

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

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

**SERVICE & MEDIA
AWARDS
2002**

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AUSTRALIAN AND NEW ZEALAND MENTAL HEALTH SERVICE AWARDS

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SERVICE AWARDS

ASSESSMENT COMMITTEE MEMBERS

Chair:	Roger Gurr	New South Wales
Deputy Chair:	Lynne Dunbar	New South Wales
Members:	Robert Bland	Tasmania
	Stephen Brand	New South Wales
	Sheryl Carmody	Western Australia
	Bill Dahl	New Zealand
	Lynne Dunbar	New South Wales
	Merinda Epstein	Victoria
	Ellie Fossey	Victoria
	Roger Gurr	New South Wales
	Julia Hennessy	New Zealand
	Robyn Humphries	Victoria
	Dr Kalyanasundaram	Queensland
	Robert King	Queensland
	Chris Lloyd	Queensland
	Pam Macdonald	New South Wales
	Janne McMahon	South Australia
	Leonie Manns	New South Wales
	Graham Martin	Queensland
	James Nichol	New Zealand
	Tony Ovidia	New South Wales
	Murray Patton	New Zealand
	Tim Robinson	Victoria
	Cath Roper	Victoria
	Denise Ryan	Queensland
	Kym Scanlon	New South Wales
	Yvonne Selekie	New South Wales
	Sandy Tait	Western Australia
	Andrea Taylor	New South Wales
	Peter Wakeford	New South Wales
	Kerry Webber	ACT

BACKGROUND

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

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 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 2002 there were 57 applications received for the following categories:

- REHABILITATION/RECOVERY PROGRAM OR SERVICE
- CONSUMER/CARER PROGRAM OR SERVICE
- MENTAL HEALTH PROMOTION OR MENTAL ILLNESS PREVENTION PROGRAM OR PROJECT
- SPECIALIST SERVICE OR PART OF A LARGER SERVICE
- SHARED CARE PROGRAM
- QUALITY IMPROVEMENT PROGRAM
- 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
REHABILITATION/RECOVERY PROGRAM**

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

APPLYING PROGRAM: **AMIGOS (Addressing Mental Illness and Giving Others Support)**

ORGANISATION: **The Second Story, Child and Youth Health**

ADDRESS: **57 Hyde Street, Adelaide, SA 5000**

CONTACT PERSON: **Liz Higgs
Telephone: (08) 8326 6053 Fax: (08) 8326 7232
Email: liz.higgs@dhs.sa.gov.au**

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

AMIGOS (Addressing Mental Health and Giving Others Support) is an innovative and collaborative venture that has harnessed the energies of young people as consumers working in partnership with youth health and mental health services to ensure best outcomes for young people requiring support following the experience of mental illness.

The Second Story, A Division of Child and Youth Health developed the Project in 1997, in partnership with young people (Peer Consultants) and the Southern Child and Adolescent Mental Health Services (CAMHS). Both The Second Story and CAMHS are State Government funded agencies. The Second Story provides health promoting services to young people 12-25 years, while CAMHS provides specialised mental health services to children and young people 0-18 years and their families.

The Project works within a Primary Health framework with key service providers and young people. The following activities are fundamental strategies within the Project:

- Community Education
- Health Professional Working Parties
- Hospital Visiting
- Community Support Group
- Peer Education Training

Within the Project, Young People are supported and encouraged to achieve their individual goals and to acknowledge, understand and take control of their mental illness. Further, the Project, through Peer Education Training, provides opportunities for the Young People to develop personal skills and knowledge, which are marketable with in the employment setting.

The principles of partnership and accountability are central to the success of the group and reflect the nature of the relationship between the young people and the mental health professionals involved. Without input from young people the Project would not have achieved so much success.

**CATEGORY 1
REHABILITATION/RECOVERY PROGRAM**

AWARD: **SILVER** **\$1,750**

APPLYING PROGRAM: **Job Supply Personnel**

ORGANISATION: **Prahran Mission**

ADDRESS: **15 Cromwell Road, South Yarra, Victoria 3141**

CONTACT PERSON: **Debra Cazalet**
Telephone: (03) 9827 0555 Fax: (03) 9827 1044
Email: jobs@parhanmission.org.au

BACKGROUND DESCRIPTION OF ORGANISATION:

Job Supply Personnel (JSP) is a disability open employment program funded by Family and Community Services with a budget of approximately \$320,000. We service the inner southeastern suburbs of the Melbourne metropolitan region. JSP employs 6.5 EFT workers comprising a manager, four employment consultants, a marketing consultant and an administration assistant. We currently assist approximately 120 active clients at any one time.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

Job Supply Personnel (JSP) is the employment program of the Prahran Mission, based in the inner south region of Melbourne. Since its inception in 1994, the service has worked exclusively with people with a psychiatric disability who are looking to return to work or need support in their existing employment. In the last few years, many new developments and initiatives have been embarked upon. These have included promoting our work through the media; making strong links with employers to maximise opportunities and support for our clients; opening a clothing library for job seekers and obtaining extensive fashion industry support through donations; forging business partnerships with companies who have given in-kind assistance including free training to our clients and making sound links with community organisations such as Rotary who support our work in various ways. Collaborative partnerships have been established with other mental health service providers to create a training package on psychiatric disability in the workplace for employers and also to continually inform our service in order to achieve best practice. Our work is underpinned by the belief that mental illness is not an impossible barrier to successful employment.

