

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



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

**SERVICE & MEDIA  
AWARDS  
2008**

**AUCKLAND CONVENTION  
CENTRE AT THE EDGE**

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# AUSTRALIAN AND NEW ZEALAND MENTAL HEALTH SERVICE AWARDS

Presented By: Dr Janice Wilson, Deputy Director General, Population Health  
Directorate, New Zealand Ministry of Health

## CONTENTS

		Page No.
Background		1
<b><u>CATEGORY 1</u></b>	<b><u>NON GOVERNMENT ORGANISATION (NGO) PROVIDED SERVICES</u></b>	
<b>Gold Award:</b>	The Consumer Experience of SNAP's Implementation of the Collaborative Recovery Model (CRM) Bairnsdale, VIC	2
<b>Silver Award:</b>	Disability Support Program, Newcastle NSW	3
<b><u>CATEGORY 2</u></b>	<b><u>CONSUMER PROVIDED SERVICES</u></b>	
<b>Gold Award:</b>	The Horizon Social Club Elizabeth Park, SA	4
<b><u>CATEGORY 3</u></b>	<b><u>FAMILY/CARER PROVIDED SERVICE</u></b>	
<b>Gold Award:</b>	Walk of Pride, Hunter, NSW	5
<b>Silver Award:</b>	Brimbank Carers Group, St Albans, VIC	6
<b><u>CATEGORY 4</u></b>	<b><u>REGIONAL/RURAL/REMOTE PROGRAMS</u></b>	
<b>Silver Award:</b>	Mental Health Emergencies Training Program, ACT	7
<b><u>CATEGORY 5</u></b>	<b><u>INFANT, CHILD AND ADOLESCENT SERVICES OR PROGRAMS</u></b>	
<b>Gold Award:</b>	ORYGEN Youth Health and ORYGEN Research Centre, Parkville, VIC	8
<b>Silver Award:</b>	Workfirst, Wellington, NZ	9

<b><u>CATEGORY 6</u></b>	<b><u>MENTAL HEALTH PROMOTION OR MENTAL ILLNESS PREVENTION PROGRAM OR PROJECT</u></b>	
<b>Gold Award:</b>	Images of a Hero Calendar 2008 Brisbane, QLD	<b>10</b>
<b>Silver Award:</b>	Family Law Courts – Mental Health Support Program Adelaide, SA	<b>11</b>
<b><u>CATEGORY 7</u></b>	<b><u>SPECIALIST SERVICE OR PART OF A LARGER SERVICE</u></b>	
<b>Gold Award:</b>	CNAHS Peer Specialist and Carer Consultant Program Adelaide, SA	<b>12</b>
<b>Joint Silver Award:</b>	Reducing Seclusion Project Frankston, VIC	<b>13</b>
<b>Joint Silver Award:</b>	Psychological Interventions for Enduring Mental Illness Project, Auckland, NZ	<b>14</b>
<b><u>SPECIAL JUDGES AWARD</u></b>	Popao Project (The Model and Group) Auckland, New Zealand	<b>15</b>
<b><u>AWARD FOR EXCEPTIONAL CONTRIBUTION TO MENTAL HEALTH SERVICE IN AUSTRALIA OR NEW ZEALAND</u></b>		
<b>Winner:</b>	Beth Bailey Melbourne, VIC	<b>16</b>
<b>AUSTRALIAN AND NEW ZEALAND MENTAL HEALTH MEDIA AWARDS</b>		
<b>Background</b>		<b>17</b>
<b><u>CATEGORY</u></b>	<b><u>BROADCAST MEDIA</u></b>	
<b>Winner:</b>	Sonya Pemberton 'Angels and Demons' Zapruder's other Films, Sydney, NSW	<b>18</b>
<b><u>CATEGORY</u></b>	<b><u>PRINT MEDIA</u></b>	
<b>Winner:</b>	Carolyn Jeffrey 'It affects your whole life' The Times, Victor Harbor SA	<b>19</b>
<b><u>CATEGORY</u></b>	<b><u>SPECIAL MEDIA ACHIEVEMENT AWARD</u></b>	
<b>Joint Winner:</b>	'Road to Recovery' Morningside Productions in Association with Framework Trust, Auckland, NZ	<b>20</b>
<b>Joint Winner:</b>	Natasha Mitchell 'All in the Mind' ABC Radio National, Melbourne, VIC	<b>21</b>
<b>Assessment Committee Members (Service and Media Awards)</b>		<b>22</b>

## **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. 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 2 it must be demonstrated that consumers are the major stakeholders and in category 3 that carers/families are the major stakeholders in the development and ongoing decision making of the program
4. 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 2008 there were 45 applications received for the following categories:**

- 1. Non Government Organisation (NGO) Provided Services**
- 2. Consumer Provided Services**
- 3. Family/Carer Provided Services**
- 4. Regional/Rural/Remote Programs**
- 5. Infant, Child And Adolescent Services or Programs**
- 6. Mental Health Promotion or Mental Illness Prevention Program or Project**
- 7. Specialist Service or Part of A Larger Service**

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

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

**CATEGORY 1****NON GOVERNMENT ORGANISATION (NGO) PROVIDED SERVICES****GOLD AWARD: WINNER \$2,000****APPLYING PROGRAM: The Consumer Experience of SNAP's Implementation of the Collaborative Recovery Model (CRM)****ORGANISATION: SNAP Gippsland Inc.****ADDRESS: P.O. Box 635,  
Bairnsdale, VIC 3875, Australia****CONTACT PERSON: Christine McNamara  
Tel:+61 3 5153 1823 Fax:+61 3 5152 6345  
Email: [chris.mcnamara@snap.org.au](mailto:chris.mcnamara@snap.org.au)****BACKGROUND DESCRIPTION OF ORGANISATION**

SNAP Gippsland Inc. is a Psychiatric Disability Rehabilitation Support Service (PDRSS), part of the Victorian Mental Health Service system. Since 1992 it has delivered psychosocial rehabilitation and recovery models of service and care to adults with a serious and enduring mental illness and associated psychiatric disability in rural Victoria. SNAP is governed by a well-qualified and experienced Board of Management and its primary source of funding is the Victoria Department of Human Services. SNAP is accredited with the Quality Improvement Council. SNAP's 14 staff members deliver Home-based Outreach Support Services and Psychosocial Rehabilitation Day Programs to 110 clients in the shires of East Gippsland, Wellington, South Gippsland and Bass Coast. It has service outlets in Bairnsdale, Sale and Leongatha.

