



MENTAL HEALTH NGO SUBSECTOR COMMISSIONING: DISCUSSION GUIDE

Older Persons

June 2023



ACT Commissioning for Outcomes
2022- 2024

About the kitchen table conversation

Why a kitchen table conversation

Kitchen Table Conversations are a way to have a guided conversation in your social or community groups. It provides an opportunity for you to participate in our Mental Health Commissioning process on your own schedule and in a more casual environment.

This pack provides all the information you need to have these conversations with your friends, family, carers, community groups, or colleagues about what is important to consider in the design of our commissioned mental health sector.

Who can participate

Anyone who wants to host or have a conversation regarding our commissioned mental health sector can have their own kitchen table conversation. This can be done at home, in a social group or even at work.

What we want to know

We want to receive responses to design specific questions for the mental health subsector. This will include ideas of what types of services we should consider, and how to make the service system best fit the needs of Canberrans. These questions are included in each of the Discussion Feedback papers and in the Design Phase Blueprint, all available from our commissioning website at:

<https://www.communityservices.act.gov.au/commissioning/sectors-in-progress/mental-health>

Getting Started

Someone will need to host the conversation. This will be a person who organises the group meeting, and ensures that everyone has an opportunity to participate and contribute. The host will lead the group through the questions within the document and then, either themselves or with the help of a scribe, write notes for feedback to the Mental Health Commissioning Team.

This feedback could be filled in on this Word Template, hand written on a print out, with a copy sent to the team, or emailed directly to the Mental Health Commissioning Team at mentalhealthcommissioning@act.gov.au

When hosting your discussion considering using a 'Talking Object'. This will allow people to take turns when speaking and ensuring that everyone has an opportunity to contribute.

You are also welcome to print out the pages in this guide to use as prompt cards so everyone can see the questions and conversation can be guided as necessary.

Hosting the Conversation

To host the conversation you will need:

- A few people to come together and talk;
- This guide;
- A pen and notebook or laptop to take notes; and
- Optional: the feedback paper, or the Blueprint found here:
<https://www.communityservices.act.gov.au/commissioning/sectors-in-progress/mental-health>

Step-by Step instructions:

Step	Instructions
1	Gather your group
2	Welcome and thank everyone for participating in this discussion
3	Acknowledgment of Country and lived experience (see below for examples)
4	Complete introductions and discuss talking object if using
5	Nominate one person to take notes or scribe, this can be yourself
6	Follow the questions below
7	Submit your feedback

Acknowledgement Scripts

Acknowledgment of Country: ‘I/We wish to acknowledge the Ngunnawal people as traditional custodians of the land we are meeting on and recognise any other people or families with connection to the lands of the ACT and region. I/We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region. I/We would also like to acknowledge and welcome other Aboriginal and Torres Strait Islander people who may be attending today’s event.’

