

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



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

**SERVICE & MEDIA
AWARDS
2003**

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AUSTRALIAN AND NEW ZEALAND MENTAL HEALTH SERVICE AWARDS

CONTENTS

		<i>Page No.</i>
Background		4
CATEGORY 1	RECOVERY PROGRAM or SERVICE	
Winner:	Coompeer Ilawarra, Wollongong, NSW	5
Finalist:	Our Journey from Rhetoric to Reality Richmond Fellowship Tauranga, New Zealand	6
CATEGORY 2	CONSUMER or CARER PROGRAM or SERVICE	
Winner:	Centre For Psychiatric Nursing Research and Practice, VIC	7
Finalists:	DepressioNet.com.au, VIC	8
	Forensicare Consumer Participation Program, VIC	9
	National Standards for Mental Health Services Quilt Project, NSW	10
	The Offspring Group - ARAFEMI, VIC	11
	St Vincent's Mental Health Service Carer Participation Strategy Melbourne, VIC	12
CATEGORY 3	SERVICE PARTNERSHIPS	
Winner:	Goulburn Valley Area Mental Health Service and Mental Illness Fellowship, Victoria	13
Finalists:	Inner City Project, Wellington, NZ	14
	Top End Division of General Practice – Aboriginal Mental Health Worker Program, Darwin, NT	15
CATEGORY 4	SPECIALIST SERVICE OR PART OF A LARGER SERVICE	
	After conferring with the panel chairperson and judges no awards were made in this section	15

CATEGORY 5	MENTAL HEALTH PROMOTION OR MENTAL ILLNESS PREVENTION PROGRAM or PROJECT	
Winner:	Mental Health First Aid, Canberra, ACT	16
Finalists:	The Moodswell – Mid North Coast Area Health Service, Port Macquarie, NSW	17
	SANE Australia Helpline, Sth Melbourne, VIC	18
CATEGORY 6	QUALITY IMPROVEMENT PROGRAMS or STRATEGIES	
Winner:	Consumers Shaping Mental Health Services – Southern Area Mental Health Service, NSW	19
Finalists:	Fremantle Mental Health program for Seniors-Carer Training Project for the Management of Behavioural and Psychological Symptoms of Dementia (BPSD) by Home-Based Carers, WA	20
	Yarra Oral Health Project – St Vincent’s Mental Health, VIC	21
AWARD FOR EXCEPTIONAL CONTRIBUTION TO MENTAL HEALTH SERVICE IN AUSTRALIA OR NEW ZEALAND		
Winner:	SANE Australia, South Melbourne, VIC	22

AUSTRALIAN AND NEW ZEALAND MENTAL HEALTH MEDIA AWARDS

Background		23
CATEGORY	BROADCAST MEDIA	24
Winner:	The Department of Lost Voices ABC Radio National’s Radio Eye, Australian Broadcasting Commission Sydney, NSW	
CATEGORY	PRINT MEDIA	25
Winner:	Lives in Turmoil South Western Times, Bunbury, WA	
Assessment Committee Members (Service Awards)		
Assessment Committee Members (Media Awards)		26

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 including consumer and carer organisations assessed the applications. The panels are geographically spread around Australia and New Zealand. The Awards Committee may also score the entries, when necessary, e.g. if there is a conflict of interest.

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 2003 there were 54 applications received for the following categories:

1. **RECOVERY PROGRAM OR SERVICE**
2. **CONSUMER or CARER PROGRAM or SERVICE**
3. **SERVICE PARTNERSHIPS**
4. **SPECIALIST SERVICE OR PART OF A LARGER SERVICE**
5. **MENTAL HEALTH PROMOTION OR MENTAL ILLNESS PREVENTION PROGRAM or PROJECT**
6. **QUALITY IMPROVEMENT PROGRAMS or STRATEGIES**
7. **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
RECOVERY PROGRAM or SERVICE**

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

APPLYING PROGRAM: **Compeer Illawarra**

ORGANISATION: **St Vincent de Paul Society (Wollongong Diocesan Council) and Centacare Wollongong**

ADDRESS: **25-27 Auburn St, Wollongong, NSW 2500**

CONTACT PERSON: **Jane Crowe
Tel: (02) 4254 9337 Fax: (02) 4226 9736
Email: ane.crowe@centacare.woll.catholic.org.au**

BACKGROUND DESCRIPTION OF ORGANISATION:

Compeer Illawarra was launched in March 2000. The model originated in Rochester N.Y. in 1973 and has proven to be a very successful model on which many other peer support and volunteer programs have been based.

In America the program provides disability support services such as friendship, skill building, recreational, hospital visitors, adolescent and child mentoring. The Wollongong program services the local Government areas of Wollongong and Shellharbour but we hope to expand into the Shoalhaven and the Macarther-Wingecarribee area. At present the one-to-one program has one staff member 20 hr per week with a budget of \$55,000 and the Social Recreational Program employs one staff member 22 hrs per week on a budget of \$36,000. At present we support 59 consumers.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

Compeer Illawarra runs two programs. **Compeer one-to-one:** Compeer staff recruit, screen, train and match volunteers from the community with professionally referred adults receiving mental health treatment in a one-to-one friendship. Volunteers are asked to give a minimum of four hours a month for one year. The volunteers and their Compeer friend (consumer) meet regularly for one or two hours a week and engage in mutually agreed upon activities that they both can enjoy and afford. Volunteers are not counsellors or therapists they are friends. Volunteers receive no reimbursement for out of pocket expenses.