**BRIEF DESCRIPTION OF PROGRAM**

SNAP Gippsland's use of the Collaborative Recovery Model (CRM) is transforming the PDRSS agency. The model, introduced in 2005 with thorough staff training, was developed by Illawarra Institute for Mental Health, University of Wollongong. SNAP is part of the University's research program. With 52 clients using the model and 11 trained workers, the CRM - central to SNAP's planning and programs - offers a recovery-centred approach to Mental Health (a shift from conventional "support"). Based on client autonomy and collaboration between clients and Recovery Support Workers, the model recognizes that hope, positive self-identity, meaning in life and responsibility for one's health are vital to recovery - and can blossom through CRM's clearly defined program. Clients are encouraged to identify their big dreams. Each client meets weekly with his/her Recovery Support Worker to choose and review individual, achievable goals and "homework" towards those dreams. Both clients and workers report "amazing" achievements.

**CATEGORY 1****NON GOVERNMENT ORGANISATION (NGO) PROVIDED SERVICES**

<b>SILVER AWARD:</b>	<b>FINALIST \$1,000</b>
<b>APPLYING SERVICE:</b>	<b>Disability Support Program</b>
<b>ORGANISATION:</b>	<b>Psychiatric Rehabilitation Association</b>
<b>ADDRESS:</b>	<b>259 King Street, Newcastle, NSW 2300, Australia</b>
<b>CONTACT PERSON:</b>	<b>Tim Fong Tel:+61 2 4929 3888 Fax:+61 2 4929 3088 Email: tim.f@pra.org.au</b>

**BACKGROUND DESCRIPTION OF ORGANISATION**

PRA was launched at Sydney's Callan Park Hospital in 1955. At that time, relatives and friends were concerned at the treatment and care of patients at the hospital. Little was being done to return people with a mental illness and/or psychiatric disability to a meaningful and purposeful life. PRA is a non-government, not for profit organisation, which aims to empower people with a mental illness and/or psychiatric disability by improving their level of well being enabling them to better participate in the community. The Disability Support Program (DSP) serves the Newcastle and Lake Macquarie area in NSW. DSP has an annual budget of approximately \$280,000 and receives funding from Hunter New England Mental Health (HNEMH). DSP supports up to 80 participants at any one time. DSP is staffed by a team of four (4) Mental Health Workers. DSP receive clinical support from HNEMH Supported Recovery teams.

**BRIEF DESCRIPTION OF THE PROGRAM**

The Disability Support Program (DSP) is a glowing example of partnership and recovery in practice. The DSP, first established in 2001, is an innovative partnership between Psychiatric Rehabilitation Association (PRA) and Psychiatric Rehabilitation Service (PRS), a division of Hunter New England Mental Health (HNEMH). Opportunities exist for clinical mental health and psychiatric disability support providers to work in partnership with people with mental health issues, their GP's and other carers to provide more cooperative and seamless approaches to the coordination of care. Disability support is aimed at the long-term support and maintenance of skills and abilities associated with mental disorder/psychiatric disability. Non Government Organisation's (NGOs) play a significant role in the delivery of services to people with mental health issues as well as providing services to the broader NSW population to promote mental health. DSP has been successful in providing opportunity for participants to live and stay well in the community, and has been successful in significantly reducing hospital admission rates.

## **CATEGORY 2**

### **CONSUMER PROVIDED SERVICES**

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

**APPLYING PROGRAM:**              **The Horizon Social Club**  
**and ORGANISATION:**

**ADDRESS:**                              **84 Yorktown Road**  
**Elizabeth Park**  
**South Australia 5113**

**CONTACT PERSON:**                  **Anita Kenyon**  
**Tel:+61 8 82873800 Fax:+61 8 8287 4083**  
**Email: horizon84@internode.on.net**

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

The Horizon Social Club is based in the Northern Metropolitan. The Northern Area is characterised as being a low socioeconomic area, where there is high unemployment, mostly public housing and is situated 25kms out of the city centre. The Horizon Social club is a not for profit organisation auspiced by the Lyell McEwin Regional Volunteer Association. It does not employ any staff and receives one day a week of in kind assistance for coordination from the state government mental health service. This in kind assistance includes skill development and practical support of committee members to successfully run their activities while maintaining their independence as a community organisation. The management committee members are all volunteers, they coordinate and run the fortnightly activities, fundraising, administration and promotion. There are 9 committee members who are voted on by the membership annually. The Horizon Social Club receives its funds through fundraising, grants and recognition awards. The membership is currently 80.

#### **BRIEF DESCRIPTION OF SERVICE**

The Horizon Social Club is a weekend club run by volunteers who have experienced mental illness, based in the Northern Metropolitan Area in Adelaide S.A. Most members are aged between 18 and 65, tend to be living alone, with limited social supports and income to access activities. The Horizon Social Club provides fortnightly social and recreational activities that create opportunities for adults who experience mental illness and their families and carers to meet new people, develop supportive friendships, participate in and enjoy community activities. The Horizon Social Club is an outstanding example of volunteers who experience a mental illness helping others with similar experiences to maximise theirs and their families' belonging and participation in the community. The benefits include; strengthening family relationships, promoting mental health, the friendships developed, mutual support and breaking down of stigma with the local community's increasing awareness and participation in the Horizon Social Club.

