of MMHA?

#### MMHA Planning

##### ***Appropriateness***

Is there a clear program logic to MMHA? Is it evidence based? Is it documented?

Who is the target group for MMHA's activities/services?

How do you identify and plan for target group needs? Is a needs analysis conducted? How often are needs identified? How does this link into strategic planning?

Have recommendations from previous reviews been implemented? What has been the impact of these? If no, why?

##### ***Effectiveness***

How does MMHA planning align with current Government mental health policies and priorities?

Have future priorities been planned for?

What feedback do you receive from the target group(s)? What is the forum for this?

What opportunities do you see for improving MMHA planning?

**Suitability and Sustainability of MMHA Model**

***Appropriateness***

Is the current service model addressing needs? Is it the “best fit”?  
What are the linkages with the National Mental Health Strategy and other related policies? Do other Commonwealth or health jurisdiction programs overlap/duplicate MMHA or are the programs complementary? Are the programs well coordinated?

***Effectiveness***

What has been the result against the performance indicators (i.e. are the objectives being met? Have the results met or exceeded expectations? What have been the short and medium term impacts and outcomes from MMHA activities? Have they been reported?  
Have some MMHA activities/services worked well more than others? In your view, what have been the facilitators/drivers of success of MMHA? Conversely, what have been some of the barriers/impediments to success?  
Have there been any unintended consequences (positive or negative) resulting from MMHA activities?  
What opportunities do you see for improving the a) suitability; and b) sustainability of MMHA?

***Efficiency***

Is the funding level adequate to make a realistic contribution towards achieving the objectives of MMHA?

**MMHA financial and service management**

***Appropriateness***

What are the financial and service arrangements? Are they documented?  
What is the purpose of not having audited financial statements?

***Effectiveness***

Are financial reports provided on a timely-basis that allow the program to be managed?  
Do service and governance arrangements enhance or impede MMHA operation?  
What opportunities do you see for improving MMHA’s financial and service management?

***Efficiency***

To what extent do you believe MMHA has delivered value for money?  
Has any thought been given to how MMHA may be continued without DoHA funding?  
What is the reason for MMHA’s inability to spend allocated funds? What is the rationale for requesting additional funds?

**Future Considerations**

If MMHA was re-established, what (if anything) would be done differently?  
What have been the major learnings from the implementation of MMHA? Can success be replicated elsewhere?

**MULTICULTURAL MENTAL HEALTH AUSTRALIA - STAFF**

Name & Title: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**MMHA Governance and Accountability**

***Appropriateness***

Are the roles and responsibilities of all stakeholders clear and appropriate? Are these documented? Has there been a shift?  
Can you describe the powers of delegation and decision-making within MMHA? Are these transparent and appropriate?  
Who do you think MMHA is accountable to?  
How do you measure success or effectiveness of MMHA activities?

***Effectiveness***

Is there sufficient communication between all stakeholders to ensure effective and efficient management of MMHA?

What is your perspective on the disbanding of the Consortium?

What opportunities are there for improving the governance and accountability of MMHA?

**MMHA Planning**

***Appropriateness***

Who is the target group for MMHA's activities/services? How do you identify needs e.g. is a needs analysis conducted?  
How often are needs identified? How does this link into strategic planning?

How are MMHA activities planned? Are there feedback forums?

Have recommendations from previous reviews been implemented? What has been the impact of these?

***Effectiveness***

Are future priorities planned for?

What opportunities do you see for improving MMHA planning?

**Suitability and Sustainability of MMHA Model**

***Appropriateness***

Is the current service model addressing needs? Is it the "best fit"? Is there unmet need?

What are the linkages with the National Mental Health Strategy and other related policies? Do other Commonwealth or health jurisdiction programs overlap/duplicate MMHA or are the programs complementary? Are the programs well coordinated?

***Effectiveness***

What have been the short and medium term impacts and outcomes from MMHA activities? Have they been reported?

From your experience, what are some of the factors which have resulted in successful implementation of MMHA activities?

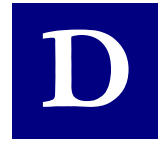
What are some of the barriers/impediments to successful implementation of MMHA activities? How do you think these problems could be overcome?