Compeer Social recreational day program: Compeer facilitates the running of a social recreational program two days a week for chronically unwell adults with mental health problems unable to access mainstream social activities. Consumers and volunteers participate in activities such as picnics, drives, shopping outings, movies and BBQs. Compeer's primary goal is to improve the quality of life of people living with a mental illness through friendship and social interaction.

**CATEGORY 1
RECOVERY PROGRAM or SERVICE**

AWARD:	FINALIST
APPLYING PROGRAM:	Our Journey from Rhetoric to Reality
ORGANISATION:	Richmond Fellowship, Tauranga, New Zealand
ADDRESS:	470 Devonport Rd, Tauranga, New Zealand
CONTACT PERSON:	Juleen Grant Tel: + 64 7 571 3340 Fax + 64 7 571 3247 Email: juleen@richmond.org.nz

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

In July 2000, Richmond Fellowship Bay of Plenty had a change in management and service delivery focus. With an increased emphasis on better outcomes for clients and a much improved working environment for staff, a number of challenges emerged from the service.

One of the more difficult challenges was how, as a service, could we develop structures which supported the client, through their recovery, as well as giving meaning to their lives through increased functionality and success.

It was out of this process, a new concept for this region emerged. The notion of 'work' to maintain wellness, has been in the mental health arena for many years but has always been a challenge for the sector due to the fluctuation in wellness levels for our clients.

Richmond Fellowship Tauranga, following consultation with its clients and staff, with families/whanau and significant others and following extensive research into the concept of work as it applied to clients with ongoing levels of mental health/wellness, decided on a pathway of calculated risk.

Richmond Fellowship Tauranga:

- A capacity funded recovery model;
- Services the Western Bay of Plenty with a base in the city of Tauranga;
- Service budget of \$900,000 health funding plus individual client benefit dollars;
- District Health Board funding, individual client benefits, disability allowances;
- 14 full-time equivalents represented by 25 staff;
- 42-50 clients at any time.

**CATEGORY 2
CONSUMER or CARER PROGRAM or SERVICE**

AWARD:	WINNER	\$3,000
APPLYING PROGRAM:	Consumer Academic Position	
ORGANISATION	Centre for Psychiatric Nursing Research and Practice	
ADDRESS:	Level 1, 723 Swanston Street, Carlton VIC 3053	
CONTACT PERSON:	Cath Roper Tel: (03) 8344 0639 Fax: (03) 9347 4172 Email: croper@unimelb.edu.au	

BACKGROUND DESCRIPTION OF ORGANISATION:

Located at the School of Nursing, The University of Melbourne, The Centre for Psychiatric Nursing Research and Practice, CPNRP, is an initiative for psychiatric nurses and other stakeholders including clinicians, managers, academics, researches and consumers in the mental health field. Funded by the Mental Health Branch, Department of Human Services, Victoria, the CPNRP operates in partnership with the North Western Mental Health Program (Melbourne Health). There are currently 12 employers, although numbers are constantly expanding to meet increased demand, including lecturers, academic researchers, consumer academic, administrative manager and policy analyst.

The CPNRP commenced operation in November 1999, with a budget of approximately 1.8 million dollars over five years. The Centre currently has more than 600 mental health nurses, consumers, carers, medical practitioners and allied health staff on its mailing list. To date they have approximately 1,000 participants in the courses and training programs operated by the CPNRP.

The primary aim of the CPNRP is to contribute to the ongoing articulation, development and advancement of psychiatric nursing practice in order to continually improve the well being of mental health consumers. The CPNRP is committed to bridging the gap between clinical practice, research, education and professional development, and works with psychiatric nurses, consumers, carers, industry groups and government in order to achieve this aim on a state, national and international level.

Cath Roper – Consumer Academic with the CPNRP

The employment of a mental health consumer as an academic member of staff within the CPNRP was seen as a significant means to address the issue of consumer perspective and participation in the field. It is our understanding that no other such position exists in any other university either in Australia or internationally.

Cath Roper contributes to the aims and objectives of the Centre through her role as lecturer in post graduate courses offered through the School of Nursing, facilitating workshops in the clinical field, and offering consumer perspective consultancy on a variety of projects. She has written numerous research papers for publication on mental health issues, and regularly speaks at conferences across the country. She also facilitates consumer reference groups on promoting consumer perspective training and education to the mental health sector, and is currently editing “Sight Unseen,” a verbatim account of the experiences of consumers of mental health services, to be published later this year.

**CATEGORY 2
CONSUMER or CARER PROGRAM or SERVICE**

AWARD:

FINALIST

APPLYING PROGRAM:

depressioNet.com.au

ORGANISATION

DIRS PTY LTD (depressioNet)

ADDRESS:

3 Laura Court, Box Hill North, Vic 3129

CONTACT PERSON:

Leanne Pethick

Telephone: (03) 9898 9165 Fax: (03) 9898 9016

Email: lpethick@depressioNet.com.au

BACKGROUND DESCRIPTION OF ORGANISATION:

depressioNet.com.au was originally created by one Australian with depression as a small, personal philanthropic project in June 2000. 6 months later it was a finalist in the Australian Financial Review Internet Industry awards and the Number 1 ranking health and medical information site in Australia and has maintained its position in the top 10 ever since. This happened with no advertising and is a powerful testimony to the need that exists for the services we provide and our unique ability to meet this need. depressioNet has earned a reputation for quality and integrity and is well respected by government, the healthcare industry and the community. Approximately 37% of our 15,000 visitors each week are now referred to us by healthcare professionals. The other 63% find us by word of mouth from friends and family or by searching the Internet looking for the information and support they find difficult to find in the 'real' world due to isolation caused by geography, disability, stigma etc. Most importantly, the feedback from the people we exist to serve is overwhelmingly positive. depressioNet is about working with government, mental health industry professionals and organisations, employers, community organisations and most importantly, people like us - Australians living with depression, to significantly increase the proportion of Australians who seek help and treatment for depression and associated conditions. It is about providing a safety net for those who have sought treatment and failed – for any reason. Our philosophy is one of collaboration not competition, in theory and daily practice.

