APPENDIX A: DOCUMENTATION LISTING

SOURCE: DEPARTMENT OF HEALTH AND AGEING

Communication
General correspondence.

Consortium
Multicultural Mental Health Australia Consortium Membership.
MMHA Governance [notes from 2006 meeting].

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

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.

Previous Reviews

Reports
MMHA – Restructured Reporting Requirements 2007-08.

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 decisions request from MMHA staff by consortium from 29 June 2007 meeting.
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 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 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.


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


Minutes from Executive Committee Meeting Monday 11 December 2006.


Requests for Agenda Items Consortium Meeting 23 March 2007.


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.


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

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.
Cover letter and questionnaire for CALD mental health providers.
Draft Advocacy and Support to Smaller States & Territories by MMHA.
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 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 Priority Areas 2008 – 2011- Handout for JOG meeting February 2009
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).
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.
**MMHA Activities**
Activities for 2006 - 2009 Resource development, capacity building and communications.
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.
“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 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.
Translation Flowchart.

Previous Reviews
2001 review
Review of Multicultural Mental Health Australia Executive Summary & Recommendations February 2006 by Carla Cranney
& Associates.

Reports [chronological order]
Account Type Summary with Description for Cost Centre for Transactions between: 1/07/2006 and 30/06/2007.
(including website data), March to September 2007
Third Interim Report on Multicultural Mental Health Australia covering the period 1 March 2004 to 31 August 2004.
Fifth Report – September 2005 including MMHA resource sales 09/05
2005-2006 MMHA Web Site Statistics for DoHA.
2007 MMHA Conference Resources Usage Statistics.
Information service enquiries 2006.
Deliverables by DoHA - Agreed Performance Measures 150607 from planning day consortium input 200407.
Site visit to MMHA by DoHA representative 9 November 2007.
MMHA project staff reports to February/March 2008.
Response to further questions from DoHA April 2008.

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.
Modified Guidelines & Protocols Worksheet for the Evaluating & Benchmarking of Translated & Non-Translated Mental Health Resources.
Quality Control Checklist for MMHA Translations.

Suicide Prevention

Suicide Issues in CALD Communities. Draft -Not for Distribution (Sourced from proposals prepared by AISR&P & QTMH). For discussion at Consortium Meeting 28/06/07.
Suicide Planning Day Presentation August 2004.
# APPENDIX B: LIST OF STAKEHOLDERS

