

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

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

**SERVICE & MEDIA
AWARDS
2000**

**Funded By
The Commonwealth Department of
Health And Aged Care
&
The New Zealand Health Funding Authority**

AUSTRALIAN AND NEW ZEALAND MENTAL HEALTH SERVICE AWARDS

CONTENTS

	<i>Page No.</i>
Assessment Committee Members (Service Awards)	3
Background	4
 CATEGORY 1	
Gold Northern Area Mental Health Service, VIC	5
Silver Southern Area Mental Health Service & SE NSW Division of General Practice Integrated Care Project	6
 CATEGORY 2	
Silver The Redbank House Early Psychosis Program, NSW	7
Bronze Intensive Rehabilitation Service, WA	8
Bronze MASH Trust, NZ	9
 CATEGORY 3	
Gold Consumer Consultants Project, Middle South, VIC	10
Silver Culturally and Linguistically Appropriate Carer and Consumer Support Groups, NSW	11
Bronze Consumer Enfranchisement Project: Eastern Consumer Advisory Group, SA	12
 CATEGORY 4	
Gold Shoalhaven Aboriginal Suicide Prevention Project, NSW	14
Gold Adolescents Coping with Emotions Program (ACE), NSW	15
 CATEGORY 5	
Gold Remote Mental Health Team, Central Australian Mental Health Service, NT	16
Gold Substance Use and Mental Illness Treatment Team	17
Silver Boarding House Team, NSW	18
Silver Lotofale: Pacific Island Mental Health Service	19

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

CONTENTS

	<i>Page No.</i>
CATEGORY 6	
Tied	
Winners Simon Champ	
 Janet Meagher	20
SPECIAL EVALUATION AWARD	
 Adolescents Coping with Emotions Program (ACE), NSW	21

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

Background	22
Assessment Committee Members (Media Awards)	22
BROADCAST MEDIA	
Mental Health Series, Mercury Television, NZ	23
PRINT MEDIA	
“Voices in the Dark”, Good Weekend	24

SERVICE AWARDS

ASSESSMENT COMMITTEE MEMBERS

Chair:	Dr Roger Gurr	New South Wales
Deputy Chair:	Lynne Dunbar	New South Wales
Members:	Alison Taylor	New Zealand
	Andy Campbell	New South Wales
	Anne Olsen	Victoria
	Bill Dahl	New Zealand
	Daniel O'Connor	Victoria
	Deborah Howe	New South Wales
	Denise Ryan	Queensland
	Douglas Holmes	New South Wales
	Dr Graham Martin	South Australia
	Dr Kalyanasundaram	Queensland
	Dr Murray Patton	New Zealand
	Dr Noel Renouf	Victoria
	Helen Butler	New Zealand
	Jan McMahan	South Australia
	Jill Gray	Victoria
	John Farhall	Victoria
	Kym Scanlon	New South Wales
	Leonie Manns	New South Wales
	Sandy Tait	Western Australia
	Merinda Epstein	Victoria
	Nick Kowalenko	New South Wales
	Robert Bland	Tasmania
	Robyn Humphries	Victoria
	Sam Jansons	South Australia
	Sheryl Carmody	Western Australia
	Te Aniwa Tohovaka	New Zealand
	Tony Colechin	New South Wales
	Tony Ovadia	New South Wales

BACKGROUND

The Mental Health Service Award program began in 1992 and it is designed to reward and publicise services that have shown innovation and excellence. However, 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 us with. We do not have the resources for systematically reviewing all services. Apart from the written material supplied, we do contact people who are likely to know if a service is genuine. The applications were assessed by six committees, drawn from different disciplines and consumers, who are geographically spread around Australia and New Zealand. The Chairperson also scores the programs, when necessary, if there is a conflict of interest. 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.
3. Evidence that the program has involved consumers in planning and management.
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. How can you 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 2000 there were 76 applications received for the following categories:

1. INTEGRATED LOCALITY BASED SERVICE
2. REHABILITATION/RECOVERY PROGRAM OR SERVICE
3. CONSUMER/CARER PROGRAM OR SERVICE
4. MENTAL HEALTH PROMOTION OR MENTAL ILLNESS PREVENTION PROGRAM OR PROJECT
5. SPECIALIST SERVICE OR PART OF A LARGER SERVICE
6. EXCEPTIONAL CONTRIBUTION TO MENTAL HEALTH SERVICES IN AUSTRALIA OR NEW ZEALAND

The money awarded and expenses were generously granted by the Australian (\$AUD50,000) and New Zealand (\$NZ10,000) 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
INTEGRATED LOCALITY BASED SERVICE**