Type: Charitable 'people focussed' organisation. Freehills have now established a new company 'depressioNet' with Deductible Gift Recipient (DGR) and Income Tax Exempt Charity (ITEC) endorsement with the ATO. The depressioNet.com.au site and service is due to be handed over to this new company within the next 2 months (awaiting 'establishment grant' application approval from Fed Gov't to ensure financial safety net for Directors). All the directors of depressioNet are people who live with depression and related conditions. **Area Serviced:** Australia & New Zealand; **Budget:** Annual Budget approximately \$300,000; **Income (Funding) Sources:** Partnerships (\$160Kpa), Donations (\$20Kpa) Consultancy etc (\$60Kpa); Project Specific Philanthropic Grants (60Kpa); **Staff Numbers:** 4 full time, 2 part time, employees; 22 permanent volunteers; **Number of People:** As at 31st March: approx 15,000 visitors each week.

BRIEF DESCRIPTION OF THE SERVICE/PROGRAM/PERSON ENTERED FOR AWARD:

depressioNet.com.au is an independent resource for information, help and 24-hour peer based support created by and for "people like us" - Australians from a variety of backgrounds who live with depression and related conditions and our families and friends. depressioNet.com.au is more than an Internet site. Our comprehensive information resource compliments our resource / referral and online communications services. depressioNet helps people living with depression and related conditions to locate health care professionals and a range of relevant services in their local area.

**CATEGORY 2
CONSUMER or CARER PROGRAM or SERVICE**

AWARD:

FINALIST

APPLYING PROGRAM:

Forensicare Consumer Participation Program

ORGANISATION

**Victorian Institute of Forensic Mental Health
(Forensicare), Melbourne, Vic**

ADDRESS:

Locked Bag 10, Fairfiled, VIC 3078

CONTACT PERSON:

**David Willshire
Tel: (03) 9495 9158 Fax: (03) 9495 9199
Email: david.willshire@dhs.vic.gov.au**

BACKGROUND DESCRIPTION OF ORGANISATION:

Forensicare is a statewide forensic mental health service targeting mentally ill offenders and individuals who have had, or are at risk of having contact with, the criminal justice system. There are three main campuses:

- Thomas Embling Hospital, which is a 100-bed inpatient service. Patients are admitted to this facility under the Mental Health Act, the Sentencing Act or the Crimes (Mental Impairment and Unfit to be Tried) Act. There are 6 individual units providing varying levels of security and intervention. The main areas include, Acute Assessment and Treatment- 2x15 bed male units and 1x 10 bed female unit, Sub-Acute and Transitional Care- 1x20 bed medium risk mixed gender and 1x high risk male, Intensive Rehabilitation- 1x20 bed mixed gender;
- Community Forensic Mental Health Service providing mental health case management to targeted patients discharged from Thomas Embling Hospital, specialist assessment and treatment of sex offenders and other groups such as stalkers, people who make threats, victims etc. In addition the program also provides a mental health court liaison service to 7 metropolitan Magistrates Courts.
- Melbourne Assessment Prison, which provides mental health assessment of all prisoners received into the Victorian Prison system who are identified as 'at risk'. This currently comprises 65-70% of all prisoners. In addition a 15-bed acute assessment unit (non-gazetted beds) is available for prisoners who require more intensive assessment and commencement of voluntary treatment. Forensicare also provides Consultant Psychiatry services to all Victorian Regional Prisons and the Women's metropolitan prison.

The total annual budget for the service is approx \$26 million.

BRIEF DESCRIPTION OF THE SERVICE:

In August 1999, Forensicare identified that we were not keeping pace with other mental health services in developing consumer participation programs. To address this deficit a Consumer Participation Reference Group (comprising staff, consumer and advocacy group representatives) was formed to develop an organization wide Consumer Participation Plan, consistent with the National Mental Health Standards and Department of Human Service policy guidelines. The reference group commenced with a consumer representative who was a current patient of the service. To demonstrate its commitment to consumer participation Forensicare self funded the program, with an initial allocation of \$32,000 per annum. In July 2000 the first two part time consumer consultants were employed, one who was a consumer of a non-forensic service and the other who was a consumer (outpatient) of Forensicare. The second phase of the plan was to establish a Consumer Advisory Group, comprising 8 current forensic mental health consumers. The next phase of the plan was to establish Consumer/Staff collaborative forums. These commenced in 2002 and are now a regular component of the staff inservice education and consumer campus programs. All consumers are paid for their time with part time consumer consultants having the same terms and conditions of employment as any other staff member, and members of the Consumer Advisory Group being paid sessional hourly rates.

**CATEGORY 2
CONSUMER or CARER PROGRAM or SERVICE**

AWARD: FINALIST

APPLYING PROGRAM: National Standards for Mental Health Services Quilt Project

ORGANISATION: NSW Consumer Advisory Group Mental Health Inc (NSW CAG)

ADDRESS: PO Box 1108, Rozelle NSW 2039

CONTACT PERSON: Yvette Cotton
Tel: (02) 9556 9219 Fax: (02) 9555 1041
Email: info.nswcag@tpg.com.au

BACKGROUND DESCRIPTION OF ORGANISATION:

NSW CAG was formed in response to the National Mental Health Strategy in 1992. Initially the role of NSW CAG was to support the NSW National Community Advisory Group (NCAG) delegate, and to report to the NSW Health minister on the implementation of the strategy.