## **CATEGORY 3**

### **FAMILY/CARER PROVIDED SERVICES**

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

**APPLYING PROGRAM:**            **Walk of Pride**

**ORGANISATION:**                 **ARAFMI Hunter**

**ADDRESS:**                         **22 Stewart Avenue**  
**Hamilton East, NSW 2303, Australia**

**CONTACT PERSON:**               **Joanne Sinclair**  
**Tel:+61 2 49 612 842 Fax:+61 2 49 616 052**  
**Email: [arafmihunter@exemail.com.au](mailto:arafmihunter@exemail.com.au)**

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

ARAFMI Hunter is an association of relatives and friends of people with mental illness. An NGO which began in the Hunter in 1979, servicing the Hunter region based in Newcastle. ARAFMI offers support, counselling, education and information to families, relatives and friends of people with mental illness. Funding is principally provided by NSW Health, our budget is expended on paying wages to two full time staff two part time and support services. We have 10 volunteers and a current membership of 350. Our programs and workshops consist of a variety of self-empowering and self-awareness programs. A program for young carers is offered during school holidays to children between the ages of eight and twelve, at various times throughout the year we provide carers the opportunity to spend a relaxing weekend away with other carers who access our service. We have strong partnerships with Health and various service providers offering experience and expertise in these areas.

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

The Newcastle Mental Health Week "Walk of Pride" to De-stigmatise Mental Illness has been an annual event for our local community to "Step out of STIGMA". ARAFMI Hunter offers a voice for carers and believes that people with mental illness and their families have lived with this debilitating aspect of mental illness for too long. The essence of this entry and what clearly came out of the event was the need to care more for one another and the importance of uniting as a community. Mental Illness is a part of life and it impacts on individuals, families and the whole community in a variety of ways. Through education, information sharing and public awareness, attitudes and beliefs can be challenged and possibly changed. On a fundamental level this is what ARAFMI is aiming to achieve, by encouraging the community to unite and bond in a way which supports, encourages change and offers HOPE.

## **CATEGORY 3**

### **FAMILY/CARER PROVIDED SERVICES**

**SILVER AWARD:** **FINALIST \$1,000**

**APPLYING PROGRAM:  
and ORGANISATION:** **Brimbank Carers Group**

**ADDRESS:** **1 Andrea Street,  
St Albans, VIC 3021, Australia**

**CONTACT PERSON:** **Kevin Brimer**  
**Tel:+61 3 9365 9527 Fax:+61 3 9310 7255**  
**Email: kbrimer@norwoodpdrss.org.au**

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

The Brimbank Carers Group (for carers of people with a mental illness), operates in the mid-west Region of Metropolitan Melbourne and covers the areas of Brimbank, Sunbury (including the township of Bulla) and the Shire of Melton. The group submits an annual application for funding to Carers Victoria Respite Options and has been successful over the last few years in receiving \$2,500.00 p.a. Brimbank Carers Group also receives in-kind support from Norwood Association Inc. (Psychiatric Disability Support Service) in the form of organisational support, which includes out-of-hours staff support, pamphlet development, promotional materials, mail outs and facility use. The Mid-West Area Mental Health Service provides out-of-hours staff facilitation support and the availability of an alternate venue. At present there are 23 registered members of the Brimbank Carers Group. Over the last 6 months, the average attendance per session has been 18.

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

*"I was lost and didn't know which way to turn".*

*"I was desperate to get some help".*

These were the some of the pleas being expressed by desperate carers of people with a mental illness, in the mid-west region of Melbourne back in 2002. To support these isolated and frustrated carers, the Brimbank Carers Group was formed in June of that year. What has evolved over the last 6 years is a dynamic support program of education, mutual support, advocacy and social/recreational activities. Many carers have been with the group since its inception and new carers joining in have swelled the monthly attendance figures, with numbers often over 20. Why is the Brimbank Carers Group so successful? As one carer stated:

*"I have been helped and I can help others. If you can ease someone else's pain, then that's what it is all about". (Pam 2007)*

## **CATEGORY 4**

### **REGIONAL/RURAL/REMOTE PROGRAMS**

**SILVER AWARD:** **FINALIST \$1,000**

**APPLYING PROGRAM:** **Mental Health Emergencies Training Program**

**ORGANISATION:** **Ass Australian Rural Nurses and Midwives**

**ADDRESS:** **PO Box 327,  
Deakin West, ACT 2600, Australia**

**CONTACT PERSON:** **Tina Philip  
Tel:+61 2 4471 3616 Mob 0410 617 646  
Email: t-philip@bigpond.net.au**

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

This program is a national project targeting rural and remote areas of Australia. This training/education program has been conducted across rural and remote Australia with approximately 800 health professionals having completed the training. Throughout the life of the program a single mental health nurse (Project Officer) facilitated almost all of the workshops throughout rural and remote regions of Australia with administrative support provided by the secretariat. Initial funding was provided by Commonwealth Department of Health and Ageing (DoHA) Rural Health Support, Education and Training Program (RHSET) in 2003 followed by DoHA Health Workforce Distribution Programs in 2005, and in 2006 the DOHA Office of Rural Health. During the latter 2 years Australian Rural Nurses and Midwives (ARNM) supported the salary component of the program and worked towards sustainability. As the demand for the program has increased, fee for service workshops have been promoted with an additional 7 workshops being conducted over the past 12 months as well as several scheduled for 2008. No additional funding has been granted and as at May 2008 ARNM will continue to offer the training on a fee for service basis as part of core business.