**CATEGORY 2
CONSUMER/CARER PROGRAM OR SERVICE**

AWARD:	GOLD	\$2,500
APPLYING PROGRAM:	COPEs (Carers Offering Peers Early Support)	
ORGANISATION	Eastern Health Mental Health Program and Eastern Access Community Health	
ADDRESS:	PO Box 135, East Ringwood, Victoria 3135	
CONTACT PERSON:	Liz Ward Telephone: (03) 9871 3161 Fax: (03) 9879 6191 Email Elizabeth.ward@maroondah.org.au	

BACKGROUND DESCRIPTION OF ORGANISATION:

The Eastern Health Mental Health Program was formed in February 2001 and comprises Child & Adolescent Services, the Outer East and Central East Adult Area Mental Health Services, Aged Mental Health Services, Spectrum and ASIST State-wide Services and ACCESS Alcohol and Drug Services. The program has an overall EFT of over 350 staff and an operating budget of 40 million. Funding is predominately provided by the Mental Health Branch of the Victorian Department of Human Services. Services are located over 16 sites with the majority being community based.

The Outer East Adult Mental Health Service is located in outer eastern Melbourne, covering four metropolitan municipalities and two rural shires, comprising 800 square kilometres. Services delivered include an Enhanced Crisis Assessment and Treatment Service, a 28 bed Adult Inpatient Unit, two Community Mental Health Services, a Mobile Support and Treatment Service, a Community Care Unit, Consumer Consultant Service and three specialist family/carer programs – Parents in Partnership, the Carers Project and COPEs.

COPEs is governed by a collaborative partnership between Eastern Health Mental Health Program and Eastern Access Community Health.

Eastern Access Community Health (EACH) is a generic Community Health Service located in Melbourne's outer east, and auspices the peak Psychiatric Disability Support Services of the region, including three-day programs, accommodation, employment and a community based leisure support program. EACH also includes a range of primary care services such as counselling, allied health therapies, childcare, as well as gambling support and drug and alcohol support program.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The Carers Offering Peers Early Support (COPEs) program of Eastern Health and EACH is an innovative collaborative program where carers, for the first time, have been employed in paid positions located within a mental health service. Since August 1999 the two part time workers have assisted over 500 family carers to make sense of the traumatic impact of mental illness on the family and to navigate the service system. The majority of carers, who have used the service, when surveyed, rated COPEs as 'extremely helpful' or 'very helpful'.

In response to both carer and worker demand, the program has been extended from the Adult Inpatient Unit to the following locations:

- Two Community Mental Health Centres
- The peak Psychiatric Disability Support Service for the region located on the rural border

The program has a unique feature of the COPEs workers being employed under the local Community Health Service, which affords greater transparency and advocacy opportunities.

Since its inception, COPEs has inspired the development of at least eight other programs across Australia where carers are employed within a mental health service.

**CATEGORY 2
CONSUMER/CARER PROGRAM OR SERVICE**

AWARD: SILVER \$1,750

APPLYING PROGRAM: Rozelle Hospital Consumer Consultants

ORGANISATION Rozelle Hospital, Central Sydney Area Health Service

**ADDRESS: Cottage 18, Rozelle Hospital,
PO Box 1, Rozelle 2039**

**CONTACT PERSON: Helen Lindley Blum
Telephone: (02) 9556 9347**

BACKGROUND DESCRIPTION OF ORGANISATION:

The Rozelle Hospital is a 220 bed mental health in-patient facility. It is accredited and part of the Central Sydney Area Health Service catering to people in the inner west of Sydney. The Consumer Consultants provide a service to three twenty-two bed acute wards, a twenty bed psychogeriatric acute ward, a ten and fifteen bed locked ward, a fifteen bed rehabilitation ward and fifteen beds in rehabilitation cottages. There is a large ethnic population in Central Sydney. We have had Italian and Greek speaking consultants. The team consists of a co-ordinator, working sixteen hours a week, one advocate working sixteen hours an week, and five other advocates working four hours a week each. One advocate who does not feel well enough for face-to-face work spends two hours a month organising the clothing store. The Consumer Consultant budget is approximately \$60,000 per annum.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The Consumer Consultants or Advocates at Rozelle Hospital were the first group of mental health consumers to be employed by a mental health service in Australia to provide support and advocacy to clients in hospital. There are now quite a number of similar groups in NSW and interstate based on this model. Apart from the basic task and ensuring that consumers in hospital are aware of their rights, the group is involved in running gender, educational and leisure groups for patients, in providing advice on hospital policy and in staff education, particularly about what it is like to live with a mental illness. The project is an excellent example of collaboration between professionals and consumers. The Consumer advocates have always gauged their worth on acceptance by consumers in hospital.

**CATEGORY 2
CONSUMER/CARER PROGRAM OR SERVICE****AWARD: BRONZE \$1,000****APPLYING PROGRAM: Horizon Social Club****ADDRESS: 84 Yorktown Road, Elizabeth Park, South Australia 5113****CONTACT PERSON: Alex Robertson
Telephone: (08) 8287 3800 Fax: (08) 8287 4083
Email: club84@internode.on.net****BRIEF DESCRIPTION OF SERVICE OR PROJECT:**

The Horizon Social Club is a weekend club run by people who have experience mental illness, based in the Northern Metropolitan Area in Adelaide S.A. The Club provides activities that create opportunities for adults who experience mental illness to develop supportive friendships and enjoy community activities. The Club gives people a positive experience to their weekend and creates a sense of belonging to a broader community, as the Club welcomes and encourages the involvement of the local community. The club has been established for three years with a current membership of 90 people that is increasing rapidly. It is the only social club offering weekend activities for people who experience mental illness in this area. The Horizon Club is an outstanding example of community integration as it facilitates the breaking down of stigma, bringing together people with a common interest to create positive and satisfying experiences for themselves and others.