NSW CAG is a state-wide body that provides an ongoing mechanism for consumer and carer input into mental health policy, service development, implementation and evaluation in New South Wales.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The National Standards for Mental Health Standards quilt came into being from a meeting organised by representatives from Carers NSW, Mental Health Co-ordinating Council, Northern Beaches Mental Health Service, Northern Sydney Mental Health Consumer Network, NSW CAG, the Consumer Co-ordinator of South Eastern Health Service, and South Western Sydney Consumer Network which formed the Standards Festival Committee.

The 2000 National Standards Festival Committee, convened by the NSW Consumer Advisory Group, thought that a quilt could be a discussion point and a way of educating consumers, carers and service providers about the National Standards for Mental Health Services.

The Standards Quilt is a giant, beautifully crafted, brightly coloured patchwork quilt with each square designed to represent one of the standards. Consumers, carers, and service providers, amongst others were involved in the massive task of making and assembling the quilt. The creative way that people have depicted each square is testament to the regard consumers, carers and service providers have for the standards.

Since its completion the quilt has been displayed at the 2001 NSW CAG Forging Our Future 2 conference, the 2002 TheMHS conference and at Tamworth, and in the Illawarra region. In Tamworth the quilt attracted a lot of media coverage in the regional press. By displaying the quilt NSW CAG has been raising awareness and understanding of the National Standards for Mental Health Services.

**CATEGORY 2
CONSUMER or CARER PROGRAM or SERVICE**

AWARD:	FINALIST
APPLYING PROGRAM:	The Offspring Group
ORGANISATION:	Association of Relatives and Friends of the Emotionally and Mentally Ill (ARAFEMI) Victoria Incorporated
ADDRESS:	Suite 1/1091 Toorak Road, Camberwell, VIC
CONTACT PERSON:	Bernadette Jenner Tel: (03) 9889 3733 Fax: (03) 9889 2878 Email: bjenner@infoxchange.net.au

BACKGROUND DESCRIPTION OF ORGANISATION:

ARAFEMI is a community managed, not-for-profit incorporated association. The voluntary Board of Governance is elected from members at the Annual General Meeting. Board members are relatives, people who have experienced mental illness and interested others. There are four office bearers, viz. President, Vice President, Honorary Treasurer and Honorary Secretary. The Board meets monthly and is ultimately responsible for all projects and financial matters of the incorporated association and participates in planning and policy initiatives.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

Since 1995, ARAFEMI has facilitated an Offspring group for adults 18 years and over whose parent/s have a mental illness. The group is based on a peer support model and provides an opportunity for group members to meet with others, share experience and deal with the impact of growing up with a parent with a mental illness.

Since 1997, ARAFEMI has facilitated seven group programs which have supported a total of 50 offspring. Findings from the group have identified several demonstrable outcomes including positive changes in how group members view themselves and others, creation of problem solving and coping skills, and feeling supported and understood. In addition, group participants have reported feeling less isolated and alone as a result of meeting others in the group.

Mental illness can have a profoundly disruptive effect on the lives of both consumers and carers. Consequently, family members experience their own emotional and psychological difficulties. The Offspring group aims to reduce the impact of mental illness by facilitating the discovery of new meaning and emotional well-being in a safe and supportive environment.

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

AWARD:

FINALIST

APPLYING PROGRAM:

St. Vincent's Mental Health Service Carer Participation Strategy

ORGANISATION:

St Vincent's Health

ADDRESS:

C/- St. Vincent's Hospital (Melbourne), PO Box 2900 Fitzroy, VIC 3065

CONTACT PERSON:

Jeanette Murphy
Tel: (03) 9288 4765 Fax: (03) 9288 4802
Email: murphyj@svhm.org.au

BACKGROUND DESCRIPTION OF ORGANISATION:

The St Vincent's Mental Health Service (SVMHS) is a publicly funded adult area mental health service which covers the local government area of the Cities of Yarra and Boroondara. The total adult population of this area, known as the Inner Urban East catchment, is approximately 229,000 consisting of 69,000 in the City of Yarra and 160,000 in the City of Boroondara. SVMHS offers a comprehensive range of programs including a 44-bed acute inpatient service, two community mental health services (CMHS) - Clarendon CMHS and Hawthorn CMHS, and a 20-place community residential rehabilitation service.

Approximately 800 people are ongoing consumers of the service, and about 1200 people are seen each year. There are approximately 196 clinical EFT staff and a budget of \$18,356,600 mainly provided by the Department of Human Services, Victoria. The Service operates a number of specialist state-wide and regional mental health services: the Victorian Dual Disability Service, the Victorian Transcultural Psychiatry Unit, the Northern Dual Diagnosis Service, the Yarra and Boroondara Primary Mental Health and Early Intervention Service and the Koori Acute Inpatient Service. The Service provides teaching and clinical affiliations for undergraduate and postgraduate students in medicine, nursing, social work, occupational therapy and psychology. Commitment to collaborative partnerships with other service providers and service networks is crucial to the successful operation of the Service. The Service works closely with psychiatric disability support services, community health services, general practitioners and private mental health providers, as well as generic welfare and support agencies.

BRIEF DESCRIPTION OF THE SERVICE

Carers at St. Vincent's Mental Health Service have played a key role in the development of the Family and Carer Participation Strategy. Six carers joined with clinicians from all programs and management to form the Family and Carer Participation Committee, which have overseen the implementation of the Strategy since 1999. Key elements have been the development of family and carer policy for the Service, and projects to encourage best practice, education and support forums for carers and families, training for staff, and the employment of a carer consultant on the staff of the St. Vincent's Mental Health Service. Members of the St. Vincent's Carers Participation Committee have also played a wider role in contributing to State and National policy and service development. The Strategy's success results from the leadership of highly committed and articulate carers, the willingness of mental health clinicians to participate, and the commitment of management to encourage, support, and financially resource the Strategy.