AWARD: **SILVER \$2,000**

APPLYING PROGRAM: **Integrated Care Project**

FACILITY: **Southern Area Mental Health Service & SE NSW Division
Of General Practice**

ADDRESS: **PO Box 855, Batemans Bay, New South Wales 2536**

CONTACT PERSON: **Ms Tina Philip
Telephone: (02) 4472 9311 Fax: (02) 4472 9236**

DESCRIPTION OF FACILITY:

Southern Area Mental Health Service (SAMHS) covers a wide geographic area in the south-east quadrant of NSW, stretching from Young to Eden and the Victorian border. It includes a large number of remote rural locations that are isolated from specialist services. There is only one 20 bed inpatient facility that is located in Goulburn and is between 350 to 400 kilometres (4 to 5 hours travel by road) from these areas. The largest towns are Goulburn, Queanbeyan, Batemans Bay and Bega.

It has three administrative sectors – the Southern Tablelands, Monaro and the South Coast and nine principal Mental Health Centres. The Service employs a total staff of about 130, serves a population of slightly less than 200,000 and has a current case load of well over 1,000 active clients.

SAMHS is almost completely congruent with the South-East NSW Division of General Practice with approximately 160 GPs.

BRIEF DESCRIPTION OF SERVICE OR PROJECT

The joint project was developed following a “Needs Analysis” of GPs, MHS staff, consumers and carers identified expressed and inferred needs for improved communication, better processes for accessing services, greater knowledge and understanding of roles and responsibilities.

For the first time, either in Australia or abroad, the ‘basis’ or minimum standards of partnership and shared care, detailing what MHS and GPs could reasonably expect of each other, and how they were to be researched, designed, implemented, monitored and evaluated, were identified. These standards have been widely recognised as standards of best practice. (NSW Centre for Mental Health, Integration Support and Evaluation Resource Unit and the Alliance of NSW Divisions).

SAHS and the DGP developed and annually endorse a Memorandum of Understanding. This was the first of its kind in NSW.

There is evidence of significant improvement in communication and collaboration between MHS and GPs through the implementation of the standards and the development of sound mechanisms for ongoing monitoring and review.

**CATEGORY 2
REHABILITATION/RECOVERY PROGRAM OR SERVICE**

AWARD: **SILVER \$2,000**

APPLYING PROGRAM: **The Redbank House Early Psychosis Program - REPP**

FACILITY: **Department of Child, Adolescent and Family Psychiatry**

ADDRESS: **Redbank House, Westmead Hospital, Institute Road,
Westmead, New South Wales 2145**

CONTACT PERSON: **Zareena Anantharaman
Telephone: (02) 9845 6577 Fax: (02) 9891 5690**

DESCRIPTION OF FACILITY:

Redbank House – Westmead Hospital & Community Health Services – Department of Child, Adolescent and Family Psychiatry – a unit of Western Sydney Area Health Service.

Redbank House deals with a wide variety of psychiatric and complex psychosocial disorders occurring during childhood and adolescence. We aim to provide treatment in the least restrictive, most normative environment. Our highest priority is the day programs, where the child or adolescent attends every day but lives with their family. However, we also offer inpatient hospitalisation. We also provide outpatient service for follow-ups after their discharge from Redbank House. Western Sydney and Rural NSW, out of area referrals can be negotiated especially when supported by the area Child Mental Health Service. Admission to Acute Adolescent Unit can be from any state health region.

BRIEF DESCRIPTION OF SERVICE OR PROJECT

Redbank House Early Psychosis Program (REPP) established in January 1977 with 3 aims:-

1. To provide a safe and less restrictive alternative to hospitalisation for adolescents who are acutely psychotic or recovering from a psychotic illness.
2. To facilitate the integration of adolescents back into their mainstream school and also to get support from the community based programs.
3. To involve the family early in the course of the adolescent's treatment.

This program is developing a neuropsychological rehabilitation model based on identifying specific neurophysiological and neuropsychological deficits in early psychosis and putting in place an individual program of cognitive rehabilitation implemented in the classroom.

The treatment strategies include appropriate pharmacological management, provision of structured activities encompassing relaxation, social skills training, recreation, and health education, individual as well as family therapy and also formulating an individual educational program in collaboration with the adolescents main stream school or vocational facility. Multidisciplinary team consists of not only a Psychiatrist, Social Worker, Neuropsychologist, Psychiatric Nurse but also a Teacher which makes this program very unique.