**CATEGORY 2
CONSUMER/CARER PROGRAM OR SERVICE**

AWARD:

SPECIAL AWARD

APPLYING PROGRAM:

Meg, the Pet Therapy dog

ORGANISATION:

Mandala Mental Health Clinic, Gosford Hospital, NSW

ADDRESS:

PO Box 361, Gosford, New South Wales 2250

CONTACT PERSON:

**Lesley Nord
Telephone: (02) 4320 2751 Fax: (02) 4323 6228
Email: lnord@health.nsw.gov.au**

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

“The consumers of Mandala have asked for Meg our Pet Therapy dog to be entered for this award. They feel she gives them so much in the way of attention. Meg listens to what consumers have to say without judging them. Meg always greets everyone and allows consumers to cuddle her; she often sits with people who are upset. The consumers say they always look forward to her being on the ward. In all the time Meg has spent on the ward she has never been abused. The other interesting thing is that everyone on the ward enjoys her company, even people who don’t like dogs. She does join in ward activities such as groups, house meeting, creative arts, discharge planning, and going for walks. One area that none of us thought about was moving into the main hospital while our ward was being fixed up. Visitors, staff and other patients all wanted to know about Meg. We found that by people stopping to talk to Meg, we could break down some of the stigmas that are still part of mental health. The consumers recommend that every unit like ours have an animal around the wards to provide warm interactions; it helps when we are feeling low.”

Excerpt from the entry form by Lesley Nord.

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

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

APPLYING PROGRAM: **Community Group Program**

ORGANISATION **Royal Children's Hospital Mental Health Service and Travancore**

ADDRESS: **RCH-MHS Travancore Campus, 50 Flemington Street, Flemington, Victoria 3031**

CONTACT PERSON: **Wendy Bunston**
Telephone: (03) 9345 6011 Fax: (03) 9345 6010
Email: bunstonw@cryptic.rch.unimelb.edu.au

BACKGROUND DESCRIPTION OF ORGANISATION:

The CGP is funded, staffed and resourced by two separate organisations. The Royal Children's Hospital Mental Health Service (RCH-MHS) and the Department of Education & Training Travancore School (DE&T). In addition, Operation Newstart Western is a Police, Education and mental health initiative for 14 to 18 year olds which is co-located with the CPG. ONW has a full time teacher and police officer. The RCH-MHS caters for infants, children, young people (ages 0-15 years) and their families residing in Melbourne's Western and North Western Metropolitan Regions as designated by the Department of Human Services (DHS). The Travancore School is co-located with RCH-MHS at its Flemington campus and caters for in-patient mental health clients in addition to clients serviced within CGP. The area covered by the CGP also encompasses DE&T's Western Metropolitan Region and approximately one third of the North Metropolitan Region.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

Creating growthful therapeutic encounters for children, young people and adults is at the very core of what constitutes effective therapeutic group work. Since its inception in 1999, the Community Group Program (CGP) has delivered close to 200 groupwork programs as at April 2002. Our aim is to creatively engage children and young people within our mental health service, and within our local school communities, in effective 'schools-based' therapeutic groupwork programs that enhance their mental health and increase the accessibility and responsiveness of mental health services.

The CGP is a collaborative venture between child and adolescent mental health and education within Western Metropolitan Melbourne, which also draws upon wider partnerships in the local community. A three-year evaluation (1999-2001) reveals that we have serviced over 1200 children, young people and families, and delivered well over 150 group work programs. Using standardised psychological measures, our evaluation demonstrates that post-group, children and young people exhibit a significant reduction in hyperactive behaviours, emotional symptoms and conduct problems, with significant improvement in positive social behaviours.

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

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

APPLYING PROGRAM: 'Makin Pitchas' – Koori Youth Video Project

ORGANISATION **Ballarat & District Aboriginal Cooperative**

ADDRESS: **PO Box 643, Ballarat, Victoria 3353**

CONTACT PERSON: **Verity Higgins**
Telephone: (03) 5331 5344 Fax: (03) 5333 1637
Email: verity@dw.com.au

BACKGROUND DESCRIPTION OF ORGANISATION:

The Ballarat & District Aboriginal Co-operative has been an incorporated organisation since 1979. The organisation was established to provide assistance to Aboriginal people in the Ballarat district in the areas of health, welfare and housing.

Since 1979 the Co-operative has grown considerably and now delivers a range of services in the areas of health, welfare, art, culture, education and social well-being.

The Co-operative is governed by a Board of Directors elected by members of the Co-operative. Funding for the Co-operative is derived from a number of sources including ATSIC, the Department of Human Services, the Office of Aboriginal & Torres Strait Islander Health, the Commonwealth Department of Family Community Services, VicHealth, the City of Ballarat and the Australia Council.

The staff of approximately twenty provides these services to some three hundred plus clients.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

Young members of the Ballarat and District Aboriginal Co-op, together with co-coordinator Verity Higgins and professional indigenous filmmaker Richard Frankland and his production company, Golden Seahorse, have written and produced a video- Makin Pitchas- on mental health issues for Koori youth funded by the VicHealth Mental Health Promotion Plan. The participating youth were involved in all aspects of the production with the aim of the project being to provide an educational resource for raising awareness amongst the broader community of the specific mental health issues affecting young Kooris, and to give the local Koori youth the chance to learn filmmaking skills. Richard Frankland has said that this has been one of the most inspirational projects he has worked on, and the video itself is a very strong, high quality, important piece of Indigenous Filmmaking tackling head-on as it does the too often overlooked ongoing Mental Health ramifications of the treatment of Indigenous Australians since white occupation.

