

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



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

**SERVICE & MEDIA
AWARDS
2006**

**TOWNSVILLE CONVENTION
CENTRE**

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The Commonwealth Department of
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&
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**AUSTRALIAN AND NEW ZEALAND MENTAL HEALTH
SERVICE AWARDS**

Presented By: The Australian Minister for Health, The Hon Tony Abbott

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BACKGROUND

The Mental Health Service Award program began in 1992. It is designed to reward and publicise services that have shown innovation and excellence. The program is not an exhaustive or fully objective measure of the best services in Australia or New Zealand, as it depends on services deciding to apply and the information they supply. 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.

A. SERVICE AND PROGRAM AWARDS

The applications were rated on the following criteria:

1. Evidence that the program has made a significant contribution to the field of mental health on a local, state or national level.
2. Evidence that the program is doing something innovative or is maintaining high standards of service.
3. Evidence that the program has encouraged and supported the participation of consumers, family members and/or carers in the planning, implementation and evaluation of mental health service delivery. In category 1 it must be demonstrated that consumers are the major stakeholders and in category 2 that carers/families are the major stakeholders in the development and ongoing decision making of the program
4. Verification of the program's effectiveness (quality assurance measures, utilisation review, outcome evaluations etc). Programs can sound good, but we want to know that they achieve a high quality. Provide clear qualitative and quantitative evidence. 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 2006 there were 31 applications received for the following categories:

1. **CONSUMER PROGRAM or SERVICE**
2. **FAMILY/CARER PROGRAM or SERVICE**
3. **RECOVERY PROGRAM or SERVICE**
4. **SPECIALIST SERVICE or PART OF A LARGER SERVICE**
5. **REGIONAL/RURAL/REMOTE PROGRAMS**
6. **INFANT, CHILD AND ADOLESCENT**
7. **MENTAL HEALTH PROMOTION OR MENTAL ILLNESS PREVENTION PROGRAM or PROJECT**

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

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

**CATEGORY 1
CONSUMER-RUN PROGRAM or SERVICE**

SILVER AWARD: FINALIST

**APPLYING PROGRAM:
And ORGANISATION:** The Station Community Mental Health
Centre Inc.

ADDRESS: PO Box 97,
Wallaroo, SA 5556

CONTACT PERSON: Peta O'Reilly
Tel: 08 8823 4181 Fax: 08 8823 4181
Email: thestation@yp-connect.net

BACKGROUND DESCRIPTION OF ORGANISATION

The Station is situated in the small coastal town of Wallaroo (population 2,714) which is located in Northern Yorke Peninsula (Total Population approx. 26,000 representing about 1.7% of the SA population. High rates of unemployment and one of the highest youth unemployment rates in the State also contribute to mental health issues in this region. 'The Station' is governed by a Management Committee that comprises three to four people with an existing mental illness, three to four carers and one mental health professional. The Management Committee is elected by 'The Station' members at the Annual General Meeting. The station is a non Government organisation and is a not-for-profit incorporated body. At present 'The Station' employees consist of 2 coordinators and a finance officer. The role of the coordinators is to plan and facilitate a range of programs and activities that reflect a holistic approach to mental health in collaboration with consumers. 'The Station' has a budget of \$53,000 p.a. The N.Y.P Health Service provides transport, stationary, technology and consultancy. Consumers pay an annual membership fee of \$5.00 plus \$3.00 per day for meals, coffee and tea. We have an active membership of 50 consumers. Projects and activities are funded by one off grant applications. The Community supports and funds initiatives, raffles, garage sales, etc that are undertaken by 'The Station'.

BRIEF DESCRIPTION OF THE SERVICE OR PROGRAM

The station was opened in May of 1998. The idea for a drop in centre came from a public meeting held in 1996 when the Mental Health Advocacy Group was formed. This group felt the need to pursue better care in the Community for people with Mental Health issues. The aims and objectives of program/service are to: Facilitate a range of activities to meet members needs, interests and abilities; To foster a safe and supportive environment where autonomy and self determination is encouraged; To help members regain self worth, self esteem, purpose and confidence; To demystify and destigmatise mental illness by promoting community awareness and involvement. Our philosophy is one of actively encouraging members to participate in all aspects of running 'the station' by providing a friendly relaxed atmosphere that is conducive to promoting positive learning experiences where members can feel empowered to take responsibility for their own well being.

**CATEGORY 2
FAMILY/CARER-RUN PROGRAM or SERVICE**

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

APPLYING PROGRAM: **Carer Assist: support for mental health carers**

ORGANISATION: **Schizophrenia Fellowship of NSW Inc.**

ADDRESS: **Locked bag 5014
Gladesville, NSW 1675**

CONTACT PERSON: **Angela Milce
Tel: 02 9816 5652 Fax: 02 9879 2699
Email: angela@sfnsw.org.au**

BACKGROUND DESCRIPTION OF ORGANISATION:

In 2002, the Schizophrenia Fellowship of NSW received pilot funding from the Centre for Mental Health through the Family and Carers Mental Health Program to set up and trial a service for carers of people living with mental illness. In August 2003, due to the excellent work of the service, the funding was extended for a year and expanded to cover eight Area Health Services three days per week. The areas serviced now are: Central Sydney, Greater Murray, Hunter, Illawarra, Northern Sydney, Macquarie, Mid North Coast and South West Sydney. Initially called the Carers Support Unit, the service was renamed Carer Assist - Support for Mental Health Carers in 2005. Carers are assisted on the basis that someone in the family or the consumer lives in the regions covered. The program employs ten staff. Up to the end of December 2005, Carer Assist had received 1687 initial calls and been involved in 2679 follow up calls (4366 in total). We have also provided Well Ways, an education and support training program for carers of people with a mental illness, for 247 people across NSW with over 70 more currently participating in six courses around the State. Funding for Carer Assist since January 2004 has been \$451,534 per annum. This is provided through the Centre for Mental Health, NSW Health, Family & Carers Mental Health Program.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

Carer Assist is an innovative, responsive and flexible approach to support those caring for someone with a mental illness. A program of the Schizophrenia Fellowship of NSW, Carer Assist provides information, education, support and advocacy for carers and families. Carer Advocates are trained in mental health education, advocacy and support and currently cover eight areas across NSW. The Carer Assist program is run mainly by carers who provide an empathic, empowering and understanding source of support, someone with whom carers can build rapport, share daily events and be listened to. Carer Assist provides information tailored to the needs of carers and families; topics include what is mental illness, what services are available, the mental health system, how to build resilience and coping skills. The Carer Advocates support carers directly and via encouraging self advocacy skills. Carer Assist runs the very effective and information training program specifically designed for mental health carers – Well Ways.

**CATEGORY 2
FAMILY/CARER-RUN PROGRAM or SERVICE**

GOLD AWARD: **SILVER**

APPLYING PROGRAM: **Carer Support Group - for carers of people with Borderline Personality Disorder**

ORGANISATION: **AREFMI Victoria and St. Vincent's Mental Health Service (VIC)**

ADDRESS: **PO Box 83,
Hawthorn, VIC 3022**

CONTACT PERSON: **Elise Whatley
Tel: (03) 9810 9300 Fax: (03) 9810 9399
Email: elise.whatley@arafemi.org.au**

BACKGROUND DESCRIPTION OF ORGANISATION:

ARAFEMI Victoria is a community managed, not-for-profit incorporated association and a psychiatric disability support and rehabilitation service. ARAFEMI provides a home based outreach service to people with a psychiatric disability in the Eastern and Northern metropolitan regions of Melbourne; an intensive outreach service in the northern region: a Prevention and Recovery Care Service in partnership with Eastern Health in the Central East region of Melbourne; and a family support program. Support is provided to families of people with mental illness through support and training groups, and a telephone support service. **St. Vincent's Mental Health Service** 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 44 bed acute inpatient service, two community mental health centres, each with approximately 350 registered consumers, a 20 bed community care unit and extended residential rehabilitation service.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

Since 2002, a collaboration of agencies has worked to develop a support group for families of people with borderline personality disorder (BPD). BPD is a significant mental illness characterised by: problems with emotions and moods; problems with thinking; problems with self-damaging patterns; and problems in relationships (adapted from: http://www.spectrum-bpd.com/about_bpd.htm). Services for carers were sparse to non-existent. Families were often seen as part of the problem and could not find adequate information, coping strategies, or mutual support for themselves, or to help the person affected. A mutual support framework was developed and monthly meeting held since September 2003, with alternating peer support and psychoeducation /information sessions. Evaluation and response from carers has been extremely positive and appreciative. Many had experienced years of isolation and lack of knowledge. As an innovative project, it addresses the previously unacknowledged needs of this group and is a successful partnership between PDRSS, clinical and specialist services.

**CATEGORY 3
RECOVERY PROGRAM or SERVICE**

No Award in this category

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

GOLD AWARD: WINNER \$3,000

APPLYING PROGRAM: VicChamps and PATS (Paying Attention to Self) in Partnership

**ORGANISATIONS and ADDRESSES: Eastern Health
PO Box 135
Ringwood East VIC 3135 and
Shire of Yarra Ranges
Anderson St
Lilydale VIC 3140**

**CONTACT PERSON: Rose Cuff-Tel:03 9871 3983;Fax:03 9871 3876
Email: rose.cuff@maroondah.org.au AND
Katharina Verscharen
Tel: 03 9294 6376 Fax: 03 9294 6715
Email k.verscharen@yarraranges.vic.gov.au**

BACKGROUND DESCRIPTION OF ORGANISATION:

Eastern Health Mental Health Program. The Mental Health Program provides mental health services to the eastern region of Melbourne. These services are publicly funded, and include crisis services, inpatient care, community/outpatient, rehabilitation and residential services. The Mental Health Program employs over 600 staff, using a budget of over \$50 million. **The Shire of Yarra Ranges** - Youth Services division is the key service provider for young people across the municipality and is responsible for providing a range of services and activities that supports both young people and their families. Youth Services consists of a team of 16, who are from a range of disciplines. Funding is derived from a range of sources including, Council, Department of Human Services, Department of Victorian Communities, Office for Youth, DHS Mental health branch- Psychiatric Disability Support, Beyond Blue and VicHealth.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