**CATEGORY 2
REHABILITATION/RECOVERY PROGRAM OR SERVICE**

AWARD: **BRONZE \$1,000**

APPLYING PROGRAM: **Intensive Rehabilitation Service**

FACILITY: **Fremantle Hospital and Health Service Directorate of
Mental Health Services and Peel and Rockingham
Kwinana Mental Health Service**

ADDRESS: **PO Box 480, Fremantle, Western Australia 6959**

CONTACT PERSON: **Angela Piscitelli
Telephone: (08) 9527 9299 Fax: (08) 9527 9956**

DESCRIPTION OF FACILITY

The Intensive Rehabilitation Service provides mental health services across two Health Service areas, with a total catchment population of 303,000 (18% of the total WA population). The catchment area is located 20-130km south of Perth and includes metropolitan and rural areas. The Service is staffed by 9 mental health professionals, 0.5 FTE Psychiatric Registrar, 0.7 FTE Consultant Psychiatrist and 1 Administrative Officer with a total budget of \$810,000. There are currently 95 active clients, who are chronically ill, have complex support needs and a high level of disability.

BRIEF DESCRIPTION OF SERVICE OR PROJECT

The Intensive Rehabilitation Service was established out of increasing concern surrounding the treatment of people with severe long term mental illness. The Service operates on a multidisciplinary intensive case management model.

Evaluation is an integral part of this Service and a comprehensive computer package (PROES) has been developed to provide instant access for case managers to track clients' psychiatric and social functioning over time.

A detailed review of the utilisation and cost effectiveness of the Intensive Rehabilitation Service has been undertaken. This research demonstrated a reduction in inpatient contact of 36.8% for those receiving intensive case management compared to matched controls receiving standard treatment, as well as a net savings of \$801,475 over 2 years. This research was peer reviewed and consequently published in the Australian and New Zealand Journal of Psychiatry. Related research into treatment fidelity received a Young Scientist Award at the 10th Biennial Winter Workshop on Schizophrenia in Switzerland.

**CATEGORY 2
REHABILITATION/RECOVERY PROGRAM OR SERVICE**

AWARD: **BRONZE \$1,000**

APPLYING PROGRAM: MASH Trust

FACILITY: MASH Trust

ADDRESS: PO Box 157, Palmerston North, New Zealand

CONTACT PERSON: Brad Grimmer
Telephone: 0011 64 6 356 6818 Fax: 0011 64 6 358 6148

BRIEF DESCRIPTION OF FACILITY

MASH Trust operates a regional service offering a wide range of community based residential and rehabilitation services for people with long term psychiatric disability based upon a recovery philosophy. The Trust's activities extend across the lower North Island of New Zealand from Taihape to Wellington with a head office based in Palmerston North. This area falls broadly within the regional boundaries of two Hospital Services, MidCentral Health and Capital Coast Health. It further encompasses the tribal boundaries of Ngati Raukawa. MASH's current service is characterised by formal partnerships with a variety of stake holders, including consumers Maori, the acute care facilities as well as Massey University and two local Polytechnics. With a current operating budget of just over 4 million dollars, the Trust receives funds from several sources; HFA 78%, Work and Income New Zealand 18%, Philanthropics 4%. Current client numbers active total 150 supported by 122 staff. Up to 45 consumers are active in employment, some directly within the Trust and some in community supported employment schemes run by the Trust.

BRIEF DESCRIPTION OF SERVICE

From its earliest days MASH Trust has embraced a philosophy of empowering consumers through their active involvement in decision making and participation at all levels of the organisation, including governance at Board level, meetings with staff at operational level, and direct management of consumer run initiatives such as the large central city drop in centre. This partnership approach is taken so seriously that it has been formally enshrined in the Trust's legal Constitution.

Recently the Trust extended its existing of services to include joint venture partnerships with Ngati Raukawa for vocational services, MidCentral Health for a pilot dual diagnosis with Ngati Raukawa for vocational services, MidCentral Health for a pilot dual diagnosis service new to New Zealand, and Palmerston North City Council for expanded residential opportunities in independent living. Finally, the Trust works in partnership at tertiary level for postgraduate mental health nursing, qualifications, and for support worker, social worker, and trainee nurses in providing training, preceptorship and placement opportunities for staff, whether consumers or non-consumers. Each of these initiatives are aimed at promoting improved quality of life for consumers by infusing the recovery model throughout all Trust activities in direct partnership with consumers.