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

The overall aim of this education program is to provide general nurses and other health professionals with the attitudes, knowledge, confidence and skills to effectively respond to individuals who are experiencing mental health problems. Education/training alone does not necessarily translate into a change in culture, attitude, responsibility or clinical practice, however, the evaluation of this program has indicated that quality training can and does influence attitude and behaviour. The results can best be summed up by an excerpt from a participant's comments:

*"Workshop has made it easier for me to understand and has changed my attitude. I used to be like 'I don't want to know'. I used to resent that they (mental health clients) were on the ward or turning up to A&E".*

*"I am a much better nurse for doing this education and I have been a nurse for 22years".*

The evidence overall suggests a successful program which has had a positive impact on participants clinical practice and undoubtedly the outcomes of those who come into their care.

**CATEGORY 5****INFANT, CHILD AND ADOLESCENT SERVICES OR PROGRAMS****GOLD AWARD: WINNER \$2,000****APPLYING PROGRAM and ORGANISATION: ORYGEN Youth Health and ORYGEN Research Centre****ADDRESS: Locked Bag 10  
Parkville, VIC 3052, Australia****CONTACT PERSON: Lisa Bird  
Tel:+61 3 9342 2998 Fax:+61 3 9342 2941  
Email: lbird@unimelb.edu.au****BACKGROUND DESCRIPTION OF ORGANISATION**

ORYGEN Youth Health is the partnership clinical programme of ORYGEN Research Centre, a national research centre, and was the first youth-specific mental health service to be developed in Victoria. It provides mental health assessment and treatment of 15 to 24 year olds residing in the West and North West of Melbourne. The annual budget of OYH and ORC combined is \$25 million. OYH is fully funded by the Victorian State Government through Melbourne Health, while ORC is funded by Colonial Foundation and funding from government bodies and philanthropic foundations. ORC is affiliated with the University of Melbourne. Approximately 80 staff work at OYH and 120 staff at ORC. At any one time approximately 900 young people from a catchment population of 960,000 are being treated within the service. ORYGEN's philosophy is that early intervention aims to minimise the impact of mental health on a young person's learning growth and development.

**BRIEF DESCRIPTION OF PROJECT**

ORYGEN is a great Australian success story. It is unique in Australia as the only fully integrated research (ORYGEN Research Centre, ORC) **and** clinical (ORYGEN Youth Health, OYH) youth-specific mental health organisation, where evidence-based practice is derived and continuously informed by rigorous research and evaluation leading to service reform which makes a real-world impact on the lives of young Australians with serious mental illness.

ORYGEN's unique model has been adopted by many youth mental health programmes throughout Australia, the UK, Canada, Europe and Asia. ORC is Australia's premier, largest and continually expanding youth mental health research centre, which is internationally recognised as a world leader in youth mental health research. ORYGEN has a strong emphasis on capacity building, health promotion and evidence-based reform with a wide range of stakeholders—government, young people, families, academia, service providers and the broader community and key sectors engaged with youth locally, nationally and internationally.

**CATEGORY 5****INFANT, CHILD AND ADOLESCENT SERVICES OR PROGRAMS**

**SILVER AWARD:** **FINALIST \$1,000**

**APPLYING PROGRAM:** **WorkFirst**

**ORGANISATION:** **Capital & Coast DHB**

**ADDRESS:** **PO Box 1729,  
Wellington, New Zealand**

**CONTACT PERSON:** **Nikki Porteous**  
**Tel:+64 4 494 9161 Fax:+64 4 494 9163**  
**Email: nikki.porteous@ccdhb.org.nz**

**BACKGROUND DESCRIPTION OF ORGANISATION**

WorkFirst is co-located within four of C&C DHB's community mental health teams. These teams cover the greater Wellington region from South Wellington to the Kapiti Coast, and one of the teams covers the Hutt Valley DHB region. Workfirst is now into its sixth year of funding by the Ministry of Social Development. With C&CDHB now contributing towards the funding the present contract expiring 30 June 2008 reflects a true partnership between health and social development. We are currently five staff practicing as Employment Consultants. Two of the staff are Occupational Therapists including the Coordinator, the other three are non-clinicians with relevant experience and tertiary qualifications. One of the three is our Consumer Employment Consultant. Since 1 June 2002 to the present we have provided services to a total of 410 clients/jobseekers between the ages of 16 to 35 years. Our current active caseload is approximately 100.

**BRIEF DESCRIPTION OF SERVICE**

WorkFirst is a supported employment service co-located with some of Capital & Coast DHB's (C&CDHB) community mental health teams. It focuses on young adults who have recently had their first experience of psychosis or other serious mental illness. The service is guided by the principles of evidence-based supported employment or the Individual Placement and Support (IPS) model. The evidence shows that better outcomes into work or study are achieved for people who experience serious mental illness when the supported employment service is co-located with mental health services and the employment consultants are members of the multi-disciplinary teams. The mental health and cost benefits of engaging in productive occupation, receiving financial reward for working, contributing to and participating in society are well recognized. WorkFirst is still the only service of its type in NZ fully adhering to the principles of IPS and achieving good practice on the international IPS Fidelity scale.