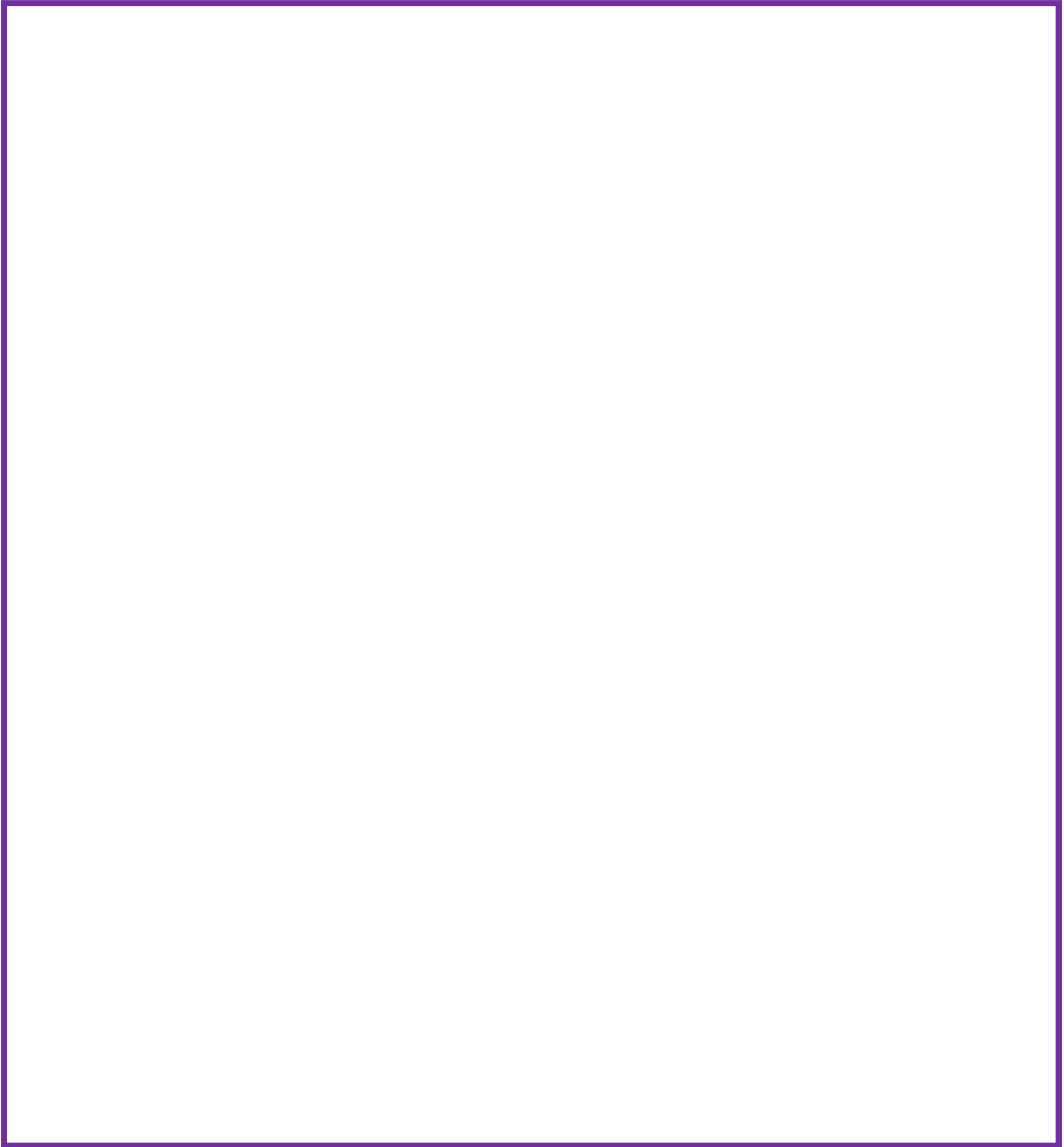
Acknowledgement of lived experience: ‘I/We wish to acknowledge lived experience and its importance in the mental health sector. I extend my respect and welcome any person with lived or living experience to contribute today. It is important as we move forward to acknowledge the impact this has on our conversations and consider it within our conversation.’

Questions from the Older Persons Discussion Paper

1. Which of the below barriers, or others you can identify, are the biggest barriers for:
 - a. Older people to access and engage with Non-Government Organisation (NGO) services
 - b. NGO services to provide sensitive and age-appropriate care for older people?
- Barriers to consider include:
 - A lack of specific services in the mental health sector for adults
 - The prioritisation of physical health care above any mental health concerns
 - Poor mental health literacy
 - Stigma associated with mental illness
- How can NGO services be supported to address these barriers?