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

AWARD: **SILVER** **\$1,750**

APPLYING PROGRAM: **Support Groups: A guide to setting up and facilitating support groups (a video)**

ORGANISATION **Mental Health Association of NSW**

ADDRESS: **60-62 Victoria Road, Gladesville, New South Wales 2111**

CONTACT PERSON: **Kate Maclean**
Telephone: (02) 9816 1611 Fax: (02) 9816 4056
Email: kmaclean @mentalhealth.nsw,au

BACKGROUND DESCRIPTION OF ORGANISATION:

The Mental Health Association NSW Inc. is a voluntary, non-profit organisation and registered charity. Our mission is to promote opportunities for the people of NSW to achieve their optimal level of mental health through providing information services, education, mutual support and advocacy services. One of our main services is the Mental Health Information and Referral Service. This service maintains a comprehensive database of mental health support services in NSW and provides telephone and email based information and referral for crisis services, support groups, legal issues, accommodation, advocacy, treatment options, counselling, professional courses, child services, adolescent services, family services and suicide prevention. Other committees and projects that operate under the Association include the Anxiety Disorders Alliance, the Depression and Mood Disorder Association, NSW Mental Health Promotion and Advisory Committee, the Support Group Project and a Healthy Mind Day.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The video: Support Groups: A Guide to Setting Up and Facilitating Support Groups, was developed to promote the role of support groups and provide practical information for mental health consumers, carers and workers interested in establishing and facilitating a mental health support group. It was produced in partnership with consumers who were trained and involved in all aspects of making the video including: developing the script, filming, acting and editing. As a result, an informative, entertaining and 'user friendly' video was produced with lots of insights, ideas and tips on how to set up and facilitate a support group. The support group video project not only produced a much needed resource to address the lack of support groups for people with a mental illness, but also provided an opportunity for consumers to share their knowledge and expertise, gain new skills and further develop their knowledge and skills in facilitating support groups.

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

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

APPLYING PROGRAM: The KOPING Forum

ORGANISATION The forum is an interagency group

ADDRESS: c/o Child & Youth Mental Health Service, Royal Children's
Hospital & Health Service District
PO Box 1507, Fortitude Valley, Queensland 4006

CONTACT PERSON: Michelle Hegarty
Telephone: (07) 3835 1434
Email: Michelle_Hegarty@health.qld.gov.au

BACKGROUND DESCRIPTION OF ORGANISATION:

The KOPING Forum is an interagency group made up of representatives from mental health, education, child protection, community child health, Parent Aide and family support programs, non-government organisations including ARAFMI, Schizophrenia Fellowship and the Carers Association, youth agencies, police, general practitioners, drug and alcohol services, Centrelink, welfare groups, and consumer and carers. The KOPING Forum operates over the northern suburbs of Brisbane including the Pine Rivers Shire, which is the catchment area of the Royal Children's Hospital and Health Service District.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The KOPING Forum is a collaborative, interagency group of service providers and consumer and carer representatives, working together to meet the needs of children and young people, and their families, where a parent is affected by a mental health problem. The Forum has initiated a number of service development strategies, training and group programs, and has developed resources for both service providers and families. The KOPING Forum has a strong consumer and carer participation focus and has worked to align the programs strategies with state and national priorities, and local community needs.

**CATEGORY 4
SPECIALIST SERVICE**

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

APPLYING PROGRAM: **The Tobacco and Mental Illness Project**

ORGANISATION **Mental Health Division, Queen Elizabeth Hospital,**

ADDRESS: **78-80 St Vincent Street, Port Adelaide, South Australia 5015**

CONTACT PERSON: **Maxie Ashton**
Telephone: (08) 8304 2210 Fax: (08) 8241 0102
Email: maxie.ashton@nwahs.sa.gov.au

BACKGROUND DESCRIPTION OF ORGANISATION:

Mental Health Division, The Queen Elizabeth Hospital is funded by the SA Government through the Department of Human Services to provide a high quality accessible and integrated range of community and hospital services for those with a mental illness and to other caregivers. It provides a service to the Western area of Adelaide with a population of approximately 220,000 people. The total service budget is \$12,722,000. Total number of staff is 150 FTE, and the number of active clients is 1260.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The rate of smoking tobacco amongst people with mental illness is extremely high and the resulting costs make it significantly more difficult for them to rebuild healthy and satisfying lives for themselves. 48% of those surveyed were very concerned, and wanted help to stop smoking.

A collaborative project involving mental health services, Quit SA and the Tobacco Control Unit, Dept of Human Services has been addressing this serious health problem.

The project has involved -

- ◆ a survey of 105 people about tobacco issues
- ◆ development and provision of specifically developed Smoking Cessation Programs across South Australia.
- ◆ raising awareness of the problem through papers, posters, conferences, workshops, the media and the Internet.
- ◆ advocacy for people with mental illness through national forums.
- ◆ the formation of a Tobacco Task Group with wide representation which ensured the development of an effective model, increased awareness across the sectors and secured ongoing funding.

**CATEGORY 4
SPECIALIST SERVICE**

AWARD: **SILVER** **\$1,750**

APPLYING PROGRAM: C.A.R.E. Employment

ORGANISATION: The Nautilus Project Inc.

ADDRESS: 196 Liverpool Road, Enfield, New South Wales 2136

CONTACT PERSON: Samantha Edmonds
Telephone: (02) 9745 1529 Fax: (02) 9744 7291
Email: sedmonds@nautilus.org.au

BACKGROUND DESCRIPTION OF ORGANISATION:

The Nautilus Project Inc. is a community organisation which brings together mental health consumers, mental health and community workers and local residents to take up the practical issues affecting the day to day lives of people with psychiatric disabilities, initially in the areas of work and accommodation. From its inception Nautilus has embodied three main principles:

1. Mental health consumers participate at all levels of decision making
2. In projects operated by Nautilus, the emphasis is on providing the support and skills necessary for people to live independently in and access the resources of the wider community
3. Nautilus takes on practical action orientated projects, which have tangible benefits for people with a mental illness living in the community.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The Nautilus Project Inc. grew from a dedicated group of people sitting up late at night writing funding submissions, in 1985, to a community based organisation that provides pre-vocational support, training and employment services from Homebush to Sutherland and outreach to Wollongong, assisting over 250 people each year. C.A.R.E was the first major project of Nautilus.

