Kicking off at 2:30
(please mute your mike)

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Sector Response to COVID-19

SESSION FOCUS:

DECISION MAKING

WAAMH
Western Australian Association
for Mental Health

In Collaboration with the Mental Health Commission

THE TECH
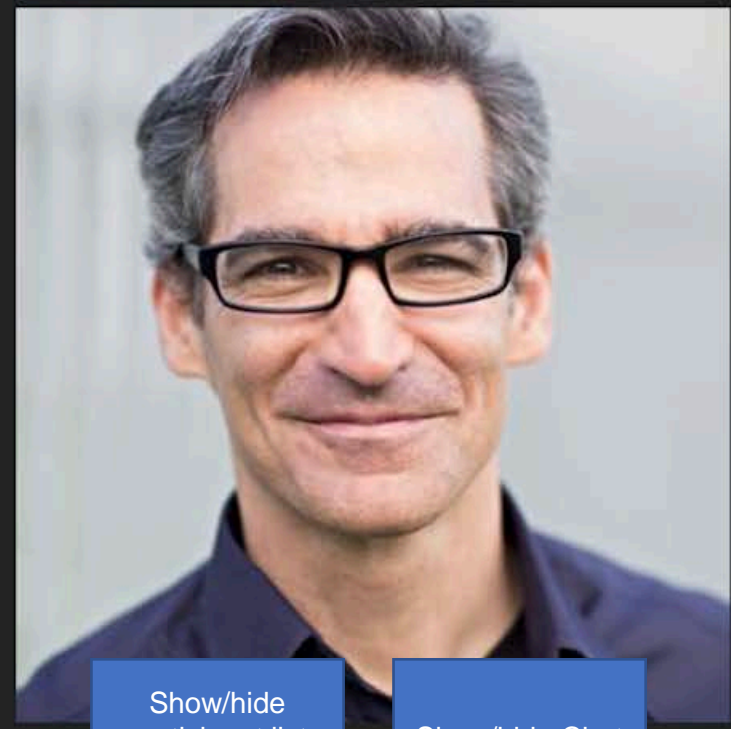
ONLINE ETIQUETTE

(1) Mute when not talking
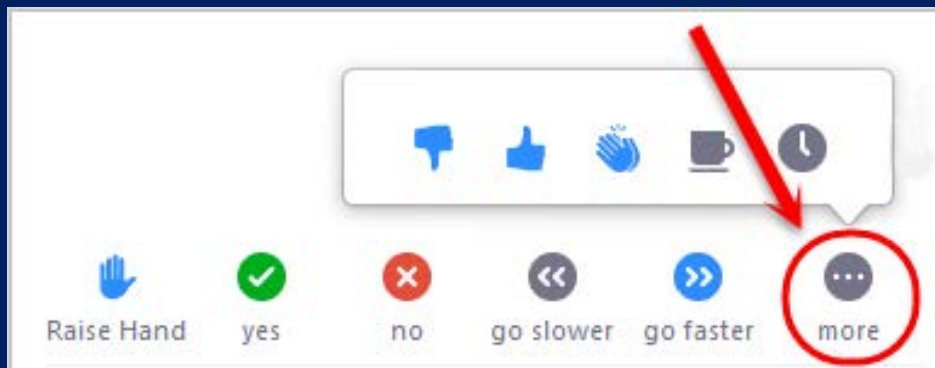
(2) Drop video if bandwidth is struggling

(3) Turn of emails and other things that go 'ping'

(4) Things take a little longer – lets work together

(5) Use online 'non-verbal' signals

Raise Hand   yes   no   go slower   go faster   more

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CRISIS CONSULTATION

(1) BE GENEROUS

The shock and uncertainty is real for everyone – manage yourself so you don't add to people's distress.

(2) FOCUS ON WHAT IS NEEDED

There will be time for post-mortems but right now we need to look forward

(3) DON'T LET PERFECT BE THE ENEMY OF GOOD

There is and will be messiness in the consultation and responses elements. We need to get it right, but it may not be perfect.

