



Peter Gianfrancesco

📍 North Turramurra, NSW 2074 📞 0410339237
✉️ peter.gianfrancesco@outlook.com

PERSONAL SUMMARY

Peter is a vastly experienced mental health leader with a proven ability to innovate whilst soundly leading large and complex organisations. His work and personal life has exposed him to many formulative experiences that have helped shape a wise and thoughtful approach to challenges that he confronts.

He is strongly influenced by his values of authenticity, open-ness, optimism and respect, and provides leadership that is delegatory, empowering, creative and inspires others. Despite being highly organized and capable of meeting demanding tasks and targets, he conducts himself with an unwavering humanistic perspective that places people at the heart of his decision making. He is well known for his ability to develop others and to lead strongly from behind. His personal attributes of humility, positivity, calmness, analytical mindset and resilience enables him to excel in a changing and uncertain environment.

ACCOMPLISHMENTS

Forty years of experience working as a mental health leader at a local, State and National level in a range of clinical, service management and project roles both in Australia and the United Kingdom. Of this, 22 years has been spent working in the NGO environment, with the last 8 years at Neami as NSW State Manager

Overhauled and transformed Neami in NSW taking it from a fragmented and poorly regarded State with unstable leadership and disengaged staff to a vibrant, stable and creative part of Neami with a strong internal and external reputation.

First Place, NSW Mental Health Nursing Registration Exams, winning the *Norton Manning Medal*

Marjory Wallace Award for services to consumers and their families

Twenty years of experience as a mental health trainer in Australia and the UK working for the NSW Institute of Psychiatry, the Sainsbury Centre for Mental Health (UK), Mind (UK), Rethink (UK) and One Door Mental Health.

Authored and led the development, testing and implementation of the *National Standards for Mental Health Services* and subsequent accreditation methodology.

A lived experience of adversity, adaptation and tested personal resilience

WORK HISTORY

DIRECTOR

2023 ONGOING

Peter Gianfrancesco Mental Health Training & Consultancy

- Provision of training, service development & establishment advice, business development support and general consultancy to the mental health sector.

EXECUTIVE DIRECTOR

2023 ONGOING

TheMHS Learning Network

- Overall leadership of the renowned TheMHS Learning Network. This is undertaken on a part time basis to enable me to concurrently operate *Peter Gianfrancesco Mental Health Training & Consultancy*.

NSW STATE MANAGER

2015 to 2023

Neami National | Sydney, NSW

- Working as part of a great team, I led the consolidation, transformation, growth, geographical spread and high performance of Neami services across NSW
- *Key responsibilities* include:
 - Developing a local tactical plan to meet business requirements
 - Ensuring that services delivered are acceptable and meaningful to consumers and their families
 - Ensuring the financially viable, safe and effective operation of services (currently a portfolio of services with combined contract value above \$45,000,000)
 - The safety, wellbeing and professional development of approximately 320 staff
 - Creating capable, resilient and confident leaders to drive service excellence and local influence
 - Leading change processes to enhance efficiency, opportunities and improved ways of working
 - Contributing internally and externally to build better systems of care and support and to influence sector improvement
- I built and sustained a *highly regarded Senior Leadership Team* with a strong culture of delegated authority, creativity and accountability. Through this, we developed and led a vibrant operational culture characterised by stable and inspired leadership, high levels of staff engagement, a consumer-centred approach to practice and enhanced levels of external recognition.

- Working with colleagues across multiple Neami Networks I contributed to, and participated effectively in, efforts that improved business partnering, approaches to improve service delivery collaboration, and in the fulfillment of Neami's Strategic Vision and Objectives.
- Through this role, I contributed further as part of a *Neami's Operational Leadership group*, as part of the *National Leadership Team* and on various internal and external working groups and fora.

NDIS CONSULTANCY

2013 to 2015

Self Employed | Australia Wide

- Worked with many organisations across Australia to assist in their preparation and execution of change management processes to enable transition from block funding models to individually purchased care
- This work included training, change management design and business planning advice to enable profitable and values-aligned NDIS operations
- Clients included Mental Health Australia, Mind, Neami National, NDIS, Mental Health Coordinating Council, Mental Health Community Coalition, VicServ and Northern Territory Mental Health Coalition.

