



Purpose

The Mental Health Review Tribunal is an independent body continued under the *Mental Health Act 2016* whose primary purpose is to review the involuntary status of persons with mental illnesses and/or intellectual disability. The Tribunal is charged by the Act to:

- observe natural justice and provide quick, fair, informal and private hearings.
- ensure the provisions under the Act are appropriately applied and that reviews and applications are heard within statutory timeframes.
- encourage and respect the participation of involuntary persons and their representatives in proceedings before the Tribunal.
- balance the right of a person to receive treatment and care, in ways that are least restrictive, whilst ensuring community safety.
- acknowledge the principles set out in the Act for consideration of victims of unlawful acts.



Vision

To operate a Tribunal that produces fair outcomes for those receiving involuntary treatment and care for mental illness and/or intellectual disability and the community.



Values

Independence

Managing relationships with stakeholders and the community in ways that promote the Tribunal's fairness, impartiality and independence.

Integrity

Consistent, transparent and accountable processes and decisions.

Professionalism

Contributing to the professional development of our Tribunal members and staff and to the body of knowledge that informs Tribunal best practice.

Innovation

Working creatively to deliver quality services and promote a culture of excellence.



Mission

To be seen as a Tribunal that:

- is viewed as independent, fair and impartial.
- recognises the importance of protecting the rights and dignity of persons receiving involuntary treatment and care in Queensland.
- acknowledges and applies the principles contained in the *Mental Health Act 2016* regarding victims of unlawful acts.
- protects the community from unacceptable risk and serious risk of harm.

Government's objectives for the community: *Unite and Recover*



Safeguarding our health: safeguard people's health and jobs by keeping Queensland pandemic-ready

- By pursuing innovative and practical solutions to enable the continuity of lawful, fair hearings.



Backing our frontline services: deliver world-class frontline services in key areas such as health, education and community safety

- By creating a workplace culture that encourages all workers to achieve excellence within a safe work environment.
- By engaging with stakeholders to identify opportunities for continuous improvement in Tribunal operations and practices.

Objectives, Performance Indicators, Strategies

Objectives:	Ensuring fair hearings while promoting the realisation of the principles and objectives of the <i>Mental Health Act 2016</i>	Embrace the availability and use of data and digital innovation for the efficient and effective operation of the Tribunal	Create a workforce culture that focusses on achieving excellence in a safe workplace environment	Pursue opportunities for continuous improvement identified through stakeholder engagement
Performance Indicators:	<ol style="list-style-type: none"> 1. Appropriate governance frameworks to support fair hearings. 2. Integration of an understanding of social diversity and human rights in the delivery of Tribunal hearings. 3. Analysis of victims' considerations and how they are factored into decision-making. 	<ol style="list-style-type: none"> 1. An increase in connectivity through the use of digital solutions. 2. Additional reporting utilising data analytics and trend analysis to inform operational decision-making and improve accountability. 3. Increased efficiencies as a result of digital innovation. 	<ol style="list-style-type: none"> 1. A workforce that feels engaged and connected to Queensland's health system. 2. Provision of venues and equipment that are safe and effective to aid preparation for, and delivery of, Tribunal hearings. 3. Provision of development opportunities to both staff and members responsive to the needs of the respective groups. 	<ol style="list-style-type: none"> 1. Identification and promotion of appropriate channels of communication with key stakeholders for the collation of feedback on Tribunal operations. 2. Integration of dynamic change in Tribunal operations brought about from key stakeholder engagement. 3. Clarity in the role and purpose of the Tribunal within the Queensland mental health system.
Strategies:	<ol style="list-style-type: none"> 1. Critically reflect on governance systems and frameworks to ensure accountable and high-quality Tribunal operations. 2. Analyse training and professional development needs of members to target offerings and opportunities. 3. Improved consumer engagement through increased communication channels and analysis of feedback. 4. Investigation into victims issues in Tribunal decision-making. 	<ol style="list-style-type: none"> 1. Leverage and embrace data and information to create insights and drive improvements. 2. Design and adopt digital solutions to assist in the efficient and effective operation of the Tribunal. 	<ol style="list-style-type: none"> 1. Attract, select, retain and empower the right people to create a diverse, inclusive and engaged workforce encompassing staff and members. 2. Focus on creating safe workplaces that are rewarding, enhance wellbeing and adequately equip the workforce to perform at the highest level. 3. Identify and develop development opportunities to enable staff and members to continue to demonstrate excellence. 	<ol style="list-style-type: none"> 1. Actively engage with key stakeholders to open channels for feedback to the Tribunal. 2. Be responsive to the needs of key stakeholders while maintaining legislative and regulatory compliance. 3. Strengthen relationships with key stakeholders to embed the Tribunal as a connected part of the Queensland mental health system.



Challenges

- Ability to provide hearings remotely within the bounds of the technological resources available.
- Effectively implementing the principles and objects of the *Mental Health Act 2016*, including factors involved in natural justice and human rights, while ensuring compliance with statutory timeframes.
- Managing the Tribunal's resources in the face of increasing need for Tribunal hearings and associated increased cost.
- Being able to effectively communicate with stakeholders and the community about the Tribunal's role and the limits of its jurisdiction within the Queensland mental health system.
- Maintaining consistent continuing professional development for a diverse and geographically spread workforce of staff and members.



Opportunities

- Supporting those persons appearing before the Tribunal to have an opportunity to fully participate in and engage with the Tribunal's decision-making.
- Innovating through data and digital initiatives.
- Responsive practices aimed at building stakeholder engagement.
- Harnessing the capability and capacity of a skilled workforce of staff and members.
- Seeking feedback to facilitate continuous improvement of Tribunal operations.



**Queensland
Government**