

**The Mental Health Services Conference Inc.
of Australia And New Zealand**



**AUSTRALIAN AND
NEW ZEALAND
MENTAL HEALTH
ACHIEVEMENT AWARDS**

**SERVICE & MEDIA
AWARDS
2009**

**PERTH CONVENTION &
EXHIBITION CENTRE
WESTERN AUSTRALIA**

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AUSTRALIAN AND NEW ZEALAND MENTAL HEALTH SERVICE AWARDS

Presented By: Senator Claire Moore, Senator for Queensland and Chair of the Senate Community Affairs Committee

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**AUSTRALIAN AND NEW ZEALAND MENTAL HEALTH
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BACKGROUND

The Mental Health Service Award program began in 1992. It is designed to reward and publicise services that have shown innovation and excellence. The program is not an exhaustive or fully objective measure of the best services in Australia or New Zealand, as it depends on services deciding to apply and the information they supply. Apart from the written material supplied, we do contact people who are likely to know if a service is genuine. Six panels, drawn from different disciplines including consumer and carer organisations assessed the applications. The panels are geographically spread around Australia and New Zealand. The Awards Committee may also score the entries, when necessary, e.g. if there is a conflict of interest.

A. SERVICE AND PROGRAM AWARDS

The applications were rated on the following criteria:

1. Evidence that the program has made a significant contribution to the field of mental health on a local, state or national level.
2. Evidence that the program is doing something innovative or is maintaining high standards of service.
3. Evidence that the program has encouraged and supported the participation of consumers, family members and/or carers in the planning, implementation and evaluation of mental health service delivery. In category 2 it must be demonstrated that consumers are the major stakeholders and in category 3 that carers/families are the major stakeholders in the development and ongoing decision making of the program
4. Verification of the program's effectiveness (quality assurance measures, utilisation review, outcome evaluations etc). Programs can sound good, but we want to know that they achieve a high quality. Provide clear qualitative and quantitative evidence. Demonstrate that a high quality has been achieved.
5. Award potential or feeling factor, as certain things come across in submissions that are hard to quantify within the above criteria.

In 2009 there were 43 applications received for the following categories:

- 1. Non Government Organisation (NGO) Provided Services**
- 2. Consumer Provided Services**
- 3. Family/Carer Provided Services**
- 4. Regional/Rural/Remote Programs**
- 5. Infant, Child And Adolescent Services or Programs**
- 6. Mental Health Promotion or Mental Illness Prevention Program or Project**
- 7. Specialist Service or Part of A Larger Service**

B. EXCEPTIONAL CONTRIBUTION TO MENTAL HEALTH SERVICES IN AUSTRALIA OR NEW ZEALAND

These awards are made possible by generous grants from the Australian and New Zealand Governments in recognition of the importance they give to the development of best practice services throughout the two countries. This award program contributes to publicising the good work being done in an environment where only bad news seems to appear in the media. The following pages give you the contact details for the services and a short summary of their activities. You are encouraged to contact them and to visit their services.

CATEGORY 1

NON GOVERNMENT ORGANISATION (NGO) PROVIDED SERVICES

GOLD AWARD: **WINNER \$2,000**

APPLYING SERVICE: **The Learning and Development Unit (LDU)**

ORGANISATION: **Mental Health Coordinating Council**

ADDRESS: **PO Box 668**
Rozelle NSW 2039

CONTACT PERSON: **Simone Montgomery**
Phone: 02 9555-8388; Fax: 02 9810-8145
Email: simone@mhcc.org.au

BRIEF DESCRIPTION OF SERVICE

The Mental Health Coordinating Council (MHCC) established the Learning and Development Unit (LDU) in 2007 in recognition of the need for mental health specific training and other workforce development products and services to member organisations and others interested in improving their responsiveness to mental health issues. A key component of the establishment of the LDU as a Registered Training Organisation was to provide relevant professional development opportunities and qualification pathways for workers engaged in the provision of community mental health services. In the two years since its establishment the LDU has provided learning opportunities to over 600 participants across NSW and expanded training locations to include Wagga Wagga, Tamworth, Lismore, Dubbo and more recently Bourke. In response to sector need the LDU has also recently expanded training opportunities to include management training, alcohol and other drugs training and specialised training to meet the needs of non mental health community workers within the community services sector.

BACKGROUND DESCRIPTION OF ORGANISATION

MHCC is the peak body for community mental health organisations in New South Wales and has a membership of approximately 160 organisations. MHCC aims to: Advocate for policy development and legislative reform; •Represent sector views to government and the broader community and health sector through consultation with consumers, carers, and other stakeholders; •Build sector capacity through partnerships, collaboration, and workforce development; •Facilitate change through policy initiatives and projects; •Inform the sector on strategic directions in community mental health and disseminate information; •Research, publish and report on current directions in community mental health and wider mental health and related areas; Provide accredited training in recovery oriented practice, traineeships and a range of educational products; and, •Support and nurture its member organisations to deliver recovery oriented services and work in collaboration with consumers, carers, other organisations and the community. MHCC LDU primary funding source is the NSW Department of Health however MHCC also receives other grants from time to time. Current staff numbers in MHCC – 15; Current staff numbers in MHCC LDU – 6 LDU Funding \$250,000 over 3 years commencing from 2007.