**CATEGORY 6****MENTAL HEALTH PROMOTION OR MENTAL ILLNESS PREVENTION PROGRAM OR PROJECT**

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

**APPLYING PROGRAM:**              **Images of a Hero Calendar 2008**

**ORGANISATION:**                      **Child and Youth Mental Health Service  
Royal Children's Hospital and Health  
Service District**

**ADDRESS:**                              **PO Box 1507  
Brisbane, QLD 4006, Australia**

**CONTACT PERSON:**                      **Kate Wensley  
Tel:+61 7 3835 1444 Fax:+61 7 3832 5642  
Email: kate\_wensley@health.qld.gov.au**

**BACKGROUND DESCRIPTION OF ORGANISATION**

The Child and Youth Mental Health Service (CYMHS) of the Royal Children's Hospital and Health Service District Brisbane, is an integrated public mental health service established in 1994 to support children and young people (0 - 18 years) experiencing - or at risk of - severe and/or complex mental health problems. Its mission is to help children and young people to better mental health and well-being through leadership in service delivery, education and research. The service comprises three community clinics, an inpatient ward and specialised tertiary services and early intervention initiatives. It employs 131 staff and has an annual operating budget of \$10.5 million funded by Queensland Health. RCH CYMHS was fully accredited in June 2005, and has previously received three silver TheMHS achievement awards. It has a strong commitment to facilitating the inclusion of consumer/carer perspectives to enhance service delivery, with the 2008 calendar being a prime example of this approach.

**BRIEF DESCRIPTION OF PROGRAM**

The Child and Youth Mental Health Service (CYMHS) of the Royal Children's Hospital, Brisbane, used Queensland's Mental Health Week 2007 theme of 'Everybody's Life is a Hero's Journey' as inspiration for an innovative mental health promotion project. CYMHS staff worked with eleven clients (13 to 18 years), two peer mentors and a professional photographer to produce a 2008 calendar comprising beautiful photographs and testimony to convey the participant's significant personal strengths. CYMHS coordination and funding from the Mental Health Association of Queensland and the Royal Children's Hospital Foundation enabled the production of 5,000 free calendars. Written and verbal feedback indicate this unique resource successfully achieved its aims of providing mental health information in an accessible way while reducing community stigma and enhancing awareness of support services. Overwhelming demand has necessitated a second print run of 10,000 copies funded by Queensland's Mental Health Branch, with distribution reaching national and international recipients.

## **CATEGORY 6**

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

**SILVER AWARD:** **FINALIST \$1,000**

**APPLYING PROGRAM:** Family Law Courts – Mental Health Support Program

**ORGANISATION:** Family Court of Australia

**ADDRESS:** GPO Box 9991,  
Adelaide, South Australia 5001

**CONTACT PERSON:** Julie Greig  
Tel:+61 8 8219 1674 Fax:+61 8 8219 1625  
Email: Julie.greig@familycourt.gov.au

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

The Family Law Courts comprise the Family Court of Australia and the Federal Magistrates Court of Australia. Both courts have jurisdiction in family law matters in all states and territories except Western Australia, which has its own Family Court. While the Courts remain independent, they work together and share resources to provide streamlined access for clients and stakeholders and the wider family law community in Australia. There are 20 principle filing registries located throughout the country and a number of circuit locations in regional areas. Between the two jurisdictions, there is approximately 913 staff (including judicial officers). During 2006/07 126,807 matters were filed in the Family Law Courts and approximately 25,000 new clients utilised the court's services.

#### **BRIEF DESCRIPTION OF SERVICE**

Having identified the link between family breakdown and mental health problems, the Family Law Courts (FLC) acknowledged that they have a facilitating role in ensuring, where possible, that clients are able to access mental health services within the community.

In 2004 the FLC piloted a newly developed Mental Health Support Program that better equipped staff to be able to:

- identify clients requiring assistance
- make clients aware of mental health support services available and
- appropriately refer clients to these services through a warm link or by providing information in other formats.

The success of the 2004 pilot led to the development of a national integrated skilling package that encompassed client service skills, family violence and addressed the needs of client groups such as men, women, Indigenous and the culturally diverse. The rollout of this program to all FLC staff commenced in April 2007 and will be completed in April 2008.

**CATEGORY 7****SPECIALIST SERVICE OR PART OF A LARGER SERVICE**

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

**APPLYING PROGRAM:** **CNAHS Peer Specialist and Carer Consultant Program**

**ORGANISATIONS:** **Central Northern Adelaide Health Service  
Mental Health Directorate**

**ADDRESS:** **Level 1, 162 Grenfell Street  
Adelaide, South Australia 5000**

**CONTACT PERSON:** **Paul Nestor  
Tel:+61 8 828 21432 Fax:+61 8 828 20593  
Email: Paul.nestor@nwahs.sa.gov.au**

**BACKGROUND DESCRIPTION OF ORGANISATION:**

The Central Northern Adelaide Mental Health Service is a state funded public Mental Health Service which responds to the mental health needs of the population residing in the Northern, Eastern and Western geographical regions of Adelaide. It services approximately 800,000 residents providing adult and senior mental health service in acute crisis, community and residential rehabilitation and forensic settings. Approximately 1700 staff work in the service which aims to provide the best health outcomes in Australia.

**BRIEF DESCRIPTION OF SERVICE**

The Peer Specialist and Carer Consultant Program has added a critical new dimension to the Mental Health Services provided by Central Northern Adelaide Mental Health in Adelaide. The valuable dimension of 'lived experience' team members have joined the trained staff perspective to provide a united diverse Mental Health Service that aims for the best health outcomes in Australia. Creating twenty new 'lived experience' staff to impact upon services provided and system structures enabled a significant and positive shift in service culture. The depth of understanding and compassion 'lived experience' staff bring to the role because 'they've walked a mile in those shoes' has strongly supported the development of new resources for consumers including the human resource of these staff.

