

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



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

**SERVICE & MEDIA  
AWARDS  
2013**

**MELBOURNE CONVENTION CENTRE  
VICTORIA**

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# AUSTRALIAN AND NEW ZEALAND MENTAL HEALTH SERVICE AWARDS

Presented By: Senator Jacinta Collins, Minister for Mental Health and Ageing and Professor Allan Fels, AO, Chair, National Mental Health Commission and Dean, Australia and New Zealand School of Government

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

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**★ In the event of joint winners or finalists, the prize money is shared**

## **BACKGROUND**

The Mental Health Service Award program began in 1992. It is designed to reward and publicise services that have shown innovation and excellence. Service Awards offered are either Gold, Silver or Special and an Exceptional contribution to Mental Health Award. 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, referees and others likely to be familiar with a service may be contacted. Six panels, drawn from different disciplines including consumer and carer organisations assess the applications. The panels are geographically spread across 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. Evidence of Partnerships and Linkages (collaboration for continuity between organisations).
5. Verification and evaluation of the program's effectiveness.

**In 2013 there were 65 applications received for the following categories:**

1. Assessment and/or Treatment Program or Service
2. Support Program or Service (Incl. psychosocial, rehabilitation, accommodation and employment)
3. Mental Health Promotion or Mental Illness Prevention Program or Project.
4. Education or Training or Workforce Development
5. Consumer Provided
6. Innovative Use of Technology
7. Primary Care / GP focus
8. Special Achievement (Incl. larger multistrand services)
- ★ Partnership Practices

### **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****ASSESSMENT AND/OR TREATMENT PROGRAM OR SERVICE**

**GOLD AWARD:**                      **WINNER      \$2,500**

**APPLYING SERVICE:**              **Cultural Information Gathering Tool**

**ORGANISATION:**                  **Mental Health Service Group – Townsville Hospital  
Health Service Services, QLD**

**ADDRESS:**                          **59 Cambridge Street, Vincent, QLD 4814**

**CONTACT PERSON:**                **Lynette Anderson  
Phone: 07 44338100; Fax: 07 44338101  
Email: [lynette\\_j\\_anderson@health.qld.gov.au](mailto:lynette_j_anderson@health.qld.gov.au)**

**BRIEF DESCRIPTION OF SERVICE**

The Cultural Information Gathering Tool (CIGT) project was undertaken by the Aboriginal & Torres Strait Islander (A & TSI) Mental Health Workers (MHWs) of the Townsville Hospital and Health Service (THHS) Mental Health Service Group (MHS), led by Lynette Anderson. It aimed to: •Provide a culturally safe environment for A & TSI consumers by formalising access to an A & TSI MHW upon presentation to the service. •Formalise collection and collation of cultural information to enhance availability to treating teams across the continuum of care for A & TSI consumers and their families. •Strengthen the working partnership between A & TSI MHWs and clinicians. •Provide direction and structure for the role of the A & TSI MHW. In 2010 and 2011 CIGT trials were conducted and evaluated. Feedback from consumers, clinicians and ATSI MHWs supported the implementation of the tool as standard, leading to a decision to introduce the tool across the MHS. Interest in the concept of the CIGT was received from across Queensland and in April 2012, the CIGT was included in the documentation suite for the State Mental Health Data base - Consumer Integrated Mental Health Application (CIMHA) and made available for use to all A & TSI MHWs within Queensland.

**BACKGROUND DESCRIPTION OF ORGANISATION**

The Mental Health Service Group (MHS) forms part of the Townsville Hospital and Health Service (HHS) and provides specialist mental health services to a geographical area that goes north to Cardwell, south to the Burdekin, and west to Richmond and includes the Palm Island Community, in addition to acute inpatient services to the North West HHS (Mt Isa) and some tertiary services including residential rehabilitation to the six HHSs of North Queensland (Torres Strait, Cape York, Cairns and Hinterland, North West, Townsville and Mackay). There are six program areas within the MHS: 1. Alcohol, Tobacco and Other Drugs Services; 2. Specialist Services; 3. Adult Mental Health Services; 4. Rural, Remote and Indigenous; 5. Child, Adolescent and Young Adult Services; 6. Rehabilitation. Within these programs are 27 teams that cover all aspects of mental health care. There are 34 Aboriginal and Torres Strait Islander Health Workers positions within these 27 teams, 24 of whom are employed as A & TSI MHWs. At the time of writing the number of current consumers receiving care from the MHS was 1153. Aboriginal & Torres Strait Islander consumers comprise approximately 25% of current consumers.

## **CATEGORY 1**

### **ASSESSMENT AND/OR TREATMENT PROGRAM OR SERVICE**

**JOINT SILVER AWARD: FINALIST \$750**

**APPLYING SERVICE:** headspace Wollongong –  
Mental Health Nurse Incentive Program (MHNIP)

**ORGANISATION:** headspace Wollongong

**ADDRESS:** 1/85 Smith St, Wollongong, NSW 2500

**CONTACT PERSON:** Chris Comber  
Phone: 02 4220 7660; Fax: 02 4225 0057  
Email: ccomber@headspacewollongong.org.au

#### **BRIEF DESCRIPTION OF THE PROGRAM**

headspace Wollongong is one of the first centres to employ mental health nurses under the Mental Health Nurse Incentive Program (MHNIP). The MHNIP is delivered in a primary care setting, in a flexible manner specifically for young people. There are a number of reasons why it is beneficial to have the MHNIP operating under the headspace banner. The MHNIP fills gap in service provision for young people and is accessible to young people who historically tend not to seek help. Young people who enter the MHNIP program receive a comprehensive assessment and are able to receive a number of interventions for up to two years. The MHNIP co-ordinates care within the community for young people with complex presentations and provide opportunities for positive outcomes. Shared care of young people between community agencies increases young peoples' access to primary care services. The efficacy of this program can be demonstrated by outcomes such as improved client functioning, outcome scales, discharge from the program and evaluation measures.

#### **BACKGROUND DESCRIPTION OF ORGANISATION**

The Illawarra Shoalhaven Medicare Local (ISML) formerly Illawarra Division of General Practice (IDGP), leads and supports the primary health care sector to achieve significant improvements in the health and wellbeing of our population. In February 2007 the ISML, lead agency, received funding from the National Youth Mental Health Foundation, to establish a community of youth services to support young people aged 12 to 25 in the Illawarra region. headspace Wollongong provides multidisciplinary care to young people with a focus on a holistic approach to care; physical, mental and social health promotion, early intervention/prevention, linking and coordinating care, and engagement with young people and their families in a youth friendly environment. The headspace Wollongong team consists of general practitioners, psychologists, youth access clinicians and administration staff. headspace Wollongong was the first headspace to establish a Mental Health Nurse Incentive Program work within a headspace centre. As of December 2012 headspaces Wollongong have assisted 3700 clients.

**CATEGORY 1****ASSESSMENT AND/OR TREATMENT PROGRAM OR SERVICE****JOINT SILVER AWARD: FINALIST \$750****APPLYING SERVICE:** Recovery Oriented Practice Project – moving a clinical service towards recovery oriented practice**ORGANISATION:** Wodonga Adult Mental Health Service,  
Albury Wodonga Health,**ADDRESS:** 4 Watson Street Wodonga, VIC 3690**CONTACT PERSON:** Alison Delphin  
Phone: 02 60517950; Fax: 02 60563964  
Email: [alison.delphin@awh.org.au](mailto:alison.delphin@awh.org.au)**BRIEF DESCRIPTION OF THE SERVICE**

Wodonga Adult Mental Health Services are leading the way towards recovery-oriented practice in the local area, being the first clinical service to actively move towards focusing on a persons personal recovery journey. This project is a model that can be used to demonstrate that clinical mental health services can reorient service delivery to a recovery approach within the existing clinical structure. Wodonga Mental Health has implemented a number of creative and innovative strategies and tools. These include the development of a Recovery Hub website promoting wellbeing and health, education materials, and creating partnerships with local services and organizations. Our journey to recovery is an ongoing process; culture change requires time, support and guidance. Through consistent leadership, education and innovative practice progress is being made. Consumers are commenting on the change, that we are more welcoming, are listening and making changes and most importantly that we are focusing on recovery.