CATEGORY 1**NON GOVERNMENT ORGANISATION (NGO) PROVIDED SERVICES**

SILVER AWARD: **FINALIST \$1,000**

APPLYING SERVICE: **Youth Focus Mental Health Delivery Service Models**

ORGANISATION: **Youth Focus Inc**

ADDRESS: **54 Goodwood Parade,
Burswood, WA, 6159**

CONTACT PERSON: **Jenny Allen
Phone: 08 93614222; Fax: 08 93614299
Email: jenny.allen@yct.asn.au**

BRIEF DESCRIPTION OF THE PROGRAM

Youth Focus's approach to address youth suicide, depression and self harm through prevention and early intervention strategies has been firmly focussed on solution and evidence – based strategies in an attempt to ensure that requests for counselling are provided and successful. Youth Focus provides timely assistance to youth through a range of youth suicide prevention and early intervention services. The roadmap to address the prevention of youth suicide, depression and self-harm comprises: Youth Counselling; Family Counselling; Peer Support Camps and programs; Mentoring; Group Work. The social wellbeing of young people is one of the key societal issues being addressed by Youth Focus. Youth Focus identifies with young people aged 12-18 years who are experiencing early signs associated with suicide, depression and deliberate self-harm including: Social isolation; Disengagement; Poor self-esteem; Unkempt appearance or decline from prior appearance; Emerging signs of depression; Reduction in school performance; Not performing to usual levels; Experienced a significant event including divorce, physical abuse, sexual abuse bullying etc

BACKGROUND DESCRIPTION OF ORGANISATION

Youth Focus effects significant change with young people aged 12-18 years to ensure physical, social, emotional and mental well-being for young people, families and communities through human and financial investment to address youth suicide, depression and self harm. Youth Focus operates throughout the metropolitan region in Western Australia with permanent counsellors based in four rural/regional locations. Youth Focus: Provides a friendly, confidential and professional service which employs 14 trained counsellors with university qualifications and skills necessary to assist young people in identifying coping strategies for suicide; Provides services through 25 FTE's and 45 volunteers; Has an operating budget of \$3m per annum, 85% of which is through non-government sources, including 40% through fund raising activities, and only 15% through Federal and State Government grants. In 2008, Youth Focus provided mental health counselling services and awareness to:

- Over 500 youth;
- 160 families;
- Over 4,000 school students;
- Over 20 corporate presentations;

And yet, we had to turn away approximately another 200 requests due to a lack of human and financial resources.

CATEGORY 2

CONSUMER PROVIDED SERVICES

GOLD AWARD: **WINNER \$2,000**

APPLYING PROGRAM: **Toi Ora Live Art Charitable Trust**

ORGANISATION: **Toi Ora Live Art Trust**

ADDRESS: **6 Putiki Street**
Grey Lynn, Auckland 1021 New Zealand

CONTACT PERSON: **Erwin van Asbeck**
Phone: +64(09)360 4171
Fax: +64(09)360 4172
Email: erwin@toiora.org.nz

BRIEF DESCRIPTION OF PROGRAM/SERVICE

Toi Ora Live Art Trust is a creative (NGO) arts centre for people with experience of mental ill health. Toi Ora provides studio space, resources and materials free to all members. The programme of classes, facilitated by professional tutors, includes creative writing, visual arts, mosaic and print making, music (both playing and recording) drama and multimedia/computer graphic studies. Open studio time is also available for students to work on personal projects. Non-judgemental peer support and socialisation is also important at Toi Ora. Events such as the end of term soiree, with entertainment provided by drama, music and creative writing students, are well attended. Toi Ora has a history of regular exhibitions and events that help to promote positive messages about mental health and reduce issues of stigma and discrimination. Many have acknowledged the importance of art and self expression at Toi Ora in their recovery and “ongoing” well being.

BACKGROUND DESCRIPTION OF ORGANISATION

Toi Ora Live Art Trust was established in 1995, through the impetus of Mary O’Hagan and Sara McCookweir and a core group of mental health consumers, to provide creative learning opportunities and space for people living with mental illness. Membership grows constantly (320 are registered, 120 enrolling per term, increasing 14% in the last 18 months). Our contract with the Auckland Area Health Board, funds a manager and studio/arts coordinator, a part-time (15 hours) administrator and 20 tutor hours per week. Consumer, Board members, tertiary students on placement and community volunteers provides regular support. The ADHB contract provides 70% of core business funding, Toi Ora applies to an extensive range of philanthropic trusts and government grants to fund raise the shortfall. This endeavour facilitates our annual exhibitions, events and publications. Two major grants have also been received from the ASB Community Trust which has facilitated our current service Relocation Project.

