

# Mental Health Tribunal Strategic Plan 2018-2020

## Our Strategic Priorities

### Our Vision

That the principles and objectives of the *Mental Health Act 2014* are reflected in the experience of consumers and carers.

### Our Mission

The Mental Health Tribunal decides whether a person receives compulsory treatment under the *Mental Health Act 2014*. Our hearings focus on human rights, least restrictive treatment and the participation of consumers, carers and clinicians.

### Our Values

We are:

- Collaborative
- Fair
- Respectful
- Recovery Focused.

### 1 Ensuring fair, consistent and solution focused hearings

Fairness in our hearings and in the way we engage with participants is a core obligation of the Tribunal. Solution focused hearings engage participants as active partners in the Tribunal's decision-making process. This involves participants discussing, identifying and committing to actions or solutions to optimise recovery.

#### Over the life of this plan the Tribunal will:

- ▶ Implement a Tribunal Member Feedback Model to enable members to reflect on how they approach their role
- ▶ Adhere to a strategic approach to meeting the ongoing learning and development needs of Tribunal members and staff
- ▶ Review the size and structure of the Tribunal's membership to identify optimal arrangements for the future; and
- ▶ Survey participants' experience of Tribunal hearings to identify opportunities for improvement.

#### Our focus for 2018:

- ▶ Finalise and commence the roll-out of our Tribunal Member Feedback Model
- ▶ Undertake internal quantitative and qualitative analysis of future options for the size and structure of the Tribunal membership; and
- ▶ Implement our Experience of Tribunal Hearings survey.

### 2 Promoting the realisation of the principles and objectives of the *Mental Health Act 2014*

All entities and individuals working under the *Mental Health Act 2014* ('the Act') have a shared responsibility to adhere to and promote the mental health principles and the objectives of the Act.

#### Over the life of this plan the Tribunal will:

- ▶ Enhance the Tribunal's approach to liaison with health services
- ▶ Continue to explore the implications of the principles of the Act for Tribunal processes and decision-making, including through consultation with consumers and carers; and
- ▶ Critically reflect on our own operation and contribute to analysis and review of the operation of the Act.

#### Our focus for 2018:

- ▶ Engage with health services to develop a strategy to build and maintain understanding of the role of the Tribunal and effective participation in hearings
- ▶ In consultation with consumers and carers, explore strategies to encourage and facilitate participation in hearings by family, carers and other support people; and
- ▶ Commence preliminary research into the Tribunal's approach to setting the duration of Treatment Orders.

### 3 Using technology to make our processes more efficient and sustainable

The Tribunal's processes have been significantly modernised over the past three years but continue to be heavily paper-based and do not make full use of the opportunities available through better use of technology.

#### Over the life of this plan the Tribunal will:

- ▶ Improve Tribunal business processes using information technology, including electronic hearing document management
- ▶ Transition to TRIM Electronic Records Management for the Tribunal's administrative documents; and
- ▶ Develop a new website for the Tribunal to improve user experiences.

#### Our focus for 2018:

- ▶ Review how our Registry and administrative processes are supported by information technology and implement opportunities for improvement
- ▶ Scope a project to develop a new website for the Tribunal; and
- ▶ Transition to the TRIM Electronic Document and Records Management System.

