



network
N O R T H

RELATIONSHIP AGREEMENT

May 2009

Members from the following:

- DHBs Stakeholder Networks
- Consumer Forum
- Whanau Oranga Hinengaro Forum
- Moana Pasifika
- Asian, Migrant and Refugee Advisory Group
- Regional Family/Whanau Forum
- Navigate (NGOs)
- Workforce Planning and Development
- NNC Workstreams
 - Primary Mental Health
 - Child and Youth MH & A
 - Adult MH & A
 - Older adult MH & A
 - Addictions
- Regional Director – Mental Health & Addiction Services
- General Managers – Mental Health Services (from the 4 DHB's)
- Clinical Directors – Mental Health Services & Forensic Psychiatry
- Union Representative
- Maori Health General Managers
- Planners and Funders – Mental Health & Addiction (from the 4 DHB's)
- MAPO
- NDSA –Northern Region Mental Health & Addiction Team

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1. Introduction

This document outlines how the Network North Coalition (NNC) intends to work. The document aims to define, the purpose of the coalition and how it needs to function and go about its work.

2. Purpose

NNC was formed in September 2003 in response to a Mental Health Commission Review. This review highlighted service fragmentation, gaps in service delivery from a regional perspective, and the importance of listening to and responding to the needs of communities.

The current areas of focus on clinical networks and regionalisation provide further impetus for the coalition's development.

The **purpose** of the group is to:

- provide a regional perspective, on Mental Health and Addictions services,
- ensure that stakeholder communities are active and integral in the development, provision and improved quality of services.

NNC therefore has the following **mandate**:

- **Advise** - provide strategic thinking on the issues, solutions and approaches, nationally and regionally
- **Planning** - support the planning process, informing and shaping the overall directions nationally and for the region, and development via the work streams
- **Delivery** - exchanging service delivery knowledge and expertise to inform regional approaches, and implementation of NNC recommendations
- **Consultation** –for plans, strategy and approaches of national, regional, and DHB initiatives

The coalition aims for high quality locally focused and regionally consistent Mental Health and Addiction Services that meet the needs of the population we collectively serve.

Northern Region Mental Health and Addictions Strategic Direction, October 2004

3. Vision and role of NNC

Network North Coalition will inspire, influence and inform the development of the Mental Health and Addiction sector.

The coalition will be a working model of regional collaboration in the drive to improve mental health and addiction services.

Specifically NNC functions to:

1. Provide advice, expertise and critique to planning and development of services to influence better outcomes for service users and their families / whanau
2. Support service innovation through knowledge exchange and by promoting the perspectives of the people who use services
3. Facilitate regional consistency through sharing of ideas, service delivery approaches and ways of working, defining and applying common models and development of regionally appropriate responses
4. Foster local responses through community led activity, to support community voice and consultation
5. Ensure delivery against national, regional and local policy objectives through oversight, shared understandings, and collaboration
6. Identify and support projects and activity or pilots to inform service developments across the region
7. Communicate with key stakeholder groups, across and beyond the sector
8. Advocate on behalf of mental health services, and encourage recognition of the sector.

4 How NNC functions

NNC will use the following mechanisms to undertake its work.

Mechanism	Description
Information sharing, discussion forums	to inform one another in NNC and subgroups, to focus issues by drawing on our wide sector lens, to shape recommendations based on our breadth of expertise and diversity of perspective, sharing of information with groups and individuals outside of NNC as agreed
Participation in service development	to form collective and informed thinking on approaches, nationally and regionally, to share exemplars, to gain support for roll out of initiatives, to progress specific projects and initiatives within work streams
Supporting recovery	to champion a quality approach through the work streams and in the collective positions, to support evaluation of services from service user and family / whanau perspectives
Reducing inefficiency	identify overlaps and opportunities for improvement in the

	use of funding and resources,
Support regional network streams and sector groups	by providing infrastructure support to facilitate roll out of innovations, networking and raise awareness, to give a stronger voice to stakeholders
Networks	to seed thinking across the networks to facilitate change and innovation within the region.

5 Membership

The group is large and representative, including, sector groups, community, clinical directors and management. The membership covers people who have a stake in Mental Health and Addiction Services from the 4 DHB catchments of the Northern Region being, Auckland, Counties Manukau, Northland, and Waitemata. A key function of NNC is to bring local interests and perspectives into a regional network.

See *Appendix 1*, Members for details.