VicChamps and Pats are peer support programs for children (5-12) and young people (12-16) respectively who have parents with a mental illness. In the outer east of Melbourne, these two programs have developed a unique partnership building on collaborations with service providers and young people, resulting in children and young people being able to access support and information about mental illness in an ongoing way. In particular the partnership offers opportunities for children to progress from VicChamps to PATS as young people aged eleven and up ready to learn more, to further develop their leadership skills and to act as mentors for their younger buddies. There are a number of joint activities including a community mural, camps and school holiday programs. Pats peer leaders ('PATSters') regularly attend such VicChamps activities as peer facilitators or peer leaders; parents and family members from both groups can meet and benefit from mutual support.

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

SILVER AWARD: **FINALIST**

APPLYING PROGRAM: **Housing Solutions**

ORGANISATION: **ComCare Charitable Trust (NZ)**

ADDRESS: **P.O. Box 22004, High St
Christchurch NZ**

CONTACT PERSON: **Annette Sutherland
Tel: +64 3 3777020 Fax: +64 3 3777021
Email: Annette@comcare.org.nz**

BACKGROUND DESCRIPTION OF ORGANISATION

ComCare Trust is a Canterbury based mental health organisation providing services to around 500 people at any time, with housing, community support, recreational and employment assistance. ComCare employs 38 people to deliver services primarily funded by the Canterbury District Health Board and the Ministry of Social Development.

BRIEF DESCRIPTION OF THE SERVICE/PROGRAM:

ComCare has been providing housing services in Christchurch to people who experience mental illness for over 15 years. Since 1995 the ComCare Housing Solutions service has expanded considerably, developing a diverse range of housing assistance initiatives, and currently provides housing assistance to 228 people. ComCare works with and for people who experience mental illness, particularly focusing on practical initiatives for those whose lives have been most severely affected by their illness. Our housing services are based on the recovery model of care. Our service emphasises: Choice; Autonomy; Community Integration; Tenancy rights and responsibilities; Response to individual need (one size does not fit all); The right to good quality, affordable housing. There is a well-established link between poor housing/homelessness and mental illness. Our service continually searches for innovative ways to increase the availability of good quality housing to this group. Housing Facilitation, special projects with HNZ, emergency options and the ability to increase housing stock through limited head tenancies are some examples, as are self-help options such as Flatmate Finders and educational resources. Consumer input and participation are crucial to the development of quality housing services for people with mental illness. ComCare has a Consumer Advisor who works at a management level on all aspects of ComCare services and also coordinates our service advisor group, consisting of a number of service users. All clients housed by our service are given the opportunity for feedback through evaluation forms, and we have a regular Tenant Participation Forum coordinated by our Consumer Advisor. We are a small team of 4 dedicated workers who are motivated by the belief that the service we provide makes a difference to a few and an example to many.

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

SILVER AWARD: **FINALIST**

APPLYING PROGRAM: **Psychiatric Emergency Centre,
RBWH Mental Health**

ORGANISATION: **Royal Brisbane & Women's Hospital**

ADDRESS: **Butterfield Street
Herston, QLD 4029**

CONTACT PERSON: **Brett Emmerson
Tel: 07 3636 1104 Fax: 07 3636 8063
Email: Brett_Emmerson@health.qld.gov.au**

BACKGROUND DESCRIPTION OF ORGANISATION

RBWH Mental Health is one of the 6 service lines within the Royal Brisbane & Women's Hospital. The Service is headed by an Executive Director, Nursing Director and Business Manager who oversee 7 service areas which have a budget of \$35 million annually, with 350 staff and 132 beds. The major service areas are our catchment area service, the Inner North Brisbane Mental Health Service (INBMHS), Consultation Liaison Psychiatry, Statewide Eating Disorder Services, Geriatric Psychiatry, Adolescent Psychiatry, Community Forensic Mental Health Services and Alcohol & Drugs Service. The Inner North Brisbane Mental Health Service has a catchment population of 260,000 and consists of an Acute Care Team, 2 Continuing Care Teams, a Homeless Team and Community Care Unit. The INBMHS assesses 11,200 people per year and is currently managing 1,066 regular consumers. These include: the neighbouring catchment area mental health service not having an Emergency Department (which increases our catchment population to over 500,000); a large homeless population; high levels of illicit and other substance use (especially amphetamines); the busiest court/watchhouse complex in this state (over 30,000 cases per year); 2260 private hostel/boarding house beds; 3 large homeless shelters (239 beds) and two private psychiatric hospitals (over 140 beds) who refer behaviourally disordered patients.

BRIEF DESCRIPTION OF THE SERVICE/PROGRAM:

The first Australian Psychiatric Emergency Centre (PEC) co-located with an emergency department began at the Royal Brisbane and Women's Hospital (RBWH) in 1983. A PEC has significant benefits for consumers by means of direct access to specialized mental health staff, a better quality of service and reduced waiting times. The major benefit for the Emergency Department is that Mental Health takes early responsibility for mental health consumers, which reduces access block in the Emergency Department. The need for adequate numbers of inpatient psychiatric beds and an active bed management strategy are also essential to prevent access block in the PEC. PEC's are expensive to run and can be justified only in large emergency departments. However, the key ingredient is a positive partnership with the emergency department, which, if achieved, provides a high standard of acute mental health care.