**BACKGROUND DESCRIPTION OF ORGANISATION**

The Wodonga Campus Adult Community Mental Health Service (ACMHS) of Albury Wodonga Health services a geographical area that includes the City of Wodonga, and the rural shires of Indigo, Towong and the northern section of the Alpine Shire. This area has a total population of approximately 66,700 people. ACMHS provides clinical treatment services that consist of crisis and initial assessment across 7 days 24 hours per day, case management, rehabilitation and recovery services, and a perinatal emotional health program. There is approximately 45 staff involved in the various service components. The primary funding source is the Victorian State government with a small amount from the Federal government. The annual budget is approximately \$3,650,074. As at March 2013 there were 180 clients active with the assessment and case management components of the service, 8 within the residential rehabilitation and recovery service and 40 with the perinatal emotional health program.

**CATEGORY 2  
SUPPORT PROGRAM OR SERVICE  
(INCL. PSYCHOSOCIAL, REHABILITATION, ACCOMMODATION AND EMPLOYMENT)**

**GOLD AWARD:** **WINNER \$2,500**

**APPLYING SERVICE:** **Well Ways MI Recovery Peer Education Program**

**ORGANISATION:** **Mental Illness Fellowship of Victoria**

**ADDRESS:** **276 Heidelberg Road  
Fairfield, VIC 3068**

**CONTACT PERSON:** **Cassy Nunan  
Phone: 03 84864220; Fax: 03 84864265;  
cnunan@mifellowship.org**

**BRIEF DESCRIPTION OF THE PROGRAM**

Well Ways MI Recovery (WWMR) is a peer-delivered adult education program designed by peers and informed by international evidence and lived experience knowledge. MI Recovery assists participants to be motivated and equipped to live fulfilling and active lives. It provides up-to-date information about mental illness and models that assist illness management and empowerment and opportunities to develop skills and set recovery oriented goals. MI Recovery provides a dynamic environment for peer support and the exchange of lived experience knowledges. Between eight and twelve participants attend three hour-long sessions for eight weeks which are followed by four 'consolidation' sessions at two month intervals. A Latrobe University evaluation was completed in 2012, revealing statistically significant outcomes for participants, including increased empowerment, connectedness, illness management and reduction of internalised stigma. After six years, approximately 750 people, nationally, have participated in the program.

**BACKGROUND DESCRIPTION OF ORGANISATION**

Mental Illness Fellowship Victoria (MI Fellowship) is a member based not-for-profit organisation working to create better lives for people with mental illness and their families, providing support services to around 5,000 people a year, and reaching many more in the wider community through advocacy and community education activities. The organisation provides support to people in the fundamentally important areas of their lives: work and study, home and community and relationships. Programs are delivered across metropolitan and regional Victoria, and in the Australian Capital Territory (ACT). MI Fellowship is supported financially by membership payments, bequests, fundraising activities and philanthropic grants, and receives funds from State and Commonwealth governments. We have an operational budget of \$19.3M, and employ approximately 300 staff.

**CATEGORY 2  
SUPPORT PROGRAM OR SERVICE  
(INCL. PSYCHOSOCIAL, REHABILITATION, ACCOMMODATION AND EMPLOYMENT)**

**JOINT SILVER AWARD: FINALIST \$750**

**APPLYING PROGRAM: Navigate**

**ORGANISATION: Centacare, Adelaide**

**ADDRESS: 45 Wakefield St, Adelaide SA 5000**

**CONTACT PERSON: Chris Chalubek  
Phone: 08 8159 1400; Fax: 08 8159 1499  
Email: cchalubek@centacare.org.au**

**BRIEF DESCRIPTION OF SERVICE**

Navigate is a free early intervention service that provides outreach support to families of a young person between 12 to 24 years of age with an emerging mental health issue. The aim is to assist the family to successfully navigate available mental health services and to improve family functioning by building on confidence and resilience in managing mental health issues within the family. Support is characterised by flexible, outreach and family centered practice. Family Intervention includes home visiting, assessment with or without young person, family case management for up to 12 months and educative and preventative focused interventions. Mentoring focuses on psychosocial support to assist in engaging young people with the community and develop positive relationships outside the family unit. Parent Skills Training offers skills based seminars and workshops on topics related to mental health, teenage development and caring for a young person with a mental health problem.

**BACKGROUND DESCRIPTION OF ORGANISATION**

Navigate is funded by the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) through its Targeted Community Care (Mental Health) Family Mental Health Support Services (FMHSS) program. The program is based at the Seaton site and services the metropolitan area of Adelaide. Navigate is staffed by 3.6FTE Family Intervention Workers and a 1.0FTE Community Education Facilitator. For the 6 month reporting period July 2012 – December 2012 Navigate worked with: Family Intervention •*71 families, through which 202 individuals were support.*; Community Education/Engagement, Mental Health Promotion •*630 community members through the Navigating Teenage Depression and HeadStrong seminars*

**CATEGORY 2  
SUPPORT PROGRAM OR SERVICE  
(INCL. PSYCHOSOCIAL, REHABILITATION, ACCOMMODATION AND EMPLOYMENT)**

**JOINT SILVER AWARD: FINALIST \$750**

**APPLYING PROGRAM: Local Employment Access Partnerships (LEAP) Project**

**ORGANISATION: Social Firms Australia, VIC**

**ADDRESS: Loft 10/49 Smith Street, Fitzroy, VIC 3065**

**CONTACT PERSON: Caitlin McDowell**  
**Phone: 03 9445 0373; Fax: 03 9445 0375**  
**Email: Caitlin@socialfirms.org.au**

**BRIEF DESCRIPTION OF PROJECT**

Over the past three years, Social Firms Australia (SoFA) has successfully delivered the Local Employment Access Partnerships (LEAP) and Health Optimisation Program for Employment (HOPE) in six areas of Victoria. SoFA has established six cross-sector LEAP partnerships bringing together over 30 agencies including clinical mental health services, psychosocial rehabilitation services, and disability employment services. The LEAP partnerships have bridged the gap between the sectors with closer collaboration, increased referrals and joint projects taking place as a result. The LEAP partnerships collaborated to deliver the Health Optimisation Program for Employment (HOPE) to 341 job seekers with a mental illness. HOPE is an evidence-based psycho-education program that enables participants to better manage their mental health in the context of getting and keeping a job. The social inclusion outcomes and increase in self-efficacy have been significant. This project was funded by the Department of Education, Employment and Workplace Relation's Innovation Fund.

**BACKGROUND DESCRIPTION OF ORGANISATION**

Social Firms Australia (SoFA) creates durable employment for people with a mental illness or disability by developing social firms and related activities. SoFA's priority is supporting people with a mental illness to get and keep a job. SoFA is a national organisation based in Victoria, with a core team of 6 staff, a team of peer educators who have experience of living with a mental illness and specialist consultants with expertise in business and allied health. As an intermediary organisation, SoFA works in partnership with other organisations in all aspects of work. Funding is sourced from government grants, fee-for-service and philanthropic trusts. 12 social firms have been established since 2005 employing over 300 people and SoFA provides training on the most effective workplace adjustments for employees with a mental illness to the social firms and Disability Employment Services.