Have some MMHA activities/services worked well more than others? Have there been any unintended consequences (positive or negative) resulting from MMHA activities?

What opportunities do you see for improving the a) suitability; and b) sustainability of MMHA?

**Future Considerations**

What have been the major learnings from the implementation of MMHA? Can success be replicated elsewhere?



## APPENDIX D: STAKEHOLDER INTERVIEW SCHEDULE

### INTRODUCTION

The *Multicultural Mental Health Australia* (MMHA) project is targeted towards transcultural mental health and suicide prevention, and is one of a number of national projects which centres on the needs of specific population groups. The project aims to raise community and professional awareness to support a national focus on the mental health issues faced by Australia's culturally and linguistically diverse (CALD) communities.

The Department of Health and Ageing (DoHA), through the Mental Health and Workforce Division has engaged Health Outcomes International (HOI) to review the MMHA project. A telephone interview schedule has been designed for completion by MMHA stakeholders who are in a position to answer a range of questions examining the appropriateness, effectiveness and efficiency of the MMHA service model. You have been identified a key stakeholder to inform the review.

### INTERVIEW GUIDE

Thank you for agreeing to participate in the review via this telephone interview.

Please note that the interview questions are directed to you as **a representative of your organisation/agency – you should answer the questions in this capacity**. Depending on your involvement with MMHA, there may be some questions that you are unable to answer. There are no right or wrong answers. The focus is on determining what has worked well, what can be improved during the life of the project and issues for future consideration.

All responses will be held in confidence and will only be used for the purposes of this review. The review will report only on key themes that the evaluation team finds, and so no information about any one individual or organisation/agency will be identified.

### INQUIRIES ABOUT THE REVIEW OR INTERVIEW

Should you have any queries related to the review and/or your participation in the review, please do not hesitate to contact:

**Lorraine Scorsonelli - Project Manager**

**Phone 08 8363 3699**

**Email [lorraine@hoi.com.au](mailto:lorraine@hoi.com.au)**

On behalf of the Department of Health and Ageing, we thank you for participating in the Review.

Yours sincerely,

Lorraine Scorsonelli

*Senior Consultant*

6 May 2009

**CONTACT DETAILS**

<b>Name of organisation</b>	
<b>Your name and title</b>	
<b>Contact telephone number</b>	
<b>Contact email address</b>	
<b>What is/was the nature of your involvement with the Multicultural Mental Health Australia (MMHA) Project?</b>	

**SECTION ONE: MMHA GOVERNANCE AND ACCOUNTABILITY**

a) What do you identify as the role of MMHA?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

b) Are the roles and responsibilities of MMHA stakeholders clear and appropriate? **Yes / No**

Please explain: \_\_\_\_\_

\_\_\_\_\_

c) Are the roles and responsibilities of MMHA stakeholders documented? **Yes / No**

If yes, in which document(s)? \_\_\_\_\_

Any comments? \_\_\_\_\_

\_\_\_\_\_

a) Can you describe the powers of delegation and decision-making within MMHA? Are these transparent and appropriate?

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b) Who do you think MMHA is accountable to?

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c) Are there alternative governance models which could be considered? **Yes / No**

Please explain: \_\_\_\_\_

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Do you feel there is sufficient communication between your organisation/agency and MMHA?

**Yes / No**

Please explain: \_\_\_\_\_

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What is your view on the disbanding of the MMHA Consortium?

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What opportunities (if any) do you see for improving the governance and accountability of MMHA?

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**SECTION TWO: MMHA PLANNING**

a) Who do you identify as MMHA's target group(s)?

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b) In what way does/can your organisation/agency contribute to MMHA's planning activities aimed at identifying and addressing the mental health needs of CALD communities?

**Yes / No**

Please explain: \_\_\_\_\_

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What opportunities (if any) do you see for improving how MMHA plans its activities/services?

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**SECTION THREE: SUITABILITY AND SUSTAINABILITY OF MMHA MODEL**

a) Is the current MMHA service model adequately addressing the needs of:

6.6 CALD communities Yes / No

6.7 CALD-specific service providers Yes / No

6.8 Mainstream providers? Yes / No

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

b) Are there any areas of unmet need? Yes / No

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

a) What are MMHA’s linkages with the National Mental Health Strategy and other related Government policies?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

b) What is your view of other Commonwealth or health jurisdiction programs with respect to MMHA?