**CATEGORY 7****SPECIALIST SERVICE OR PART OF A LARGER SERVICE****JOINT SILVER AWARD: FINALIST \$1,000****APPLYING PROGRAM: Reducing Seclusion Project****ORGANISATION: 2 West Acute Adult Inpatient Unit,  
Peninsula Mental Health Service****ADDRESS: PO Box 52  
Frankston, VIC 3199, Australia****CONTACT PERSON: Cayte Hoppner  
Tel:+61 3 9784 7105 Fax:+61 3 9784 7192  
Email: chopner@phcn.vic.gov.au****BACKGROUND DESCRIPTION OF ORGANISATION**

The Peninsula Health Psychiatric Service Peninsula Health Psychiatric Service (PHPS) is funded by the Victorian Government; Department of Human Services Mental Health Branch (MHB) to provide clinical mental health services to the catchment area of the Mornington Peninsula Shire and the local government area of Frankston and the former local government area of Chelsea. Peninsula Health services the Southern part of the City of Kingston, the City of Frankston, and the Mornington Peninsula Shire. This catchment area includes both metropolitan and semi-rural areas. The region encompasses approximately 900 square kilometres. Inpatient and community mental health services are provided. The resident population of Peninsula Health's catchment area is just under 300,000 people and expands by about 100,000 each summer season. Peninsula Health Psychiatric Service employs 230 EFT staff and operates within a budget of approximately \$22 million per financial year. Peninsula Health currently has 781 active clients.

**BRIEF DESCRIPTION OF PROJECT**

The Reducing Seclusion Project philosophy is to reduce harm to consumers in the inpatient setting. Dedicated staff have developed a strong culture of quality improvement to become a Centre of Excellence in the reduction of seclusion. High rates of seclusion caused trauma to consumers and staff. Problems were identified in the areas of clinical systems, the therapeutic environment and professional development. Through changes in culture, education, leadership, use of data and engagement with consumers, the service has implemented alternative strategies to significantly reduce the rate of seclusion. New policies were implemented to ensure responsibility and accountability for decision making. Sensory activities, comfort rooms and sensory modulation training have led to new ways of managing agitation and distress. Personal safety plans identify the ways care can be focused on what works best for individual consumers. Dynamic and innovative leadership has driven the unit to develop Best Practice and improve consumer and staff safety.

**CATEGORY 7****SPECIALIST SERVICE OR PART OF A LARGER SERVICE****JOINT SILVER AWARD: FINALIST \$1,000****APPLYING PROGRAM: Psychological Interventions for Enduring Mental illness Project****ORGANISATION: Auckland District Health Board****ADDRESS: Private Bag 92189 Greenlane West, Auckland , New Zealand****CONTACT PERSON: Debra Lampshire  
Tel: +64 9 626 4946 Fax: +64 9 626 4946  
Email: DebraL@adhb.govt.nz or  
Debra.L@xtra.co.nz****BACKGROUND DESCRIPTION OF ORGANISATION:**

Auckland District Health Board Mental Health Services administers to the Auckland City population of three hundred and sixty seven thousand seven hundred and thirty seven (367,737) citizens. Mental health services are funded as public health services from government revenue. Decisions about funding are first made through the government budget process, then through allocations from the Ministry of Health. Ultimately, the DHB decides the application for mental health funding in any district. That decision is informed by advice from the Network North Coalition, the Northern DHB Support Agency, and consultation with the sector and the wider population. The budget for 2006-2007 was eighty million two hundred and forty thousand six hundred and eighty nine dollars (\$80,240,689.00) Staff numbers are eight hundred and ninety one and there are four thousand four hundred and eighty two current clients.

**BRIEF DESCRIPTION OF PROJECT**

Psychological Interventions for Enduring Mental Illness Project:

In 2004 Debra Lampshire was invited as an experience-based expert to co-facilitate the first Hearing Voices Group in ADHB. The results showed significant relief of distress. Debra has since co-facilitated 24 groups, trained 150 clinicians in the techniques, and 3 clinicians to co-facilitate similar groups. One clinician has co-facilitated 24 further groups, and developed Beliefs Groups based on a similar philosophy. The underpinning model of "Recovery", and the methodology have been adopted service-wide, and inform the Key Worker training, which is becoming a regional training. Groups are run routinely in ADHB. Participants with an average 20 years voice-hearing experience report a 30-70% reduction in frequency and distress of voice hearing over 8 sessions. Staff training is run 3 times a year. Presentations have been delivered nationally and internationally on 12 occasions. Plans are being made to collate and publish audit data, and set up formal research.

## **SPECIAL JUDGES AWARD**

**APPLYING PROGRAM:** Popao Project (The Model and Group)

**ORGANISATIONS:** Isa Lei Pacific Island Mental Health Service, Waitemata District Health Board

**ADDRESS:** 18 Lincoln Road,  
Henderson, Auckland, New Zealand 0615

**CONTACT PERSON:** Taitoko Tafa  
Tel: +64 9 838 2800 Fax: +64 9 838 2838  
Email: taitoko.tafa@waitematadhb.govt.nz

### **BACKGROUND DESCRIPTION OF ORGANISATION**

The organisation that Popao has been working from is Isa Lei Service under the Waitemata District Health Board (Auckland) New Zealand. It has 8 staff at present along with 9 consumers who are very much active in coordinating the group and its project. Over the years the group has not received steady or regular funding. Most of the money that has been needed for the project and promotion has been donations from the consumers and families, fundraisers, community groups and services. As noted in our application, the Popao model was finally launched in 2007 and endured a long journey to get the Model to that point. The Popao group was present and all spoke in favour of the usefulness and the relevance in their recovery. The Popao Project was presented at the TheMHS Summer Forum in Sydney by the Group in February 2008. It was seen and recognised by our previous Clinical Director of Mental Health, Waitemata District Board and was highly commended by the awesome work and preparation, the impact on the consumers lives and the quality of service delivery that has taken place.