**CATEGORY 3
SERVICE PARTNERSHIPS**

AWARD:	WINNER \$3,000
APPLYING PROGRAM:	Goulburn Valley Area Mental Health Service and Mental Illness Fellowship Victoria
ORGANISATION	Goulburn Valley Area Mental Health Service and Mental Illness Fellowship Victoria
ADDRESS:	Monash Street, Shepparton, VIC 3630
CONTACT PERSON:	Peter Borthwick Tel: (03) 5832 2111 Fax: (03) 5832 2100 Email: peter.borthwick@gvh.humehealth.org.au

BACKGROUND DESCRIPTION OF ORGANISATION:

West Hume covers a wide, rural geographical area of approximately 16,500 sq kms with a population of some 135,000 people. **The Goulburn Valley Area Mental Health Service (GVAMHS)** was established as a result of the Victorian state government reforms in mental health at which time 22 separate areas mental health services were established within the mainstream health system. **Mental Illness Fellowship Victoria (MI Fellowship)** is the states leading membership based not-for-profit organisation working with people with mental illness, their families and friends to improve their wellbeing. MI Fellowship exists to make a real and positive difference in the lives of people affected by mental illness.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The project will demonstrate outstanding innovation achieved by a strong and meaningful partnership. The partnership, which brings together distinct sectors of clinical and psychiatric disability rehabilitation and support services, has led to significant cultural change where respective organisations have blended their approach to service planning and program delivery for the betterment of their consumer community. The project highlights a number of initiatives that have resulted from the partnership. These initiatives could not have been achieved without a paradigm shift now evident in the service delivery approach in both organisations. This has required a high degree of leadership, integrity and commitment in planning and design of services not held by the usual boundaries and differences. The express aim of this partnership has been to improve and enhance services to consumers and carers in this community.

**CATEGORY 3
SERVICE PARTNERSHIPS**

AWARD:

FINALIST

APPLYING PROGRAM:

Inner city Project,

ORGANISATION

Inner City Project, Wellington

ADDRESS:

14 Hall Avenue, Newtown, Wellington, NZ

CONTACT PERSON:

Simone Piatti

Telephone: + 64 4 389 3788 Fax: + 64 4 389 2477

Email: icmhg@xtra.co.nz

BACKGROUND DESCRIPTION OF ORGANISATION:

Service Type: Community-based non-clinical no-government mental health service

Area Served: Wellington, according to city council boundaries

Budget: \$170,000

Funding: Fully funded by Capital and Coast District Health Board mental health funds

Staff Numbers: 2.4 FTE: 1 Team Leader, 1 Maori Mental Health Coordinator, 0.4 Consumer Participation Coordinator

Case Load: Two of the workers do client work and have a caseload between 15-20 each at any one time

Client Register: Between August 2000-Feb 2003 196 new clients registered with the service

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The Inner City Project (ICP) is a community-partnership mental health service governed by nine organisations in a collaborative attempt to improve the situation of mental health consumers in Wellington, particularly for those who are transient, homeless and have difficulty accessing services.

The Service has been operating since August 2000 and currently employs two full time and one part time staff. The part time position is a part consumer participation role with a focus on strengthening consumer input in all aspects of the service.

The focus areas of the service are:

- Helping people access services
- Promoting interagency collaboration
- Addressing the gaps in service provision

Following strategies have proven to be successful:

- Strong outreach approach
- Prompt and non-bureaucratic response
- Assertive follow-up if people got what they needed
- Establishing good relationships with other agencies through extensive networking and promoting of the project

The following services were involved:

- Downtown Community Ministry, Newtown
- Union Health Services (NUHS) SF Wellington
- Suzanne Aubert Compassion Centre
- Te Aro Health Centre
- Te Ngawari Hauora
- Wellington Independent Practice Association (WIPA)
- Wellington Mental Health Consumers Union
- Wellington People's Centre

**CATEGORY 3
SERVICE PARTNERSHIPS**

AWARD:

FINALIST

APPLYING PROGRAM:

**Top End Division of General Practice – Aboriginal
Mental Health Worker Program**

ORGANISATION

Top End Division of General Practice

ADDRESS:

5 Shepherd Street, Darwin, NT 0801

CONTACT PERSON:

**Shane Dawson
Tel: (08) 8982 1001 Fax: (08) 8981 5899
Email: sdawson@tedgp.asn.au**

BACKGROUND DESCRIPTION OF ORGANISATION:

The Top End Division of General Practice is an organisation of GPs working across an enormous geographical area, consisting of roughly the top half of the Northern Territory. Its primary funding source is the Commonwealth Government, and it operates on a budget of approximately two million dollars per year. It employs 13 full time staff.

It is widely accepted that the greatest need for and difficulty in delivering health services occurs in remote Aboriginal communities. The Division has realised that the most effective way to deliver services with the resources at their disposal is to work more closely with the primary health care team, including Aboriginal Health Workers. This is appreciated within Aboriginal communities, who prefer a wholistic approach to delivering health services. The Division considers that the client base for its GPs comprises the entire population of the area it covers, as well as a considerable number of visitors passing through at any given time.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The Top End Division of General Practice supports remote communities to engage, train and support Aboriginal Mental Health Workers to work with clients, GPs and health centres in the provision of primary mental health care. The program provides a “bridge” for GPs and other health professionals to overcome cultural barriers in providing appropriate care, and builds trust among the client base, carers and community members. There has been considerable interest in the model from around the country.

