

TheMHS Award Submission 2017 – Exceptional Contribution - Pamela Rutledge

SHORT PROFILE

Pamela Rutledge is an inspiring, brave, visionary leader. She is a highly motivated, values-driven, results-oriented strategic thinker, with a passion for people's rights of, including people with a disability, a mental health issue and others who experience discrimination or social injustice. She has led extensive positive and innovative reforms in social policy, human and disability rights and human resources in the health and community service sectors in both government and the community managed sectors. A Social Worker by profession, Pamela, was appointed the Executive Officer of the Richmond Inquiry in 1982.

In 2012 Pamela led the successful merger of two large and longstanding community managed mental health organisations to become Flourish Australia. She is currently CEO of Flourish Australia and Chair of the NSW Mental Health Co-ordinating Council, having been on its voluntary board for many years. She is also a member of the board of Community Mental Health Australia and part-time Member of the Mental Health Review Tribunal.

Background description of main organisation if relevant.

Pamela Rutledge is the CEO of Flourish Australia, a leading community managed organisation providing community based support and employment services for over 4700 people living with a mental health issue and psychosocial disabilities across NSW and South-East Queensland each year. With an operating budget of \$56 million, generated through funding from Australian and State governments, PHNs, and its own community businesses, Flourish employs 700 staff, 50% of whom identify as having a personal lived experience of mental health issues and recovery. Flourish Australia employs 145 Lived Experience Peer Workers, the largest number of Peer Workers in any single service in Australia.

Part B

Prepare Part B according to the following instructions and have ready to submit as a single pdf file.

Additional Description – up to 1 x A4 page.

Pamela Rutledge has had a long and distinguished career of public service and has been a major contributor in a number of public policy reforms. She has always gone above and beyond the expectations of the role she has occupied, in her commitment to social justice, equality and service reform. In her first professional role as a Social Worker, Pam leveraged off her influence as a Commonwealth public servant, to bring together almost 70 community service organisations in the Manly-Warringah area to establish an effective regional planning and service development vehicle.

Early in her career, Pamela learnt Italian so that she could work as the first "Grant-in-Aid" Social Worker employed in the Italian community working particularly with young

men who arrived in Australia and immediately went to work in mining in Northern Territory or WA. These young men were extremely vulnerable given they had come from a close-knit and structured community. They often returned to Sydney in severe mental distress. As well as providing psychosocial support, Pam implemented some community development approaches to support these young men, to link them into the Sydney Italian community.

Pam's commitment to a community development approach to mental health and wellbeing was given great scope when she was appointed as one of the first Social Workers to lead a community mental health team, demonstrating that community mental health could work from a holistic, person-centred and family oriented perspective while acknowledging and respecting medical and psychiatric perspectives.

In another example of Pam's commitment to strong social policy and the need for evidence based policy reform, in 1972 Pam and a great advocate for social justice, Mary Lane, established an independent think tank and social research body (Future Lobby) focused on the needs of young families. Future Lobby operated for several years as an effective research body bringing an important independent perspective to debate about child care, permanent part-time work and the need for investment in social and community infrastructure in new housing areas.

Pam's commitment to social justice and innovation was evident during her many years in NSW Health when she lead and contributed to key reforms including the establishment of sexual assault services in major public hospitals and the development of the first inter-agency protocols between health and police and the first training interventions to improve police and health response to victims of sexual assault in times when attitudes to victims were extremely hostile and destructive.

A highlight of Pam's time in the health system was her appointment as the Executive Officer of the *Inquiry into Health Services for the Psychiatrically Ill and Developmentally Disabled* (Richmond Report) in 1982. The Inquiry was established by the then Minister for Health, the Hon Laurie Brereton MP, under the leadership of David Richmond, then a Member of the Public Service Board of NSW. The Inquiry team comprised David Richmond, a senior Psychiatrist (the late Dr Maurie Sainsbury), a Union representative, Terry Conoulty from the Health and Research Employees Association and Pam providing policy and research advice and administrative coordination. Further information can be found below.

2. Brief C.V. of nominee

See attached

3. Address each of the criteria below:

- a. Evidence of a significant contribution to the field of mental health on a local, state or national level.**

Pamela has contributed to the field of mental health at local, state and national level over the course of her career and voluntary roles.