**CATEGORY 5
REGIONAL/RURAL/REMOTE PROGRAMS**

AWARD: **SPECIAL JUDGES AWARD**

APPLYING PROGRAM: **Biripi Nambi Centre.
Social & Emotional Well-being
(Mental Health)**

ORGANISATION: **Biripi Aboriginal Medical Service (NSW)**

ADDRESS: **Delivery Bag Taree,
NSW 2430**

CONTACT PERSON: **Michelle Wilkes
Tel: 02 6552 2154 Fax: 02 6551 0483
Email: mwilkes@biripi.org.au**

BACKGROUND DESCRIPTION OF ORGANISATION:

The Biripi AMS Nambi Social & Emotional Well - being Centre was officially opened on the 1st August 2002. This centre consists of a variety of specialised areas which endeavour to meet the needs of the local Aboriginal community. For example: 1 Aboriginal Drug & Alcohol Support Worker; 2 Aboriginal Mental Health Workers; 1 Psychiatrist; 1 Youth Health Worker; 1 Registered Psychologist (when needed). The above team utilise their combined specialist skills and expertise to address the complex social, emotional and spiritual needs of the Aboriginal Community. This is accomplished by identifying and prioritising the complex social issues within the Aboriginal Community of Taree, Forster and surrounding areas. Funding for the Biripi AMS Nambi Centre comes from a number of Commonwealth and State funding bodies. The ratio of this area service covers is approximately 25,000 square kilometres. Programs operating are: Aboriginal Women's creative Arts and Craft to build rapport and trust; Stressless day for Biripi AMS; Koori Beginners Meeting – Fellowship of Alcoholic Anonymous age group 21 – 60; Men's; Koori Explorers - to learn new skills and knowledge; Surfing program is an annual event target group 15 – 17 years.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

Biripi aims to improve the health status of the Aboriginal communities in the Manning region through the implementing of appropriate medical care, mental health and disease preventative programs. To train Aboriginal people in the planning and provision of health care for their community. This service demonstrates a holistic approach towards mental health within the Aboriginal community. The dedication and professionalism of the Biripi Nambi Staff has partnered with the wider Manning Community with harmony and synergy leading to enhanced healing and advocacy for our consumers and extended families. This is highlighted by the following quote: "Healing requires that individuals, families, and communities have access to appropriate mental health and well - being programs. However, the sorrow and trauma will continue unless the underlying issues are addressed to allow Aboriginal people to achieve social justice and equal human rights" (ref The Australian Journal of Grief and Bereavement. Sept.1998.Vol. 1 No. 2 pp4).

**CATEGORY 6
INFANT, CHILD AND ADOLESCENT**

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

APPLYING PROGRAM: **Feeling is Thinking (FisT) Group Work Intervention**

ORGANISATION: **Royal Children's Hospital Mental Health Service (VIC)**

ADDRESS: **50 Flemington Street,
Flemington VIC 3031**

CONTACT PERSON: **Wendy Bunston
Tel: 03 9345 6011 Fax: 03 9345 6010
Email: wendy.bunston@rch.org.au**

BACKGROUND DESCRIPTION OF ORGANISATION

The Feeling is Thinking Program is a 'truly unique' program within the range of group work interventions developed by the Royal Children's Hospital Mental Health Service's (RCH MHS) Community Group Program (CGP). What sets it apart from the other programs is: The huge demand for its delivery (over 500 children have been through the program, a figure that outstrips any other intervention group offered by the CGP. In late 2004 a parent version of FisT was piloted and is now offered as a complementary component to this children's group work intervention. FisT, in response to the huge demand for its delivery, is now the only program within the CGP that has been developed into a professional manual and one day training package.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

Feeling is Thinking (FisT), is an immensely popular, effective and clinically developed, group work intervention program for children aged 8 to 12 years who have difficulty appropriately expressing strong emotions, particularly their angry feelings. Developed in response to CAHMS clinicians and school support staff wanting an effective, evidenced based treatment group, well over 60 FisT programs have been run in a variety of locations within Western and North Western Metropolitan Melbourne. Due to demand, a professional FisT manual and training program was developed and a further 65 professionals have now been trained to go on and run FisT. In 2005 the program was expanded to include a 'Parent' component, running an additional eight week parent program that complemented the children's group. A recent comprehensive evaluation of the FisT program demonstrates that post program children exhibit a significant improvement in social skills and similarly a significant reduction in poor externalising behaviours. Supporting Kids is a partnership of agencies and parents working together to understand and address the needs of children who have a parent with a mental illness.