Turnover of the Aboriginal Mental Health Workers is very low, which is unusual for health staff in remote communities. This has been attributed to the forging of strong links between the Top End Division, GPs and the community government councils. It is the community, through their councils, who are provided with resources to directly employ the Aboriginal Mental Health Workers. The program is funded by the Commonwealth Department of Health and Ageing, and was developed as a response to a lack of culturally appropriate mental health services in remote areas.

**CATEGORY 4
SPECIALIST SERVICE OR PART OF A LARGER SERVICE**

After conferring with the panel chairperson and judges no awards were made in this section.

**CATEGORY 5
MENTAL HEALTH PROMOTION OR MENTAL ILLNESS PREVENTION
PROGRAM or PROJECT**

AWARD:	WINNER \$3,000
APPLYING PROGRAM:	Mental Health First Aid
ORGANISATION	Centre for Mental Health Research, Australian National University
ADDRESS:	Building 63, Eggleston Road, Canberra ACT 0200
CONTACT PERSON:	Betty Kitchener Tel: (02) 6125 9724 Fax: (02) 6125 0733 Email: Betty.Kitchener@anu.edu.au

BACKGROUND DESCRIPTION OF ORGANISATION:

The Centre for Mental Health Research is a research organisation based at the Australian National University, funded by grants, consultancies and tenders. In the mid-1990s the Centre began research on mental health literacy. This research showed that the public are often ignorant about mental health and that there is a big gulf between public and professional thinking about mental disorders. In order to help overcome this gulf, the Centre began to develop interventions to improve mental health literacy. Mental Health First Aid is one of these interventions.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

Mental Health First Aid is a training program which teaches members of the general public how to recognise the symptoms of mental health problems, how to provide initial help, and how to go about guiding a person towards appropriate professional and self-help. The course is analogous to conventional first aid courses, but covers mental health crisis situations and developing mental health problems. The crisis situations covered include suicidal thoughts, panic attacks, exposure to a traumatic event and psychotic behaviour. The mental health problems covered are depression, anxiety disorders, psychosis and substance use disorders. The course is 12 hours long and is run by trained instructors from the local community. The course began in the ACT, but has since spread to other parts of Australia and to overseas. A number of research studies on the effectiveness of the program are being carried out.

**CATEGORY 5
MENTAL HEALTH PROMOTION OR MENTAL ILLNESS PREVENTION
PROGRAM or PROJECT**

AWARD:	FINALIST
APPLYING PROGRAM:	The MoodSwell
ORGANISATION	Mid North Coast Area Health Service
ADDRESS:	Morton St, Port Macquarie NSW 2444
CONTACT PERSON:	Bronwyn Chalker Telephone: (02) 6562 0381 Fax: (02) 6563 1819 Email: bchalker@doh.health.nsw.gov.au

BACKGROUND DESCRIPTION OF ORGANISATION:

The project is administered by the Child and Adolescent Mental Health Service of the Mid North Coast Area Health Service.

Project Target groups:

- Secondary school students from years 7 to 12 within the Mid North Coast
- Young people 14-17 years who are outside the school system, who are engaged with organisations such as refuges, employment agencies, etc.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The MoodSwell CD-ROM is an interactive environment where young people can:

- Explore their feelings;
- Explore issues such as: conflict, Drugs, Mental Health, Sexuality, Stress, Relationships, Body image, Self Esteem and Grief;
- Explore their relationships with friends, family, partners, ten broader community and themselves;
- Develop stress management and life skills;
- Learn how to help themselves and others;
- Be inspired by others;
- Identify avenues for support

It is designed to educate, entertain and inform. The CD features young people's stories, writing, poetry, art, theatre and music. The first production run of 18,000 CDs will be distributed to high schools, health services, youth services, councils, community centres and non-government organisations at no cost. Every year-eleven student in the Mid North Coast will be given a copy. High Schools are offered a classroom kit including CDs, user manual and tools to aid integration with curriculum.

**CATEGORY 5
MENTAL HEALTH PROMOTION OR MENTAL ILLNESS PREVENTION
PROGRAM or PROJECT**

AWARD:	FINALIST
APPLYING PROGRAM:	SANE Australia Helpline
ORGANISATION	SANE Australia
ADDRESS:	153 Park St, Sth Melbourne, VIC 3205
CONTACT PERSON:	Barbara Hocking Tel: (03)9682 5933 Fax: (03) 9682 5944 Email: Barbara.hocking@sane.org

BACKGROUND DESCRIPTION OF ORGANISATION:

SANE Australia is a national charity helping people affected by mental illness through education, research and campaigning for greater awareness of mental illness and better services. It is overseen by a Board of Directors, chaired by Professor John Funder. The day to day running of SANE Australia is overseen by Barbara Hocking, SANE Australia's Executive Director, who manages 12 staff members.

The organisation works in partnership with a range of consumer and carer groups, national peak bodies, universities, government departments and international alliances and is funded by donations, philanthropic trusts and government and health promotion agencies.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The SANE Helpline is a national freecall and online mental illness helpline operating in Australia. The service provides information about symptoms, treatments and where to go for support to consumers, carers, students and health, welfare and employment workers.