<table>
<thead>
<tr>
<th>NAME</th>
<th>Role &amp; Organisation</th>
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<tbody>
<tr>
<td>A/ Prof. Sundram Sivamalai</td>
<td>School of Medicine &amp; Dentistry, James Cook University</td>
</tr>
<tr>
<td>A/Prof Abd Malak</td>
<td>MMHA Chair Executive Director, Workforce and Organisational Development &amp; MMHA Chair</td>
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<tr>
<td>Aine Tierney</td>
<td>ACT rep on MMHA national CALD Consumer Reference Group</td>
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<tr>
<td>Anne Ryan</td>
<td>Section Manager Mental Health Branch, FAHCSIA</td>
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<tr>
<td>Beryl Mulder</td>
<td>Committee member MCC &amp; Dep. Chair of FECCA NT Multicultural Communities Council (MCC)</td>
</tr>
<tr>
<td>Bronwyn Hendry</td>
<td>Director Mental Health, NT Department of Health</td>
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<tr>
<td>Carly Dolinski</td>
<td>Senior Portfolio Officer Mental Health, Mental Health Branch, WA Dept Health</td>
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<tr>
<td>Carol Joseph</td>
<td>Manager, MAITRI - Multicultural Mental Health Service WA</td>
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<tr>
<td>Cedric Manen</td>
<td>Manager, TAS Migrant Resource Centre - South</td>
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<tr>
<td>Clarissa Mulas</td>
<td>Director, Multicultural health Network, SWAHS</td>
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<tr>
<td>Conrad Gershovich</td>
<td>Director, Education &amp; Partnerships Unit, Human Rights Equal Opportunity Commission (HREOC)</td>
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<tr>
<td>Daryl Oehm</td>
<td>Manager, Victorian Transcultural Psychiatry Unit</td>
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<td>David McGrath</td>
<td>Director MH &amp; Drug and Alcohol programs, NSW Health</td>
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<td>Demos Krouskos</td>
<td>Director, Centre for Culture Ethnicity &amp; Health</td>
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<tr>
<td>Diahann Lombardozzi</td>
<td>VIC rep on MMHA national CALD Consumer Reference Group</td>
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<tr>
<td>Dinesh Wadiwel</td>
<td>Executive Officer, National Ethnic Disabilities Assoc. NEDA</td>
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<tr>
<td>Dr Farvardin Daliri</td>
<td>Executive Officer, Migrant Resource Centre Townsville</td>
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<tr>
<td>Dr Aaron Groves</td>
<td>Director of Mental Health QLD Health</td>
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<td>Dr Adelle</td>
<td>Multicultural Centre for Women’s Health</td>
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<td>Dr Anthony Cochiario</td>
<td>FECCA Exec Committee &amp; President ECC-SA</td>
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<tr>
<td>Dr Bernadette Wright</td>
<td>Transcultural Mental Health Services WA</td>
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<tr>
<td>Dr Salvatore Febbo</td>
<td>Consultant Psychiatrist and Head of Program, Transcultural Mental Health Services</td>
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<tr>
<td>Echo Morgan</td>
<td>Manager, NSW CALD Co-morbidity Service “Co-Exist” and CALD Gambling Service</td>
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<td>Emanuela D’Urso</td>
<td>Manager CALD Unit, Dept Ageing, Disability &amp; Home Care (DADHC)</td>
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<td>Eugene Tsoulis</td>
<td>Executive Director, SA Migrant Resource Services Council of Australia</td>
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<tr>
<td>Evan Bichara</td>
<td>VIC rep on MMHA national CALD Consumer Reference Group</td>
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<tr>
<td>Georgia Zogalis</td>
<td>MMHA National Program Manager</td>
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<tr>
<td>Harinder Singh</td>
<td>MMHA Administrative Office</td>
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<td>Hass Dellar</td>
<td>Executive Director, Australian Multicultural Foundation (AMF)</td>
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<tr>
<td>Helen Stathis</td>
<td>NT rep on MMHA national CALD Consumer Reference Group</td>
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<td>NAME</td>
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<tr>
<td>Ian Watson</td>
<td>Manager, Community Broadcasting Association of Australia</td>
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<td>Jacinta Hawgood</td>
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<td>Licia Kokocinski</td>
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<td>Mohammad Omari</td>
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<td>Nick Goddard</td>
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<td>Nick Xynias</td>
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<td>Paula Masselos</td>
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<td>Peggy Brown</td>
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<td>Pino Migliorino</td>
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<td>Prof Diego De Leo</td>
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<td>Prof Steven Boyages</td>
<td>Chief Executive, SWAHS</td>
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<td>Prof. Beverly Raphael</td>
<td>Professor, Australian National University</td>
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<td>Prof. Mohan Gilhotra</td>
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<td>Prof Nicholas Procter</td>
<td>University of South Australia</td>
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<td>Rajiv Ramanathan</td>
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<td>Ramdas Sankaran</td>
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<td>Regina Osten</td>
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<td>Rita Butera</td>
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<td>Sebastian Rosenberg</td>
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<td>Simon Tatz</td>
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<td>Stella Savouldakis</td>
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<td>Suresh Rajan</td>
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<td>Tricia Cooney</td>
<td>Business Manager, Vision Australia</td>
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<td>Vicki Katsifis</td>
<td>MMHA Carers &amp; Consumers Project Officer</td>
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<tr>
<td>Voula Messimeris</td>
<td>Chair, Federation of Ethnic Communities Council Aust. (FECCA)</td>
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# APPENDIX C: STAKEHOLDER LINES OF ENQUIRY

## SYDNEY WEST AREA HEALTH SERVICE

Name & Title: ________________________________

### 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

**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: ________________________________

________________________________________

________________________________________

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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

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

<table>
<thead>
<tr>
<th>Name of organisation</th>
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<tr>
<td>Your name and title</td>
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<td>Contact telephone number</td>
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### What is/was the nature of your involvement with the Multicultural Mental Health Australia (MMHA) Project?

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## SECTION ONE: MMHA GOVERNANCE AND ACCOUNTABILITY

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

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

Please explain:  

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

If yes, in which document(s)?

Any comments?

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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:

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<td>6.6 CALD communities</td>
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<td>6.7 CALD-specific service providers</td>
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<td>6.8 Mainstream providers?</td>
<td>Yes / No</td>
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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?

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
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
2) Fax: 08 8363 9011 - Attention: Lorraine Scorsonelli; or

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

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

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

## 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? __________________________________________________________

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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: __________________________________________________________
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:
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?

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