**CATEGORY 3****MENTAL HEALTH PROMOTION OR  
MENTAL ILLNESS PREVENTION PROGRAM OR PROJECT**

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

**APPLYING PROGRAM:**           **The Space Between Words**

**PHOTOGRAPHER:**               **Guy Frederick**

**ADDRESS:**                       **2 Westby St, Waltham, Christchurch,  
New Zealand 8023**

**CONTACT PERSON:**             **Guy Frederick  
Phone: 006433655913  
Email: info@guyfrederick.co.nz**

**BRIEF DESCRIPTION OF PROGRAM/SERVICE**

The Space Between Words is a photojournalist exhibition by Christchurch based photographer & writer Guy Frederick, as recipient of the 2011 NZ Mental Health Media Grant. The portraits and accompanying stories chronicle the internal journeys of a cross section of 14 individuals in the two years following the region's devastating earthquakes. The goal of this project is to reduce stigma and discrimination of mental distress following a significant natural event(s), and the promotion of recovery responses as told through stories. The strength of the portraits and associated narratives written in first person add a particular power to the exhibition. Guy was committed to sharing the project in order to increase understanding of mental distress associated with stress, anxiety and trauma as a result of the quakes. The project has been exhibited in Christchurch, Wellington (including a six- month residency in the National Library of NZ) and will show in Auckland in May 2013.

**BACKGROUND DESCRIPTION OF ORGANISATION**

Guy Frederick is a freelance photographer and writer based in Christchurch. Guy originally qualified in geography from Otago University and is particularly interested in people and their connection to, and relationship with, the environment. Guy's natural flair with photography led him to using this medium to further define and examine his interest in this area. When Guy started working as a freelance photojournalist, he worked part time at NZ Care Group Ltd in the disability sector, where he gained valuable knowledge of the industry and associated issues. On a day-to-day basis Guy is commissioned for portraits and editorial content for high profile national magazines such as *North & South*, *NZ Geographic* and *NZ Life & Leisure*. The Space Between Words continues Guy's interest in examining the intricate relationship between people and their environment, and how each shapes and defines the other.

## CATEGORY 3

### MENTAL HEALTH PROMOTION OR MENTAL ILLNESS PREVENTION PROGRAM OR PROJECT

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

**APPLYING PROGRAM:**           **Being True to Ourselves: A collection of short films exploring the infinite possibilities of gender**

**ORGANISATION:**               **A Gender Agenda, ACT**

**ADDRESS:**                       **PO Box 4010 Ainslie ACT 2602**

**CONTACT PERSON:**           **Peter Hyndal**  
**Phone: 02 6162 1924**  
**Email: peter@genderrights.org.au**

#### BRIEF DESCRIPTION OF PROJECT

*Being True to Ourselves* was a storytelling project with the sex and gender diverse community in Canberra. Seven digital stories – short films – have been created and published by transgender people, and these stories are a powerful way to address the extreme stigma and discrimination faced by this marginalized community. Changing such attitudes is key to improving the appalling mental health profile of transgender people. It is a bold and groundbreaking step to go public with these personal stories. The stories have been screened at a huge public launch, and will be made available on the website of A Gender Agenda. They are also published as a DVD, providing an outstanding new electronic resource for mental health promotion, and will be presented at national and international conferences. *Being True to Ourselves* was developed in a mental health promotion framework, and its creative process reflected best possible practice in community development.

#### BACKGROUND DESCRIPTION OF ORGANISATION

A Gender Agenda is focussed on sex and gender diversity issues. We work with intersex people, transsexuals, transgender people, cross dressers and other gender non-conforming people, their partners, parents and children. We have been operating in an unfunded capacity since 2004. In 2011 we ran a highly successful social inclusion project which significantly improved the mental health outcomes of over 100 participants. *Being True to Ourselves* is only our second funded project. In July 2012 we were successful in obtaining \$150,000 of recurrent mental health funding from ACT Health which has allowed us to employ a part time psychologist and part time Director. Sex and gender diverse people are highly marginalised and socially isolated and have significantly poorer mental health outcomes. We are one of the few organisations in the world that has successfully built a truly engaged and active sex and gender diverse community. Our community is currently around 250 strong and growing.

## **CATEGORY 3**

### **MENTAL HEALTH PROMOTION OR MENTAL ILLNESS PREVENTION PROGRAM OR PROJECT**

**JOINT SILVER AWARD: FINALIST \$750**

**APPLYING PROGRAM:** Trauma Informed Care and Practice:  
Towards a cultural shift in policy reform across  
mental health and human services in Australia

**ORGANISATION:** Mental Health Coordinating Council (MHCC), NSW;  
Adults Surviving Child Abuse (ASCA)

**ADDRESS:** MHCC - PO Box 668, Rozelle NSW 2039  
ASCA - PO Box 597, Milsons Point NSW 1565

**CONTACT PERSON:** Corinne Henderson.  
Tel: 02 9555 8388 ext 101  
Email: corinne@mhcc.org.au

#### **BRIEF DESCRIPTION OF PROJECT**

Research demonstrates that people with trauma histories manifest high rates of mental and physical health problems, present at a wide range of health and human services where their underlying trauma is rarely acknowledged, identified or appropriately addressed. MHCC and ASCA are driving a national initiative to embed Trauma-Informed Care and Practice (TICP) principles across all human services, in which all aspects of service delivery are organised around an awareness of and sensitivity to trauma dynamics and its prevalence. Additionally ASCA and MHCC with partner organisations established a national advisory working group in 2011. They have progressed the reform agenda at a policy, systems, organisational and workforce /practitioner level by: facilitating a ground-breaking international trauma conference (2011); developing organisational 'Integration of a TICP Approach' Policy (MHCC); publishing 'Practice Guidelines' an international first setting standards across practice domains (ASCA); building capacity through professional development and training; presenting papers at key national/international conferences and launching a position paper to drive the national agenda for systemic cross-sector reform.

#### **BACKGROUND DESCRIPTION OF ORGANISATION**

MHCC is the NSW peak body representing over 200 community-managed organisations whose activity is related to delivery of recovery orientated services for people affected by mental illness. Funded primarily by NSW Health MHCC retains 26 employees with a budget of \$3.9K (2012/13). MHCC participate extensively in policy and sector development, facilitate linkages with State and Commonwealth Governments; is a registered training organisation delivering nationally accredited training; and conducts collaborative research projects/programs on behalf of the sector. ASCA is the peak national body for adults with lived experience of childhood trauma/abuse. ASCA combines consumer participation with research, academic and clinical expertise. It receives funding primarily from Federal government -DoHA and FaHCSIA, has 5 FTE + contractors on its 1300 professional support line and delivering training with annual budget \$506,000 (2012). It advocates for increased awareness, and delivers programs, grounded in research, for survivors and those who support them personally, therapeutically and organisationally.

### CATEGORY 3

#### MENTAL HEALTH PROMOTION OR MENTAL ILLNESS PREVENTION PROGRAM OR PROJECT

**JOINT SILVER AWARD: FINALIST \$750**

**APPLYING PROGRAM: Go Away, Mr Worrythoughts! Theatrical Production**

**ORGANISATION: Frankston Arts Centre, VIC**

**ADDRESS: 27-37 Davey Street, Frankston VIC 3190**

**CONTACT PERSON: Robin Batt**  
**Phone: 0400 876 504; Fax: 03 9784 1766**  
**Email: robin.batt@frankston.vic.gov.au**

#### BRIEF DESCRIPTION OF PROJECT

Frankston Arts Centre (FAC) teamed up with children's theatre specialists to develop a touring theatrical production based on popular local children's author Nicky Johnston's book *Go Away, Mr Worrythoughts!* to help students cope with anxiety and depression. This innovative project visits primary schools throughout Victoria as a mobile incursion performance. A team of three professional actors perform the 40 minute show and conduct a 10 minute Question and Answer forum to encourage positive discussions with children and teachers. FAC has also developed a Teacher Resource Kit (downloadable from FAC website) filled with additional complimentary activities for teachers to conduct in the classroom. The *Go Away, Mr Worrythoughts!* Production is currently in its third year of touring and has been very well received by children, parents, teachers and community organisations.