Early in her career, Pamela led the way in demonstrating the importance of multi-disciplinary approaches to community mental health. As one of the first Social Workers employed as a Team Leader in a Community Mental Health Service, Pam lead the development of a strong multi-disciplinary team and holistic approaches to service. This was in the early days of the establishment of community mental health teams in NSW when services were established as outreach extensions of the specialised psychiatric hospitals. The majority of staff were reassigned from traditional roles in the hospitals and the service was also traditional in its nature, albeit provided in people's homes. Under Pamela's leadership, the service was progressively redesigned to be more family inclusive and focused on broader psychosocial dimensions of people's lives and wellbeing.

Pam's leadership and policy skills were recognised by the first Regional Director established under a new Health Commission structure and she was seconded to the Regional Office to contribute to regional planning for community health services. The value of a social policy perspective in community health and mental health planning and the importance of the social determinants of health was subsequently validated with the creation of two senior social work roles in the Commission's Head Office. This perspective was further embedded in the work of the Planning and Research Division of the Health Commission, which was critical for early work to ensure equity in distribution of resources across the State.

In 1982, Pam was asked to act as Executive Officer for the *Inquiry into Services for people with a Mental Illness and for people with a Developmental Disability* established by the then Minister for Health, the Hon Laurie Brereton MP, under the leadership of David Richmond then a Member of the Public Service Commission.

A major focus of the inquiry was the future of deinstitutionalisation, a process which had begun in a largely unplanned manner in the 1970s, with some poor outcomes for the people leaving hospitals and often moving to substandard boarding houses where they received very little or no support. After exhaustive investigation the Inquiry recommended major investment in community based services and accommodation to be funded through a future progressive de-investment in large hospital infrastructure.

Pamela contributed significantly to the research and formulation of the concepts and the writing of the report. The Report described the mental health scene of that time as the "Cinderella" of the health services. It made a major contribution to the future of deinstitutionalisation and community investment in mental health, but was subject of controversy and criticism when the level of required investment in community support did not flow to the extent required. The legacy of the Richmond Report (and the Burdekin Report of 1990) was summarized in 2013 in a Report published by Connetica (John Mendoza et al) titled *Obsessive Hope Disorder – Reflections on 30 Years of Mental Health Reform in Australia and Visions for the Future*, as the start to "the move to deinstutionalisation, arguably one of the most important public policy

decisions of the post-war era in Australia” (Summary P7). The Obsessive Hope Disorder Report points to the failures over the subsequent years to invest in the earlier vision and sets out a pathway to finally achieve the reform required.

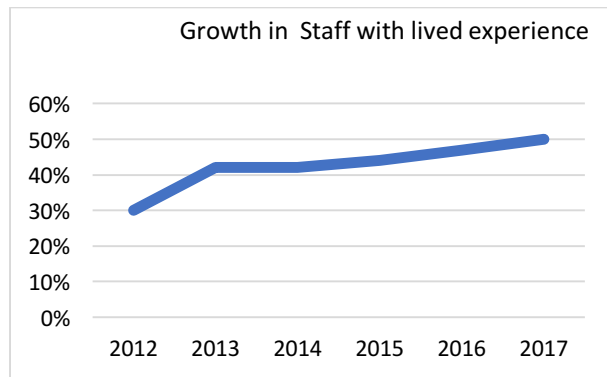
Pamela has been a strong leader and leading advocate in the mental health sector, particularly since becoming Chief Executive Officer of Richmond Fellowship of NSW in 2009 and throughout her term as Chief Executive Officer of RichmondPRA, now Flourish Australia. Pam has taken every opportunity to speak publically on the importance of a continuum of high quality mental health services, co-designed with people with a lived experience of a mental health issues. (See appendix for links to media).

She is a longstanding and active member of the NSW Mental Health Co-ordinating Council Board, and is currently it’s Chair, representing the Community Managed Mental Health Sector in NSW. In this role Pamela is also a board member of Community Mental Health Australia, the National peak of State and Territory Peak Organisations representing the Community Managed Mental Health Sector across Australia.