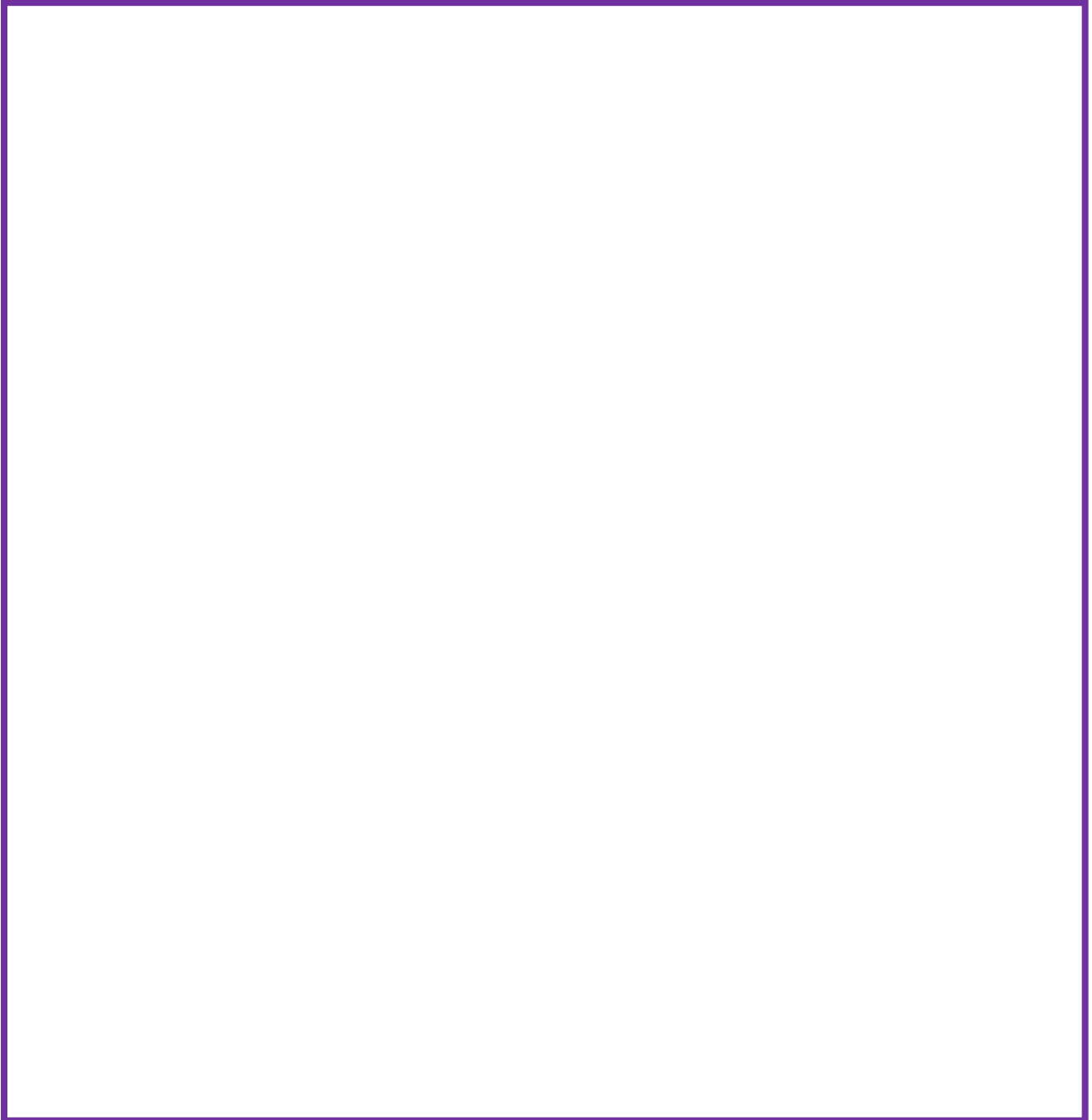
2. What should the priorities be for mental health education, prevention and promotion for older people?

- What areas of mental health awareness and education are most important for this group?
- How can engagement and involvement be increased for older people and their carers for mental health education?