- Programs overlap with MMHA
- Programs duplicate MMHA
- Programs are complimentary to MMHA
- Other: \_\_\_\_\_

Any comments? \_\_\_\_\_  
\_\_\_\_\_



c) Are those concurrent programs well coordinated by MMHA? **Yes / No**

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

a) What are the things you like/find most helpful about the activities/services that have been made available by MMHA?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

b) Is there anything that you don't like or find that is not helpful? **Yes / No**

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

c) Are there any activities, services that you feel would help address needs that are NOT currently available? **Yes / No**

If yes, what are they and how do you think they would help? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

a) Have some MMHA activities/services worked better than others? **Yes / No**

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

b) In your view, what have been the facilitators or drivers of success for MMHA?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

c) What have been some of the barriers or impediments to success for MMHA?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Is there a formalised method (e.g. a forum) for you to provide any feedback/comments to MMHA?

**Yes / No**

a) If yes: please describe \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

b) If no, how have you provided any feedback? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

c) If you have offered feedback, was it addressed to your satisfaction? **Yes / No**

Comments? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

a) Can you identify any areas for improvement (i.e. the suitability of the model) in how MMHA addresses the mental health needs of CALD communities?

\_\_\_\_\_

b) What opportunities (if any) do you see for improving the sustainability of MMHA?

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**SECTION FOUR: FUTURE CONSIDERATIONS**

What have been the major learnings (both positive and negative) from the implementation of MMHA?

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Is there a continuing need and role for a project such as MMHA? **Yes / No**

a) If yes: describe what form it should take \_\_\_\_\_

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b) If no: why not? \_\_\_\_\_

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Do you have any other comments in relation to MMHA?

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Thank you for participating in the review



## APPENDIX E: STAKEHOLDER SURVEY QUESTIONNAIRE

### INTRODUCTION

The *Multicultural Mental Health Australia* (MMHA) project is targeted towards transcultural mental health and suicide prevention, and is one of a number of national projects which centres on the needs of specific population groups. The project aims to raise community and professional awareness to support a national focus on the mental health issues faced by Australia's culturally and linguistically diverse (CALD) communities.

The Department of Health and Ageing (DoHA), through the Mental Health and Workforce Division has engaged Health Outcomes International (HOI) to review the MMHA project. A survey instrument has been designed for completion by MMHA stakeholders who are in a position to answer a range of questions examining the appropriateness, effectiveness and efficiency of the MMHA service model. You have been identified a key stakeholder to inform the review.

### INSTRUCTIONS FOR SURVEY COMPLETION

Thank you for agreeing to participate in the review via this survey. Provision has been made in each section of the survey for you to answer the question or provide the information required. Feel free to type your answers into this document, using as much space as required.

Please note that the survey questions are directed to you as a **representative of your organisation/agency – you should answer the questions in this capacity**. Depending on your involvement with MMHA, there may be some questions that you are unable to answer. There are no right or wrong answers. The focus is on determining what has worked well, what can be improved during the life of the project and issues for future consideration.

Please return your completed response by **COB Wednesday 13 May 2009** via one of the following methods:

- 1) Email: [lorraine@hoi.com.au](mailto:lorraine@hoi.com.au)
- 2) Fax: 08 8363 9011 - Attention: Lorraine Scorsonelli; or
- 3) Post: Attention: Lorraine Scorsonelli. Health Outcomes International. PO Box 1038 Kent Town SA 5071.

All responses will be held in confidence and will only be used for the purposes of this review. The review will report only on key themes that the evaluation team finds, and so no information about any one individual or organisation/agency will be identified.

### INQUIRIES ABOUT THE STUDY OR SURVEY

Should you have any queries related to the review and/or the completion of this survey, please do not hesitate to contact me:

**Lorraine Scorsonelli - Project Manager**  
Phone 08 8363 3699  
Email [lorraine@hoi.com.au](mailto:lorraine@hoi.com.au)

On behalf of the Department of Health and Ageing, we thank you for participating in the Review.