CATEGORY 2

CONSUMER PROVIDED SERVICES

JOINT SILVER AWARD: **FINALIST \$1,000**

APPLYING PROGRAM: **Annual Breaking Free Mental Health Concert**

ORGANISATION: **Consumer & Carer Advisory Network –
Toowoomba District (CAN-TD);
Toowoomba District Mental Health Service**

ADDRESS: **PMB 2
Toowoomba, QLD, 4350**

CONTACT PERSON: **Michael Burge
Tel: 0447 642 592
Email: Michael_burge@health.qld.gov.au
Web: diliburge99@yahoo.com.au**

BRIEF DESCRIPTION OF PROJECT

Breaking free of the stigma of mental illness has been the main motivation behind the staging of an annual event to celebrate the positives of mental health. Michael Burge is the Founder and Coordinator of the Annual Mental Health Concert “Breaking Free” which has been held in Toowoomba, since 2002. The theme for the concert is a celebration of who we are and has provided a forum for many inspirational speakers, dancing, singing and various entertainers. Michael hit upon the idea several years ago after seeing first-hand how isolating the stigma of mental illness can be. The concert helps to promote community awareness in the community, and celebrate some of the positives. It also provides an opportunity for people to get out and be among people who know and understand, in an accepting environment. It is an opportunity to share ideas and different perspectives while having a good time.

BACKGROUND DESCRIPTION OF ORGANISATION

The Toowoomba District Mental Health Service has been around since the early 1900's. I could not find out the amount of our budget for confidentiality reasons. Toowoomba District Mental Health Service has approx 850 staff in various disciplines and receives its funding from the state government. The Toowoomba District Mental Health Service has approx 270 inpatients in 12 units (57 Acute, 210 Extended Inpatients), and approx 960 community outpatients from all over rural and remote South Queensland. Service delivery spans over a very large section of rural and remote South Queensland approx 95,150 square kilometres.

CATEGORY 2 CONSUMER PROVIDED SERVICES

JOINT SILVER AWARD: FINALIST \$1,000

APPLYING PROGRAM: Mental Health Education program (MHEP)

ORGANISATION: Geelong Mood Support Group

**ADDRESS: 284 Latrobe Tce.
Newtown, VIC 3220**

**CONTACT PERSON: Judy Cooke
Phone: 03 5222 5999 ; Fax: 03 5224 1862
Email: sgcooke@ncable.net.au**

BRIEF DESCRIPTION OF PROGRAM

For ten years now a group of consumers have provided a powerful and successful mental health awareness program to some 5000 students. From year 9 to 3rd year university level the presenters have placed themselves and their lives open to investigation. Their personal stories provide the core messages of hope, strength, tragedy and resilience. The response from students is always the same; the personal perspectives bring a human face to mental illnesses; and mental health is an issue for everyone. Most of our current group of 7 presenters have been involved from the first presentation in 1998. They have personally experienced some terrible mental health episodes within this period but continue to feel passionate, responsible and respected for the overall impact of the program. As reference I attach figures illustrating the number of presentations done since the program inception and a reference from Dr Jane Maidment of Deakin University who engaged our presenters last year.

BACKGROUND DESCRIPTION OF ORGANISATION

The MHEP operates throughout the Geelong region servicing schools, universities and community organisations. The program is unfunded but gains small payment per presentation from the schools/groups involved. Small amounts have been received via the Rotary club of West Geelong to produce the booklets given to each and every student. The Presenters, while all have experienced poor mental health; through comprehensive training by the volunteer coordinator (also a consumer) they have developed public speaking skills and abilities to articulate to a range of audiences. Seven presenters share the responsibility in pairs to provide the primary messages in the program. The Volunteer coordinator (Judy Cooke) introduces the program and directs the presenters. These messages include: What mental illness is / is not; Contributing factors, definitions of some mental health terms, how to look after a friend, where to get help and getting help early.

CATEGORY 3

FAMILY/CARER PROVIDED SERVICES

SILVER AWARD: FINALIST \$1,000

APPLYING PROGRAM: Well Ways

ORGANISATION: Mental Illness Fellowship Victoria

ADDRESS: Fairfield Place,
267 Heidelberg Road,
Fairfield, VIC 3078

CONTACT PERSON: Sue Farnan
Tel:03 8486 4213
Email: sfarnan@mifellowship.org

BRIEF DESCRIPTION OF PROGRAM

Well Ways is a family education program that responds to the information, skill and emotional support needs of families of people with mental illness. The program is delivered in each state and territory of Australia. Well Ways is committed to an evidence base and high quality: Extensive consultation involving family members, clinicians and consumers, and reference to current literature; Peer education– family facilitator and participants; Regular review – now in Edition 6; Facilitators undergo training and meet competency standards to be accredited. Refresher courses are mandatory; Evaluation: Evaluation of the transferability of the program was performed prior to the national roll out; National program evaluation (n=394) indicated that the average level of distress (GHQ-12) was decreased; Measures of caregiving consequences (IEQ) indicated that tension and urging were decreased. Further impact evaluation is underway with LaTrobe University.