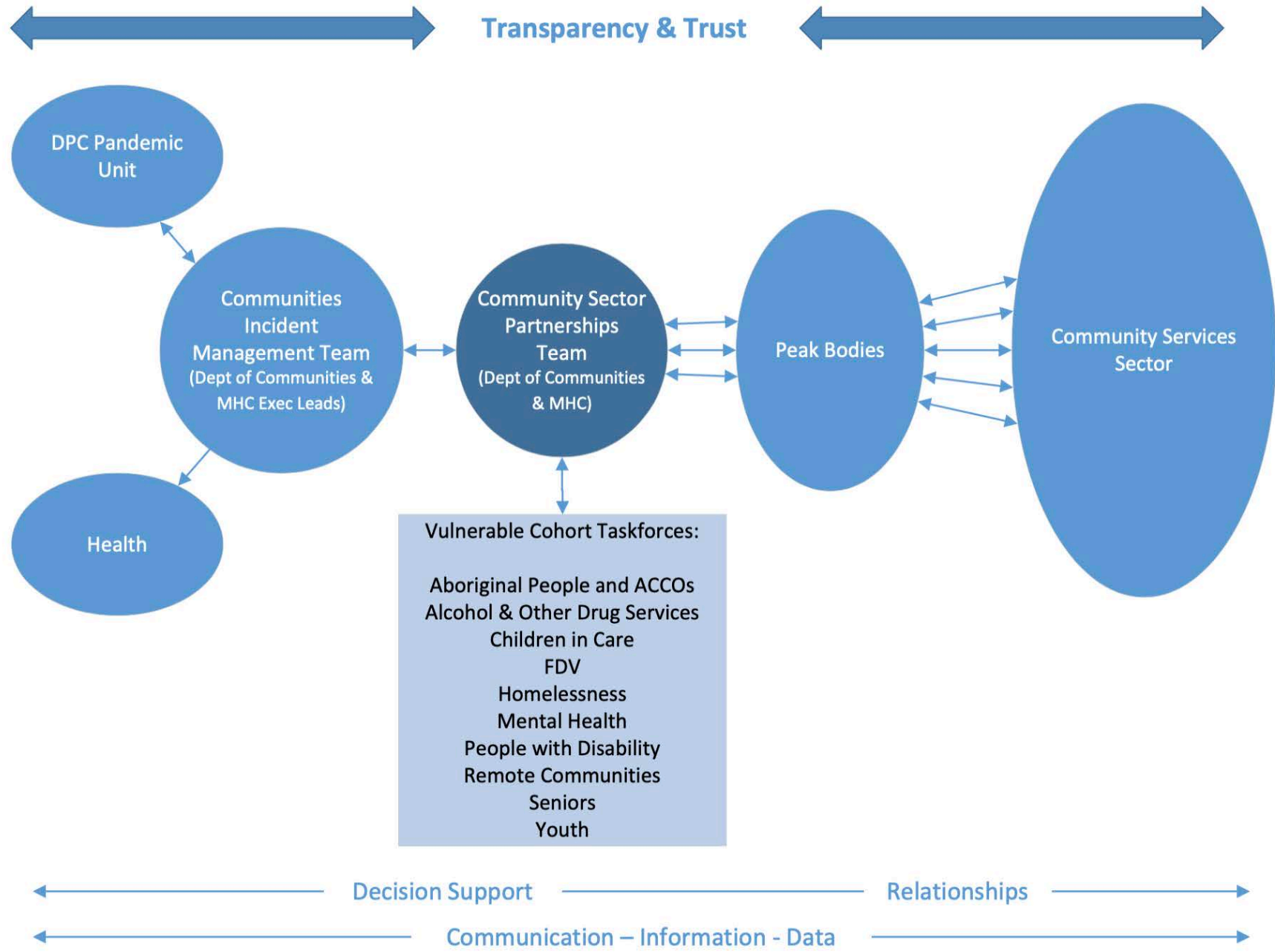## (4) PUT YOUR EXPERINCE INTO A SECTOR-WIDE CONTEXT

Everyone brings something unique and needed. How can that contribute to sector wide thinking?
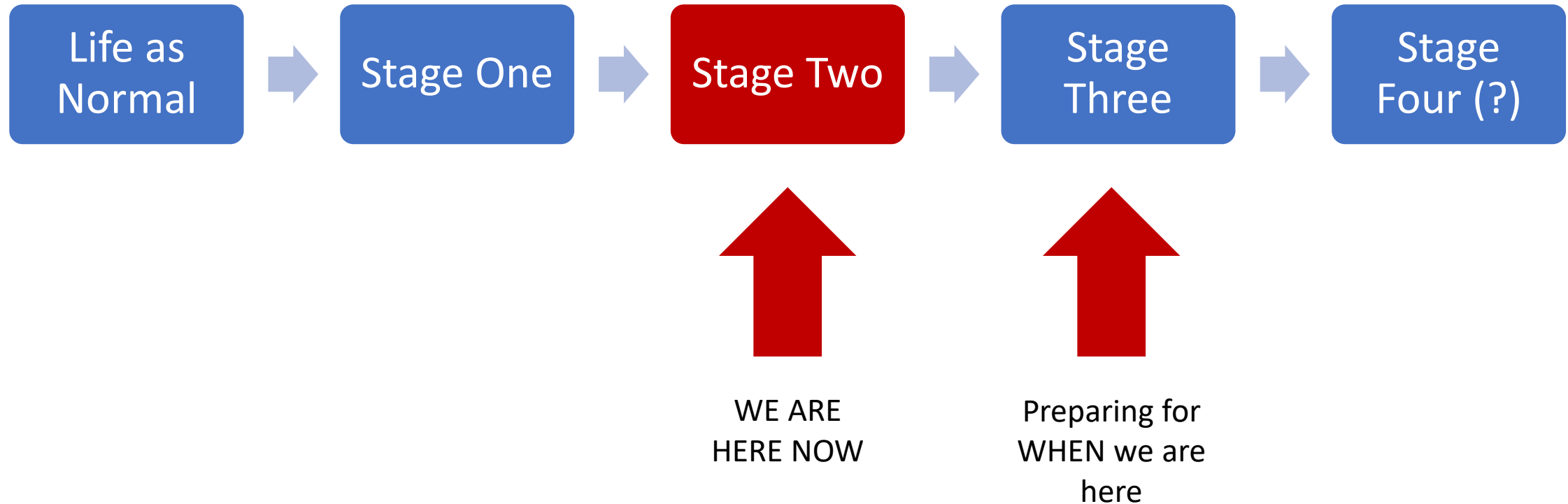
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Setting the Scene

Mental Health Commission

COVID-19 Context

Life as Normal → Stage One → **Stage Two** → Stage Three → Stage Four (?)

WE ARE HERE NOW

Preparing for WHEN we are here

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Is the Sector an essential service?

Any service provider working with people who are vulnerable and would not be able to meet their own needs (activities of daily living) without support, cannot meet their basic needs of food, shelter and safety and prevent people from escalating into emergency departments falls into a "critical service". This includes those in residential and non-residential services, food security and financial counselling.

This applies to:
• Aboriginal people who utilise community service supports
• People who are homelessness includes couch surfing
• People with severe and persistent mental health and drug and alcohol issues
• Women and children escaping domestic violence
• Seniors
• Children in out of home care
• People (adults and children) with disability
• Residential services for all the above
• Remote Communities
• People experiencing poverty

Source:
Community Sector Partnerships Team

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Decision Making Principles

Overarching Principles

1. **SAFETY**: Keep as many people as possible, as safe as possible (infection control)

2. **WELL-BEING**: Keep people well, and out of hospital if safe to do so