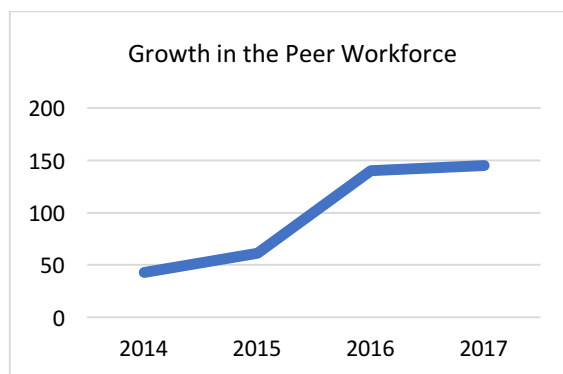
At a National level she has chaired the National Partners in Recovery NGO Reference Group providing advice to the Australian Department of Health. In this role Pamela has facilitated important input into Commonwealth policy in delivering services people with mental health issues that have traditionally fallen through the cracks. She has also been an important part of discussions about the transition of PIR into the NDIS.

With Flourish Australia part of the Hunter trial site of the NDIS, Pamela has led Flourish Australia’s transformation efforts to ensure people with lived experience of a mental health issue who experience a psychosocial disability have access to the NDIS. She has used, and continues to use, this experience in numerous discussions with the National Disability Insurance Agency to influence the shaping of the NDIS for this population.

Pamela has been a strong advocate for the employment of people with lived experience and has spoken on many occasions publically about the issue at conferences, Chambers of Commerce and in the media (Most recently on Wendy Harmer’s morning show on 702 ABC Sydney – 19 April 2017) . She has however ensured Flourish Australia leads the way by recently achieving a strategic goal of 50 % of the organisation’s workforce of 700 declaring they have a lived experience of a mental health issue.



Under Pamela’s leadership Flourish Australia has become the leading employer of the mental health peer workforce in Australia, employing 145 peer workers across its services footprint – 33% of its front line workforce. This has been driven by Flourish Australia’s *Why not a Peer Worker? Strategy* which has received both national and international attention. Flourish Australia was recently invited to submit a paper to a special edition of the journal *Mental Health and Social Inclusion* discussing the Strategy and has shared its experience in this area at a number of conferences.



In February 2017 Pamela hosted an International Initiative for Mental Health Leadership Exchange at Flourish Australia with the title *Recovery, Wellbeing and Citizenship*. The Exchange attracted participants from Australia, United Kingdom, USA, the Netherlands and Canada. It discussed a wide variety of topics and provided opportunity for education, networking, discussion and debate. A copy of a link to a video prepared by the Mental Health Commission of NSW about the Exchange, featuring Pamela, can be found in the Appendix.

b. Evidence of innovation or a high standard of service.

Pamela is committed to innovation and high standards of service.

With her strong background in service delivery, public policy and research, when she commenced as Chief Executive Officer of Richmond Fellowship of NSW Pamela understood the importance of data informed decision making and service evaluation. She immediately moved to establishing an Evaluation, Research and Service Development team that undertook service evaluation, original research, and policy development – directly and through external organisations and Universities.

Pamela has understood the importance of communication in order to dispel myths about mental health issues and to address stigma and discrimination. She has ensured the organisation uses its best endeavours to communicate broadly about its work through conferences and by providing channels for people with lived experience to tell their own stories of challenge, achievement and recovery. This has been facilitated through organisational publications, *Connections* and *Panorama* and, more recently, *Panorama Magazine Online* (see Appendix). In addition, Flourish Australia has a growing presence on social media (Facebook, Instagram, Twitter, and LinkedIn).

Importantly, under Pamela's guidance, the focus on evidence gathering and evaluation enabled the development of a demonstration project approach to two innovative programs which Richmond Fellowship of NSW had established - the Women and Children's Program and Young People's Outreach Program (Y-POP) both in partnership with Western Sydney Local Health District. Pamela's strong belief in these important services, led to their independent evaluation. The positive results of both evaluations eventually saw the service model taken up by NSW Health in the Mothers with Mental Illness and their Children, and Youth Community Living Support Service tenders. The success of Y-POP led to South Eastern Sydney Local Health District also directly funding Flourish Australia to establish a Y-POP Program within the LHD.