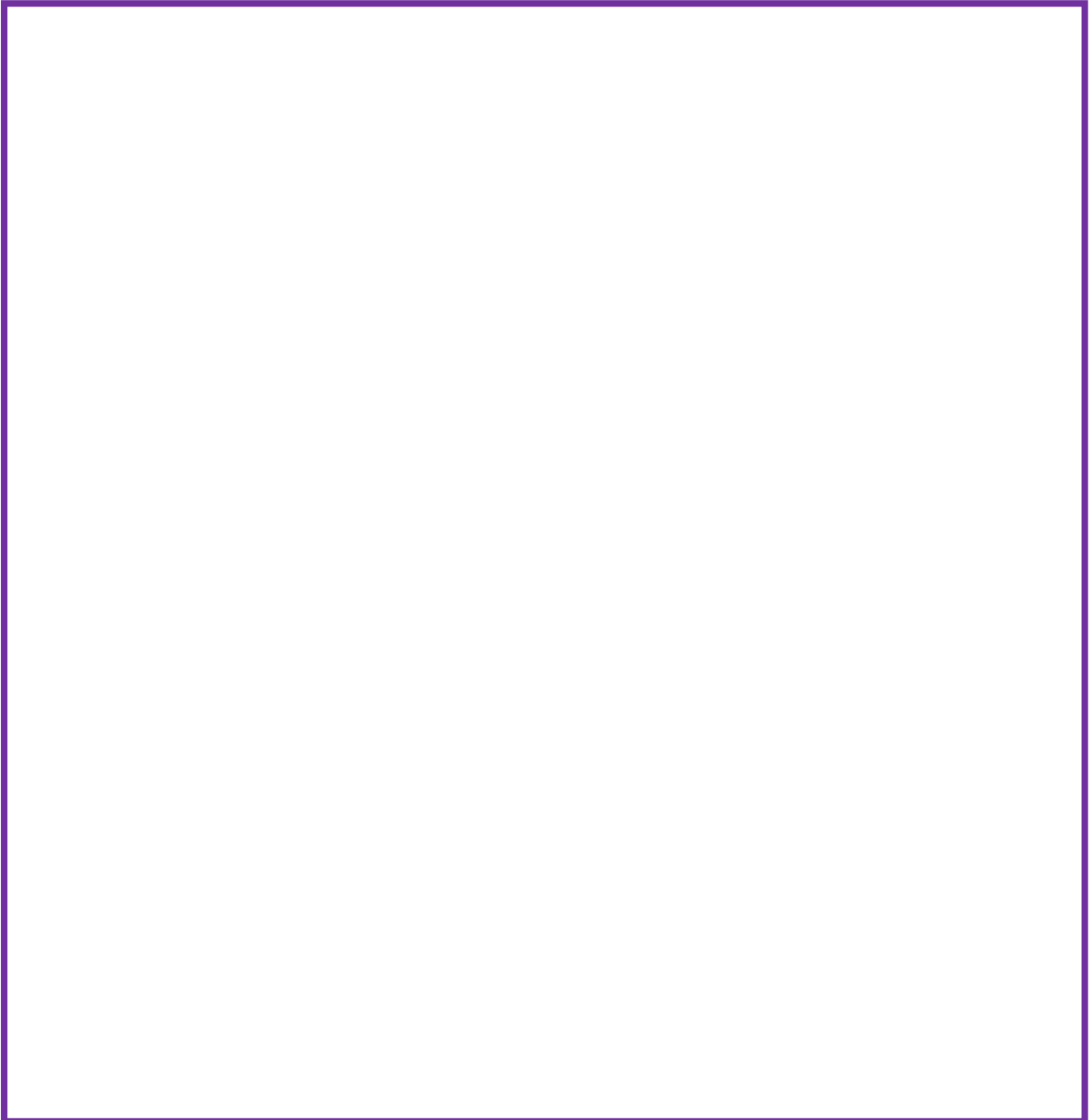
3. How can community NGO services engage or reach older people who may not recognise their mental health concerns?

- What barriers would there be for organisations?
- Have you had successful methods of engagement before?
- For older people, what would encourage you to visit a mental health service?



4. What NGO services should use lived experience workers and how would this support older people?

- What services would feel more accessible or approachable if there were peer workers?
- Would you want to see mental health peer workers engaging with other service providers for older people?
 - Are there services you can think of that this would benefit?



5. Of the considerations listed in this paper, or any others you can identify, what are your top priorities for the design of community NGO services to support older people?