**CATEGORY 6
INFANT, CHILD AND ADOLESCENT**

SILVER AWARD: **FINALIST**

APPLYING PROGRAM: **SCARF Program
(Strengthening Child and Adolescent Relationships in Families)**

ORGANISATIONS: **Barwon Health Mental Health Services and
Glastonbury Child & Family Services**

ADDRESS: **222 Malop Street
Geelong VIC 3220**

CONTACT PERSON: **Dawn Foster
Tel: 03 5222 6991 Fax: 03 522 6933
Email: dawnf@barwonhealth.org.au**

BACKGROUND DESCRIPTION OF ORGANISATION

Glastonbury Child and Family Services is an independent, not-for-profit organisation which is governed by a Board of Directors. Glastonbury provides a range of services to children, young people and families, including community strengthening programs, prevention programs for 330 children and their families, early intervention and intensive family support for 1000 children and their families and community foster care and residential services for 60 children within the local area. Glastonbury has a strong commitment to community capacity building within the Geelong and surrounding area. **Barwon Health** is Victoria's largest regional health care network, employing 3500 staff. The Mental health service provides a comprehensive package of specialist services to the Barwon region. This includes assessment, treatment and ongoing care to people who have a mental health and/or drug and alcohol problem. The service spans child, adolescent, early intervention, adult and aged treatment and care. It also includes acute inpatient, and community care services.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

Strengthening Child and Adolescent Relationships in Families (SCARF) is an integrated approach to dealing with mental health issues in families, focusing on children and adolescents. SCARF has been operational since 2003 with numerous funding models. It is a collaborative partnership between Barwon Health, Mental Health Services and Glastonbury Child & Family Services. SCARF offers a multi faceted approach to the support and prevention of mental illness and the promotion of child health and safety, and interacts with a number of components of Victoria's service systems. Scarf is a preventative program with aspirations attuned to Victorian and Australian policy in the area of prevention and health promotion. SCARF identifies and assists children and young people more at risk of developing a mental illness than the general population. SCARF supports young people to understand and accept the journey of their parent's mental illness.

**CATEGORY 6
INFANT, CHILD AND ADOLESCENT**

SILVER AWARD: **FINALIST**

APPLYING PROGRAM: **Child & Youth Mental Health Service**

ORGANISATION: **Brisbane Royal Children's Hospital & Health Service District**

ADDRESS: **Cnr Rogers and Waters Street
Spring Hill QLD 4000**

CONTACT PERSON: **Margaret Hoyland
Tel: 07 3835 1437 Fax: 07 3839 8191
Email: Margaret_Hoyland@health.qld.gov.au**

BACKGROUND DESCRIPTION OF ORGANISATION

Brisbane Royal Children's Hospital and Health Service District Child and Youth Mental Health Service (RCH CYMHS) was established in 1994 and is an integrated mental health service funded by Queensland Health. RCH CYMHS comprises three community clinics, providing support for up to 1000 clients at any one point in time, and coordinates a 10 bed in-patient unit for children (under 14 years) who require a hospital admission for management of a psychiatric crisis or illness. In addition to these services, CYMHS also provides a number of additional services to support specific at-risk groups.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

Brisbane Royal Children's Hospital and Health Service District Child and Youth Mental Health Service (RCH CYMHS) is an integrated service for children and young people (0-18 years of age) who are, or at risk of, experiencing severe and complex mental health problems and their carer networks. RCH CYMHS has developed an extensive range of clinical services to meet the needs of its clients, locally and statewide. It combines hospital and community-based facilities, allowing RCH CYMHS to address the whole spectrum of mental health care. Facilities include community clinics; an acute in-patient facility for children aged up to 14 years; an after-hours assessment and crisis intervention service; forensic child and youth services; e-mental health; and a number of early intervention programs. RCH CYMHS is strongly linked to the community and contributes substantially to education, training and development at a broader level. RCH CYMHS promotes a culture of continuous quality improvement in which a strong research focus is embedded with strategic and effective management.

**CATEGORY 7
MENTAL HEALTH PROMOTION OR MENTAL ILLNESS
PREVENTION PROGRAM or PROJECT**

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

APPLYING PROGRAM: **National Illicit Drug Strategy – Dual Diagnosis Project**

ORGANISATIONS: **Mental Health Co-ordinating Council (NSW) and The NSW Department of Community Services**

ADDRESS: **Rose Cottage, Rozelle Hospital
Rozelle NSW 2039**

CONTACT PERSON: **Jenna Bateman
Tel: 02 9555 8388 Fax: 02 9810 8145
Email: jenna@mhcc.org.au**

BACKGROUND DESCRIPTION OF ORGANISATION:

The NSW Department of Community Services (DoCS) is the leading NSW Government agency responsible for community services. DoCS work to promote the safety and wellbeing of children and young people and to build stronger families and communities. In particular those who are vulnerable and most in need. DoCS helps children, young people and families across a continuum of care. Our core work focuses on child protection, starting with early intervention strategies to help build stronger families and communities. DoCS work to protect children and young people from risk of harm and to provide care for children and young people who are not able to live with their families. **The Mental Health Co-ordinating Council (MHCC)** is the peak body for non-government organisations working for mental health throughout NSW. MHCC's membership includes NGOs, both specialist and mainstream, and other bodies interested in mental health. MHCC aims to provide leadership and an independent public voice on mental health issues. MHCC facilitates effective linkages between the government, non-government and private sectors.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

The Dual Diagnosis Project is a partnership between the Department of Community Services (NSW) and the Mental Health Coordinating Council (NSW), in recognition of the growing numbers of children affected by parental dual diagnosis in child protection and health services in NSW. The project aimed to better equip families, carers and service providers to respond to the needs of children of parents with dual diagnosis, and was informed by recommendations from the literature and from consultation with parents, children, carers and service providers. Subsequently the project focussed on: Developing and providing training, practice tools and information for workers to identify and appropriately support and refer parents experiencing dual diagnosis and their children; Encouraging collaboration between service providers in meeting the needs of children and families where a parent has dual diagnosis; Developing and distributing support and information resources on dual diagnosis for children, parents, and carers.