For many members the inclusion into NNC comes via designation. For members of groups, the chair is the expected NNC member, although the representative could be a person nominated by the group.

It is expected that members will actively participate in NNC. When attendance is not possible, members may notify the meeting of any views related to the agenda. The meeting will form collective views, NNC positions and progress matters based on who is present and feedback received.

6 Meeting Format

Frequency

We will meet as a full group, every 2 months, with 6 meetings over a year. The meeting times will be booked at the end of the previous year for the year ahead.

Chair

The Regional Director will chair all meetings to support consistency and alignment to NNC purpose.

Secretariat

The NDSA will provide secretariat support to NNC. See *Appendix 3* for details

Agenda

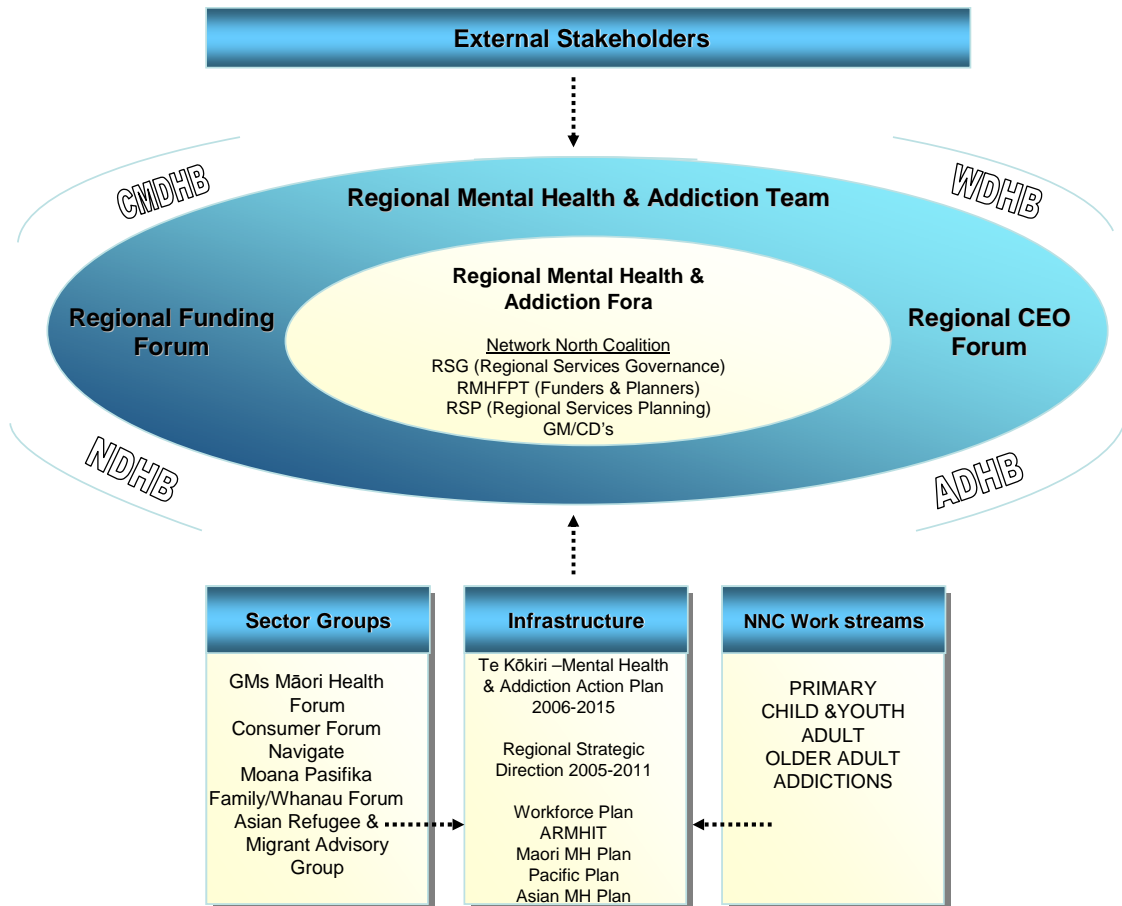
The meeting will run to a set agenda. See *Appendix 4* for details.

7 Linkage

NNC is an important link to local networks and the populations we serve. It provides:

- a central point for the work of the sector groups
- regional director with sector knowledge, intelligence and opinion
- consultation and stakeholder resource to planning and funding teams

The following model outlines the linkages and connections.