BACKGROUND DESCRIPTION OF ORGANISATION

Mental Illness Fellowship Victoria is a membership-based non-profit organisation driven by the passion and professionalism of 250 staff, 349 volunteers, 1136 members and a governing board of directors. In the financial year 2008–09 we assisted 2129 people affected by serious mental illnesses, and worked with their families, carers and employers. We provide people with a network of evidence-based services offering individual pathways through psychiatric rehabilitation. Community education and advocacy are priorities. Our work is aimed at reducing stigma and providing people with homes, jobs and relationships. Our services are offered throughout metropolitan and regional Victoria and the ACT, and funded through State and Federal service contracts, charitable contributions and fundraising. MI Fellowship began as a small band of volunteers in 1978; it has developed into one of Australia's largest and leading psychiatric disability support organisations, with an operating budget of over \$12 million, and company limited by guarantee status.

CATEGORY 4

REGIONAL/RURAL/REMOTE PROGRAMS

NO AWARD IN THIS CATEGORY

CATEGORY 5**INFANT, CHILD AND ADOLESCENT SERVICES OR PROGRAMS****GOLD AWARD: WINNER \$2,000****APPLYING PROGRAM The Peek a Boo Club****ORGANISATIONS: Melbourne's Royal Children's Hospital
Integrated Mental Health Service
The Sidney Myer Fund
The Victorian Women's Benevolent Trust
The Grosvenor Foundation****ADDRESS: 22 Withers Street,
Sunshine, VIC 3031****CONTACT PERSON: Wendy Bunston
Tel: (03) 9312 7204; Fax: (03) 9312 7147
Email: wendy.bunston@rch.org.au****BRIEF DESCRIPTION OF PROJECT**

The Peek a Boo Club is a ground breaking early intervention program for infants (up to 36 months) and mothers who have been affected by family violence. It was developed by the Addressing Family Violence Programs (AFVP) within Melbourne's Royal Children's Hospital Integrated Mental Health Service (RCH IMHS). Commencing in 2005 it has collaborated with multiple community based organisations to deliver this exciting initiative. Utilizing an 'infant led' mental health approach within the context of the infant/parent relationship, this intervention, as well as training to introduce workers to this specialist area of work, is provided across Metropolitan Melbourne. A recent off shoot of this initiative was BUBs on Board (Building up Bonds), a program specifically tailored to infants and mothers accessing women's shelters and emergency housing. Involving five women's shelters within Tasmania this variation of the Peek a Boo Club model was successfully trialled and evaluated in 2008. The Peek a Boo Club continues to grow and generate great interest in the area of infant mental health

BACKGROUND DESCRIPTION OF ORGANISATION

The RCH IMHS caters for infants, children, young people (0-15 years) and their families residing in Melbourne's Western and North Western Metropolitan Region. The AFVP is a small team of five part time clinicians and one administration officer within this service. Four of these clinical positions are funded by philanthropy (The Sidney Myer Fund and Victorian Women's Trust) and revenue raised by the AFVP's training and publications. The Peek a Boo Club operates on a budget of approximately \$200 000 per year. The Peek a Boo Club has successfully run 16 groups for 108 clients (52 mothers and 56 infants) thus far. The BuBs on Board initiative involved 43 mothers and infants that were current clients of five women's shelters in Tasmania. This initiative was funded collaboratively by the RCH IMHS, the Sidney Myer Fund and the Allanah and Madeline Foundation.

CATEGORY 5

INFANT, CHILD AND ADOLESCENT SERVICES OR PROGRAMS

SILVER AWARD: **FINALIST \$1,000**

APPLYING PROGRAM: **The Multi-Systemic Therapy Program (MST)**

ORGANISATION: **South Metropolitan Area Health Service – Mental Health (SMAHS) Western Australia**

ADDRESS: **Dalgety St
East Fremantle, WA 6158**

CONTACT PERSON: **Mark Porter
Tel: (08) 9431 3781; Fax: (08) 9431 3780
Email: mark.porter@health.wa.gov.au**

BRIEF DESCRIPTION OF SERVICE

Complex behavioural behaviours (e.g. conduct disorders & substance abuse) are high prevalent and potentially very costly child and adolescent mental health problems, yet they rarely respond to clinic-based services once children are aged over 10-12 years. After several years of extensive consultation and international search for a culturally robust, evidence-based intervention for families with older children & adolescents (11-16 years) having severe and complex behavioural problems, the W. A. Department of Health established their Multi-systemic Therapy (MST) Program in 2005. MST is a community-based intervention teaching parents / caregivers skills to improve their children's behaviour. The program specifically targets children/adolescents at imminent risk of home or school expulsion, is limited to 3 – 6 months intervention only, and involves multiple stakeholders (usually family, school and community members). Clinicians are highly trained and available 24/7 to support parents to master the skills required to attain & maintain improved behaviour of their children.