#### BACKGROUND DESCRIPTION OF ORGANISATION

FAC is an inclusive venue with an ethos to aid mental health and wellbeing by increasing access to the arts. This ethos led the FAC to develop this production.

Whilst there is assistance for children aged 12+, there is a gap in resources for educating primary-aged children.

*Go Away, Mr Worrythoughts* Production annually services:

- 40 x primary schools (5000 students)
- 10 x public performances (1500 people)
- 1 x Royal Children's Hospital (450 patients)

Budget:

The FAC project is a non for profit program, aiming to fund itself annually. The proposed income is \$26,600 (approximately 20 shows of 2 tours p/a) with an expenditure of approximately \$26,600/tour (including expenses).

## CATEGORY 3

### MENTAL HEALTH PROMOTION OR MENTAL ILLNESS PREVENTION PROGRAM OR PROJECT

#### SPECIAL JUDGES AWARD                      FINALIST    \$750 FOR PARTNERSHIP PRACTICES

**APPLYING PROGRAM:**                      **Partners in Depression**

**ORGANISATION:**                              **Hunter Institute of Mental Health**

**ADDRESS:**                                      **72 Watt St (PO Box 833) Newcastle 2300**

**CONTACT PERSON:**                          **Todd Heard**  
**Phone: 02 4924 6900; Fax: 02 4924 6901**  
**Email: todd.heard@hnehealth.nsw.gov.au**

#### BRIEF DESCRIPTION OF PROJECT

*Partners in Depression* is an evidence-based support and education program for people who love, live with or care for someone experiencing depression. *Partners in Depression* focuses on developing carers knowledge about depression, its treatment, self-care and encouraging help-seeking behaviours to access services. Research has shown that people who support a person with depression:

- Can experience significant stress and are at greater risk of developing mental problems themselves.
- Are interested in learning and strengthening self-care strategies to enhance their capacity to support the person in their life with depression.

Previously, few mental health or counselling services targeted the information or support needs of carers and loved ones supporting someone experiencing depression – they were often the forgotten allies in the battle against depression. *Partners in Depression* was developed to address this identified gap in Australia.

#### BACKGROUND DESCRIPTION OF ORGANISATION

The Hunter Institute of Mental Health (HIMH) is a self-funded not for profit unit of the Hunter New England Local Health District. The Institute has a proud record of designing, developing, implementing and evaluating national, state and local mental health promotion, illness prevention and suicide prevention programs. The mission of the Hunter Institute of Mental Health is to promote mental health and to improve the outcomes for people affected by a mental illness and suicide through education and training, health promotion, research and evaluation. Key objectives of the Institute are to:

1. Improve the mental health of individuals and communities;
2. Reduce the incidence, prevalence and impacts of mental health problems and mental illnesses;
3. Reduce the incidence of suicide and its impact;
4. Increase knowledge and skills of those working with people with a mental illness and those who care about them;
5. Build institutional strength, reputation and sustainability.

*More information about the Hunter Institute of Mental Health is available from [www.himh.org.au](http://www.himh.org.au)*

## **CATEGORY 3**

### **MENTAL HEALTH PROMOTION OR MENTAL ILLNESS PREVENTION PROGRAM OR PROJECT**

#### **SPECIAL JUDGES AWARD          FINALIST          \$750 CARER FOCUS**

**APPLYING PROGRAM:**                    **Intangible Storytelling Project**

**ORGANISATION:**                      **Family & Carer Mental Health Program,  
Far West Local Health District, NSW**

**ADDRESS:**                                **PO Box 457 Broken Hill, NSW 2880**

**CONTACT PERSON:**                    **Tanya Clifton  
Phone: 08 8080 1525  
Email: [tcclifton@gwahs.health.nsw.gov.au](mailto:tcclifton@gwahs.health.nsw.gov.au)**

#### **BRIEF DESCRIPTION OF PROJECT**

The Intangible Storytelling Project shares the journey of seven carers, supporting someone they love living with mental illness, from the Far West of NSW. Intangible has been themed around the local landscapes, allowing a common visual link to the communities the carers live in and a connection with the underlying themes of Intangible – tempest, isolation, diversity, connections, resilience, rejuvenation and thriving. Speaking up and being identified in a small community can be as daunting as it is empowering. Being allowed the privilege of entering another’s world and sharing their story with us takes much courage. These stories reflect strength, insight and unconditional love. Intangible wants the viewer to stop, take a moment, reflect on their own views and maybe for some, even change the way they think. For those that are supporting a loved one living with mental illness, it is hoped that Intangible will remind you that you are not alone and inspire you to stand up, acknowledge your very important role and be heard.

#### **BACKGROUND DESCRIPTION OF ORGANISATION**

Far West Local Health District (FWLHD) is the second largest LHD in NSW and covers a distance of almost 195,000 square kilometres with an estimated population of 30,099. The LHD covers 5 Local Government Areas (LGA) with the Broken Hill LGA representing 62% of the catchment population with 19,361 people. The LHD is unique in that it shares a border with three states – South Australia, Victoria and Queensland – and geographically is closer to Melbourne and Adelaide, than Sydney (1,100 km away). The LHD includes eight public health facilities, two community Mental Health Drug and Alcohol teams in Broken Hill and Dareton and the Child and Family Health Centre in Broken Hill. The Family and Carer Mental Health Program is delivered in partnership with Mental Health Drug and Alcohol Services, FWLHD and CentaCare Wilcannia-Forbes and has 2 FTE and provides a wide range of supports, advocacy and wellbeing activities for families and carers supporting someone living with a mental illness. The Program is funded by NSW Health.

## **CATEGORY 4 EDUCATION OR TRAINING OR WORKFORCE DEVELOPMENT**

**JOINT SILVER AWARD: FINALIST \$750**

**APPLYING PROGRAM: Drive Safe**

**ORGANISATIONS: NorthWestern Mental Health, Melbourne Health**

**ADDRESS: 83 Hotham Street, Preston, VIC 3072**

**CONTACT PERSON: Carolyn Dun  
Phone: 03 9416 6300; Fax: 03 9480 4176  
Email: carolyn.dun@mh.org.au**

### **BRIEF DESCRIPTION OF PROJECT**

Drive Safe was initiated in response to a workplace survey in 2005 that revealed widespread clinician ignorance about consumers' driver status and uncertainty about how to manage driving as a risk factor. There was limited research and available knowledge to assist clinicians with this important issue. NorthWestern Mental Health (NWMH) Occupational Therapy (OT) launched the Drive Safe project eight years ago, developing four major strategies concurrently:

- Policy
- Comprehensive practice guidelines
- Workforce training
- OT Driver assessment and consultation services.

Drive Safe has been highly successful in achieving widespread change in clinician attitude and practice across the NWMH network. Clinicians have increased awareness and confidence in managing driving-related issues with consumers. There are now significant supports and resources embedded within the organisation to assist clinicians to identify and manage driving as a risk factor and support consumers to attain and/or maintain the important skill of driving.