**CATEGORY 3
CONSUMER/CARER PROGRAM OR SERVICE**

AWARD: GOLD \$3,000

APPLYING PROGRAM: Consumer Consultants Project
FACILITY: Middle South Adult Mental Health Service
ADDRESS: 270 Clayton Road, Clayton, Victoria 3168
CONTACT PERSON: Ms Jude Stamp
Telephone: (03) 8541 6333 Fax: (03) 8541 6311

BRIEF DESCRIPTION OF FACILITY

The Consumer Consultants Project, based at the Clayton Community Mental Health Service, is part of the Middle South Adult Mental Health Service. The Service has an outreach to the middle south suburbs of Melbourne, Victoria, encompassing the Monash Medical Centre, Clayton and Southern Community Mental Health Services and the Community Care Units in Moorabbin. Potentially, the Service has an outreach to an estimated 215,000 people. Annual funding of \$28,000 for the Consumer Consultants Project is provided through the Department of Human Services, Southern Region, and covers two part-time salaries, on-costs and consumer-oriented activities. The Consultants are actively involved with service providers, management and staff across the service, and have direct contact with approximately 60-70 service users on a weekly basis. The Consultants reach a broader audience through meeting with consumers, local community organisations, forums and a bi-monthly newsletter.

BRIEF DESCRIPTION OF SERVICE OR PROJECT

Effective communication of consumer needs, capable representation to Management, and vigorous promotion of consumer rights – these are the essence of a Consumer Consultant Project in Melbourne’s Middle South Adult Mental Health Service. The Consultants have fostered genuine co-operation between themselves and staff, represent the consumer voice on the Adult Psychiatry Management Team and make recommendations to a number of key committees. As consumers themselves, they organise groups based on communication and education that work for consumers. The groups uniquely allow expression of consumers’ experiences in an informal, therapeutic atmosphere. Among the Consultants’ successful projects has been a Forum, which attracted around 140 participants and enhanced the relationship between consumers and their GPs. They are planning a further Forum in October entitled “*Mental Illness: A Recovery Approach*”. They believe their Project has made an appreciable difference to consumers’ lives.

**CATEGORY 3
CONSUMER/CARER PROGRAM OR SERVICE**

AWARD: SILVER \$2,000

APPLYING PROGRAM: Culturally and Linguistically Appropriate Carer and Consumer Support Groups

FACILITY: NSW Transcultural Mental Health Centre

ADDRESS: Locked Bag 7118, Parramatta BC, New South Wales 2150

CONTACT PERSON: Myong De Conceicao and Vicki Katsifis
Telephone: (02) 9840 3800 Fax: (02) 9840 4180

BRIEF DESCRIPTION OF FACILITY

The Transcultural Mental Health Centre (TMHC) was established in 1993 and is the first service of its kind in NSW. It was set up in response to growing awareness and concern over the difficulties facing people of non-English speaking background (NESB) in accessing and using mental health services and the impact of culture and language on the experience, treatment and service provision for people of NESB. The Transcultural Mental Health Centre draws on the expertise of the community, mental health services, consumers/carers and tertiary institutions through its subcommittee structure and its overall direction is managed by a steering committee. It is funded by the state government. The work of the TMHC comprise consumer and carer projects, research, clinical services, training in transcultural mental health, promoting the development of multilingual resources and mental health promotion.

BRIEF DESCRIPTION OF SERVICE OR PROJECT

The support groups aim to empower consumers and carers from different cultural backgrounds to run their own self help groups in a manner they feel is culturally and linguistically appropriate and would provide them with the support they need to share their expertise and support each other through the recovery process.

Working in partnership with community organisations, TMHC consumer and carer subcommittees and mental health services to establish working groups for each community to understand and empower them to set up self help groups, by:

- Consulting consumers and carer participants through bilingual facilitators
- Setting up a group leader's network to debrief group facilitators
- Setting up support group leadership skills training for consumers/carers to empower them to co-convene or run the groups

The consumer and carer project officers act as resource persons and co-ordinate any support for group establishment and functioning.

Fourteen support groups have been established and are available to provide support for consumers/carers on mental health issues. The support groups also provide a friendly atmosphere which foster learning experiences, promote increasing trust in the mental health system and increase of self esteem through either facilitating groups or involvement in activities. A multi cultural self help group is provided for second generation consumers and any members of the community who wish to attend a group that is not specifically in their language but is also sensitive to issues of culture.

**CATEGORY 3
CONSUMER/CARER PROGRAM OR SERVICE**

AWARD: BRONZE \$1,000

APPLYING PROGRAM: Consumer Enfranchisement by ECMHS – Eastern Consumer Advisory Group

FACILITY: Eastern Consumer Advisory Group

ADDRESS: 14 Felix Street, Felixstowe, South Australia 5072

**CONTACT PERSON: Gerald Graves
Telephone: (08) 9366 8400 Fax: (08) 8365 2085**

BRIEF DESCRIPTION OF FACILITY

The Eastern Consumer Advisory Group (ECAG) is a group that has been working in partnership with the Eastern Mental Health Service to achieve excellence in mental health care for adult consumers and members of the community. This is being achieved through a community development program known as 'Consumer Enfranchisement'. It entails a partnership that has enabled the parties to work closely together to establish organisational processes and effective support systems to achieve organisational goals. The strength of the Partnership has been the commitment of both ECAG & ECMHS to consumer enfranchisement and the establishment of an ECAG Office and ECAG Budget. The planning for the ECAG office and budget took one year and both came to fruition in 1999/2000 resulting in a fully resourced and functional ECAG office being established at the Royal Adelaide Hospital with support centres at Felixstow, Enfield and College Park. The first ECAG budget has been set at \$4,800 and is jointly managed by ECAG & ECMHS, with support from ECMHS accountant and administrative officer. The current membership of ECAG is 10 with plans to invite carers to become members of ECAG from June 2000.