BACKGROUND DESCRIPTION OF ORGANISATION

The Western Australian Health Department's MST Program has two clinical teams with catchment areas located in the more extreme southern and northern regions of the Perth metropolitan area. Each team is comprised of a clinical psychologist coordinator, a half-time clerical officer, and four MST Clinicians including an Aboriginal Torres Strait Islander (ATSI) specialist. MST Clinicians are recommended to be post-graduate trained mental health professionals and the positions are usually filled by clinical psychologists. MST Clinicians operate with relatively small caseloads (4 – 6 families) but utilise an intensive, community-based approach involving multiple visits with families each week. The work is demanding, highly structured, closely supervised and involves variable hours of work. Treatment goals are determined with the family but typically involve improved school attendance, cessation of substance use, decreased verbal and physical aggression, reduction/cessation of antisocial and criminal activities, decreased antisocial peer involvement, and increased involvement with pro-social peers and activities.

CATEGORY 6**MENTAL HEALTH PROMOTION OR MENTAL ILLNESS
PREVENTION PROGRAM OR PROJECT****GOLD AWARD: WINNER \$2,000****APPLYING PROGRAM: Flourish Program****ORGANISATIONS: Illawarra Institute for Mental Health (University
of Wollongong) and
NSW Consumer Advisory Group****ADDRESS: Illawarra Institute for Mental Health,
University of Wollongong, NSW 2522****CONTACT PERSON: Dr Lindsay Oades
Tel:02 42213694 ; Fax: 02 42214163
Email: loades@uow.edu.au****BRIEF DESCRIPTION OF PROGRAM**

The two-year "Flourish Program", supported by Rotary Health, combines recovery self-help principles, positive psychology interventions to build resilience and promotion health with a peer-led group format to create a self-development program for people with enduring mental illness. The program included a workbook, six fortnightly peer-led groups, MP3 audios and telephone reminders. The content included principles of flourishing, mindfulness, gratitude, optimism, goal striving, dealing with internal resistance and building a success team. It did not include symptom/illness management and was run independently of mental health services. This world first program involved 45 participants with enduring mental illness from metropolitan, regional and rural contexts in Australia. Using a wait-list control design, significant gains were experienced. At completion participants had significant reductions in psychological distress, improvements in psychological well-being and on recovery measures: including perception of less domination by symptoms, increased personal confidence and hope, greater goal and success orientation and increased positive reliance on others.

BACKGROUND DESCRIPTION OF ORGANISATION

The program was developed by the team from the Illawarra Institute for Mental Health at the University of Wollongong. The NSW Consumer Advisory Group assisted with recruitment, particularly in the Sydney region. Based on self-help and recovery principles, the program was deliberately run as independently as possible from mental health services. A consumer consultation group assisted with development of the program materials, and seven consumer facilitators were employed to facilitate the group component of the program. The program ran in inner Sydney, Wollongong, Nowra all in NSW, and East Gippsland in Victoria. Participants were contacted through consumer groups and advertising and volunteered- receiving the MP3 player and handbook at no cost. Sixty six participants completed the 12 week program. The program administered by the University of Wollongong was funded by a two year \$81,000 Rotary Health grant.

CATEGORY 6**MENTAL HEALTH PROMOTION OR MENTAL ILLNESS
PREVENTION SERVICES, PROGRAM OR PROJECT**

SILVER AWARD: **FINALIST \$1,000**

APPLYING PROGRAM: **Empowering consumers to make informed choices about medication**

ORGANISATION: **St. Vincent's Mental Health Victoria**

ADDRESS: **P.O. Box 2900,
Fitzroy, VIC 3065**

CONTACT PERSON: **Anna Love
Tel: 03 9288 4396 ; Fax: 03 9288 4147
Email: anna.love@svhm.org.au**

BRIEF DESCRIPTION OF SERVICE

In 2003, St. Vincent's Mental Health realised that consumers were asking many questions about medication management. Enabling consumers to make informed decisions about their own mental health management is a key to recovery, so staff commenced a project to improve the provision of information about commonly prescribed medications. Weekly Medication Information Forums were held for inpatients and in 2007 a consumer consultant researcher asked consumers for their perspectives on medication information. As a result, a Medication Information Booklet written in accessible language with information that consumers wanted, was developed to supplement the Forums. To reach more consumers, the Booklets were translated into Vietnamese, Chinese, Greek and Italian. Now with financial sponsorship, the booklets have been made freely available to all consumers of mental health services. The popular interactive forums have been extended to community services, other areas and organisations. Information about the success of the Project has been widely disseminated.