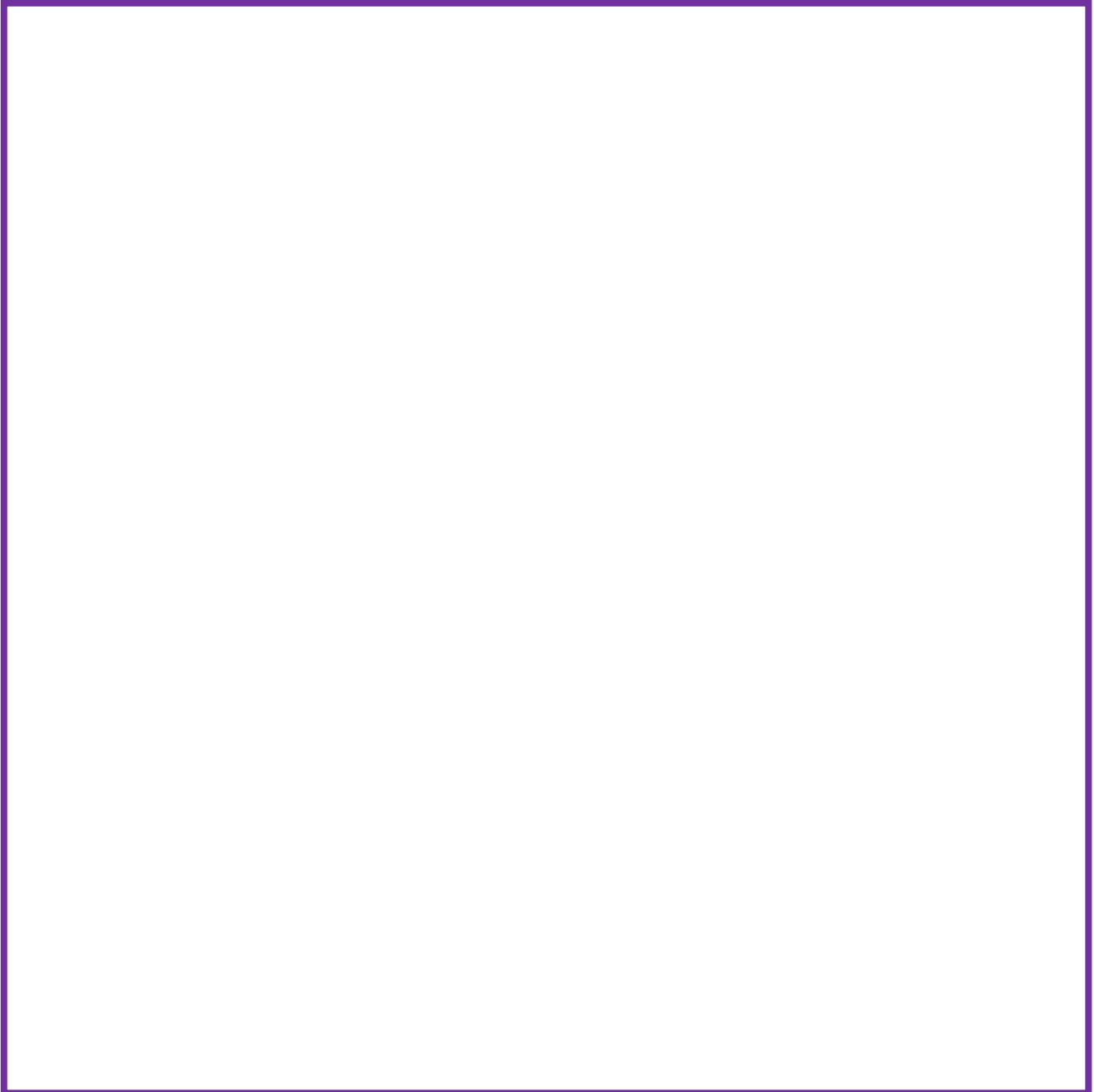
- Some approaches to consider are:
 - Using peer workers for engagement
 - Increasing social connections
- Can you highlight your top priority for older people in the ACT when supporting their mental health?
- As an older person, what would your preference be to start having engagement with the mental health sector?

6. What do we need to measure to make sure we have the right service and supports for older people, and that those services and supports are having a positive impact on people's lives?

- For example, measures may include:
 - A reduction in stigma for older people
 - Increased social connection for older people who may be experiencing loneliness
- What do you think will highlight that any services or work being done is making a difference?