C.A.R.E provides pre-vocational training and support in all areas of assistance needed to gain and maintain open award wage employment. C.A.R.E also offers Job Rescue in which staff will advocate for and negotiate with employers on behalf of employees who experience mental health problems while at work. A large emphasis is placed on personal and self esteem development in training and on supporting and educating employers to address the stigma associated with mental illness.

C.A.R.E is the largest provider of these services for people with a mental illness in the Sydney area.

**CATEGORY 4
SPECIALIST SERVICE**

AWARD: **BRONZE \$1,000**
APPLYING PROGRAM: **1800 – Mental Health Information & Support Service**

ORGANISATION: **Illawarra Institute for Mental Health**

ADDRESS: **University of Wollongong,
Wollongong, New South Wales 2522**

CONTACT PERSON: **Gordon Lambert
Telephone: (02) 4221 4279 Fax: (02) 4221 5585
Email: gordon._lambert@uow.edu.au**

BACKGROUND DESCRIPTION OF ORGANISATION:

The 1800- Mental Health Information and Support Service was funded by NSW Health in 1999 as a pilot project and is administered by the Mid Western Area Mental Health Service. It serves a population of 320,000 living in a rural and remote area of 175,000 square kilometres. The service is based at Bloomfield Hospital in Orange and operates 24 hours a day seven days a week. It has a staff of five registered mental health nurses who have an average of 14 years postgraduate experience and a part time coordinator. The 1800-MHISS now has a budget of \$350,000 provided by the New South Wales Health Department through the Mental Health Enhancement Program. The Budget includes salaries and wages and goods and services. The decision to permanently fund the program was made in 2001/2002 following the positive findings of the external review. The service receives an average of 1117 calls each month of which 60% are from primary consumers. A majority of callers are provided with one or a combination of the following interventions social support (24.4%), counselling (19.8%) and information (12.3%). Other services include the provision of consultation to referring agencies (11.5%). Other services include the provision of consultation to referring agencies (11.5%) and advice to family members (6.2%). Approximately 12.7% of all incoming calls received a formal triage assessment and 12.9% of this group required the activation of an extended hours service.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The aim of the 1800- Mental Health Information and Support Service (1800-MHISS) is to facilitate access to mental health support for consumers, family and friends, and health and allied professionals living in a rural and remote area of New South Wales. The new service commenced operation in the Mid Western Area Health Service in August 1999 and was extended to the Macquarie Area Health Service in December 2000. An evaluation of the service conducted by the Illawarra Institute for Mental Health indicates that the service has been well received by the stakeholder groups surveyed. Service users report the 1800-MHISS was easily accessible, it provided a clear and consistent response to their requests, and they had confidence in the expertise of the mental health professional who answered their call. Emergency Department staff reported that the new service had greatly improved after hours mental health support and had improved continuity of client care while Community Mental Health staff also commented on its contribution to improved client care and contribution to more efficient and effective service delivery.

**CATEGORY 5
SHARED CARE PROGRAM**

AWARD:	GOLD	\$2,500
APPLYING PROGRAM:	CLIPP – Consultation and Liaison in Primary Care Psychiatry	
ORGANISATION	Northwest Area Mental Health (a program of Melbourne Health) and The Northwest Metropolitan Melbourne Division of General Practice	
ADDRESS:	Bell Street Academic Centre for Community Mental Health, 126 Bell Street, Coburg, Victoria 3058	
CONTACT PERSON:	Graham Meadows Telephone: (03) 9355 9830 Fax: (03) 9355 9855 Email: meadows@unimelb.edu.au	

BACKGROUND DESCRIPTION OF ORGANISATION:

The CLIPP program development over nine years has consistently involved input from general practitioners, psychiatrists, psychologists, psychiatric nurses, administrative staff, consumers, and the full range of area mental health service management and the continuing active collaboration of the local division of general practice.

Funding is from a range of sources, including medicare billing, recurrent area mental health service funding, with specific additional activities supported by continuing academic funds and periodic research funds.

In the NorthWest Area Mental Health Service in Metropolitan Melbourne the program works in collaboration with seven group general practices, involving at any one time about 40 GPs.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The acronym CLIPP, describing the service and the model developed, has stood for **C**onsultation and **L**iaison **I**n **P**rimary-care **P**sychiatry. The CLIPP program provides a model of sustainable linkage between primary medical care and secondary specialist psychiatric services. Its development over nine years has consistently involved input from General Practitioners, Psychiatrists, Psychologists and Psychiatric Nurses. The program combines strategies of co-location of mental health staff with general practitioners, consultation liaison clinical work, a specialist case management role in transfer of care, and clinical case registration and tracking procedures to support effective and acceptable client care.

**CATEGORY 5
SHARED CARE PROGRAM**

AWARD: BRONZE \$1,000

APPLYING PROGRAM: St Vincent's Mental Health Service General Practice
Shared Care Program

ORGANISATION St. Vincent's Hospital (Melbourne)

ADDRESS: St Vincent's Mental Health Service, c/o St Vincent's
Hospital (Melbourne), PO Box 2900, Fitzroy, Victoria 3065

CONTACT PERSON: Lisa Gill
Telephone: (03) 9288 4118 Fax: (03) 9288 4802
Email: gill@svhm.org.au

BACKGROUND DESCRIPTION OF ORGANISATION:

St. Vincent's Mental Health Service (SVMHS) is a publicly funded area mental health service under the auspices of the Sisters of Charity Health Service, Melbourne. It is responsible for the management of an adult area mental health service including a 39 bed acute inpatient service, two community mental health centres each with approximately 400 registered consumers and a 20 bed community care unit and extended residential rehabilitation service. There are approximately 188 clinical EFT staff and a budget of \$17,500,000 provided by the Department of Human Services, Victoria.