BACKGROUND DESCRIPTION OF ORGANISATION

St. Vincent's Mental Health (SVMH) includes an adult area mental health service for the inner city areas of Yarra and Boroondara and regional and state-wide services. Its budget is approximately \$27 million, with 270 staff providing integrated care across inpatient and community settings to 750 registered consumers. The adult mental health service components are: Two community mental health services providing: Triage; Crisis Assessment and Treatment; Continuing Care; Mobile Support and Treatment; Homeless Outreach. Yarra Boroondara Primary Mental Health Service; Footbridge (Community care residential units); 44 bed Acute Inpatient Service, including 5 Koori State-wide Inpatient beds; Early Psychosis Program; Psychiatric Consultation & Liaison Service. SVMH also auspices the following specialist services: Northern NEXUS Dual Diagnosis (Substance misuse) Service; Dual Diagnosis State-wide Education and Training Unit; Victorian Dual Disability (Intellectual Disability) Service; Victorian Transcultural Psychiatry Unit.

CATEGORY 7**SPECIALIST SERVICE OR PART OF A LARGER SERVICE**

GOLD AWARD: **WINNER \$2,000**

APPLYING PROGRAM: **Vocational Education Training and Employment Services (VETE)**

ORGANISATION: **Northern Sydney Central Coast Area Health Service (NSCCAHS)**

ADDRESS: **Cameron Building, Macquarie Hospital,
Wicks Road, North Ryde, NSW 2113**

CONTACT PERSON: **Marianna Wong
Tel: 02) 8877 5151 / 0411 021 441
Fax: (02) 9887 5678; Email:
mawong@nsccahs.health.nsw.gov.au**

BRIEF DESCRIPTION OF SERVICE

From the perspective of a mental health clinician, consumer or carer, the myriad of employment services available to people with disabilities are fraught with complicated access pathways and hoops to jump through. Adopting a partnership approach, the Vocational, Education, Training and Employment (VETE) Services at Northern Sydney Central Coast Area Health Service (NSCCAHS) are designed specifically to engage with external service providers, to improve referral pathways and maintain knowledge of current systems to access these programs, so as to successfully link consumers with appropriate service providers. The VETE Services cater for the full range of consumer needs, focussing on individual preferences and capacities, rather than forcing a “one-size fits all approach”. Hence a “vocational outcome” from the NSCCAHS VETE Services is not narrowly defined as only “competitive employment”. The objective of the service is to assist mental health consumers achieve their personal best, to improve outcomes on employment, education and social participation.

BACKGROUND DESCRIPTION OF ORGANISATION:

The NSCCAHS VETE Services are provided to consumers within NSCCAHS aged between 15-65 years who are interested in improving their employment situation. A VETE Consultant is co-located with a different clinical team each day, providing direct individual services to consumers and clinicians. This outreach approach ensures that anyone anywhere within NSCCAHS has access to a vocational specialist. These VETE Consultants were recruited externally from the Area Health Services. They have all previously worked in vocational rehabilitation settings, with in-depth knowledge of the federal government funding, agencies, resources and access pathways. The VETE Services are funded by NSW Health under the Community Rehabilitation Program. NSCCAHS commenced VETE service delivery in February 2007 with 4 VETE Consultants covering all regions. In the 2 years of offering the service, 415 positive vocational outcomes were recorded (58.2% from a total of 713 services completed). Each consultant has a caseload of around 80 active consumers at any one time.

CATEGORY 7**SPECIALIST SERVICE OR PART OF A LARGER SERVICE**

SILVER AWARD: **FINALIST \$1,000**

APPLYING PROGRAM: **Partnership in Evaluation towards Recovery (PER) Team**

ORGANISATION: **Counties Manukau District Health Board**

ADDRESS: **AT&R Building 31, level 1
Middlemore Hospital, Private Bag 93311
Otahuhu, Auckland 1640**

CONTACT PERSON: **Claire Moore
Tel:+64-09-276 0044 ext 8697
Fax: +64-09-250-3864
Email: MooreC2@middlemore.co.nz**

BRIEF DESCRIPTION OF PROJECT

The PER Team is a unique, consumer evaluation team, which evaluates the clinical mental health services in the Counties Manukau District Health Board (DHB). The team applies a consistent evaluation framework to each mental health service. Each service is on a two yearly evaluation cycle. During each evaluation the team gather a valuable multi-perspective view of the whole service via feedback from all stakeholders. The team has achieved recognition both locally and nationally for working in partnership with clients, family, staff and other agencies in a respectful way that identifies and builds on the strengths of each of the stakeholders both individually and collectively. At the end of each evaluation, a report is written that identifies the strengths, resource needs and areas for improvement. This team is an example of a DHB's unique and innovative approach to improving the quality of mental health services and to ensuring that the changes are sustainable and consumer focused.

BACKGROUND DESCRIPTION OF ORGANISATION

Counties Manukau District Health Board (CMDHB) provides for the healthcare needs for very diverse population of around 530,040 people living within the southern region of Auckland to the Waikato region. In 2007 the number of active clients utilizing the mental health services in this region was in excess of 7,000. The staffing levels across the entire organisation exceed 5,000. The funding source for Mental Health Services for this population comes from the New Zealand Ministry of Health and the services provided include both inpatient hospital and community based mental health services. Counties Manukau DHB funds services for all age groups as well as services specifically for Māori, (People Indigenous to New Zealand) services specifically for Pacific people and services for refugees and migrants.