Pamela's commitment to innovation can also be seen in her decision to advocate for Flourish Australia's participation in the first Social Benefit Bond related to mental health in Australia. Flourish Australia developed the Resolve Social Benefit Bond proposal in partnership with Social Ventures Australia. The Resolve program seeks to reduce the hospitalisation rates of people with a lived experience of mental health issue who frequently present to hospital based services. In 2016 Flourish Australia was invited to enter a joint development phase with the NSW Government and two Local Health Districts and the Resolve Social Benefit Bond will be released to the market mid 2017, with a commencement date October 2017.

Whilst Flourish Australia has traditionally provide psychosocial rehabilitation services, in more recent years Pamela has seen the importance of considering a careful entry in to clinical services. This saw Flourish Australia successfully become the Lead Agency of headspace Bankstown and, more recently, headspace Broken Hill, the latter still to open. In late 2016 another opportunity arose in this area and Flourish Australia was successful in its bid to establish a community psychiatry liaison service in partnership with Went West Ltd (Western Sydney LHN) which will see Flourish Australia employ a psychiatrist to support and build the capacity of 10 GP practices in Western Sydney.

Always with her eye on the future in 2011 Pamela, then CEO of Richmond Fellowship of NSW and then CEO of Psychiatric Rehabilitation Australia, Phil Nadin, began discussions about potential merger of the two longstanding mental health organisations. Pam's leadership was instrumental in shepherding the merger and

the newly merged organisation as Chief Executive Officer. Bringing together two large organisations each with around 200 staff was no small endeavour, but Pam’s commitment to high quality services and people with lived experience, set the right foundations for the changes that were required. Pam has successfully led RichmondPRA, now Flourish Australia, since 2012 and under her leadership the organisation has grown significantly in size and reputation.

One of the key requirements for the merger was to ensure a consistent organisational culture. With the assistance of Janet Meagher, AM then General Manager Inclusion and on Janet’s retirement, Fay Jackson as General Manager Inclusion, RichmondPRA, as it then was, co-developed its recovery Action Framework (See Appendix).

Committed to the importance of employment for people with lived experience Pamela has ensured Flourish Australia has been an active member of the Ostara Australia consortium that deliver the Disability Employment Service and continued to provide employment opportunities to 300 supported employed in Flourish Australia’s Community Businesses. She has also been an advocate for establishing social enterprises and under her leadership Flourish Australia has grown Figtree Conference Centre at Sydney Olympic Park, and established franchises of Office National at St Mary’s and Kwik Kopy at Surry Hills.

Knowing that the community sector, and Flourish Australia in particular, had great experience in developing the peer workforce and managing a diverse workforce with a large proportion of people with lived experience, Pamela established a consulting program at Flourish Australia. This service seeks to transfer organisational and lived experience expertise to other employers. Over the last two years Flourish Australia has been provided support to the Forensic Hospital at Malabar in relation to its Consumer Participation Framework and mental health recovery program and Ageing Disability and Home Care assisting them to develop a peer-based staff support program. Flourish Australia continues to seek opportunities to provide support for employers around workplace mental health.

As noted above, Pamela is committed to data informed decision making and has ensured the organisation regularly seeks feedback from stakeholders. At the time of the merger the board of the two organizations agreed a Guarantee of Service to be provided to people accessing services to allay any fears about the change that would occur. This Guarantee of Service became a feedback survey that was undertaken with people who accessed services annually. In 2016, the Guarantee of Service Survey was further developed into a Feedback Survey. Reflective of Pamela’s leadership, results from this survey have consistently shown very high results for service satisfaction.

2012	2013	2014	2015	2016
95%	97%	92%	98%	97%

Understanding and strongly committed to the fundamental importance of partnership and ensuring healthy and productive partnerships Pamela led the development of the Flourish Australia Partnership Health Check Survey which is undertaken annually with all Flourish Australia's partner organisations. This survey provides opportunity for organisations to comment upon Flourish Australia's communication, commitment to partnership, conflict and dispute resolution and an opportunity for partner organisations to reflect on what service Flourish Australia provides or could provide in the future.

More recently Pamela has leading efforts to improve Flourish Australia's attention to family and carers with the development of a Family and Carer Strategy, due for completion in June 2017.