BRIEF DESCRIPTION OF SERVICE OR PROJECT

The Eastern Consumer Advisory Group held its inaugural meeting in April 1998 to commence the development of a framework to guide Consumer Enfranchisement in ECMHS. The framework provided in The National Mental Health Strategy (including the 1998 – 2003 plan), Mental Health Standards, outcomes of Human Rights and Responsibilities Forums and literature reviews guided the project.

The project has passed through many phases since April 1998 and has seen ECAG develop its philosophical belief, its code of conduct; its constitution and a partnership with ECMHS to guide the group and the organisation in their work. (These are available upon request).

The Partnership enabled ECAG to participate in developing ECMHS Vision and Mission Statement and in reviewing the organisation's clinical practice issues. These included identifying ECMHS core business, confirming the directions of consumer enfranchisement (participation), identifying internal communication issues, leadership and management issues, research and evaluation goals, establishing commitments to broad psychosocial and rehabilitation focus for the organisation, stream lining assessment procedures, enhancing case management processes, improving access and reviewing entry criteria, moving towards a primary health care service committed to health promotion, prevention, education and training.

The outcome of these clinical practice issues resulted in a service structure review and the establishment of a new organisational structure with a new management structure (copies available upon request).

To strengthen the Partnership the Enfranchisement project established mentors. Each consumer representative has a service provider as a mentor and each of the service providers has a consumer as a mentor. This part of the partnership enabled the enfranchisement to influence shifts in attitudes, clinical practices and power differentials between consumer and service provider. The influences occurred naturally, supportively and with achievable equity in participation.

The project has been the auspice of continuing mental wellness for members of ECAG, enabling members to grow in confidence and expertise in consumer advocacy. Enabling them to be role models for other consumers, influencing changes that improved service provision and staff/consumer relationships. Being confident to participate in policy directions for ECMHS, Mental health Services in SA and in the larger community.

In 1999 ECAG & EMCHS has its first joint Planning day with guest speakers from the Department of Human Service and the SA Mental Health Unit. The planning day included evaluation reports of the project Partnership and planning for the next two years. Several objectives have been achieved since then, such as the TAFE accredited training program for ECAG members in management and participation in organisational committees, Public Relations strategy, Consumer Forums, Staff-Consumer Consultant Manual, to mention but a few.

**CATEGORY 4
MENTAL HEALTH PROMOTION OR MENTAL ILLNESS PREVENTION
PROGRAM OR PROJECT**

AWARD: **GOLD \$3,000**

APPLYING PROGRAM: Shoalhaven Aboriginal Suicide Prevention Project

FACILITY: Illawarra Institute for Mental Health
Illawarra Area Mental Health Service

ADDRESS: Illawarra Institute of Mental Health
Faculty of Health and Behavioural Sciences
University of Wollongong, New South Wales 2500

CONTACT PERSON: Professor Frank Deane
Telephone: (02) 4221 4207 Fax: (02) 4221 5585

BRIEF DESCRIPTION OF FACILITY

The Illawarra Institute for Mental Health is a research and training strategic alliance between Faculty of Health and Behavioural Sciences, University of Wollongong; Mental Health Services, Illawarra Area Health Service; Drug, Alcohol and HIV/AIDS Prevention Services, Illawarra Area Health Service. This collaboration has resulted in a rich and dynamic mix of researchers and clinicians from academic and applied service settings. This mix allows research to inform practice and practice to inform research. Whilst theory and ‘basis’ research are highly valued, the research emphasis of IIMH is on clinically relevant applied research. The overall objectives of IIMH are to improve the mental health of the community and its individuals through research and training programs. There is an emphasis on improving quality of life for those affected by mental health or alcohol and other drug related problems.