### **BACKGROUND DESCRIPTION OF ORGANISATION**

NorthWestern Mental Health (NWMH) with an approximate budget of 173 million provides a comprehensive, integrated range of services to people with a serious mental illness in North-Western Melbourne. NorthWestern Mental Health provides crisis assessment and treatment, rehabilitation, community-based treatment, ongoing case management, acute inpatient, residential and specialist services as well as consultation and education to a population of around one million people and a wide range of health and welfare organisations. A multi-disciplinary workforce of 1,700 staff provides services to approximately 5,200 current consumers through four Area Adult Mental Health Services, an Aged Persons' Mental Health Program and a Youth Mental Health Service – ORYGEN Youth Health. NWMH is a clinical division of Melbourne Health and operates in partnership with Northern Health and Western Health.

## **CATEGORY 4 EDUCATION OR TRAINING OR WORKFORCE DEVELOPMENT**

**JOINT SILVER AWARD: FINALIST \$750**

**APPLYING PROGRAM: Mental Health Peer Work Training Program**

**ORGANISATIONS: Mind Australia**

**ADDRESS: 86–92 Mount Street, Heidelberg (PO Box 592),  
VIC 3084**

**CONTACT PERSON: Robyn Callaghan  
Phone: 03 9455 7900; Fax: 03 9455 7999  
Email: rcallaghan@mindaustralia.org.au;  
astratford@mindaustralia.org.au**

### **BRIEF DESCRIPTION OF PROGRAM**

Mind Australia's Mental Health Peer Work (MHPW) Training Program is acclaimed locally and internationally as a model of peer training. It is designed to explore the role of peer work in mental health. It meets the growing demand for high quality training of the peer workforce; the fastest growing discipline in mental health in the western world. The program has been developed and is delivered by peers with a "lived experience" of mental ill health and recovery. It is a highly interactive workshop and learning resource, utilising transformational learning principles and reflective practice. It provides an opportunity for participants to explore how to appropriately disclose and use one's lived experience of mental ill-health and recovery to support others on their journey towards recovery and wellbeing. The flexible, modular design of the five-day program allows it to be adapted and applied in a range of different recovery oriented learning programs.

### **BACKGROUND DESCRIPTION OF ORGANISATION**

Mind is a leading community-managed specialist mental health service supporting people with mental health issues, their families and carers for nearly 40 years. Underpinning MIND's work is the belief it is possible for everyone with severe and persistent mental health issues to have a full and meaningful life. It currently supports 5,525 active clients in Victoria and South Australia to live independent, productive and purposeful lives. Mind educates people about mental health and recovery; undertakes research and evaluation, and systemic advocacy and community development work. Development of the lived experience is a strategic priority and Mind is expanding its peer workforce in a strategic and systematic way: adding to existing services and developing new service models. With a budget of \$46 million and over 600 staff, Mind receives the majority of its funding from State and Federal Government and is also supported by a diverse range of trusts, foundations, community organisations and individuals.

## **CATEGORY 5 CONSUMER PROVIDED**

**GOLD AWARD:**                   **WINNER     \$2,500**

**APPLYING PROGRAM:**       **Deck of Dreams**

**ORGANISATION:**           **The Wayside Chapel, NSW  
St Vincent's Hospital Darlinghurst, NSW**

**ADDRESS:**                   **29 Hughes St, Potts Point, NSW 2011**

**CONTACT PERSON:**       **Douglas Holmes  
Phone: 0413 464 469  
Email: djholmes@stvincents.com.au**

### **BRIEF DESCRIPTION OF PROJECT**

The Deck of Dreams is a collection of hopes and dreams have been gathered from people who have been impacted by mental health issues. This includes consumers, mental health workers, and their families and friends. The end result is a deck of 52 unique cards with artworks depicting people's dreams, as told by people who have been impacted by mental health issues. On the back of the each card the artist has written a positive, inspirational and/or quirky and real message of hope around mental health. The cards will be used to start conversations around the importance of dreams and encourage goal setting. This project's aim is to inspire dream creation and to breakdown stigma to shift the focus on a person's dreams and purpose, not their diagnosis. The more people start sharing about their mental health experience, the more lives could be saved.

### **BACKGROUND DESCRIPTION OF ORGANISATION**

#### **The Wayside Chapel**

The Wayside Chapel has provided support for people on and around the streets of Kings Cross since 1964. In the past year over 48,000 visits were made by people seeking assistance or just stopping by for a chat, a coffee or a quiet place where they can find company and acceptance. The Wayside Chapel employs 32 staff and has over 550 volunteers on the books. The federally funded Day to Day Living program offers support for people with long term mental health issues to participate in social, recreational and educational activities. There are currently over 80 active participants in the program. The Wayside Chapel also has a Youth Space, a community services centre, op-shop, café and an Aboriginal Project.

#### **The Inner City Health Program, St Vincent's Hospital**

The St Vincent's Hospital Inner City Health Program has responsibility for the provision of mental health services to the residents of the inner city of Sydney. St Vincent's Hospital is located in a neighbourhood with the highest concentration of homeless persons in Australia, the highest concentration of people living with HIV/AIDS, a high proportion of alcohol and drug use and one of the highest rates of street crime.

## **CATEGORY 5 CONSUMER PROVIDED**

**SILVER AWARD:** **FINALIST \$1,200**

**APPLYING PROGRAM:** **No Suppression Group:  
Paula Hanlon and Linda Mizzi**

**ORGANISATION:** **North Shore Ryde MHS,  
Northern Sydney Local Health District, NSW**

**ADDRESS:** **39-41 Fourth Ave Eastwood, NSW 2122**

**CONTACT PERSON:** **Paula Hanlon  
Phone: 02 9858 7892; Fax: 02 9858 7866  
Email: phanlon@nscchahs.health.nsw.gov.au**

### **BRIEF DESCRIPTION OF PROGRAM**

*No Suppression*, a peer facilitated group meets monthly on a Saturday afternoon. The purpose of the group is to provide a safe and encouraging environment for people living with mental health issues to share their creative self, through art, music, poetry, comedy, drama or just expressing their thoughts on a topic. Living with mental illness can, at times suppress this part of ourselves and the facilitators and participants of this group believe that not suppressing this creative aspect is an important part of recovery and a full life. People are welcome to attend if they do not wish to perform, as an audience is just as valuable as the performers.

### **BACKGROUND DESCRIPTION OF ORGANISATION**

The *No Suppression* Group meets at The Studio, a group room in Digby House on the grounds of the former Gladesville Hospital. The group is open to any person living with mental health issues who wish to attend. Participants come from all over Sydney, reaching the Northern, Eastern and Inner West suburbs. A partnership exists with North Shore Ryde Mental Health Service from the Northern Sydney Local Health District with the venue provided at no charge to the group and a time in lieu arrangement for Paula Hanlon, Manager Consumer Participation Services (Ryde Mental Health Service). As there is no funds for catering, people are encouraged to bring something to share for afternoon tea. From March 2011 to March 2013 there has been 20 groups, with a total attendance of 309 from 54 individuals. Group attendance ranged from 7 – 23, with an average of 15.45.