4. Conclusion

Pamela Rutledge has devoted her life and career to improving the lives of people who are all too often marginalised, discriminated against, and excluded from enjoying the things that most people take for granted. She has fought for the rights for people with disabilities, trauma and mental health issues to have a meaningful employment with career trajectories, to have a choice about where they live and how they live, and to experience loving relationships.

Pamela is a brave leader who knows that change can be uncomfortable but must be undertaken if individual lives and services are to improve. While she prizes 'best practice' she also seeks out and employs new, visionary and innovative service models. Pamela is committed to leading services that ensure people reach their optimal capabilities, enjoy hope, good health, strong relationships, and attain full citizenship including all rights and responsibilities.

Pamela embodies the best qualities of the mental health sector and has made an exceptional contribution to supporting people to live contributing lives and building a support system that does everything it can to do that.

5. Referees

David Richmond AO, Former Secretary of NSW Department of Health,

Email: drconsulting@bigpond.com

Mobile: 0417 655 338

Fay Jackson, General Manager, Inclusion, Flourish Australia & Deputy Commissioner, NSW Mental Health Commission

Email: fay.jackson@flourishaustralia.org.au

Mobile: 0438 472 254

6. Appendix of Support Material

Extracts from NSW Mental Health Commission Peer Work Hub

<https://www.youtube.com/watch?v=k37r1MX5Qzg>

<http://peerworkhub.com.au/resources/profiles/richmondpra/>

Media

Radio

Employment

<https://www.flourishaustralia.org.au/flourish-australia-mental-health-employment-breakthrough-abc-radio-mornings-wendy-harmer>

Headspace Broken Hill

<https://www.flourishaustralia.org.au/pam-rutledge-interview-regarding-headspace-broken-hill-abc-nsw-far-west>

Affordable Housing

<https://www.flourishaustralia.org.au/richmondpra-ceo-pam-rutledge-discusses-affordable-housing-imposts-live-702-abc-sydney>

Young People's Outreach Program (Y-POP)

<https://www.flourishaustralia.org.au/young-peoples-outreach-program-abc-radio-national>

Men's Only Evening

<https://www.flourishaustralia.org.au/kelly-fuller-interview-vince-andrews-re-%E2%80%9Cmen-only-evening%E2%80%9D-abc-new-england>

Television

Women and Children's Program - ABC 730

<https://www.flourishaustralia.org.au/woman-gives-back-program-she-says-saved-her-life-abc>

Print

Flourish Australia's significant presence in mainstream metropolitan and regional print media can be seen at:

<https://www.flourishaustralia.org.au/news>

Flourish Australia Publications

Connections

Peer Work Edition - <https://www.flourishaustralia.org.au/connections-6-winter-2016>

Panorama

<https://www.flourishaustralia.org.au/panorama-55>

Panorama Online

<https://panoramaonlinemagazine.com/>

Recovery Action Framework

<https://www.flourishaustralia.org.au/recovery-action-framework>

Embracing Inclusion: Employment of people with lived experience

<https://www.flourishaustralia.org.au/embracing-inclusion-lived-experience>

IIMHL Leadership Exchange Recovery Wellbeing and Citizenship – NSW Mental Health Commission video

<https://youtu.be/wKy6EqRBLwk>

Attachment: CV

PAMELA RUTLEDGE, FIPAA, MAICD - CURRICULUM VITAE – 2017

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Wahroonga 2076

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(02) 93939010 (work – direct number)
0408 544 003 (business mobile)

Email: pamelarutledge@richmondpra.org.au

EDUCATION

B.A. Diploma of Social Work, University of Sydney, 1968
Graduate Diploma in Social Administration, Kuring-gai C.A.E., 1979
Graduate Certificate in Corporate Management, Deakin University, 2002.

EMPLOYMENT HISTORY

July 2012 – present	<p>Chief Executive Officer, Flourish Australia (RichmondPRA Ltd)</p> <p>Leadership of large not-for-profit mental health organisation working across 64 sites, working with approx. 5000 people in 15/16.</p> <p>Major achievements include: Strengthened clinical and practice governance frameworks including the Recovery Action Framework and Embracing Inclusion to strengthen and maintain focus on recovery and value of lived experience; Successful implementation of the merger with improved outcomes for people accessing the services, and strong staff support and engagement; Innovation in service design; and Strong business and financial performance.</p>
October 2009 – July 2012	<p>Chief Executive Officer, Richmond Fellowship of NSW</p> <p>Leadership of medium not-for-profit organisation (250 staff, and annual budget of \$20m) providing support and accommodation to people living with a mental illness, through 20 service centres across NSW, and delivering a range of programs funded by the NSW and Commonwealth Governments.</p> <p>Joint leadership of the initial work on the merger with PRA and then managed the integrated planning and change management process from January 2012.</p>
January – September 2009	<p>Senior Consultant, The Miller Group, Social Policy and Management Consultants</p> <p>Social policy consulting and evaluation projects for a range of government and not-for-profit community service agencies.</p>