BRIEF DESCRIPTION OF SERVICE OR PROJECT

The Shoalhaven region has the seventh highest Aboriginal and Torres Strait Islanders population in New South Wales. It has been estimated that the region has an average annual hospitalisation rate for attempted suicide among Aboriginal people, that is four times higher than for non-Aboriginal people. In response to concerns from within the local Aboriginal community about the escalating suicide rate, an early intervention program was developed. Community consultations and “discussion” groups helped identify local perceptions of precipitating factors to suicide, barriers to help-seeking, and a variety of other components considered important for wider dissemination in the community. This information established the basis for the design of a series of ‘community gatekeeper training’ workshops. The project was designed and implemented in a collaborative venture with the Nowra Mental Health Service, Wollongong University and the Shoalhaven Aboriginal community. Innovative components of the workshops included: development of key professionals in the mental health helping system, use of positive and individual “survival maps” for conveying information graphically and providing a take-home resource, and evaluation methods which were integrated into the learning goals of the program. Pre-post workshop assessment revealed an increase in participants’ knowledge about and increase confidence in the ability to identify people who might be suicidal.

**CATEGORY 4
MENTAL HEALTH PROMOTION OR MENTAL ILLNESS PREVENTION
PROGRAM OR PROJECT**

AWARD: **GOLD \$3,000**

APPLYING PROGRAM: **Adolescents Coping with Emotions Program
(ACE)**

FACILITY: **Northern Sydney Area Health Service
Department of Child and Adolescent Psychiatry**

ADDRESS: **Block 4 Level 2 Royal North Shore Hospital
Pacific Highway, St Leonards, New South Wales 2065**

CONTACT PERSON: **Nick Kowalenko
Telephone: (02) 9926 8905 Fax: (02) 9906 8136**

BRIEF DESCRIPTION OF FACILITY

The ACE (Adolescents Coping with Emotions) Early Intervention Program is steered by a collaborative consortium of University, Health Department and Department of Education and Training leaders. Northern Sydney Health has a population of 180,000 young people.

Through networking and intersectoral support, with funding limited to co-ordinating and evaluating their activities, Northern Sydney Health and education professionals have reoriented their work practices to develop and implement the ACE Program in high schools.

ACE is a targeted program, offered only to those students most likely to benefit from joining in.

Fifty (50) local mental health and education professionals have participated in the ACE training program. Since 1998, 1,600 14-16 year olds in 16 local schools (from those sub-areas with the highest population of young people) have undertaken ACE screening for coping skills and negative mood. Of these, 350 students have participated in the intervention groups.

BRIEF DESCRIPTION OF SERVICE OR PROJECT

ACE is a school based group program for students aged 14-16 years. The program helps to develop more effective coping strategies to better handle the many challenges of adolescence. The program runs over eight (8) weeks and teaches the skills required to stay optimistic when facing difficulties. A school counsellor and health worker leads the groups. Student workbooks and group leader manuals guide every step of the program. Program evaluation in sixteen schools completed over the last two years has been very positive. Following participation in the program, students reported significantly increased coping and problem solving skills and significantly decreased levels of depressive symptoms (low mood), including negative thinking patterns. These benefits even continued to expand six months after the program finished. ACE will be trialed in rural areas, special school settings and in clinical services later this year.

**CATEGORY 5
SPECIALIST SERVICE OR PART OF A LARGER SERVICE**

AWARD: SILVER \$2,000

APPLYING PROGRAM: Boarding House Team

FACILITY: Area Mental Health Service
Central Sydney Area Health Service

ADDRESS: PO Box 1, Rozelle, New South Wales 2039

CONTACT PERSON: Tony Ovadia
Telephone: (02) 9556 9313 Fax: (02) 9556 9338

BRIEF DESCRIPTION OF FACILITY

The Central Sydney Area Health Service (CSAHS) covers nine municipalities in the Inner Western Suburbs of Sydney. The area has a population of approximately 450,000 people. There are a number of general hospitals, community health centres and a stand-alone psychiatric facility, Rozelle Hospital. The Area Mental Health Service is one of thirteen clinical service streams in Central Sydney and offers a comprehensive and integrated mental health service. Community Mental Health Centres offering Acute Care Services and case management are located at Glebe, Redfern, Marrickville, Ashfield and Canterbury. Community Rehabilitation is offered through four Living Skills Centres throughout the Area. Specialist area-wide services include the Aboriginal Mental Health Service and the Boarding House Team. There are 240 beds at Rozelle Hospital, 32 beds at the Missenden Psychiatric Unit, Royal Prince Alfred Hospital and 32 beds in the psychiatric unit of Concord General Hospital. The Area Mental Health Service employs a range of mental health professionals and is a leader in involving consumers. It has a Co-ordinator of Consumer Initiatives and a number of Consumer Consultants employed to offer peer support and advocacy both at Rozelle Hospital and in the community.