CATEGORY 7**SPECIALIST SERVICE OR PART OF A LARGER SERVICE****SPECIAL JUDGES AWARD**

APPLYING PROGRAM: SANE Research Bulletins

ORGANISATION: SANE Australia

ADDRESS: PO Box 226
Southbank, VIC 3205

CONTACT PERSON: Barbara Hocking
Tel: 03 9682 5933; Fax: 03 96825944
Email: Barbara.hocking@sane.org

BRIEF DESCRIPTION OF THE PROGRAM/PROJECT

Reporting and acting on issues that matter to people affected by mental illness. Since 2005, the SANE Research Bulletins have brought together the views of people affected by mental illness, providing real-world evidence to support advocacy for improved services and attitudes. These succinct yet thorough research bulletins provide authentic, 'real world' evidence and commentary on mental health issues and recommendations for action. Strategic distribution of Bulletins and promotion of their findings through the media and to a wide range of stakeholders help ensure that recommendations can be noted and acted upon. They are also disseminated as a free download from the SANE website at www.sane.org. Research Bulletins are often 'agenda setting' for key decision makers in all levels of government, clinical and private sectors, as they document and reflect the views and experiences of so many people affected by mental illness.

BACKGROUND DESCRIPTION OF ORGANISATION

SANE Australia is an independent national charity working for a better life for people affected by mental illness through education, applied research and campaigning for improved services and attitudes. SANE operates the SANE Helpline, a national Freecall 1800 Helpline and Helpline Online, offering information and advice on mental illness. SANE promotes understanding of all mental illnesses through an award-winning range of education products and services for those affected, their family and friends, health professionals and the general community. The SANE Media Centre works with media and mental health workers to improve the accuracy and balance of reporting and portrayal of mental illness and suicide in the media. It incorporates the StigmaWatch program which monitors and takes action on inaccurate and stigmatising reports from 1000 volunteers around the country, while acknowledging positive reporting and portrayals. SANE conducts applied research which aims to make a real difference to the lives of Australians affected by mental illness.

CATEGORY 7**SPECIALIST SERVICE OR PART OF A LARGER SERVICE****SPECIAL JUDGES AWARD**

APPLYING PROGRAM: The Tobacco and Mental Illness Project

ORGANISATIONS: Central Northern Adelaide Health Service and Drug and Alcohol Services of South Australia

ADDRESS: 338-340 Tapleys Hill Road
Seaton, SA 5023

CONTACT PERSON: Maxie Ashton
Tel: (08) 82002006; Fax: (08) 82002020
Email: maxie.ashton@health.sa.gov.au

BRIEF DESCRIPTION OF THE PROGRAM

The rate of tobacco use amongst people with mental illness is very high and as a result many have significantly reduced life expectancy, poor physical health, poor finances, restricted access to community facilities and significantly reduced quality of life. The Tobacco and Mental Illness Project has brought together Government and Non-Government mental health and tobacco control services, to build skills, develop joint initiatives and work together to address this problem. The project has addressed the issue with considered passion and energy and careful consultation and it has been instrumental in raising awareness and in the development and implementation of effective approaches. Many people have tackled their tobacco, making a big difference to their health, finances and quality of life. Mental health and tobacco control services are beginning to make significant changes to ensure this serious health issue is addressed and people receive support.

BACKGROUND DESCRIPTION OF ORGANISATION

The Tobacco and Mental Illness Project is currently funded for 5 years by Drug and Alcohol Services of South Australia. The project is provided with \$234,000 per year and is a state-wide service covering all of South Australia. The project has been addressing 3 key areas: -awareness raising; -policy and practice change; -smoking cessation/reduction programs. The project has 4 staff members, (2.7 full time equivalent), -2 Peer Workers and 2 mental health workers. Currently 95 participants are involved in a Be Smoke Free Group. The Tobacco and Mental Illness Project is a unit of the Central Northern Adelaide Health Service (CNAHS). CNAHS, employs more than 16,000 staff across around 200 health services, including four hospitals and significant mental health and primary health services. CNAHS Mental Health services work with consumers and carers and the broader health sector to provide consumers with comprehensive and integrated support throughout their journey to recovery.

EXCEPTIONAL CONTRIBUTION TO MENTAL HEALTH SERVICES IN AUSTRALIA or NEW ZEALAND

AWARD WINNER: **BETTY KITCHENER**
Melbourne, VIC

CONTACT DETAILS: **Email: bettyk@unimelb.edu.au**
W: www.mhfa.com.au

BRIEF DESCRIPTION OF THE AWARD RECIPIENT

Betty Kitchener is the Director of the Mental Health First Aid (MHFA) Training Program. She started this program as an unpaid volunteer in 2000. In 2001, the program received a small grant from ACT Health which paid part of her salary to run MHFA courses in Canberra. From this small beginning the program has employed staff and spread nationally. There are now over 1,000 accredited MHFA instructors operating across Australia. Over 85,000 people have completed a MHFA course. A number of specialized versions of the course have been developed: Youth MHFA, Aboriginal MHFA, Vietnamese-Australian MHFA, and e-learning MHFA. The course has spread to the following other countries: Canada, Finland, Hong Kong, Japan, New Zealand, Singapore, South Africa, Thailand, UK (England, Scotland, Wales, Northern Ireland), USA. A number of studies, including randomized controlled trials, have found the course to be effective in improving knowledge, attitudes and helping behaviours.