**CATEGORY 5****CONSUMER PROVIDED**

**SPECIAL JUDGES AWARD: FINALIST \$750**  
**Mental Health Promotion Focus**

**APPLYING PROGRAM: Family Fun Day**

**ORGANISATION: On Track Community Programs Limited, QLD**

**ADDRESS: PO Box 793, Coolangatta QLD 4225**

**CONTACT PERSON: Leone Crayden**  
**Phone: 07 5536 9851; Fax: 07 5536 1691**  
**Email: leone@otcp.com.au**

**BRIEF DESCRIPTION OF PROGRAM**

A jubilant committee of mental health consumers celebrated a job well done on the evening of Friday 5 October 2012. Months of planning had culminated in unprecedented success of the sixth Tweed Mental Health Awareness Family Fun Day, with over 2000 people attending a back-to-back program of entertainment, rides, performances, interactive activities and information for kids and adults alike. This year, auspiced by On Track Community Programs and with the support of over 40 local organisations, the Family Fun Day success was undeniably due to the unceasing enthusiasm and dedication of a group of mental health consumers who designed the program, sourced sponsorship, addressed venue and risk management issues, and enlisted stallholders - most of whom were also mental health consumers. Planned by consumers, provided by consumers, and successfully engaging with existing and new consumers, the Tweed Mental Health Awareness Family Fun Day had the whole community involved and aware.

**BACKGROUND DESCRIPTION OF ORGANISATION**

On Track is a growing and responsive community based organisation servicing the Far North and Mid North Coast regions of New South Wales and South East Queensland. Since the early 1990s, we have developed into a leading provider of support services for people experiencing mental illness, disability or employment and accommodation difficulties. Through our five Support Services Streams we provide assistance to more than 700 people each week. We are currently funded by 12 state and commonwealth government agencies and provide 41 support programs, employing around 280 people. Our vision "Connecting people to their communities" underpins the support and encouragement we provide to individuals to access stable accommodation, medical and health care, education and employment, social and recreational activities and, most importantly, a sense of hope and belonging. Our aim is to improve an individual's quality of life by encouraging community participation, increased social inclusion and promoting independence.

## **CATEGORY 6 INNOVATIVE USE OF TECHNOLOGY**

**GOLD AWARD:** **WINNER \$2,500**

**APPLYING PROGRAM:** **Online Crisis Support Chat Service**

**ORGANISATIONS:** **Lifeline**

**ADDRESS:** **PO Box 173 Deaken West ACT 2600**

**CONTACT PERSON:** **Fay Mound**  
**Phone: 02 6215 9400; Fax: 02 6215 9401**  
**Email: [national@lifeline.org.au](mailto:national@lifeline.org.au)**

### **BRIEF DESCRIPTION OF PROJECT**

One of Lifeline's strategic foundations is to 'provide crisis support services 24/7 that help change the focus in people's lives from crisis to opportunity'. Additionally, a strategic priority is to explore our ability to use technology as a means of crisis support. Lifeline commenced a trial of the Crisis Support chat Service on 12 May 2011 and launched a permanent service on 8 May 2012. The service has already proved to be a great success. Due to the rise of social media and reliance for some on chat, the service has attracted people who would prefer not to use the telephone. The service casts a wider net over Australia to provide help for more people in crisis. It is a confidential, non-judgemental, one-on-one service and is available from 8pm to midnight AEST, 7 days a week.

### **BACKGROUND DESCRIPTION OF ORGANISATION**

Lifeline was founded in 1963 by the late Reverend Dr. Sir Alan Walker, when he took a call from a distressed man who later took his own life. Determined not to let isolation and lack of support be the cause of more deaths, Sir Alan launched a not-for-profit 24-hour crisis support line. This service (13 11 14) now answers around 1,250 calls each day, with around 50 calls from people at high risk of suicide. Lifeline's services are now made possible through the efforts of around 1,000 staff and 11,000 volunteers, operating from over 60 locations nationwide. Lifeline provides access to crisis support, suicide prevention and mental health support services. Services and resources are now provided through phone, face-to-face, and the new online crisis Support Chat service. Lifeline also provides national services and campaigns that promote emotional well being encourage help seeking and address suicide prevention and awareness.

## **CATEGORY 6 INNOVATIVE USE OF TECHNOLOGY**

<b>SILVER AWARD:</b>	<b>FINALIST \$1,200</b>
<b>APPLYING PROGRAM:</b>	<b>Recovery Hub: Hope Inspire Achieve – A mental health promotion website for the community</b>
<b>ORGANISATIONS:</b>	<b>Wodonga Adult Mental Health Service, Albury Wodonga Health, VIC</b>
<b>ADDRESS:</b>	<b>4 Watson Street, Wodonga VIC 3690</b>
<b>CONTACT PERSON:</b>	<b>Alison Delphin Phone: 02 60517950; Fax: 02 60563964 Email: <a href="mailto:alison.delphin@awh.org.au">alison.delphin@awh.org.au</a></b>

### **BRIEF DESCRIPTION OF PROJECT**

The Recovery Hub is unique website that is strength focused, promotes hope, choice and self-responsibility through providing up to date information and practical strategies for people in the community to manage their mental health and wellbeing. The site aims to be a hub of information and resources on recovery, recovery oriented practice, and self-help strategies. Developed by Wodonga Adult Mental Health Service, it began as a resource for services and a hub for recovery-oriented practice information. However, with community and service user consultation and feedback, it developed into a comprehensive health promotion tool, to meet the needs of people living in the community and people who may be experiencing mental health distress. Currently being view on a local, national and international level with over 30 countries having accessed the website across the world, it is reviewed and updated regularly to ensure it continues to meet the needs of the community.

### **BACKGROUND DESCRIPTION OF ORGANISATION**

The Wodonga Campus Adult Community Mental Health Service (ACMHS) of Albury Wodonga Health services a geographical area that includes the City of Wodonga, and the rural shires of Indigo, Towong and the northern section of the Alpine Shire. This area has a total population of approximately 66,700 people. ACMHS provides clinical treatment services that consist of crisis and initial assessment across 7 days 24 hours per day, case management, rehabilitation and recovery services, and a perinatal emotional health program. There is approximately 45 staff involved in the various service components. The primary funding source is the Victorian State government with a small amount from the Federal government. The annual budget is approximately \$3,650,074. As at March 2013 there were 180 clients active with the assessment and case management components of the service, 8 within the residential rehabilitation and recovery service and 40 with the perinatal emotional health program.

## **CATEGORY 7 PRIMARY CARE / GP BASED**

**SILVER AWARD:                      FINALIST \$1,200**

**APPLYING PROGRAM:                General Practice co-located clinic with Marrickville  
Community Mental Health Service**

**ORGANISATIONS:                    Body Mind & Soul General Practice, NSW  
Sydney Local Health District Community Mental  
Health Service  
Inner West Sydney Medicare Local**

**ADDRESS:                              155-157 Livingstone Rd, Marrickville, NSW 2204**

**CONTACT PERSON:                    Winston Lo  
Phone: 0403 163 868; Fax: 02 9562 0501  
Email: w.lo@unsw.edu.au**

### **BRIEF DESCRIPTION OF THE PROGRAM/PROJECT**

Body, Mind & Soul General Practice is a private bulk-billing clinic co-located with the Marrickville Community Mental Health Service (MCMHS). This clinic was established in 2008 through the collaborative efforts of a GP, Sydney Local Health District (SLHD) and Inner West Sydney Medicare Local (known as Central Sydney GP Network). The service aims to address the health inequity experienced by people living with severe mental illness who are not linked to a GP. This target group have poorer physical health, decreased access to health care services and reduced life expectancy when compared to the wider population. This innovative GP clinic delivers holistic care with a focus on consumers at risk of metabolic syndrome, including diabetes. Close working partnerships between the GP and MCMHS has resulted in earlier detection and intervention of physical health problems, improved care co-ordination and increased access to a range of health services and preventative health interventions.