Yours sincerely,

Lorraine Scorsonelli  
Senior Consultant  
6 May 2009

**CONTACT DETAILS**

<b>Name of organisation</b>	
<b>Your name and title</b>	
<b>Contact telephone number</b>	
<b>Contact email address</b>	
<b>What is/was the nature of your involvement with the Multicultural Mental Health Australia (MMHA) Project?</b>	

**SECTION ONE: MMHA GOVERNANCE AND ACCOUNTABILITY**

a) What do you identify as the role of MMHA?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

b) Are the roles and responsibilities of MMHA stakeholders clear and appropriate? **Yes / No**

Please explain: \_\_\_\_\_

\_\_\_\_\_

c) Are the roles and responsibilities of MMHA stakeholders documented? **Yes / No**

If yes, in which document(s)? \_\_\_\_\_

Any comments? \_\_\_\_\_

\_\_\_\_\_

a) Can you describe the powers of delegation and decision-making within MMHA? Are these transparent and appropriate?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

b) Who do you think MMHA is accountable to?

\_\_\_\_\_

\_\_\_\_\_

c) Are there alternative governance models which could be considered? **Yes / No**

Please explain: \_\_\_\_\_

Do you feel there is sufficient communication between your organisation/agency and MMHA?  
**Yes / No**

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What is your view on the disbanding of the MMHA Consortium?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What opportunities (if any) do you see for improving the governance and accountability of MMHA?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SECTION TWO: MMHA PLANNING**

a) Who do you identify as MMHA's target group(s)?

\_\_\_\_\_  
\_\_\_\_\_

b) In what way does/can your organisation/agency contribute to MMHA's planning activities aimed at identifying and addressing the mental health needs of CALD communities?  
**Yes / No**

Please explain: \_\_\_\_\_  
\_\_\_\_\_

What opportunities (if any) do you see for improving how MMHA plans its activities/services?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SECTION THREE: SUITABILITY AND SUSTAINABILITY OF MMHA MODEL**

a) Is the current MMHA service model adequately addressing the needs of:

1.1 CALD communities **Yes / No**

1.2 CALD-specific service providers **Yes / No**

1.3 Mainstream providers? **Yes / No**

Please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

b) Are there any areas of unmet need? **Yes / No**

Please explain: \_\_\_\_\_  
\_\_\_\_\_

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a) What are MMHA's linkages with the National Mental Health Strategy and other related Government policies?

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b) What is your view of other Commonwealth or health jurisdiction programs with respect to MMHA?

- Programs overlap with MMHA
- Programs duplicate MMHA
- Programs are complimentary to MMHA
- Other: \_\_\_\_\_

Any comments? \_\_\_\_\_

c) Are those concurrent programs well coordinated by MMHA? **Yes / No**

Please explain: \_\_\_\_\_

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a) What are the things you like/find most helpful about the activities/services that have been made available by MMHA?

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b) Is there anything that you don't like or find that is not helpful? **Yes / No**

Please explain: \_\_\_\_\_

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c) Are there any activities, services that you feel would help address needs that are NOT currently available? **Yes / No**

If yes, what are they and how do you think they would help? \_\_\_\_\_

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a) Have some MMHA activities/services worked better than others? **Yes / No**

Please explain: \_\_\_\_\_

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b) In your view, what have been the facilitators or drivers of success for MMHA?

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c) What have been some of the barriers or impediments to success for MMHA?

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Is there a formalised method (e.g. a forum) for you to provide any feedback/comments to MMHA?

**Yes / No**

a) If yes: please describe \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

b) If no, how have you provided any feedback? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

c) If you have offered feedback, was it addressed to your satisfaction? **Yes / No**

Comments? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

a) Can you identify any areas for improvement (i.e. the **suitability** of the model) in how MMHA addresses the mental health needs of CALD communities?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

b) What opportunities (if any) do you see for improving the **sustainability** of MMHA?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### SECTION FOUR: FUTURE CONSIDERATIONS

What have been the major learnings (both positive and negative) from the implementation of MMHA?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Is there a continuing need and role for a project such as MMHA? **Yes / No**

a) If yes: describe what form it should take \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

b) If no: why not? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you have any other comments in relation to MMHA?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Thank you for participating in the review