7. What challenges do NGO services have for recording and measuring data relating to older people?

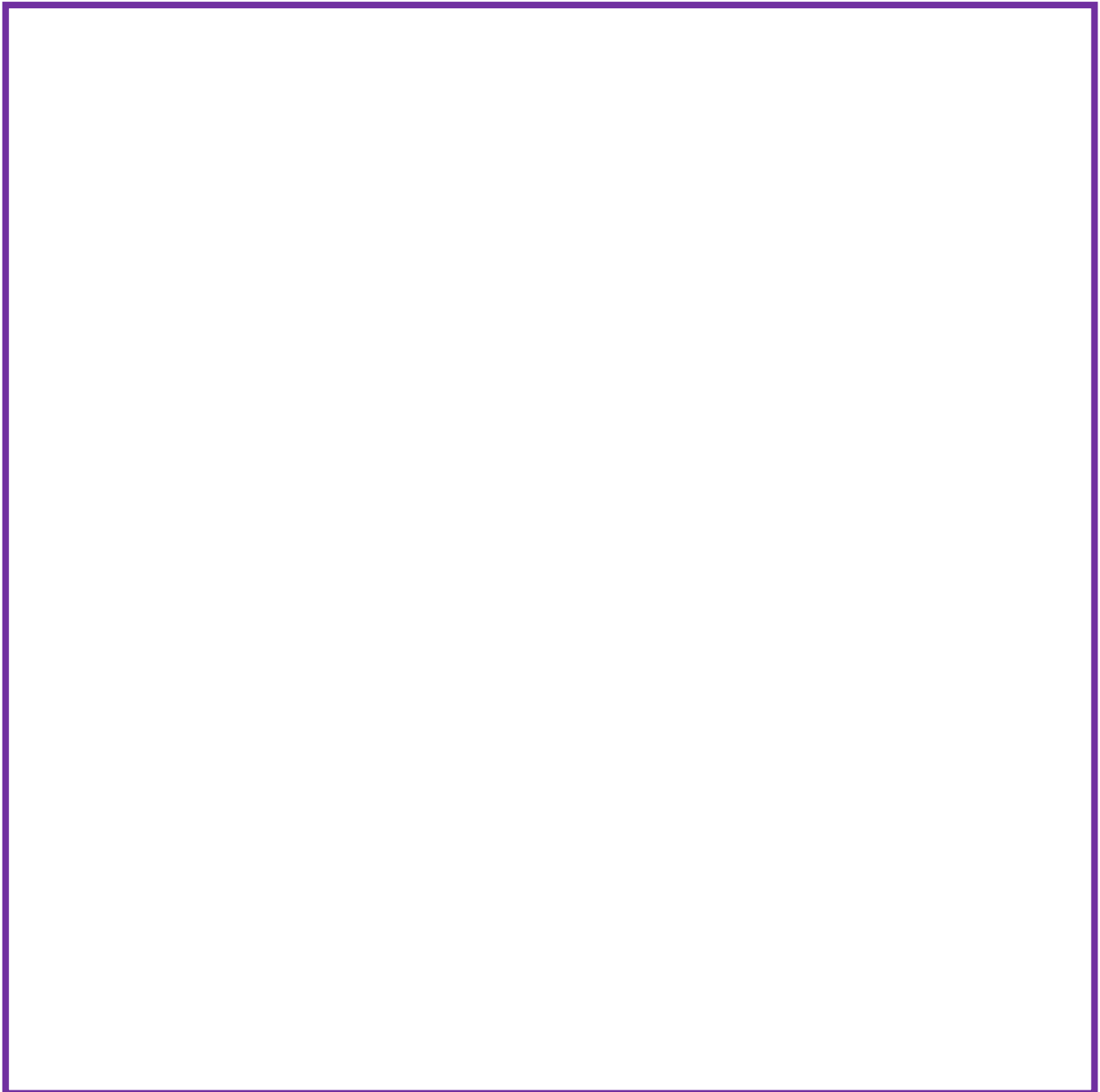
- Does your service capture data regarding older people?
- How would you be able to capture older people in your data?
- What are the big limitations for you to engage with older people when recording your data?