The service also has responsibility for the following state-wide and regional mental health services: the Victorian Dual Disability Service, The Victorian Transcultural Psychiatry Unit, the Northern Dual Diagnosis Service, The Inner Urban East Primary Mental Health and Early Intervention Service and the Victorian Aboriginal Mental Health inpatient service. In addition, the service is participating in a collaborative project with The Melbourne Clinic (a private psychiatric hospital). This project (The Public and Private Partnerships in Mental Health project) is a Commonwealth funded National Demonstration Project in Integrated Mental Health.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The St. Vincent's Mental Health Service (SVMHS) General Practice (GP) Shared Care program consists of a range of activities that have been implemented since 1996, under the co-ordination of the Shared Care Committee. This committee's aim is to ensure a coordinated, service wide approach to the promotion of effective working relationships between SVMHS, the Divisions of General Practice, and local GPs.

The Shared Care Committee is an active and innovative Committee, which has achieved significant reforms in service delivery at the local level. There is also opportunity to influence national reforms through activities undertaken as part of the National Demonstration Project: Public and Private Partnerships in Mental Health Project.

The committee achieves this aim through activities that;

- promote involvement of GPs in the care of all consumers of the SVMHS;
- provide forums for regular and ongoing discussion between SVMHS and the Divisions of General Practice;
- develop systems to that facilitate communication and shared care arrangements between GPs and SVMHS;
- develop and implement educational activities for GPs and SVMHS staff; and
- monitor the involvement of GPs within SVMHS.

The SVMHS GP Shared Care Program is innovative, unique and successful as evidenced by its sustained expansion of activities over time.

**CATEGORY 5
SHARED CARE PROGRAM**

AWARD: BRONZE \$1,000

APPLYING PROGRAM: The GP Program of the Rural Depression and Anxiety Research and Treatment Group (DART-R)
ORGANISATION The Centre for Rural Mental Health

ADDRESS: Bendigo Health Care Group,
PO Box 126, Bendigo, Victoria 3552

CONTACT PERSON: Fiona Judd
Telephone: (03) 5454 7755 Fax: (03) 5454 7767
email: fjudd@bendigohealth.org.au

BACKGROUND DESCRIPTION OF ORGANISATION:

The Loddon Campaspe Southern Mallee Area Mental Health Service (AMHS), which is part of the Bendigo Health Care Group, provides mental health services to children, adolescents, adults and aged persons. The geographical area covered by this AMHS is approximately 35,663 km² (one-sixth of Victoria's landmass) and stretches from Gisborne (51 km north-west of Melbourne) to beyond Swan Hill (on the Murray River). The population is approximately 224,000 people with indigenous communities in the north and centre of the region. The region also has significant areas of disadvantage with a number of localities having twice the proportion of low-income families compared with the state average and high levels of unemployment. In contrast, there are areas of affluence in the south with a significant proportion of high-income families.

The service provides a comprehensive range of specialist mental health services within Bendigo and in satellite regional areas through teams located in Kyneton, Castlemaine/Maryborough, Echuca and Swan Hill. Multidisciplinary teams provide case management across the region while acute inpatient facilities are located in Bendigo.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The DART-R-GP program was established to provide expertise and resources to GPs working in rural areas in the assessment and treatment of individuals with depression and anxiety disorders. Clients with mental health issues often present first at the primary care level, however rural GPs generally have limited training or clinical support to manage people with mild to moderate anxiety or mood disorders and inadequate access to the appropriate referral options for people with severe presentations. The DART-R- GP Program offers a range of education and support services to address these issues, including:

- Psychiatrist Practice Visits
- General Practice Supervision
- Education and Training for GPs
- Assessment Clinic

**CATEGORY 5
SHARED CARE PROGRAM**

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

APPLYING PROGRAM: **Mental Health Service Special Projects**

ORGANISATION **Otago District Health Board**

ADDRESS: **Private Bag, Dunedin
New Zealand**

CONTACT PERSON: **Dr Colleen Coop
Telephone: +64 3474 0999
Email: ColleenC@healthotago.co.nz**

BACKGROUND DESCRIPTION OF ORGANISATION:

The Otago District Health Board Mental Health Services provides comprehensive psychiatric care for a population of almost 200,000 people spread over a very large area of the South Island. We have made significant gains over the past 3 years with respect to service quality and workforce development. Funding is received from the Otago District Health Board and the Clinical Training Agency (workforce planning division of the Ministry of Health). The annual budget (including all overheads) is \$33 million. Staffing levels are 450 FTE and the service sees on average 2500 clients per month in the community. We serve a local population of 181,542 (at 2001 census). Regional services are provided for inpatient forensic services and inpatient intellectual disability services covering Southland; combined population of 282,000.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The Otago District Health Board Mental Health Service seconded a Consultant Psychiatrist (half time) and a Registered Psychiatric Nurse (full time) to develop effective linkages between the mental health service, GP's, Government and Non Government Organisations. The project staff undertook a survey to examine the views of Otago GPs about local mental health services and assisted a Health care evaluation project to identify the range of physical illnesses experienced by people with serious mental illness. It became evident that mental health clients faced financial difficulty in accessing primary health care. Effective liaison with the Department of Work and Income saw the development of Service Level Agreements, which facilitated clients accessing financial assistance to attend their GP. The initial project ran for 12 months and proved extremely successful with the development of shared care plans with GPs and improved health for clients. The project has now been extended to rural areas of Otago.