May 2005 – November 2008	<p>Executive Director, Office for Ageing, Department of Ageing Disability and Home Care</p> <p>Achievements included:</p> <ul style="list-style-type: none"> - Planning and delivery of the NSW Government Roundtable - <i>Ageing 2030 – Creating the Future</i> – which was convened by the Premier and the Minister for Ageing and held in Parliament House in October 2007. - Leadership of innovative pilot program to build age-awareness in public sector and retain mature workers in critical skill areas (project identified as “international first”).
July 2002 – May 2005	<p>Executive Director, Human Resources Department of Ageing Disability and Home Care</p> <p>Establishment of the Strategic Human Resources function in the new Department of Ageing, Disability and Home Care, and development and implementation of three year HR Strategic Framework, and new HR/Payroll system for 1200 employees</p>
May 1995 – June 2002	<p>Director Shared Services Network and HR Strategy Department of Housing</p>
1993 -1995	<p>Acting GM HR, State Rail Authority</p>
1989 – 1993	<p>Director, Senior Executive Service Unit, Premier's Department</p>
1988 - 1989	<p>Director, Personnel Policy Division, Office of Public Management, Premier's Office /Department</p>
1986 - 1988	<p>Director, Personnel Management Division, Public Service Board of NSW</p>
1984 - 1986	<p>Manager, Planning and Research Division, Department of Health</p>
1982 - 1983	<p>Executive Officer, Inquiry into Health Services for the Psychiatrically Ill and Developmentally Disabled (Richmond Report)</p>
1980 - 1983	<p>Health Commission of NSW / Department of Health: Deputy Manager, Division of Planning, then Planning and Research</p>
1976 - 1980	<p>Health Commission of NSW: Social Work Adviser</p>
1972 - 1976	<p>Health Commission of NSW: Team Leader, Queenscliff Community Mental Health Service.</p>
1970 - 1972	<p>Social Worker, Italian Welfare Centre (CO.AS.IT)</p>
1968 - 1970	<p>Social Worker, Department of Social Security</p>

press clip



Northern Daily Leader
Monday 20/10/2014
Page: 9
Section: General News
Region: Tamworth NSW, AU
Circulation: 5677
Type: Regional
Size: 137.00 sq.cms.



slice
CUT STRAIGHT TO YOUR NEWS

Aboriginal comedian to give drought a drubbing

DROUGHT-affected communities in the North West will be given something to smile about when one of Australia's hottest new comedians comes to town.

Moree and Narrabri are among six towns to be visited by Kevin Kropinyeri on his "Drought Drubbing" tour.

The tour has been organised by mental health support service provider RichmondPRA and the Australian Red Cross and is being funded by the federal government.

The tour idea stemmed from a recent performance Kropinyeri delivered in Cobar at the request of RichmondPRA as part of an initiative to spread the word about hardship assistance available to farmers struggling under drought conditions.

"The feedback was that Kevin delivered a very funny performance that was well received by every person in the audience," RichmondPRA CEO Pamela Rutledge said.

"Given that Kevin is an extremely talented performer and a rising star of the

comedyscene, it dawned on us that we should ask him to bring some cheer to other drought affected areas across NSW."

Kropinyeri said drought didn't affect just farmers, it could take a toll on entire communities.

"Laughter is one of the best tools to help people realise that there's always light at the end of the tunnel, no matter how bad the circumstances might feel."

The Aboriginal comedian speaks from personal experience, too.

"I've experienced the dark side of depression in years past, to the point where I tried to take my own life," Kropinyeri said.

"But what I learnt was the importance of weathering the storm and moving forward with the help of love and laughter from those around me."