Questions from the Design Phase Blueprint:

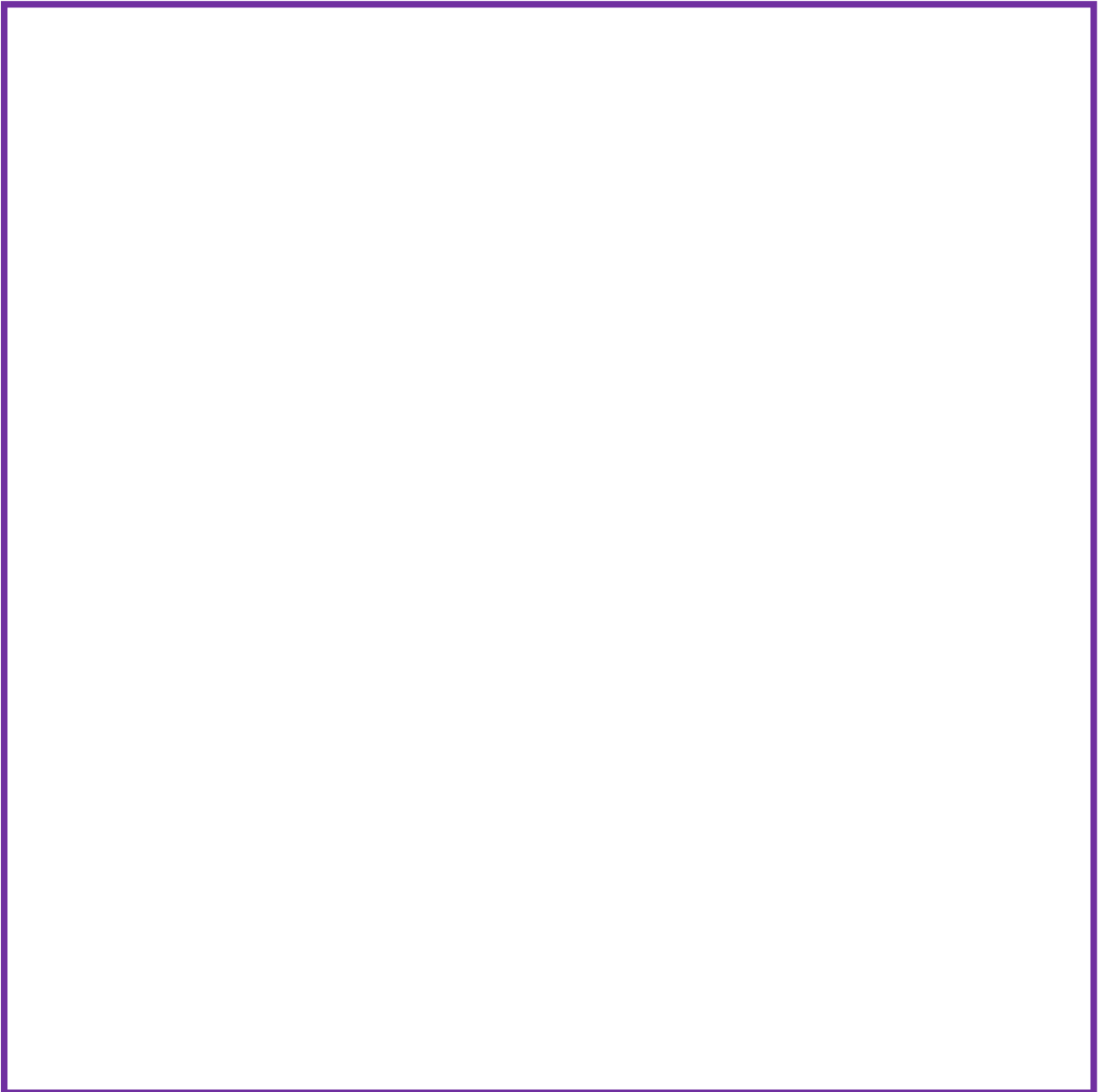
8. What should NGO mental health services specifically targeting older people in the ACT cover?

- What services should an organisation offer to older people?
- Are there any mental health concerns you see regularly in older Canberrans?