**CATEGORY 6
QUALITY AND IMPROVEMENT PROGRAM**

AWARD:	GOLD	\$2,500
APPLYING PROGRAM:	South Auckland Health Research and Audit in Mental Health Services (REAMS)	
ORGANISATION	Counties Manukau District Health Board (formerly called South Auckland Health)	
ADDRESS:	TiahoMai, Middlemore Hospital, Private Bag 93311, Otahuhu, New Zealand	
CONTACT PERSON:	Dr Melanie Abas Telephone: +64 9276 0044 Fax: +64 9270 4743 Email: mabas@middlemore.co.nz	

BACKGROUND DESCRIPTION OF ORGANISATION:

The Research and Audit in Mental Health Services (REAMS) Team is an integral part of Counties Manukau District Health Board (CMDHB) Mental Health Services (formerly known as South Auckland Health Mental Health Services and referred to hereafter as SAH). CMDHB provides care for a catchment area of 378,000 people. In 2001, 18% of the South Auckland catchment population self-identified as Maori, 17% as Pacific Islander, 8% as Asian, and 58% as Pakeha (European) and other ethnicities (Jackson, et al, 2001). Within New Zealand, South Auckland has one of the greatest concentrations of people living in areas of marked socio-economic deprivation (Crampton, et al, 2000). Mental health services are provided through two community mental health centres, an assertive community treatment team, a crisis team, specialist cultural and rehabilitation services, and a 45 bed in-patient unit at Middlemore Hospital. Counties Manukau mental health consumers also have access to services from non-governmental community organisations, supported accommodation, and community support services. REAMS is closely allied with both management and clinical staff of these services.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The Research and Audit in Mental Health Services (REAMS) Team is a multi-disciplinary specialist team within Counties Manukau District Health Board (CMDHB). REAMS began as a single research project investigating acute bed shortages in 1999. It is now an established research team supporting management and clinical staff decisions about service quality improvements by providing data and evidence from local, national and international sources. REAMS has completed ten studies in areas such as acute admissions, medication concordance, and links between deprivation and service utilisation. Critical to REAMS' successes has been the participation of those often marginalised in research; service users and Maori and Pacific Island consultants have participated in all facets of the research from design through to implementation of changes. REAMS is on track to grow further, with grant proposals being developed for a randomised controlled trial of assertive community treatment, and participation in an epidemiological survey of Pacific Island mental health consumers and in a regional needs-assessment study of high users in 2003. REAMS represents a unique innovation in New Zealand, being the only team within a public health provider that solely researches mental health services.

EXCEPTIONAL CONTRIBUTION TO MENTAL HEALTH SERVICES IN AUSTRALIA

AWARD RECIPIENT: Dr Joan Clarke

NOMINATED BY: Prahran Mission

CONTACT PERSON: Janine Mifsud
Programs Operations Manager
Prahran Mission
211 Chapel Street
Prahran Vic 3181

BRIEF DESCRIPTION OF THE AWARD RECIPIENT

Dr Joan Clarke's outstanding contribution to the field of Mental Health can be noted in many areas. Her contribution to research, conferences, committees and the running of the largest provider of day psychiatric services in Victoria can be evidenced in the following document.

Dr Clarke has been the Executive Director of Prahran Mission since 1989 and has assisted the organisation to grow into a large multi-service agency recognised nationally and internationally for best practice, social justice and program innovation. She has supported the organisation's development by reference to continuing research and program development which has also added significantly to the body of knowledge in the wider mental health field.

Dr Clarke has contributed to many committees including the Chairperson of the Australian Psychiatric Disability Coalition, member of the Mental Health Task Group to set up the Mental Health Council of Australia, Deputy Chair of the Mental Health Council, and coordinated World Mental Health Day for 3 years (1999, 2000, 2001).

Dr Clarke has presented at many noteworthy conferences as keynote speaker including: World Social Work Conference on Health and Mental Health in 1989; Power Politics & Performance 1993; Vicserv 2000 Conference; 7th Lilly Mental Health Forum on Developing Better Relationships with the Community in Tokyo where she presented the paper "History & Evolution of Mental Health Care in Australia".

Dr Joan Clarke has made an exceptional contribution to Mental Health Services and deserves to be remembered for her achievements.

**AUSTRALIAN AND NEW ZEALAND
MENTAL HEALTH SERVICE**

**MEDIA AWARDS
2002**

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 2002 there were 13 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 the 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 Chairs:	Lynne Dunbar	New South Wales
	Paul Dillon	New South Wales

Members:

Dr Warwick Blood	Professor of Communications University of Canberra Australian Capital Territory
Dr Andy Campbell	Consultant Psychiatrist New South Wales
Anne Deveson	Journalist, producer and director, mental health advocate, NSW
Storry Walton	Film and television producer, former Chairman of Board of Studies of NIDA, former Director of the Australian Film and Television School
Ms Barbara Hocking	SANE Australia Victoria
Nicky Cheshire	Consumer representative NSW
Dr Michael Galvin	Head of School of Communication, Information and New Media, University of South Australia, SA

BROADCAST MEDIA**AWARD** **\$3,000**

TITLE: Three Episodes from the series “All In The Mind”
‘Body Dysmorphic Disorder and Surgery of the Psyche’
‘Mental Illness and the Medical Profession’
‘Life Beyond Coma and Brain Injury’

ORGANISATION: ABC Radio National

JOURNALISTS: Natasha Mitchell and David Rutledge

ADDRESS: Science Unit
 ABC Radio National
 Australian Broadcasting Corporation
 GPO Box 9994
 Sydney
 NSW 2001

CONTACT PERSON: Natasha Mitchell
 Phone 02 9333 2219 Fax:02 9333 1414
 Email: natasha.mitchell@your.abc.net.au

DESCRIPTION OF ENTRY:

These three programs received considerable feedback from listeners, as has *All In the Mind* generally, a new program on ABC Radio National with a focus on issues of the mind. It is clear that listeners want to hear people talk about their own experiences of their mental health and the concerns they have about it. The program has, we hope, helped establish another space for dialogue on national radio about these important issues.