**CATEGORY 7
MENTAL HEALTH PROMOTION or MENTAL ILLNESS
PREVENTION PROGRAM or PROJECT**

SILVER AWARD: **FINALIST**

APPLYING PROGRAM: **My Sexual Health Matters booklet**

ORGANISATION: **Sexual Health Information Networking
Education (SHINE)
Mental Health Division, The Queen Elizabeth
Hospital and Health Service (SA)**

ADDRESS: **17 Phillips Street,
Kensington, SA. 5068**

CONTACT PERSON: **Ralph Brew
Tel: 08 8431 5177 Fax: (08) 8364 2389
Email: Ralph.brew@health.sa.gov.au**

BACKGROUND DESCRIPTION OF ORGANISATION:

Sexual Health Information Networking Education (SHINE SA) provides a range of sexual health services, including community development, drop-in pregnancy testing, clinical services, sexual health counselling, information, resource development and professional education. Fees are payable for some services; others are free and concessions are available. Funding is provided by through the Public Health Outcomes Funding Agreement and is channelled through the SA Department of Health. It employs 48 FTE staff across the metropolitan area of Adelaide and also visits rural areas. SHINE SA have approximately 12,250 active clients.

BRIEF DESCRIPTION OF SERVICE OR PROJECT:

In 2002, a group of people with mental illness identified sexual health as an area that needed to be discussed more openly and integrated into quality mental health care. This group joined with workers from Mental Health Services and the sexual health service, SHineSA to identify a range of specific barriers, which make it more difficult for people with mental illness to enjoy their sexuality and have healthy sexual relationships. It was identified that these barriers can impede recovery and so following consultation, strategies to address them were identified. The booklet, “**My Sexual Health Matters**”, was produced, addressing sexual health issues with sensitivity and humour and full of ideas and suggestions from both consumers and professionals in the sector. Over 12,000 copies of the booklet have been distributed across Australia and New Zealand, and the booklet is available on the ShineSA website.

**CATEGORY 7
MENTAL HEALTH PROMOTION or MENTAL ILLNESS
PREVENTION PROGRAM or PROJECT**

SILVER AWARD: **FINALIST**

APPLYING PROGRAM: **PATS (Paying Attention to Self) Program**

ORGANISATIONS: **Centre for Adolescent Health, Victoria;
Goulburn Valley Child & Adolescent Mental
Health Service, Shepparton;
Inner South Community Health Service;
Wimmera Uniting Care, Horsham;
Youth Services, Shire of Yarra Ranges,
Lilydale**

ADDRESS: **Centre for Adolescent Health
2 Gatehouse Street Parkville VIC 3104**

CONTACT PERSON: **Matt O'Brien
Tel: 03 9345 6615 Fax : 03 9345 6534
Email : matt.obrien@rch.org.au**

BACKGROUND DESCRIPTION OF ORGANISATION

Established in 1991 with support from the Victorian Health Promotion Foundation and the William Buckland Trust, the Centre for Adolescent Health is recognised for advancing knowledge that has influenced adolescent health practice and policy internationally. An initiative of the Royal Children's Hospital, it is also significantly supported by the Murdoch Children's Research Institute and The University of Melbourne. The Centre is comprised of Adolescent Services; Learning, Innovation and Community; and Research.

BRIEF DESCRIPTION OF THE SERVICE / PROGRAM

Paying Attention To Self (PATS) is a peer support program for young people aged 12–18 years who have a parent affected by a mental illness. The program aims to reduce the likelihood of the development of mental health difficulties in young people who have been identified as having an increased risk for this outcome; to decrease the risk factors for these young people; and to increase their coping skills to help them meet their needs and challenges. The eight-week peer support program facilitated by a health professional and a peer leader provides groups with ongoing opportunities for support through social, education and recreational activities. As a capacity building program, PATS focuses on workers, organisations, and the broader community, creating awareness of issues affecting children of a parent with a mental illness.