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

Isa Lei is a Pacific community mental health service that provides cultural-clinical care coordination to Pacific mental health consumers and their families residing within the Waitemata DHB area from a multi disciplinary team. The Popao Project was developed by two staff members from Isa Lei and another staff member from an NGO. Working with a client these three shared they identified key elements with the person that was vital to acknowledge along their recovery journey. Therefore over a period of two years they created and developed the Popao Model and with consumers developed the Group who supported the Approach. The model was brought from a Tongan perspective however it can apply to all ethnicities as a guide for a consumers journey. In 2005 we presented the Popao Model at the Mental Health Workers Association conference in Tonga. Since then the model has been adapted and screened by consumers and local community. One goal for the future is for the Popao Model to be implemented into Isa Lei by use of a Recovery Plan.

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

**AWARD WINNER:                    BETH BAILEY  
   Melbourne, VIC**

**CONTACT DETAILS:                Victorian Mental Health Carers Network  
   Tel: +61 3 9810 9350**

**BRIEF DESCRIPTION OF THE AWARD RECIPIENT**

For 14 years Beth has been a passionate advocate for collaboration between consumers, carers and clinicians, to improve the quality of mental health services. She has worked at local, State and National levels to achieve her goals. At St Vincent's Hospital Mental Health Program she convened a Carer Support Group very effectively for 10 years inviting consumers and clinicians to attend on a regular basis. At a State level, Beth was Chair of the peak Victorian Network for Carers of people with a mental illness until December 2007. At a national level, she was the first Victorian carer appointed to represent the State on the National Consumer and Carer Forum from 2001 – 2006. She is universally regarded by her peers as a leader and catalyst for improvements in service delivery. Beth is an intelligent woman of absolute integrity, full of wisdom and wise judgement, with a keen sense of acknowledgement of the contributions of others.

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

### **MEDIA AWARDS 2008**

#### **BACKGROUND**

The Mental Health Media Awards program commenced in 1998. It is designed to encourage accurate and sensitive media coverage of mental health issues, to break down stigma and to educate the community about mental health. There are three categories, as follows:

- 1. Print media**
- 2. Broadcast media**
- 3. Special Media Achievement**

In 2008 there were 21 entries received for the three media categories.

The entries were rated on the following criteria:

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

These awards are made possible by generous grants from the Australian Government and the New Zealand Government in recognition of the importance it gives to excellence in media reporting of mental health issues.

## BROADCAST MEDIA

**WINNER** **\$2,000**

**TITLE:** **Angels and Demons**  
***Enough Rope with Andrew Denton***  
**Series 6**

**WRITER/DIRECTOR** **Sonya Pemberton**  
**SUPERVISING**  
**PRODUCER:**

**ORGANISATION:** **Zapruder's other films**

**ADDRESS:** **PO Box 1287**  
**NORTH SYDNEY, NSW 2059**

**CONTACT PERSON:** **Sonya Pemberton**  
**Tel: 0417 271 696**  
**Email: [sonya@pembertonfilms.com.au](mailto:sonya@pembertonfilms.com.au)**

### DESCRIPTION OF ENTRY:

What does it feel like to lose your mind and can you get it back again? In seeking to answer these questions, Andrew Denton journeys into the world of mental illness, a world that is often invisible because – in our fear – we choose to look away. Starting at the 2007 Annual Mental Health Services Conference in Melbourne, Andrew meets people from many walks of life who have struggled with severe mental illness. The stories of these “ghosts in our midst” are frank, surprising and deeply moving. *Angels and Demons* provides a rare insight into the experiences of those with mental illness. Deeply confronted, Andrew discovers the possibility of a better life for people often dismissed as beyond hope.

**Sonya Pemberton** is one of Australia's leading documentary writers, directors and executive producers, consistently creating intelligent, high rating television programs. From 2004 to 2006 Sonya was Head of Specialist Factual at the Australian Broadcasting Corporation. Sonya has written, directed and/or executive produced over 50 hours of television documentary. Her films have won over 30 international awards.

**PRINT MEDIA****WINNER** **\$2,000****TITLE:** **It affects your whole life****JOURNALIST:** **Carolyn Jeffrey****ORGANISATION:** **The Times, Victor Harbor SA****ADDRESS:** **PO Box 107  
Victor Harbor, South Australia, 5211****CONTACT PERSON:** **Carolyn Jeffrey**  
**Tel:+61 8 8552 1488 Mobile: 0419 812 026**  
**Fax:+61 8 8552 4613**  
**Email:**  
**manager.victortimes@ruralpress.com****DESCRIPTION OF ENTRY:**

The full page feature published in The Times, Victor Harbor on 31/1/08 was a response to the community's shock at the death of Australian actor Heath Ledger who reportedly was suffering from depression. Many people were shocked that someone so successful could suffer from this mental illness and it was clear many people didn't understand. I am the managing editor of the newspaper and have been for 12 years. I am extremely well-known in the community and well-respected. As the story indicates I suffer panic anxiety and depression and most people in our community, including my staff of about 30, would not have known this. It was a difficult decision for me to "come out of the closet", so to speak, about my illness, but felt I had a responsibility to do so, given my position, and my desire to help others in a similar situation. I had three prime motivations – to try to help remove the stigma attached to mental illness, increased public understanding of the illness and to also hope that even if one person sought help for themselves I had made a difference. I was quite overwhelmed by the public response.

Third-year cadet journalist Claire Thwaites assisted in putting together the background information about depression, sourcing tips from the internet and speaking to a local mental health professional.

**Carolyn Jeffrey** has been the managing editor of The Times at Victor Harbor for 12 years having completed a journalism cadetship in Port Macquarie NSW and being the managing editor of the West Coast Sentinel at Ceduna SA for two years. She also served as a regional journalist/newsreader with ABC Radio in Kempsey NSW.