Body Dysmorphic Disorder (BDD) and Surgery of the Psyche. Cosmetic surgery is on the increase in Australia, and it’s the subject of considerable social debate and is also the brunt of much popular humour and speculation. This program sought to raise awareness about the damage that cosmetic surgery can do in people who live with a little discussed psychological affliction. The program shares the story of one New Zealand woman, who has not spoken about her son’s experience before – he committed suicide late last year. The feature also grapples with questions of professional responsibility and psychological training amongst cosmetic surgery professionals.

Mental Illness and the Medical Profession This program aired the personal stories of two medical professionals, one of them a psychiatrist and the other a medical specialist, about their own experiences of mental illness.

Life Beyond Coma and Brain Injury This program is a story of coma, consciousness and total dissemination of the self. What happens when you emerge from a coma with a severely traumatised brain? At what point does your inner life story begin again? When Ruthann K. Johansen’s son was plunged into a coma after a car accident, she embarked on a difficult journey that she likens to giving birth a second time. It radically reshaped her understanding of what defines ‘selfhood’ – and the key role of language, story telling and relationships in its difficult reconstruction.

(Edited excerpt from a description by the reporter Natasha Mitchell)

REGIONAL PRESS PRINT MEDIA (tied)**AWARD****\$1,500**

TITLE: A series covering the Cowra Mental Health Forum

ORGANIZATION: Cowra Guardian

CONTRIBUTERS: Rotary Club of Cowra - Tiit Tonuri
 Managing Editor. -. Andrew Fisher
 Staff Journalists – Andrew Fisher, Janine Finlayson and Carmen Swadling

CONTACT PERSON: Andrew Fisher
 Managing Editor
 Cowra Guardian
 PO Box 126
 Cowra NSW 2794
 Phone 02 6342 1044 Fax. 02 6341 1965
 Email: mail.cowraguardian@ruralpress.com

DESCRIPTION OF ENTRY:

This entry was selected because of the informative and positive role played by the Cowra Guardian. This was considered to be a fine example of interaction between the community and the local media.

“The Cowra Rotary Club approached the Cowra Guardian newspaper in 2001 about the possibility of providing publicity for a Rotary Club sponsored Mental Health Forum to be held in 2002. The newspaper printed a number of “lead up” articles in relation to the forum and also provided advertising space to the club at a discounted rate. These lead up articles alone were not of any significance but for your information were written by the staff journalists, Andrew Fisher, Janine Finlayson and Carmen Swadling. After the forum the newspaper was approached by Mr Tiit Tonuri, a Cowra Rotary member, who believed it may be beneficial to print a list of the questions answered during the forum (especially those asked by school children) and also the answers provided.”

Following the Forum evening, three Question and Answer articles were published on the “Wired - Youth Bits” page:

- | | |
|----------|---|
| March 18 | Questions submitted by students at Schools’ Mental Illness Forum held in Cowra on March 5, 2002 and answered by Graeme Ware, carer with a young adult son with schizophrenia and retired school principal. |
| March 25 | Questions submitted by students at Schools’ Mental Illness Forum held in Cowra on March 5, 2002 and answered by Fay Jackson who has bipolar disorder. Midwestern Area Health Service comments and elaboration were also given. |
| April 8 | Questions submitted by students at Schools’ Mental Illness Forum held in Cowra on March 5, 2002 and answered by Tracy Robinson, Early Intervention Mental Health, Midwestern Area Health Service, and NSW Department of Health. |

Excerpt edited from the entry written by Andrew Fisher

REGIONAL PRESS PRINT MEDIA (tied)**AWARD****\$1,500****TITLE:** Series of articles on Youth suicide and Depression**ORGANISATION:** Geelong Advertiser**JOURNALISTS** Nicole Mayne and Daniel Fogarty

CONTACT PERSON Fiona Welsh
 Chief of Staff
 Geelong Advertiser
 191 – 195 Ryrie Street
 Geelong VIC 3220
 Phone 03 5227 4351 Fax. 03 5227 4342
 Email: journ@geelongadvertiser.com.au

DESCRIPTION OF ENTRY:

“Following letters and phone calls to the Geelong Advertiser late last year it became very obvious to the editorial staff that a serious problem existed in the working class suburb of Lara, north of the city.

We were aware that the subject of suicide in the young was extremely sensitive and needed to be treated tenderly, telling the stories while at the same time offering potential solutions as well as hope.

Nichole Mayne began the series with articles on affected families and students banding together to help sufferers of depression.

Daniel Fogarty’s special report of December 13 covered the topic in the way we had foreseen during news conferences. He told the tragic tale of 18-year-old suicide Dominic Frattin, related the pain of those left behind, found counsellors and those who advocated forums and provided a list of those groups which could offer help in a crisis.

Nichole completed the series with the report revealing that mental health related calls to Lifeline Geelong had increased by almost a third over 12 months. Her report contained a positive sign, that an increase in suicide related calls demonstrated greater community intervention.”

<i>Grief over loss leads Joan into action</i>	May 22, 2001
<i>Students help ease youth depression</i>	July 3, 2001
<i>More calls for help</i>	September 8, 2001
<i>Son’s suicide haunts those left behind</i>	December 7, 2001
<i>Lara’s silent tragedies and Lara’s tale of tragedy</i>	December 13, 2001

(Edited excerpt from the entry form written by Fiona Welsh).