EXCEPTIONAL CONTRIBUTION TO MENTAL HEALTH SERVICES IN AUSTRALIA or NEW ZEALAND

AWARD WINNER: Ms Ngoc-Anh Nguyen

ORGANISATION: Western Region Health Centre (WRHC),
Western Region Outreach Service
(part of WRHC)

**60 Droop St Footscray VIC, 3011
Tel: 08 8379 9400**

BRIEF DESCRIPTION OF THE AWARD RECIPIENT

Ms Ngoc-Anh Nguyen has been working for almost 12 years in the Psychiatric Disability Rehabilitation Support Service (PDRSS) sector in Melbourne as a bi-lingual mental health outreach worker. She has made a remarkable contribution in developing a unique Vietnamese model of working with people experiencing a psychiatric disability as a result of mental illness, their carers, family members, and the community. This model is known as *Dung Hop*, a model that is family and community based that reflects Vietnamese values and culture. As well as providing individual outreach services, Ngoc-Anh has also successfully established and effectively maintains a range of innovative creative programs targeting the Vietnamese community in the western metropolitan region of Melbourne, examples include, the Marriage Enhancement Program, Children's Homework Group, Women's Group, Family Outings, Victorian Certificate of Education (VCE) Tutoring Program and the Young Volunteers Group. In early 1994, Ngoc-Anh was employed as a part time project worker with Western Region Outreach Service based in Footscray which has a large concentration of Vietnamese background population. In many ways, Ngoc-Anh has been a pioneer and has paved a path for mental health services to address the needs of Culturally and Linguistically Diverse (CALD) consumers within their communities, in particular her own ethnic community. Ngoc-Anh's position became full time in 1998. Through strong collaborative work with different mental health agencies (both clinical and PDRSS) and the Vietnamese community agencies, Ngoc-Anh has successfully developed the model of the Vietnamese Program, *Dung Hop*. *Dung Hop* is an eclectic merging of PDRSS Principles and the Vietnamese Collectivist Philosophical Principles suggesting a harmonious and balanced way to provide support for her clients and their support systems. The written text of this model and some of its applications to the success of the Vietnamese Program can be found at www.wrhc.com.au

Ngoc-Anh has also shown us ways to think outside the square and to creatively make the system work for those in need. Ngoc Anh continues to challenge the 'western' style frameworks of Department Human Service (DHS) funded programs that often focus on the individual, particularly when it comes to data collection and geographical boundaries, by emphasizing the importance of working across boundaries with both family and community. She continues to seek recognition from funding bodies that key indicators and outcomes are often different for individuals from CALD communities.

EXCEPTIONAL CONTRIBUTION TO MENTAL HEALTH SERVICES IN AUSTRALIA or NEW ZEALAND

AWARD WINNER: **Professor Ian Falloon**
Auckland, New Zealand

ORGANISATION: **University of New Zealand**

BRIEF DESCRIPTION OF THE AWARD RECIPIENT

Professor Ian Falloon is a New Zealander, a longstanding Professor of Psychiatry at University of Auckland, a regular contributor to TheMHS Conference in our early years, and for some years now has been the Director of the innovative Optimal Treatment Project (OTP), centered in Europe. He was the principal investigator of a landmark randomized study of family intervention in schizophrenia in California, followed by a multi-centred collaborative study across the USA. He then instigated a comprehensive package of integrated biological and psychosocial interventions across the entire county of Buckinghamshire, UK, working closely with GP's, while systematically transferring information and practical cognitive behavioural skills directly to all their clientele with any psychiatric symptoms and their families. Such integrated care reduced the incidence of severe mental illnesses throughout the county, & Professor Falloon became one of the pioneers of early prevention & intervention in psychosis. Many have built on his visionary work, while OTP projects in different parts of the world have now replicated his earlier positive results.

Postscript: Regrettably, since the decision was made to grant this special award, Ian Falloon has passed away on 13 July this year.

AUSTRALIAN AND NEW ZEALAND MENTAL HEALTH SERVICE

MEDIA AWARDS 2006

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, a category for broadcast media and a new category for Community/Regional/Rural media.

In 2006 there were 35 entries received for the three 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

GOLD AWARD: **JOINT WINNER** **\$1,000**

TITLE: **“Fragmented Minds” on
All in the Mind**

ORGANISATION: **ABC Radio National**

WINNERS: **Lynne Malcolm, Presenter & Executive Producer
Sherre Delys, Producer
Jenny Parsonage, Sound Engineer**

ADDRESS: **PO Box 9994
Sydney NSW 2001**

CONTACT PERSON: **Lynne Malcolm
Phone 02 8333 1396 Fax: 02 8333 4414
Email: Malcolm.lynne@abc.net.au**

DESCRIPTION OF ENTRY:

This is a 2 part Radio series focusing on Schizophrenia which was broadcast on All in the Mind. Part one features the experience of Angela a young woman who now has her schizophrenia controlled by medication, an explanation of the disorder itself and some of the research which is being done in order to find better ways of understanding and treating schizophrenia,

Part 2 features the experience of the father of a young man who is still struggling with schizophrenia, and discusses the physical and emotional difficulties of caring for a loved one with Schizophrenia. We also hear about the range of ways, besides medication, in which people with schizophrenia can be supported in order to give them a better quality of life.