8 Reporting and information flow

The expectation is that members will bring information into the NNC forums and that information will be taken back to groups. Where NNC positions and recommendations are formed the group will be explicit on how, where and why the information will be shared and utilized.

It is expected that each member of NNC share and gather information with member networks. Further share new thinking, insights and changes in the wider mental health and addictions sector. Finally, that members support innovations and pilots in support of improved delivery.

Updates are also a key aspect of influencing. NNC expects to receive regular updates from:

- Sector Groups

- Work Streams
- Local DHB Networks
- NDSA
- National bodies

These updates will be discussed at the full NNC meeting as specified within the regular agenda item.

Recommendations from NNC may be sent to forums tasked with responsibility for the planning or provision of services according to issue or elevated in the DHB structure or externally by due process.

Website:

The Network North website is a valuable information sharing resource. It enables easy access to up to date information.

9. Regional network streams and sector groups' approaches

Background

The work streams were established to ensure appropriate expert input and participation of key stakeholder groups in the development and delivery of the Northern Region Mental Health and Addictions Services Strategic Direction 2005-2010. Five work stream areas were identified; child and youth, adult, older adult, alcohol and other drugs and primary health. In addition groups for Information Technology (IT), workforce and Maori were formed.

The work streams have provided focused thinking, within a specific stakeholder network and deliver on specific regional projects agreed by the DHBs.

Purpose

Network streams and sector groups will continue to focus on delivery against strategic directions and work programme agreed by DHB's via NNC process. Streams and sector groups will provide an opportunity for wider participation of clinical, organisational and stakeholder experts in the provision of high quality, locally focused and regionally consistent Mental Health and Addiction Services that meet the needs of the population we collectively serve. These groups will provide a targeted forum of expertise and stakeholder interest.

Programme of work

NNC will lead a review of the works stream strategy and activity annually with the following reference points:

- Government policy
- Key National Mental health and Addictions sector documents – Te Tahuu, Te Kokiri

- Northern Region strategic documents
- NNC identified current key challenges for the sector:
 - Performance and delivery
 - Quality
 - Information
 - Collaboration
 - Enhancing the Service user and family/whanau Voice
- NNC identified priority areas:
 - Workforce
 - Service Development
 - Service Evaluation
 - Sustainability
 - Integration
 - Addressing inequalities
 - Enhancing cultural choice

Work stream accountabilities

The work streams are expected to:

- deliver to agreed work programme
- provide a steering group function for the activity in their sector
- provide expert advice
- update NNC regularly
- identify issues and recommendations

The work stream success is reliant on the membership, and it is important that there be representation from the sector and that the composition reflects a working clinical network. NNC will confirm membership of the work streams and include designated roles to ensure appropriate representation. Each work stream will have NDSA Mental Health and Addiction team support for delivery of the work programme.

The specific roles and responsibilities for work streams are expanded in *Appendix 5* (TBA currently in draft)

10 Relationship Agreement Term

The Relationship Agreement will be reviewed annually. The review will reflect on group functioning, effectiveness and impact.

APPENDIX 1

Members

	Role	Mandate
	Regional Director Mental Health and Addiction Services	Designated Role
	NDSA Mental Health Team Members	As required
	Consumer Forum	Chair or nominated member
	Maori GM forum	Chair or nominated member
	MAPO	Designated Role
	Moana Pacifica	Designated Role
	Asian, Migrant & Refugee Advisory Group	Chair or nominated member
	Regional family/whanau forum	Chair or nominated member
	Navigate – NGO Forum	Chair and nominated members
	Workforce Planning and Development	Chair or nominated member
	Union representative	PSA nominated
	Addictions Workstream	Leader and nominated member*
	Child and Youth Workstream	Leader and nominated member*
	Adult Workstream	Leader and nominated member*
	Older Adult Workstream	Leader and nominated member*
Primary Workstream	Leader and nominated member*	
Auckland DHB	MH & A General Manager	Designated Role
	MH & A Clinical Director	Designated Role
	MH & A Planner and Funder	Designated Role
	Stakeholder Network Chair	Nominated Role
	Stakeholder Network Consumer Representative	Nominated Role
Counties Manukau DHB	MH & A General Manager	Designated Role
	MH & A Clinical Director	Designated Role
	MH & A Planner and Funder	Designated Role
	Stakeholder Network Chair	Nominated Role
	Stakeholder Network Consumer Representative	Nominated Role
Northland DHB	MH & A General Manager	Designated Role
	MH & A Clinical Director	Designated Role
	MH & A Planner and Funder	Designated Role
	Stakeholder Network Chair	Nominated Role
	Stakeholder Network Consumer Representative	Nominated Role
Waitemata DHB	MH & A General Manager	Designated Role
	MH & A Clinical Director	Designated Role
	MH & A Planner and Funder	Designated Role
	Regional Forensic Psychiatry Clinical Director	Designated Role
	Stakeholder Network Chair	Nominated Role
	Stakeholder Network Consumer Representative	Nominated Role