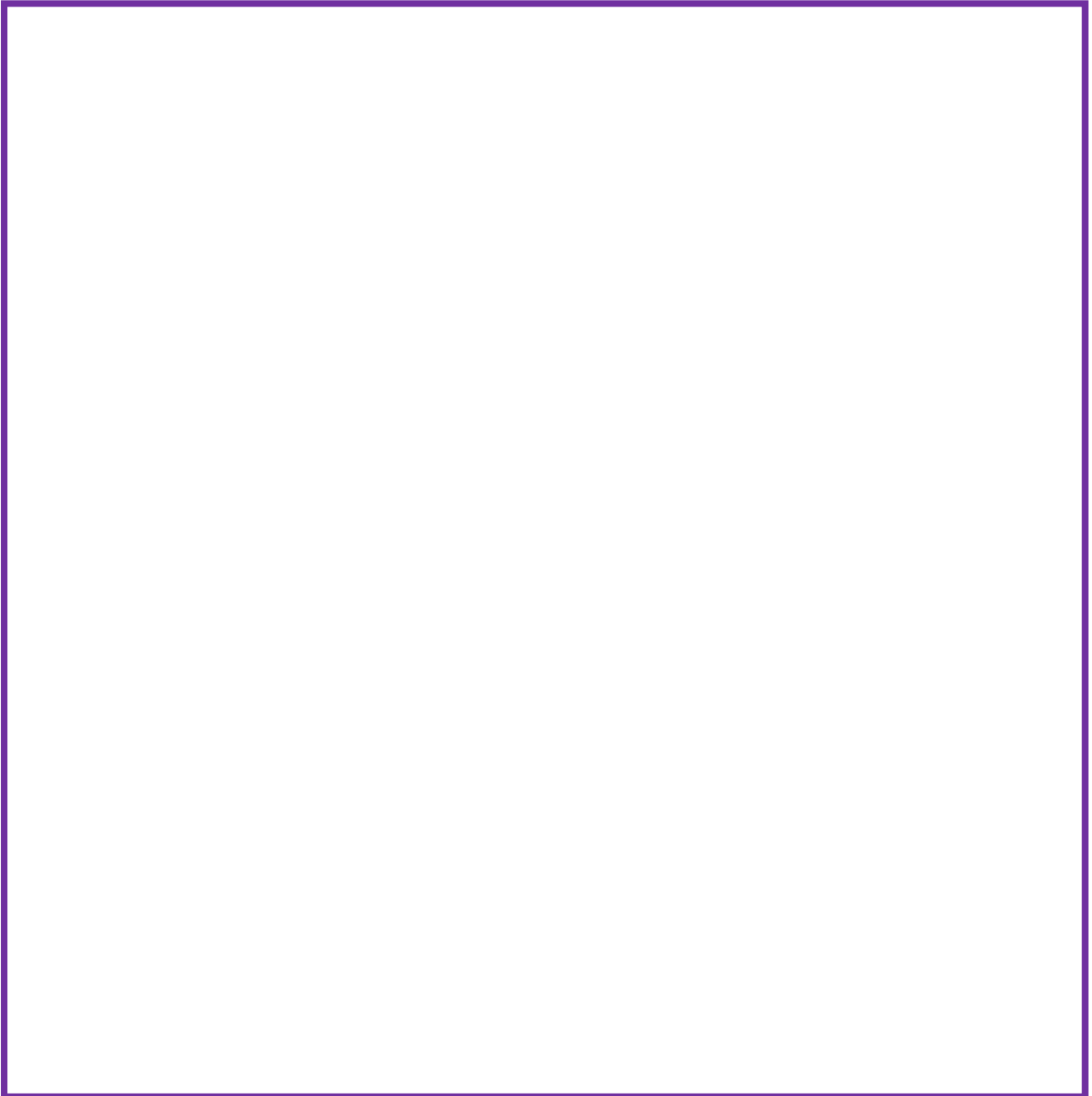
9. For providers, what training or skills would you need to safely support older people in your service?

- Have you done any specific training before? What has been effective?
- Are there any limitations or challenges to your service provisions that would stop you from engaging with older people?
- What would make you feel more comfortable when delivering services to older people?



10. How can commissioned mental health services and aged care services work more closely?

- Can closely located services increase engagement?
- Would there be benefit in creating a shared understanding of the services, and engaging in a forum, or service visits to encourage these connections?





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