BRIEF DESCRIPTION OF SERVICE OR PROJECT

The Boarding House Team is a specialist, multidisciplinary team established in 1995 by the Central Sydney Area Health Service with funding from the NSW State government. Its aim was to improve the quality of life and the access to services for residents of boarding houses, which provides accommodation and support for people with psychiatric and other disabilities. This population numbering 1300 people in 1995 had been neglected and exploited. Problems included inappropriate use of high levels of psychotropic medication, poor physical and dental health, poor nutrition, social isolation and very limited access to health and community services including case management. The Boarding House Team, functioning in a highly politicised environment and in a context of major economic and regulatory changes to the boarding house industry managed to put in place comprehensive innovative and creative programs. It utilised integrated physical and mental health care, community development approaches and a strong emphasis on rights of consumers. Its work was one of the factors which influenced government to fund major reforms to the boarding house sector and to provide residents of such facilities in NSW with improved and increased care.

**CATEGORY 5
SPECIALIST SERVICE OR PART OF A LARGER SERVICE**

AWARD: SILVER \$2,000

APPLYING PROGRAM: Pacific Island Mental Health Service (commonly known as Lotofale)

FACILITY: Auckland Healthcare Services Limited

ADDRESS: 11 Sutherland Road, Point Chevalier, Auckland, New Zealand

CONTACT PERSON: David Lui
Telephone: 64 9 815 5371 Fax: 64 9 815 5376

BRIEF DESCRIPTION OF FACILITY

The Pacific Island Mental Health Services (Lotofale) began operation on the 3rd July 1995. It was funded by the Health Funding Authority (HFA) as a one year pilot Community Support Service for Pacific Island consumers in the Auckland Central Area. The service was funded to look after 60 clients of medium to high needs living in the Auckland Central community. We had a staff of six and a budget of about \$380,000. Our service is run by and for Pacific Islanders under the umbrella of Auckland Healthcare Services Ltd. We were the first Pacific Island Community Support Service in NZ. Our task was to 1) improve access of PI people to MH services 2) provide appropriate support for PI clients 3) address issues for high readmission rates. Five years later we are no longer a pilot, we are currently operating with an increased staff level. We have 18 full time and 5 part time staff including 1 full time consumer community support worker and 1 part time consumer representative. We have 171 active clients and our budget is around \$1.5 million.

BRIEF DESCRIPTION OF SERVICE OR PROJECT

The Pacific Island Mental Health Service (known as Lotofale) provides community and cultural support to Pacific Island consumers living in the Auckland Central community. The service works with Pacific Island consumers (and families) of medium/high needs, many of whom were placed there as a result of the deinstitutionalization process a few years before. It was the first such service for Pacific people in NZ. Lotofale not only provides a service of the highest quality but has also developed Models of Health, Assessment Tool and are currently developing an Outcome Measurement Tool for Pacific Island people. Lotofale worked in an integrated way with the mainstream Community Mental Health Centres, Forensic Services, Hospital and private organisations. It received a 3 year accreditation in November 1997 and is on target to receive one this year. It has scored consistently high in the HFA outcomes survey over the past 2 years, an indication of the quality service we deliver to our consumers. Lotofale is recognised nationally in New Zealand as a template for the delivery of culturally appropriate services for Pacific Island people. Lotofale is represented on the Mental Health Commission Pacific Island Advisory Committee as well as on other community committees on mental health.

**CATEGORY 6
EXCEPTIONAL CONTRIBUTION TO MENTAL HEALTH SERVICES IN AUSTRALIA
OR NEW ZEALAND**

NOMINEE: **Simon Champ**

NOMINATED BY: **Anne Deveson**

BRIEF DESCRIPTION OF INDIVIDUAL

Simon Champ has made an outstanding contribution to mental health for many years now. He works tirelessly to help overcome stigma; to work with other consumers in gaining recognition for consumer rights; to lobby governments; to raise community awareness.

He works within the system and without and, by example and initiative, he has been an exceptional advocate for people with a mental illness. He consistently shows great courage in knowingly facing the pressures that follow from his activities and I know when he does have relapses, his humour and resilience in coping with these are quite inspirational.

NOMINEE: **Janet Meagher, AM**

NOMINATED BY: **Desley Casey, Northern Beaches Consumers' Office**

BRIEF DESCRIPTION OF INDIVIDUAL

Janet Meagher, AM, is an exceptional person and has to her credit amazing achievements despite living with a mental illness since her early twenties. At the beginning of a potentially successful teaching career, Janet suffered a severe psychotic breakdown resulting in several admissions to psychiatric hospitals in Sydney over a period of six years.

In the last year of her hospitalisation at Gladesville Hospital, Janet was included in a comprehensive and concentrated rehabilitation programme, which eventually culminated in her commencing a TAFE course in library assistance. She was eventually able to move into the community to one of the hospital supported home units where staff support was gradually withdrawn over time.