Between 1998 and 2013 I lived and worked in the United Kingdom

CHIEF EXECUTIVE OFFICER

1999 to 2012

Norwich & Central Norfolk Mind | Norfolk, UK

- Worked positively with the Board of Trustees to provide overall strategic and management direction for an innovative mental health charity
- Oversaw the modernization, growth and strategic re-positioning of the organization during a highly volatile period in which mental health care was transitioning to an individually purchased market. Pioneered the *LifeHelp* model which was later widely adopted by the sector.
- Led the change management processes that incorporated operations leadership restructure, constitutional reform, fundamental business model changes and re-alignment of organizational values
- Developed and led a capable and energized, change-ready leadership team.

- Supported the Board of Trustees to improve organizational accountability, to improve public benefit monitoring, and to refresh and expand Trustee capabilities.
- Left role to return to Australia in late 2013, leaving behind a modern, efficient, innovative and highly regarded mental health organisation

CRISIS FELLOW

2007 to 2010

National Institute for Mental Health | London (UK)

This role was undertaken on a part time basis and concurrently with my role as Chief Executive Officer of Norwich & Norfolk Mind

- Worked as the UK Fellow for Crisis Intervention to influence, support and guide the introduction of Crisis & Home Treatment Teams within the NHS across the UK as part of the national reform known as the *National Service Framework*

DIRECTOR QUALITY IMPROVEMENT, MENTAL HEALTH CARE 1998 to 1998

(Senior Policy Analyst)

NSW Department of Health | NSW

- Overall responsibility for the implementation, monitoring and reporting of the National Standards for Mental Health Services across public mental health services in NSW.
- This role also included general duties associated with the Senior Policy Analyst position including leadership and coordination of state-wide service reforms, support of, and engagement with AHMAC (Australian Health Ministers Advisory Council) on behalf of the NSW Health Minister, preparation of Ministerial briefs and participation in serious incident investigation.
- Left role to move to the UK

MANAGER & LEAD AUTHOR, NATIONAL STANDARDS

1995 to 1998

Australian Council on Healthcare Standards | Australia-wide

- This role was undertaken on behalf of the Commonwealth Government and in two phases. In between phases, I remained Deputy Director of Mental Health Services (as per below)

Phase 1: Development of Standards

- Seconded to the Australian Council on Health Care Standards (ACHS) to provide project leadership and authoring of the National Standards for Mental Health Services and the associated consumer, carer and industry consultation process (at that time the largest mental health consultation project ever undertaken in Australia). Worked as part of a consortium including the ACHS, CHASP and AIMHS
- This role encompassed listening, influencing and interpreting perspectives across consumer, carer, professional and provider settings to create a set of universal human-rights based, outcome standards applicable to public, private and NGO mental health providers.

Phase 2: Developing Accreditation Methodology for the Standards

- Seconded to Community Health Accreditation & Standards (CHASP) to provide project leadership, design and testing of existing and new approaches to health standards accreditation.
- This role required me to lead a design and change process to enable the standards to be used by the existing healthcare accreditors. This resulted in consumer reviewers on accreditation teams for the first time in Australia.
- Additionally, a new accreditation approach called TRAMHS (Tools for Reviewing Australian Mental Health Services) was developed and tested but subsequently not adopted.

DEPUTY DIRECTOR MENTAL HEALTH

1991 to 1995

Ryde Area Mental Health Service | Sydney, NSW

Overall responsibility for the delivery of acute mental health care including inpatient unit, intake, crisis service and case management teams as part of a comprehensive public mental health service.

VARIOUS CLINICAL ROLES

1983 to 1991

NSW Health | Sydney

Various clinical and team leadership roles as a Registered Mental Health Nurse and Clinical Nurse Specialist. These were primarily related to acute and crisis intervention roles.

EDUCATION

- Bachelor of Science** | Integrative Psychotherapy
Middlesex University, London, UK 2010
- Graduate Diploma** | Community Health Care
Cumberland Institute of Health Sciences, Sydney, NSW 1995
- Bachelor of Arts** | Social Welfare / Mental Health
Charles Sturt University, Wagga Wagga, NSW 1991
- Mental Health Nursing**
Registered Mental Health Nurse, NSW Department of Health 1984

RECENT EXTERNAL REPRESENTATION

- Director** 2020 - 2023
Mental Health Coordinating Council
- Member (Ministerial Appointment)** 2017 - 2019
Community Advisory Committee
NSW Mental Health Commission

REFEREES

Referees are available upon request