**SPECIAL MEDIA ACHIEVEMENT AWARD****JOINT WINNER****\$1,000****TITLE:****Road To Recovery****ORGANISATION:****Morningside Productions in Association  
with Framework Trust****ADDRESS:****PO BOX 52 164  
KINGSLAND, Auckland,  
New Zealand 1352****CONTACT PERSON:****Sheldon Brown  
Tel:+64 9 815 5123 Mob:+64 21 976 564  
Fax:+64 9 849 6864  
Email:Sheldon.brown@framework.org.nz****DESCRIPTION OF ENTRY:**

'Road to Recovery' was produced to inspire hope and recovery for people with mental illness, and to underline that mental illness affects at least 25 per cent of New Zealanders at any one time. It was designed to capture the profiles of a variety of people suffering mental distress, to address issues around medication, and to underline their roads to recovery, what they had done to move towards wellness, and what they were doing to maintain mental wellbeing. It injects fun, humour and creativity into the path to wellness, and emphasises the need to take risks towards recovery. The broadcast shows the tip of the iceberg in relation to background research, and identification of stories of mental health consumers, which would inspire hope, recovery, and a positive perception. As part of supporting and promoting awareness about mental health, it was screened at the national conference of the Like Minds, Like Mine campaign in April 2008. Like Minds addresses discrimination and stigma towards mental health. Sheldon Brown, consumer marketing and promotions leader at framework, who appears in the "Road to Recovery", helped identify mental health clients in collaboration with Morningside Productions, the TV production company. Sheldon is a mental health consumer with qualifications in public relations/communications and hosts a mental health community radio show called "Take it from us" each week which helped promote the documentary in the build-up to its screening in April.



## SERVICE AND PROGRAM AWARDS ASSESSMENT COMMITTEE MEMBERS

<u>Chair:</u>	<a href="#">Roger Gurr</a>	<a href="#">New South Wales</a>
<u>Deputy Chair:</u>	<a href="#">Lynne Dunbar</a>	<a href="#">New South Wales</a>
<u>Co-ordinator:</u>	<a href="#">Douglas Holmes</a>	<a href="#">New South Wales</a>
<u>Members:</u>	<a href="#">Robert Bland</a>	<a href="#">Tasmania</a>
	<a href="#">Stephen Brand</a>	<a href="#">New South Wales</a>
	<a href="#">Jenny Cardno</a>	<a href="#">New Zealand</a>
	<a href="#">Andy Campbell</a>	<a href="#">New South Wales</a>
	<a href="#">Edwina Champain</a>	<a href="#">New South Wales</a>
	<a href="#">Tony Colechin</a>	<a href="#">New South Wales</a>
	<a href="#">Ann Dadich</a>	<a href="#">New South Wales</a>
	<a href="#">Kerrie Dissegna</a>	<a href="#">Tasmania</a>
	<a href="#">John Farhall</a>	<a href="#">Victoria</a>
	<a href="#">Gemma Feraretto</a>	<a href="#">South Australia</a>
	<a href="#">Barbara Hocking</a>	<a href="#">Victoria</a>
	<a href="#">Gillian Holt</a>	<a href="#">New South Wales</a>
	<a href="#">Robyn Humphries</a>	<a href="#">Victoria</a>
	<a href="#">Vaidyanathan</a>	
	<a href="#">Kalyanasundaram</a>	<a href="#">Queensland</a>
	<a href="#">Robert King</a>	<a href="#">Queensland</a>
	<a href="#">Nick Kowalenko</a>	<a href="#">New South Wales</a>
	<a href="#">Sharon Lawn</a>	<a href="#">South Australia</a>
	<a href="#">Leonie Manns</a>	<a href="#">New South Wales</a>
	<a href="#">Claudia Manu-Preston</a>	<a href="#">Northern Territory</a>
	<a href="#">Julie Millard</a>	<a href="#">New South Wales</a>
	<a href="#">Arana Pearson</a>	<a href="#">New Zealand</a>
	<a href="#">Janet Peters</a>	<a href="#">New Zealand</a>
	<a href="#">Tim Robinson</a>	<a href="#">Victoria</a>
	<a href="#">Cath Roper</a>	<a href="#">Victoria</a>
	<a href="#">Andrea Taylor</a>	<a href="#">New South Wales</a>
	<a href="#">Laraine Toms</a>	<a href="#">New South Wales</a>
	<a href="#">Rob Warriner</a>	<a href="#">New Zealand</a>
	<a href="#">Shirley Wigan</a>	<a href="#">Queensland</a>

## MEDIA AWARDS ASSESSMENT COMMITTEE MEMBERS

<u>Chair:</u>	<a href="#">Roger Gurr</a>	<a href="#">New South Wales</a>
<u>Deputy Chairs:</u>	<a href="#">Lynne Dunbar</a>	<a href="#">New South Wales</a>
	<a href="#">Paul Dillon</a>	<a href="#">New South Wales</a>
<u>Co-ordinator:</u>	<a href="#">Douglas Holmes</a>	<a href="#">New South Wales</a>
<u>Members:</u>	<a href="#">Warwick Blood</a>	<a href="#">Australian Capital Territory</a>
	<a href="#">Andy Campbell</a>	<a href="#">New South Wales</a>
	<a href="#">Catharine Campbell</a>	<a href="#">New South Wales</a>
	<a href="#">Dick Gilling</a>	<a href="#">New South Wales</a>
	<a href="#">Jenny Mackellin</a>	<a href="#">New South Wales</a>
	<a href="#">Wayne Oldfield</a>	<a href="#">South Australia</a>
	<a href="#">Sadie Robertson</a>	<a href="#">New South Wales</a>
	<a href="#">Sophie van der Merwe</a>	<a href="#">Victoria</a>





**T H E M H S**  
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