Rehabilitation was slow and difficult. Maximum staff support was needed to help her through each painful step. For instance, at first she had to be accompanied on the bus trip from the hospital to the city TAFE but on her first lone journey, her courage deserted her and she got off the bus and returned to the hospital.

Janet eventually completed her TAFE course and was able to take advantage of a sheltered employment scheme in a government department. From there she graduated into community employment, eventually working for some years as a specialist library assistant in a large municipal library.

AUSTRALIAN AND NEW ZEALAND MENTAL HEALTH SERVICE

MEDIA AWARDS 2000

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 is a category for print media and a category for broadcast media.

In 2000 there were 11 entries received for the two media categories.

The entries were rated on the following criteria:

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

The money awarded and expenses were generously granted by the Australian Government and New Zealand Government in recognition of the importance it gives to excellence in media reporting of mental health issues.

MEDIA AWARDS ASSESSMENT COMMITTEE MEMBERS

Chair:	Dr Roger Gurr	New South Wales
Deputy Chair:	Lynne Dunbar	New South Wales
Members:	Dr Warwick Blood	University of Canberra Australian Capital Territory
	Dr Andy Campbell	Consultant Psychiatrist New South Wales
	Ms Fran Cufworth	Herald Sun Victoria
	Ms Barbara Hocking	SANE Australia Victoria
	Mr Lloyd Marsh	Consumer Consultant Western Australia

BROADCAST MEDIA**AWARD** **\$3,000****TITLE:** **Mental Health Series**
Producer: Katie O'Connor
Technical Director: Mike Bartley
Mercury Television**ADDRESS:** **PO Box 708, Invercargill 9500**
Southland, New Zealand**CONTACT PERSON:** **Katie O'Connor**
Telephone: 64 3 214 6900
Facsimile: 64 3 218 6899**DESCRIPTION OF ENTRY:**

These three half hour documentaries were made with the aim of encouraging a more open and positive attitude from the public towards mental illness. Each of the programmes aims at exploring the issues by telling the story of consumers and their families who live with mental illness.

The director of this series aimed to portray the lives of those who suffer with as much sensitivity and honesty as possible.

Documentary 1: Depths of blue – Living with depression

Depths of blue is the story of two womens' lives who suffer from depression. Depression is more common in women than in men. This documentary looks at the issues around living with depression and how it affects these women and their families.

Documentary 2: A Journey through the Tides

Bi Polar Disorder or manic depression as it is known by some is a condition which affects just over one percent of the population. This documentary investigates the illness, the symptoms, the treatment and the characteristics of an illness which was first recognised by the Greeks more than two thousand years ago.

Documentary 3: Out of the Shadows – Into the Sun

This is the story of two people who have schizophrenia. It is an illness which is poorly understood and in many cases feared. Michelle, Peter and their families talk about schizophrenia and how they cope with it in their lives.

PRINT MEDIA**AWARD****\$3,000****TITLE:**

**“Voices in the Dark”
 Story by Janet Hawley
 Good Weekend Magazine, John Fairfax
 Publications**

ADDRESS:

**Good Weekend Magazine
 Darling Park, Level 24, 201 Sussex Street,
 Sydney, New South Wales 2000**

CONTACT PERSON:

**Fenella Souter
 Telephone: (02) 9958 1218
 Facsimile: (02) 9958 1218**

DESCRIPTION OF ENTRY:

“Voices in the Dark” was a feature article published in the Good Weekend magazine on 13 November 1999.

In the words of the writer:

“I knew the word schizophrenia was constantly and widely misused, including by well educated people. I also knew that I didn’t properly understand schizophrenia myself – and I’m supposedly a reasonably well informed person..... I wanted to adopt a positive approach, and find people suffering with schizophrenia who could talk about their lives in a honest, lucid way. I wanted to show that there were people with schizophrenia who were intelligent, engaging, reflective, brave, wittily humorous, and leading productive lives, so readers could feel they could relate to these people.

I avoided putting the main focus on street people, those who aren’t coping well, the cliché victims, because this image needs readjusting. I certainly wanted to address it, and the issue of violence, but decided to do this within the main body of the feature.

I felt it was important to show the effect on families and friends, to encourage more understanding of how it is for them.

The other essential aspect was to encourage early diagnosis, and spread the positive message about modern treatment methods. I was genuinely impressed with many committed people I met and interviewed who were working in the treatment field, so the mood I wanted to convey was one of hope – and it is worth it to keep trying”.

This was an informative, constructive feature which explored schizophrenia. It demystified schizophrenia in an interesting, well-rounded way.