### **BACKGROUND DESCRIPTION OF ORGANISATION**

The geographical region served by Body, Mind & Soul General Practice mirrors that of MCMHS - suburbs in Sydney's Inner West. Being a solo private general practice located within a state funded health organisation, the funding and administrative model for this clinic has needed to be innovative. Sole funding by Medicare for this bulk-billing service ensures consumers incur no out-of-pocket expenses. SLHD provides the infrastructure at no cost, including use of a consultation room, medical equipment, nursing and administrative support. IWSML provides support for practice management and information systems. The clinic currently has 200 active consumers registered, who can attend standard 30 minute appointments with the GP. The solo GP also organises Medicare billings and system for consumer recalls. This model of primary health care has been replicated in other community mental health services, and received 1<sup>st</sup> place in the SLHD 2011 Quality Awards (Mental Health category).

## **CATEGORY 8 SPECIAL ACHIEVEMENT**

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

**APPLYING PROGRAM:**       **Authors at Any Age**

**ORGANISATION:**           **Starrett Lodge, UnitingCare Ageing Hunter Central  
Coast, NSW**

**ADDRESS:**                   **7 Myall Road, Garden Suburb NSW 2289**

**CONTACT PERSON:**         **Colin McDonnell**  
                                     **Phone: 02 43938800; Fax: 02 43938850**  
                                     **Email: colin.mcdonnell@uchunter.org.au**

### **BRIEF DESCRIPTION OF SERVICE**

Women worldwide connect around the kitchen table imparting wisdom and shared meaning through story telling. The book, 'A Long, Long Look Back' was conceived around the kitchen table of Starrett Lodge by 13 residents with an average age of 87 and diagnoses including dementia and depression. Advice and research was sort from experts including Helga Merl, Nurse Practitioner Dementia, Dr Barrett, Geriatrician & the Alzheimer's Association Librarian. Using the communication enhancement model, the project involved much exchange of stories, laughing and crying. Taking over 12 months to write, the Authors glow with excitement talking about the book and its launch in March 2012. Positive outcomes remain for residents, staff and families. One daughter commented "I connect more with mum after reading her story. It assisted mum recapture her memories and lifted her depression." A project DVD is used to train staff both locally and as far as La Trobe University.

### **BACKGROUND DESCRIPTION OF ORGANISATION:**

As a service group of UnitingCare NSW. Unitingcare Ageing is responsible for the Uniting Church's ministry for older people, particularly those who are disadvantaged, vulnerable and isolated. With around 14,000 people in our care, UnitingCare Ageing is the single largest provider of aged care services in NSW and the ACT. We seek to provide positive lifestyle choices for older people living in Residential Care and the community that result in enriching and fulfilling lives. Our services are delivered in a Christian context characterised by compassion and love for all. Our team of chaplains and Pastoral Care workers also provide comfort, counselling and advocacy for residents, clients, families, volunteers and staff as a holistic expression of care

## **CATEGORY 8 SPECIAL ACHIEVEMENT**

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

**APPLYING PROGRAM:**           **MH-CoPES, NSW CAG**

**ORGANISATION:**               **NSW Consumer Advisory Group – Mental Health Inc;  
Ministry of Health and INFORMH**

**ADDRESS:**                       **Suite 501, 80 William St, East Sydney NSW 2011**

**CONTACT PERSON:**           **Peri O’Shea  
Phone: 02 9332 0200; Fax: 02 9332 0299  
Email: poshea@nswcag.org.au**

### **BRIEF DESCRIPTION OF RESOURCE**

The Mental Health Consumer Perceptions and Experiences of Services (MH-CoPES) places consumers at the very centre of continuous improvement within mental health services. From its inception in 2004 to now, strong partnerships have been forged between consumers and service providers in their shared goal to improve services. The 4 steps of the MH-CoPES Framework, which includes an ‘Action and Change’ step, single out MH-CoPES as a continuous improvement process, actively involving consumers, rather than just collecting data from consumers. MH-CoPES benefits include: meaningful consumer participation; consumers and staff working as partners; building better relationships between staff and consumers and more transparent services. NSW CAG was funded by NSW Health from July 2004 to June 2012 to work with consumers and other stakeholders to design, implement and support the MH-CoPES Project. MH-CoPES is now fully operational, functioning in all NSW Public Mental Health Services. All stages of MH-CoPES were underpinned by consumer participation, from planning through to evaluation.

### **BACKGROUND DESCRIPTION OF ORGANISATION**

NSW CAG is the independent, state-wide peak organisation for people with a lived experience of mental illness (consumer) in NSW. We work with consumers to achieve and support systemic change. NSW CAG’s vision is for all consumers to be able to participate meaningfully in society and to experience fair access to quality and recovery focused services which reflect their needs. We work from the premise that the participation of consumers results in more effective public policy and facilitates individual recovery. NSW CAG currently has 6.8 FTE Staff, 200 members and 1341 Network NSW Subscribers. NSW CAG is governed by a Board of Trustees which currently consists of 7 consumers and 1 carer. NSW receives core and project funding through the Mental Health and Drug and Alcohol Office (MHDAO), NSW Ministry of Health. In 2011-12 our annual income was \$ 982,324.

## **CATEGORY 8 SPECIAL ACHIEVEMENT**

**SPECIAL JUDGES AWARD: FINALIST \$750  
PARTNERSHIP PRACTICES**

**APPLYING PROGRAM and ORGANISATION:** Mental Health Law Centre (WA) Inc

**ADDRESS:** 96-98 Parry Street, Perth WA 6000

**CONTACT PERSON:** Sandra Boulter  
Phone: 08 9328 8266; Fax: 08 9328 8577  
Email: office@mhlcwa.org.au

### **BRIEF DESCRIPTION OF RESOURCE**

The Mental Health Law Centre (WA) Inc. is an independent, non-government community legal centre located in Western Australia. Before the Centre's establishment in 1996, there had been no dedicated facility in WA through which people detained in authorised psychiatric hospitals could obtain free expert legal advice and representation. The Centre is the only community legal centre in WA, which specialises in legal assistance to people with a mental illness. The Centre is uniquely placed to observe the discrimination and breaches of human rights encountered by its client base, through its criminal court and board/tribunal advocacy, and its community education program. Our specialist knowledge translates into law and policy reform submissions on the basis of coal face experience. The Centre promotes *Justice, Fairness and Equity* for people with a mental illness - for the benefit of people with a mental illness, their families and the wider Western Australian community.

### **BACKGROUND DESCRIPTION OF ORGANISATION**

2011-2012: The Centre provided legal advice/representation services (primarily court/tribunal work, and complaints) to 839 clients (560 open files/3508 advices/information); presented 65 education presentations to 1,499 attendees, distributed 14,946 plain English guides (12 publications) and made 24 law reform submissions. The Centre's referral service (471 referrals) promotes networking between the Centre, and other community legal centres and WA mental health services. The Centre's state wide community education program promotes understanding and demystification of mental health laws, and encourages the de-stigmatisation of mental illness. The Centre's limited budget (demand greater than supply) is from funds sourced from current grants, which include from the WA Attorney-General, the WA Law Society's Public Purposes Trust, Lotterywest and the Mental Health Commission.

## **EXCEPTIONAL CONTRIBUTION TO MENTAL HEALTH SERVICES IN AUSTRALIA or NEW ZEALAND**

**JOINT AWARD WINNER:                    Margaret Leggatt  
VIC**

### **BRIEF DESCRIPTION OF THE AWARD RECIPIENT**

Dr. Margaret Leggatt has been a passionate and tireless advocate for the improvement of state, national and international mental health service and provision for the past 40 years. Dr Leggatt's hard work and determination to help de-stigmatize mental illness, promote involvement of families and carers in the treatment and care planning and decision making for people with a mental illness and her advocacy on behalf of carers are unparalleled. Apart from her numerous publications, Margaret has recently resourced and assisted in the development and of the "Families as Partners in Mental Health" training course and continues to be in demand to deliver this training to mental health staff and undergraduates. Margaret's personal qualities of compassion and empathy coupled with her spirit and zest for life underpin her career accomplishments.