The tour will visit Moree Town Hall on Wednesday, October 29, and Narrabri's Crossing Theatre on October 30.



Namoi Valley Independent
(Gunnedah)

Thursday 24/10/2013

Page: 13
Section: General News
Region: Gunnedah NSW, AU
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Type: Regional
Size: 215.18 sq.cms.



slice
CUT STRAIGHT TO YOUR NEWS

press clip

Mental Health conference underway in Tamworth

PEOPLE with experience of mental illness and some of the country's foremost mental health experts have arrived in Tamworth to participate in a significant mental health planning conference.

The New England Partners in Recovery (PIR) two-day conference began yesterday at Tamworth Jockey Club and will conclude this afternoon.

It will also encompass the Tamworth Business Chamber monthly breakfast for October, which is Mental Health Month.

The conference is a key plank of the recently announced New England PIR program, a new approach to mental health support co-ordinated by RichmondPRA in partnership with seven other local mental health and community service providers and public and private support services.

The conference will enable mental health stakeholders to map out how the local PIR program can work most effectively, with an emphasis on support providers and recipients and the community interacting more cohesively to ensure better mental health outcomes.

Keynote speakers and participants include National Mental Health Commissioner Janet Meagher AM, NSW Mental Health Commissioner John

Feneley and RichmondPRA CEO Pamela Rutledge.

A series of breakout sessions will enable feedback and input to be collected and included in the broader PIR objective. These will be facilitated by well-known Queensland based mental educator and trainer, Helen Glover.

RichmondPRA CEO Pam Rutledge said the conference was unprecedented in New England and most other parts of regional Australia.

"We are giving locals who live with, work with or who are in some way affected by mental illness a chance to have a say on how recovery journeys can be improved," Ms Rutledge said.

"With such information we can move towards ensuring that people with a lived experience of mental illness and complex needs get the right intervention and help at the right time.

"We need to minimise people becoming lost in a maze of care and support offerings and maximise opportunities for people to be taken by the hand and guided to the help they need.

"Such tailor-made support is vital for anyone with a lived experience of mental illness."

National Mental Health Commissioner Janet Meagher AM said the conference would reinforce that many people in the community live with mental illness, and that the com-

munity as a whole can play a recovery journey role.

"Many people who live with mental illness are isolated and socially alienated," Ms Meagher said.

"It's important to understand that everyone in the community can play a role ensuring that people with lived experience of mental illness are included.

"We can all take some responsibility for ensuring a place for such people.

"Through this conference, the community will see that the local PIR program can provide a better mechanism for improved social inclusion and personal recovery outcomes.

"Raising the bar of awareness and prompting the community to help people living with mental illness towards a meaningful and contributing life is all important."

NSW Mental Health Commissioner John Feneley said "When implemented properly the PIR program can support people to live, work and thrive in the community".

"Even a simple thing such as recounting of personal circumstances can be extremely frustrating.

"By having service providers work together better we will be able to deliver a cohesive support network for people living with mental illness and their families."

INQUIRY INTO HEALTH SERVICES
FOR THE PSYCHIATRICALY ILL
AND DEVELOPMENTALLY DISABLED

Chairman

D.T. Richmond, M.Ec.

Member, Public
Service Board of N.S.W.

Assessors

M.J. Sainsbury, M.H.P.
M.B., B.S.
F.R.A.N.Z.C.P.,
F.R.C.Psych.,
D.P.M.,
A.H.A. (Prov.)

Director, N.S.W. Institute
of Psychiatry
(Nominated by the then
Health Commission of New
South Wales)

T. Conoulty, R.P.N., J.P.

Organiser, Health & Research
Employees' Association
(Nominated by the Labor
Council of N.S.W.)

Executive
Officer

P. Rutledge, B.A., Dip.Soc.Wk.,
Dip.Soc.Admin.

Deputy-Manager,
Planning and Research,
Department of Health,
New South Wales.

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FOR THE PSYCHIATRICALY ILL
AND DEVELOPMENTALLY DISABLED

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Assessors

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M.B., B.S.
F.R.A.N.Z.C.P.,
F.R.C.Psych.,
D.P.M.,
A.H.A. (Prov.)

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Deputy-Manager,
Planning and Research,
Department of Health,
New South Wales.