3. **DO NO HARM**: Being clear on the 'essential' elements to enable a rapid response while maintaining appropriate balance with what the sector knows is important to the consumer (eg: recovery, human rights)

4. **FLEXIBLE**: Integrate a "yes if…" approach to developing new responses to new situations

5. **COLLABORATIVE**: Looking systemically – how can we each contribute to the response needed?

6. **INTEGRITY**: Not letting the crisis get in the way of quality and not letting the ideal get in the way of necessity

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Session Purpose

- What pending decisions concern you the most?

- What are the considerations along the decision-making process?
- What would support these decision-making processes?

tiny.cc/waamh3

Scenario 3 - xxx

1) Complete this decision making sequence for your scenario

STEP 1: Set the purpose of the decision What is the primary goal of the decision?	
STEP 2: Determine required information What information is required and from whom?	
STEP 3: Define principles/criteria What are the fundamental principles for assessing the options?	
STEP 4: Brainstorm and analyse options Who needs to be part of the options analysis? And how/where does the analysis happen?	
STEP 5: Select the best option How is the best option identified and who makes the decision?	
STEP 6: Implement Who and how does this decision get implemented?	
STEP 7: Monitor and Evaluate (process and outcome) How is progress tracked? How is the decision making process reviewed?	

Adapted by Aha! Consulting from : https://d4htechnologies.com/blog/20150811-

2) Based on this process, what supports/resources would assist in this kind of decision making?

Next Step

Contact Chelsea with further comments: cmckinney@waamh.org.au

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thank you

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