



Help shape a new mental health crisis service in Adelaide

15 September 2020

We are looking for twelve people with a lived experience of mental health crisis and recovery, carers and family to participate in co-designing South Australia's first Urgent Mental Health Care Centre (UMHCC). The UMHCC service will be based on RI International's high engagement model and provided by Neami National.

Date and Time

The initial UMHCC co-design "Kick off" will have 2 sessions available:

- Wednesday 23rd September 10.00am - 11.30am
- Thursday 24th September 2.00pm - 3.30pm

We ask that all members of the co-design group attend one of the session options to hear about the model and service vision thus far.

Location

Online via Zoom. If zoom is a concern for your participation, please contact us as we can assist.

Duration

Multiple 90-minute sessions

Opportunity details

The UMHCC is a new service that will provide a warm and welcoming environment for people experiencing mental health crisis. The service will be delivered by a multi-disciplinary team including peer support workers, medical officers, nurses and clinical staff. A minimum of fifty percent of the team have a lived experience of recovery.

The service will offer an important alternative for individuals, families, police and ambulance to presenting at hospital Emergency Departments for mental health support. Located close to the Royal Adelaide Hospital, the UMHCC will operate 365 days a year, from 12pm to 12am.

To make sure the service meets the needs of the people of Adelaide, a collaborative co-design process will help shape the new service.



Neami acknowledges the Traditional Custodians of the land we work on and pays its respects to Elders past, present and emerging



Neami celebrates, values and includes people of all backgrounds, genders, sexualities, cultures, bodies and abilities.



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What's involved?

We are seeking people who use/have used mental health services when experiencing crisis to participate in a series of workshops via videoconference.

The workshops will be facilitated by Neami and cover a range of topics that will influence how the new service will operate.

All sessions run for 90 minutes and depending on your area of interest there may be multiple sessions to attend.

Areas for discussion include:

- **Property** – What the service needs, where it should be and what the service should look like (4 sessions)
- **Governance** – Who has decision making responsibility when it comes to running the new service and what does it look like (1 session)
- **Consumer Experience** – What makes a positive experience of a service (1 session)
- **Evaluation** – Exploring criteria to evaluate the effectiveness and impact of the new service (1 session)
- **Service Model** – Exploring how people enter the service and work alongside other service providers (2 Sessions)
- **Exit and follow up** – How to design a supportive exit from the service including options for referring on to on-going support (1 Session)
- **UMHCC workforce** – How to attract the best staff, what to look for in staff and what do staff need to do their job well (1 Session)

- **Diversity and Inclusion** - What is a culturally appropriate space, how to ensure the service is easily accessible and working with diversity (2 sessions)

You are requested to commit to participation in the “kick off” and “wrap up” session and then a maximum of 3 of the focus sessions.

A reimbursement for your time is available for all participants and support is available for any specific needs to assist participation

How to apply

To apply, we ask you to identify up to 3 sessions that you would be interested in participating in and to share what drives you to be involved in the co-design phase for the UMHCC.

If you would like to participate, please contact Rebecca Ljubic (details below) with your response by close of business Monday 21st September.

More information

Rebecca Ljubic
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Neami National has been commissioned by SA Health to establish the Urgent Mental Health Care Centre with funding provided by the Australian Government.