**CATEGORY 6
QUALITY IMPROVEMENT PROGRAMS or STRATEGIES**

AWARD:	WINNER \$3,000
APPLYING PROGRAM:	Consumers Shaping Mental Health Services
ORGANISATION	Southern Area Mental Health Service
ADDRESS:	c/- Community Health Centre, 7 Pacific St, Batemans Bay NSW 2536
CONTACT PERSON:	Tina Philip Telephone: (02) 4472 4544 Fax: (02) 4472 0659 Email: Tina.Philip@sahs.nsw.gov.au

BACKGROUND DESCRIPTION OF ORGANISATION:

The Southern Area Mental Health Service covers a total area of 51,214 square kilometers in the south east corner of NSW and has a population of approximately 192,000. The services provided include a 20-bed inpatient unit, Adult extended/forensic care inpatient services (22 gazetted beds), Adult Community Mental Health Teams (these teams also provide a 24hr crisis service), Aged Care Teams, Child and Adolescent Teams and have a total of approximately 275 staff. The current active number of clients is estimated between 12 to 15 hundred. Limited additional resources were required to establish this project however funding for a p/t project officer was obtained from the NSW Centre for Mental Health.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The 1997 National Mental Health Strategy Evaluation – Final Report states that “Research evidence indicates that there is a greater prospect for maximal recovery and less dependence on long term system support when consumers and carers are included as genuine and respected partners in the treatment process”. Therefore, in order to achieve improved outcomes and improved consumer satisfaction, consumers and carers need to be given more power in the entire process to determine the boundaries of what they consider to be relevant goals and must be able to influence the ways in which these goals are met.

It is believed that by directly engaging consumers in the various forms of quality control and assurance by “*asking the customer*” there is the potential to “*shape*” and organise the transformation of Mental Health Services in a helpful and focused way. This project is an innovative action research study that genuinely aims to put in place practices which allow ‘consumers to have a key role in planning and evaluating services and in influencing how their service needs are met’. (Second National Mental Health Plan 1998)

**CATEGORY 6
QUALITY IMPROVEMENT PROGRAMS or STRATEGIES**

AWARD:	FINALIST
APPLYING PROGRAM:	Fremantle Mental Health Program for Seniors – Carer Training Project for the Management of Behavioural and Psychological Symptoms of Dementia (BPSD) by Home-Based Carers
ORGANISATION	Mental Health Directorate, Fremantle Hospital and Health Service, Program for Seniors.
ADDRESS:	Alma Street Centre, Fremantle Hospital, Alma Street, Fremantle, WA 6160
CONTACT PERSON:	Barbara Dicker Telephone: (08) 9431 2138 Fax: (08) 9431 3556 Email: Barbara.Dicker@iinet.net.au

BACKGROUND DESCRIPTION OF ORGANISATION:

Program for Seniors is part of the Directorate of Mental Health at Fremantle Hospital & Health Service. The Hospital is a tertiary, public sector facility located at the port of Fremantle in Western Australia. It is funded through the Health Department of WA (HDWA) and employs around 3,200 staff. The program itself provides a mental health service to people generally aged 65 and over living within the hospital catchment area. The Program's core business is to support older people dealing with mental health issues to continue living as independently as possible within their local community.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

This quality improvement project aims to support home-based carers of people with dementia by providing them with support and training that focuses specifically on assisting them to manage behaviours associated with the illness that carers have difficulty coping with. While the project's immediate aim is to develop and train community mental health professionals in the Fremantle Hospital Catchment Area in the use of an evidence-based training package that could be used with this group of clients, the project's ultimate goal is to improve the quality of life of both carer and care recipient by reducing the carer's stress and enhancing their sense of competence and confidence.

**CATEGORY 6
QUALITY IMPROVEMENT PROGRAMS or STRATEGIES**

AWARD:

FINALIST

APPLYING PROGRAM:

Yarra Oral Health Project

ORGANISATION:

St Vincent's Mental Health

ADDRESS:

44 Nicholson St, Fitzroy VIC 3065

CONTACT PERSON:

Eugene Meegan

Tel: (03) 8415 0522 Fax: (03) 9417 785

Email: meegane@svhm.org.au

BACKGROUND DESCRIPTION OF ORGANISATION:

The City of Yarra is culturally diverse community situated in inner city Melbourne with a population of 69,000 people. The area has a large number of public housing residences, rooming houses and shelters for homeless people. Yarra has high rates of mental disorders compared with the Victorian average. The project raised awareness of existing resources and prioritised the needs of mental health consumers so that they could access free dental treatment on the same basis and within the same time frames as other community members accessing private dental services. The two community health centres in North Richmond (NRCHS) and North Yarra (NYCHS) provide general health and dental services to the local population. Psychiatric Disability Support Services operate from NYCHS (Collingwood site) NRCHC and from a number of other sites in the Yarra area to provide for the high rate of psychiatric disability. St Vincent's Mental Health Service delivers a range of mental health services to the area via Clarendon Community Mental Health Service, St Vincent's Hospital and through the Footbridge Community Care Unit.

The collaboration between these services, the City of Yarra and Dental Health Services, Victoria developed out of project funded by DHS, Victoria under the Victorian Oral Health Promotion Strategy. Deinstitutionalisation placed a large number of people with mental illness back in the community with responsibility for oral health handed back to the consumer. Disability and poverty have prevented mentally ill people from accessing dental care. This, combined with the dry mouth side effect of some psychiatric medicines has resulted in very poor oral health among the mentally ill population. Lack of awareness of oral health risks by case managers and barriers such as cost and long waiting lists for dental procedures have compounded the problem. The Yarra Health Project successfully addressed these problems and has improved the quality of life for those consumers who have used the service. Services elsewhere in Victoria have recognised the value of this initiative and have implemented similar projects in other areas.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The Yarra Oral Health Project is collaboration between a number of service providers and mental health consumers in the City of Yarra to improve the oral health of a vulnerable population whose oral health is compromised by financial, attitudinal and organisational barriers as well as psychiatric disability. The project has succeeded in raising awareness of the oral needs of mental health service consumers in mental health service providers and improving access to dental treatment by people living with a mental illness.