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.

## **EXCEPTIONAL CONTRIBUTION TO MENTAL HEALTH SERVICES IN AUSTRALIA or NEW ZEALAND**

**JOINT AWARD WINNER: Anne Helm  
Wellington, New Zealand**

### **BRIEF DESCRIPTION OF THE AWARD RECIPIENT**

Anne Helm has worked tirelessly to highlight psychiatric abuse and advocate for change within mental health services in New Zealand. Anne has been at the forefront of the consumer movement in New Zealand for over thirty years and remains as passionate about the issues today, devoting time and energy to the cause of recovery and resolving issues from the past.

Anne's work includes:

- Panel member of the Confidential Forum for Former Inpatients of Psychiatric Hospitals established by the New Zealand Government.
- Subsequent advocacy for a government response to the Forum findings including appearing in the *Mental Notes*
- Advocacy and advisory work at local and national level
- Work to promote the elimination of seclusion within mental health services in New Zealand.
- Mentoring and supporting the next generation of consumers

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 2013

#### 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 2013 there were 29 entries received for the three media categories.

The entries were rated on the following criteria:

Understanding that journalists work within limitations and acknowledging the diversity of media outlets and their impact and reach, entries are assessed against the following criteria:

1. The entry has been well researched and is factually accurate.
2. The content of the entry is sufficiently complete and balanced to impart a broad understanding of the issues.
3. Guidelines for reporting of mental health matters are taken into account.

Australia - Mindframe guidelines

New Zealand - Suicide Prevention and Like Minds, Like Mine:

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.

## BROADCAST MEDIA

**WINNER**                                 **\$2,500**

**ENTRY:**                                 **Youth Mental Health –  
‘Young Minds – the Highs & Lows’ and  
‘I Hurt Myself – the secrecy of self harm’  
All in the Mind**

**WINNER:**                                 **Lynne Malcolm  
Producer and Presenter**

**ORGANISATION:**                     **ABC Radio National**  
**ADDRESS:**                               **Ultimo Sydney**

**CONTACT PERSON:**                 **Lynne Malcolm  
02 8333 1396  
Email: malcolm.lynne@abc.net.au**

### DESCRIPTION OF ENTRY:

This entry consists of 2 programs focussing on raising awareness about the science, the best treatment and the reality of mental health issues affecting young people, as well as breaking down the stigma associated with mental health issues. The first “I hurt myself – the secrecy of self harm” traces a young woman’s personal experience and insight into her own self harming behaviour and the working relationship she has developed with a psychiatrist who specialises in the field. Together they are working to improve the understanding and treatment of people who self harm. We also hear about the biological and psychological processes involved in the behaviour. The second program “Young Minds, the Highs and Lows” acknowledges that adolescence and young adulthood is the time when people are at greatest risk of developing a mental illness. We hear the personal stories of two young men and how they have been helped by the early intervention mental health services – Headspace and Orygen Youth Health. The latest theories, emphases and approaches to youth mental health are discussed by leading figures in the field.

### BRIEF C.V. OF KEY PERSON

Lynne Malcolm is Executive Producer of Radio National’s Science Unit. She is also producer and presenter of the program *All in the Mind*. She has a Bachelor of Arts degree in Psychology & Education from Sydney University and a Graduate Diploma in Communications from the University of Technology Sydney. She has worked in radio journalism, production and feature making for over 25 years across a range of different subject matters – but her passion is broadcasting about the human stories connected to the mind, the brain and behaviour. Lynne has received a number of awards for her work in radio including Bronze & Gold Medals in the New York Radio Festivals International Awards, the Michael Daley Award for Journalism in Science, finalist status in the Eureka Awards and she has won the radio award from the NSW Mental Health Services for a 2 part series on Schizophrenia.

**PRINT MEDIA**

**WINNER** **\$2,500**

**TITLE:** **Ending the Suicide Silence**

**ORGANISATION:** **The Border Mail**

**ADDRESS:** **PO Box 491  
Wodonga VIC 3690**

**CONTACT PERSON:** **Di Thomas  
Email: [di.thomas@bordermail.com.au](mailto:di.thomas@bordermail.com.au)**

**DESCRIPTION OF ENTRY:**

For more than a year, The Border Mail deliberated over how it could tackle suicide. Former editor Heath Harrison spoke with the family of 15-year-old schoolgirl Mary Baker, who took her own life in March 2011, about how the newspaper could start a community conversation about suicide. After many months of consultations with families affected and leading authorities, we launched our Ending the Suicide Silence Campaign on Saturday, August 4, 2012, an initial week-long campaign telling personal stories of those affected by suicide, examining the mental health system and lobbying for better services and support. A butterfly campaign for federal funding to establish a headspace centre at Albury-Wodonga followed and the community now awaits the outcome of the announcement of the next tranche of funding for headspace, expected before July 2013.

The Ending the Suicide Silence campaign was an entire newsroom effort, initially led by former editor Heath Harrison, who left The Border Mail in October 2012 to take up a position with the Newcastle Herald. The deputy editor, Di Thomas, who also been involved in the campaign, is now the editor. Ongoing contributions to the campaign have been made by the reporters, photographers, sub-editors and artists from our newsroom.



## **SPECIAL MEDIA ACHIEVEMENT AWARD RURAL FOCUS**

**JOINT WINNER****\$1,250****TITLE:****Glove Box Guide to Mental Health****ORGANISATION:****The Land newspaper****ADDRESS:****PO Box 999  
North Richmond, NSW 2754****CONTACT PERSON:****Roland Cowley  
Email: [roland.cowley@fairfaxmedia.com.au](mailto:roland.cowley@fairfaxmedia.com.au)****DESCRIPTION OF ENTRY:**

As mental health is currently recognised as one of the major health issues currently facing farmers and the general public; this set the basic platform for The Land to produce a 'special publication' that would assist us in bringing to our readers, partnering sponsors and specialist organisations the important factors about mental health issues. This special project resulted in a highly informative "Glove Box" Guide booklet that gave families a closer insight into what signs to look for, how to recognise them early, what assistance and support groups there are available for consultation, plus feature stories of those who have suffered and have come out the other side and are living more normal lives today. This 56 page stitched & trimmed quarto magazine was produced on '75 M-Brite' stock and has been accepted as a most worthy project not only by readers, advertisers, sponsors and specialist industry organisations, along with NSW Government Health and Primary Industries Ministers – who have sent their accolades and thanks for such a worthy project. Advertiser and sponsor feedback has been exceptional and are totally supportive and were very proud to be part of the project. Since the guide was published, The Land has partnered with NSW Farmers Association (who work with RUOK), to sponsor a monthly page on mental health updates, as well as readers participate with monthly online blogs with The Land's editor and specialist personnel/therapists from Rural Adversity Mental Health Program (RAMHP).

**BRIEF C.V. OF CONTACT PERSON**

Roland Cowley have been involved in the print media industry since 1972 involved in advertising/client promotion with bi-weekly, provincial dailies and over the past 30 years specialist trade and agricultural publications. This project sparked my interest some 2-3 years ago whilst searching for a good corporate citizen and last October it came together.

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	Julie Millard	New South Wales
	Martin Orr	New Zealand
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	Janet Watterson	New South Wales
	Barbara Wieland	South Australia

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	Eli Rafalowicz	Victoria
	Cath South	Victoria
	Robyn Thompson	Victoria