This award honours the outstanding innovation and dedication of Betty Kitchener to mental health services through the creation of the Mental Health First Aid Training Program, and through untiring commitment to the development of the program in Australia and globally.

This award represents our deep respect for an exceptional contribution, the results of which will flow on to enhance the mental health and wellbeing of all.

AUSTRALIAN AND NEW ZEALAND MENTAL HEALTH SERVICE

MEDIA AWARDS 2009

BACKGROUND

The Mental Health Media Awards program commenced in 1998. It is designed to encourage accurate and sensitive media coverage of mental health issues, to break down stigma and to educate the community about mental health. There are three categories, as follows:

- 1. Print media**
- 2. Broadcast media**
- 3. Special Media Achievement**

In 2009 there were 27 entries received for the three media categories.

The entries were rated on the following criteria:

- Evidence that the story has been well researched and is factually accurate.
- The content of the story is sufficiently complete and well rounded to convey a good understanding of the issues.
- Any evidence of the positive effect of the publication or broadcast.

These awards are made possible by generous grants from the Australian Government and the New Zealand Government in recognition of the importance it gives to excellence in media reporting of mental health issues.

PRINT MEDIA**WINNER** **\$2,000****TITLE:** **Reaching Out****AUTHOR:** **Jane Wilson****ORGANISATION:** **Riverland Weekly****ADDRESS:** **3/29 Vaughan Terrace
Berri, SA 5343****CONTACT PERSON:** **Jane Wilson
Tel: 0429 841 507
Email: jane.wilson@riverlandweekly.com.au****DESCRIPTION OF ENTRY:**

At a time in our region where property owners were becoming increasingly depressed and we were hearing of more suicides, I was asked to write a story about the resources available in our community for people suffering from depression or contemplating suicide. After researching the subject, I realised I couldn't cover the issues effectively in one article. I knew that our paper was a powerful tool and this was an opportunity to do something positive and make a difference to people's lives. My editor agreed to let me write a series of articles.

Our ten part series "Reaching Out", broke down the stigma, reinforced the importance of early intervention and empowered our community (particularly men) to seek help. By providing accurate information which was endorsed by local mental health workers, "Reaching Out" has led people in our community to seek professional help and give them hope for their future.

This Award is in recognition of this outstanding series on depression which demonstrates the invaluable role of well- researched, empathic journalism in mental health matters.

SPECIAL MEDIA ACHIEVEMENT AWARD

WINNER **\$2,000**

TITLE: **Farmers' Mental Health Workshop**

ORGANISATION: **Namoi Valley Independent**

ADDRESS: **PO Box 483
Gunnedah,
NSW 2380**

CONTACT PERSON: **Wendy Spooner
Tel: (02) 6768 1237
Email: wendy.spooner@ruralpress.com**

DESCRIPTION OF ENTRY:

An article calling for farming men to attend a mental health workshop in Gunnedah, with extensive quotes by one man whose brother committed suicide and explaining how less men work on farms today but the farms are usually a bigger operation, so less chance for men to gather and talk and blow off steam at the end of day.

The article, 'Mental health workshop for farmers' appeared in the Namoi Valley Independent (NVI) in February this year.

This award is in recognition of an article on depression which reaches through the veil of stigma and silence to encourage steps towards positive health outcomes

SERVICE AND PROGRAM AWARDS ASSESSMENT COMMITTEE MEMBERS

Chair:	Roger Gurr	New South Wales
Deputy Chair:	Lynne Dunbar	New South Wales
Co-ordinator:	Douglas Holmes	New South Wales
Members:	Robert Bland	Tasmania
	Andy Campbell	New South Wales
	Jenny Cardno	New Zealand
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	Robert King	Queensland
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	Julie Millard	New South Wales
	Brad Moore	New South Wales
	Janet Peters	New Zealand
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	Sadie Robertson	New South Wales
	Andrea Taylor	New South Wales
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MEDIA AWARDS ASSESSMENT COMMITTEE MEMBERS

Chair:	Roger Gurr	New South Wales
Deputy Chairs:	Lynne Dunbar	New South Wales
	Paul Dillon	New South Wales
Co-ordinator:	Douglas Holmes	New South Wales
Members:	Warwick Blood	Australian Capital Territory
	Andy Campbell	New South Wales
	Catharine Campbell	New South Wales
	Kerrie Dissegna	Tasmania
	Dick Gilling	New South Wales
	Jenny Mackellin	New South Wales
	Anita Orr	Victoria