BROADCAST MEDIA**GOLD AWARD: JOINT WINNER \$1,000****TITLE: Broken Open****ORGANISATION: ABC TV
 Compass****WINNER: Roger Bayley
 Producer****ADDRESS: 700 Harris St
 Ultimo NSW 2007****CONTACT PERSON: Roger Bayley
 Phone 0408 660 575 Fax: 02 8333 4020
 Email: bayley.roger@abc.net.au****DESCRIPTION OF ENTRY:**

High profile sports journalist Craig Hamilton was about to catch a train for the assignment of a lifetime, the Sydney Olympic Games. But on the platform he had a violent psychotic episode and by day's end was in the high security wing of a psychiatric hospital. When he was diagnosed with bipolar disorder or manic depression, Craig had to re-evaluate his life. A country boy who began his working life as a coalminer, Craig began a profound transformation. The experience has given him new insights into his own life and spirituality, as well as a deep appreciation of those who rallied to help a once proudly self-reliant man. *Broken Open* is a first hand account of a rarely discussed mental health issue. It's a story told with courage and breathtaking honesty by a very engaging bloke.

PRINT MEDIA

GOLD AWARD: WINNER \$2,000

TITLE: Turning Point

**ORGANISATION: Notebook/FPC Publishing
NSW**

JOURNALIST: Josephine Brouard

**CONTACT PERSON: Liz Parker, Editor
Tel: 02 9353 9999
Email: lparker@fpc.com.au**

DESCRIPTION OF ENTRY:

The profile and photographic portrait of bipolar disorder survivor, Wendy Curtis, is a vividly meaningful way of humanizing a harrowing health journey, presenting it as uplifting rather than mournful. Moreover, as part of a quartet of inspiring Australian women with different stories to tell, Wendy's bipolar journey is rightfully integrated with the rest of the magazine's rich tapestry of tales. By using the first-person mode to describe the life of a bipolar disorder sufferer, the article brings to life the reality of the illness. When a bipolar disorder sufferer recounts the symptoms and social impact endured, readers believe the integrity of the personal account. Wendy tells how she turned her life around with medical and familial support and because of her honesty, readers feel compassion rather than fear. The profile also notes how the illness can be managed and Wendy is clearly depicted, not as victim but as gutsy survivor.

To ensure interviewee's story was accurately portrayed, journalist Josephine Brouard gave Wendy sign-off powers so that only copy approved by Wendy was submitted for publication. Furthermore, the article included a box of factual data about the condition gleaned from the Victorian Government's *Better Health* website and these statistics were corroborated by Notebook's fact-checkers (or sub-editors). Notebook's sub-editors subsequently included a SANE helpline contact number to offer Notebook readers somewhere to go if they felt they suffered mental ill health.

COMMUNITY/REGIONAL PRINT MEDIA**GOLD AWARD: WINNER \$2,000****TITLE: Out of Mind: Uncovering Mental Illness****ORGANISATION: Community Newspaper Group
WA****JOURNALIST: Rachel Watts****CONTACT PERSON: Rachel Watts
Tel: 08 9599 1814 Fax: 08 9599 1817
Email: Rachel.watts@communitynews.com.au****DESCRIPTION OF ENTRY:**

Out of Mind: Uncovering Mental Illness was a fortnightly series run over 10 weeks in the Community Newspaper Group's Western Suburbs Weekly. Topics to be considered in the series were drafted after attending public forums on mental illness run by community support group Arafmi. However, after the first article, Burden will get heavier support organisations and groups began calling offering topics for inclusion. The result was a wealth of information about problems faced by people with mental illness and the need for improved mental health awareness that could scarcely be covered in five editions. The articles focused on the stories of people with mental illness, ways to identify mental illness and the services available. A balance between problems and solutions was sought to avoid focusing on the negative side of mental illness. Comment was sought from professionals at a local level and service providers. When speaking with consumers every effort was made to put them at ease.

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
	Robert Bland	Tasmania
	Stephen Brand	New South Wales
	Jenny Cardno	New Zealand
	Andy Campbell	New South Wales
	Tony Colechin	New South Wales
	Bernadette Dagg	New South Wales
	Kerrie Dissenga	New South Wales
	Paula Hanlon	New South Wales
	Julia Hennessy	New Zealand
	Gillian Holt	New South Wales Rhoda
	Immerman	New South Wales
	Robyn Humphries	Victoria
	Rhoda Immerman	New South Wales
	Phoebe Jones	New South Wales Sam
	Jansons	
	Robert King	Queensland
	Nick Kowalenko	New South Wales
	Leonie Manns	New South Wales
	Graham Martin	Queensland
	Julie Millard	New South Wales Victoria
	Janet Peters	New Zealand
	Tim Robinson	Victoria
	Phil Robinson	South Australia
	Cath Roper	Victoria
	Melody Schofield	New South Wales
	Andrea Taylor	New South Wales
	Tom Trauer	Victoria
	Peter Wakefield	New South Wales Barbara
	Wieland	South Australia
	Shirley Wigan	Queensland
	Cheryl Wistow	Queensland

MEDIA AWARDS ASSESSMENT COMMITTEE MEMBERS

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Deputy Chairs:	Lynne Dunbar	New South Wales
	Paul Dillon	New South Wales
Co-ordinator	Douglas Holmes	New South Wales
Members:	Warwick Blood	ACT
	Andy Campbell	New South Wales
	Catharine Campbell	New South Wales Kerrie
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New South Wales
Victoria
Victoria
New South Wales