

**STATEMENT OF COOPERATION  
BETWEEN HUNTER NEW ENGLAND MENTAL HEALTH  
AND LotUs Assist Pty Limited**

## **PURPOSE**

This document describes the commitment between Community Managed Organisations who are registered service providers with the National Disability Insurance Scheme and are providing a service to consumers of Hunter New England Local Health District (HNELHD). The aim of this document is to promote the principles of the collaborative care to improve the health outcomes and wellbeing of consumers with a lived experience of mental illness and their carers and families.

## **HUNTER NEW ENGLAND MENTAL HEALTH**

HNEMH has as its target population to all of the people residing within its allocation area. It aims to provide comprehensive integrated mental health care across the lifespan in a population mental health framework. HNEMH services are integrated, seamless and complementary across the care continuum. HNEMH provides a wide range of services in the community and in hospitals on a population based model for children, adults and older people. Mental Health Services can be provided by medical, nursing and allied health staff, depending on the client needs.

## **CLICK HERE TO ENTER TEXT.**

*(Service Providers Mission Statement)*

Our vision is that we are a successful boutique NDIS service provider, who offers a point of difference with specialty supports, on top of Support Coordination and Plan Management. A business that provides and strives to offer a personalised service.

Our Mission is to support the Participants to stand on their own, whilst working alongside them focusing on your needs and recovery journey. We focus on building their capability which ensures greater choice and control, and most importantly, allows the individual to bloom to their full potential, to live the life they want.

## **PRINCIPLES**

In working cooperatively, Lotus Assist and HNELHD Mental Health Service are committed to:

- Communicating effectively and respectfully, and sharing information, research, opinion and ideas leading to the development of engagement and holistic mental health services.
- Supporting and facilitating the participation of mental health consumers, family members and carers in the service planning, delivery and evaluation.

- Actively fostering a culture of person-led recovery services and ensure high quality training and supervision for all staff.

**LOTUS ASSIST PTY. LIMITED AND HNELHD MENTAL HEALTH SERVICE ARE DEMONSTRATING THEIR COOPERATION AND WILLINGNESS TO WORK COLLABORATIVELY BY:**

- Recognising that our relationship is complementary in addressing consumers' clinical and non-clinical needs
- Identifying common goals and objectives to improve health and social outcomes for mental health consumers
- Identifying and implementing practices that increase engagement with consumers
- Participating in regular care planning meetings and stakeholder meetings/forums such the Community Advisory Group and the Hunter Mental Health Interagency, bi-annual HNEMH/NDIS Coordination forums to facilitate information exchange and shared understandings, and the dissemination of relevant information to staff members.
- Reporting any issues that may pose a risk to each other's organisation through the appropriate pathways within each service.
- Jointly addressing systemic issues to improve the accessibility and efficiency of mental health services.
- Ensuring that consumer engagement and service provision is undertaken with a 'Recovery Focus' that places the consumer at the centre of decisions made about their treatment and care.
- Upholding privacy legislation to ensure each client's rights to privacy, confidentiality and safeguard of personal information. Any exchange of information will be in accordance with each organisations legislated privacy and confidentiality requirements.
- Staff members from both organisations are expected to interact on a regular basis. Communication between frontline staff from organisations are expected to comply with protocols indicated in the NSW Health Code of Conduct.
- When working on HNEMH premises NDIS service providers will remain the responsibility of the respective organisation, but will follow policy and procedures of the HNE LHD.
- HNEMH staff will provide necessary orientation to NDIS service providers in relevant mental health units, All NDIS service providers working on HNEMH premises are required to have and clearly display identification.
- In circumstances where there is a difference of opinion or dispute between workers of HNEMH and NDIS service providers and the matter is unable to be resolved by the workers, the matter should be promptly referred to respective team leaders of both organisations. If the dispute is unable to be resolved by this process, the matter should be referred to the relevant senior manager of the NDIS service provider and the HNEMH Community Partnerships Manger.
- Advise HNEMH Community Partnerships Manager if your service withdraws from the mental health sector.



**SIGNATURES**

On behalf of Lotus Assist Pty Limited

Date: 10 / 09 / 2020

Signature

Helen Marquez

Director

Name

Position Title

On Behalf of HNELHD Mental Health Service

\_\_\_\_\_  
Signature

Date:     /     /    

Jodie Bertoldi

Community Partnerships Manager