EXCEPTIONAL CONTRIBUTION TO MENTAL HEALTH SERVICES IN AUSTRALIA or NEW ZEALAND**AWARD:****WINNER****ORGANISATION:****SANE Australia****CONTACT PERSON:****Barbara Hocking
Executive Director
SANE Australia
PO Box 226,
South Melbourne VIC 3205****BRIEF DESCRIPTION OF THE AWARD RECIPIENT**

SANE Australia is committed to helping people affected by mental illness through campaigning for improved services and attitudes, educating to promote understanding, and conducting research which can make a difference.

SANE has significantly contributed to improving the lives of people living with a mental illness and continues to work for an end to stigma, access to effective clinical treatments, a range of community support, and help for families and other carers.

Over the years SANE has built a reputation for developing innovative programs to address to problems faced by consumers and carers, based on ongoing and meaningful consultation.

SANE Australia is a national charity helping people affected by mental illness through education, research and campaigning for greater awareness of mental illness and better services. It is overseen by a Board of Directors, chaired by Professor John Funder. The day to day running of SANE Australia is overseen by Barbara Hocking, SANE Australia's Executive Director, who manages 12 staff members.

The organisation works in partnership with a range of consumer and carer groups, national peak bodies, universities, government departments and international alliances and is funded by donations, philanthropic trusts and government and health promotion agencies.

**AUSTRALIAN AND NEW ZEALAND
MENTAL HEALTH SERVICE**

**MEDIA AWARDS
2003**

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 2003 there were 23 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

BROADCAST MEDIA

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

TITLE: **The Department of Lost Voices**

ORGANISATION: **ABC Radio National's Radio Eye**

JOURNALISTS: **Nick Franklin, Philip Ulman and Steven Tilley**

ADDRESS: **Features & Documentaries
ABC Radio
Level 5, 700 Harris Street
Sydney
NSW 2001**

CONTACT PERSON: **Nick Franklin
Phone 02 9333 2219 Fax:02 9333 1414**

DESCRIPTION OF ENTRY:

“The Department of Lost Voices” tells the personal stories of how people with schizophrenia are “treated” in the criminal justice system.

Broadcast as part of a four part services on crime and punishment on Radio National's Radio Eye program in October 2002, the documentary relies on the personal testimony of people with schizophrenia to reveal the failings of “care in the community”.

The documentary begins with a report on how a man with schizophrenia is beaten senseless by a fellow inmate in a NSW prison. The man had been placed in the cell “for his own safety”.

The Department of Lost Voices was the result of three months research, and recordings did not begin before preliminary meetings with the NSW Schizophrenia Fellowship and the Matthew Talbot Hostel in Sydney – both organisations provided detailed background information and guidance, as well as contacts with a community who, through years of mistreatment, often feel alienated from society.

The people in the program gave their time generously, even though the stories they told of life in prison and on the streets were often extremely painful. As the nature of schizophrenia is often misunderstood by the general public, the program included readings by Simon Champ from his essay “A Most Precious Thread” – an account of his own experiences with schizophrenia. Although this is inevitably a dark program which does not come up with “answers”, it was run in conjunction with other Radio National programs which put in context of the often overheated Law N' Order debate. Listeners were pointed toward a specially designed website – run with the series, with links to mental health organisation, and proposals for a more humane system (including text of a speech to the Institute of Criminology by Frank Walker: Mental Health and the Criminal Justice System. (see www.abc.net.run/arts/radioeye/crime/epsi3.htm)

for our region as well as later announcing that a public inquiry would be held into suicide rates in country WA.

SERVICE AWARDS ASSESSMENT COMMITTEE MEMBERS

Chair:	Roger Gurr	New South Wales
Deputy Chair:	Lynne Dunbar	New South Wales
Co-ordinator:	Douglas Holmes	New South Wales
Members:	Robert Bland	Tasmania
	Warwick Blood	ACT
	Stephen Brand	New South Wales
	Andy Campbell	New South Wales
	Sheryl Carmody	Western Australia
	Tony Colechin	New South Wales
	Bernadette Dagg	New South Wales
	Bill Dahl	New Zealand
	John Farhall	Victoria
	Alison Grant	ACT
	Grace Groom	ACT
	Julia Hennessy	New Zealand
	Barbara Hocking	Victoria
	Robyn Humphries	Victoria
	Rhoda Immerman	New South Wales
	Sam Jansons	South Australia
	Robert King	Queensland
	Nick Kowalenko	New South Wales
	Chris Lloyd	Queensland
	Leonie Manns	New South Wales
Graham Martin	Queensland	
Tony Ovidia	New South Wales	
Murray Patton	New Zealand	
Arana Pearson	New Zealand	
Cath Roper	Victoria	
Denise Ryan	Queensland	
Vicki Ryan	New South Wales	
Sandy Tait	Western Australia	
Andrea Taylor	New South Wales	
Peter Wakeford	New South Wales	

MEDIA AWARDS ASSESSMENT COMMITTEE MEMBERS

Chair:	Dr Roger Gurr	New South Wales
Deputy Chairs:	Lynne Dunbar	New South Wales
	Paul Dillon	New South Wales
Co-ordinator	Douglas Holmes	New South Wales
Members:	Dr Warwick Blood	ACT
	Dr Andy Campbell	New South Wales
	Nicky Cheshire	New South Wales
	Ms Lorraine Chiroiu	Victoria
	Dick Gilling	New South Wales
	Barbara Hocking	Victoria
	Julie Rigg	New South Wales
	Jervis Wydeman	New South Wales