*one or both may be NNC members in another capacity

APPENDIX 2

Forum Expectations

Our Principles

We aim for shared responsibility within the group and will behave in a way that focuses on best outcomes for the people we serve.

Conflict of interest and disputes resolution

Any situations that arise where there may be a conflict of interest, members take responsibility to table the conflict. The Chair has responsibility to resolve conflicts.

Where there is a disagreement over roles, responsibilities, contribution and resource sharing or any other conflict of interest or dispute, which cannot be resolved by the members, an independent mediator will be engaged to help resolve the conflict.

Pre-meeting arrangements

1. Group members will forward any specific agenda items to the meeting chair at least 2 weeks prior to meeting date.
2. The confirmed agenda and associated papers will be sent out no later than 5 working days before the meeting.
3. Group members will read the agenda and papers before meetings.
4. The meeting agenda will state:
 - each agenda item
 - item sponsor/owner
 - whether or not there is a paper or presentation for the item
 - the purpose or outcome desired from the discussion.

During meetings

- 1 All members will be responsible for monitoring equal opportunity for airtime and meeting the NNC principle.
- 2 By close of meeting actions will be confirmed and key messages to be communicated to others agreed

Post meetings

- 1 Meeting notes will be circulated after each meeting to all NNC members where ever possible within 10 working days
- 2 It is each person's responsibility to ensure that information is disseminated to other people within their respective organisations, which will include consumers, families and staff where appropriate.

Obligations of members

The members agree to the following responsibilities:

- 1 Each member agrees to consistently attend NNC meetings on a regular basis (as per annual plan), with no delegation when non attendance arises
- 2 Participate towards achieving the purpose and role of NNC
- 3 Bring an informed and networked perspective to NNC discussions
- 4 Share information from NNC with others in the organisation or group they are mandated from.

Orientation of new members

We will support the engagement of new members to the group. This will include:

- 1 Supporting new members with an orientation on the purpose and mandate of NNC
- 2 An information pack including;
 - a. Relationship Agreement
 - b. Membership list and contact details
 - c. Northern Direction and updates
 - d. Meetings schedule
 - e. Last meetings minutes
 - f. Latest work stream report.

Members provide list of connections / community of interest to assist the dissemination of NNC information.

APPENDIX 3

Key Roles and Accountabilities

NNC Chairperson

- Sign off agenda
- Chair the meeting
- Oversee the regional network streams and sector groups
- Represent the position and agreed interests of NNC
- Liaise with the 4 DHB's Local Network Chairs

NDSA Staff on behalf of the Regional Director's Office

- Orient new members to NNC
- Hold records on NNC membership and facilitate changes in membership including ensuring the orientation has occurred
- Organise the meetings; venue, food and dates
- Coordinate and convene any sub group meetings
- Manage the meeting agenda development and preparation
- Take meeting notes and distribute these to all members of NNC.
- Encourage participation of members to the meetings.

APPENDIX 4

Agenda:

- Opening
- Standard agenda business
 - Matters arising
 - NNC Chair update
- National update may include:
 - National level presentation
 - Regional perspectives on national issues
 - Delivery against Te Kokiri
- Regional update may include:
 - Report from Regional Director and Team
 - Planner perspectives
 - Updates on sector initiatives,
 - Work stream progress
- Local Initiatives may include:
 - (for the meetings, hosted by each respective DHB (4))*
 - Presentations on service planning,
 - Local developments, exemplars
 - Work linked to the 10 challenges framework in Te Kokiri where possible
- General Meetings may include:
 - (for the remaining meetings (2))*
 - Review of work, plans
 - consolidation,
 - celebrations of Mental Health and Addictions
 - planning of the NNC work
- Closing – actions, agreed recommendations and communication messages

APPENDIX 5

Workstream Roles and Responsibilities

Under development