



28 April 2022

Mr Gerard Hayes
General Secretary
Health Services Union NSW/ACT/QLD
Locked Bag 3, Australia Square
SYDNEY NSW 1215

Via Email: secretary@hsu.asn.au

Dear Mr Hayes,

RE: EMERGENCY MENTAL HEALTH ACUTE ADDICTION RESPONSE TEAM (EMHAART)

We write to advise that the Mid North Coast Local Health District (MNCLHD) Integrated Mental Health, Alcohol and Other Drugs (IMHAOD) directorate is currently in the process of designing an Emergency Mental Health Acute Addiction Response Team (EMHAART) which will include a centralised Triage, Intake and Assessment service. This new service and associated Model of Care aims to improve access and safety for clients accessing IMHAOD community mental health services.

The aim of the newly proposed centralised Triage, Intake and Assessment service is to provide safer and more timely access, engagement, and referral to IMHAOD services. The District's decision to integrate triage, intake and assessment has been partly driven by factors identified following Root Cause Analysis (RCA) and Severity Assessment Code (SAC)/Harm Score 2 (HS2) investigations. For reference, 23% (n=19) of current RCA recommendations and 12% (n=20) of current HS2 recommendations relate in part or wholly to the early stages of client engagement with MHAOD services.

These proposed service enhancements will position IMHAOD towards the future, by identifying options to strengthen performance across MNCLHD and align structures to support IMHAOD, while focusing on opportunities to improve and enhance access to IMHAOD services across the MNCLHD.

The project will be led by the EMHAART District Manager who will engage in ongoing staff and consumer consultation, which commenced with a staff town hall on 19 April 2022. A re-run of the town hall session was delivered on 27 April 2022 to ensure all staff had an opportunity to attend. Please find **enclosed** the town hall presentation and summary document which was made available to staff. We intend to establish a working group to assist in the development of this service and we commit to genuine consultation with staff, stakeholders and the industrial associations throughout this process as the project develops.

We would welcome any initial feedback you may have regarding this process to the EMHAART mailbox MNCLHD-EMHAART@health.nsw.gov.au by COB Friday 13 May 2022. Should you wish to discuss this proposal, please do not hesitate to contact the EMHAART District Manager on 0474 569 859. Please also feel free to contact my office on 0413 175 281 or via email at Kim.Edwards1@health.nsw.gov.au

Yours sincerely,

Kim Edwards
A/Director Integrated Mental Health Alcohol and Other Drugs
Mid North Coast Local Health District