

INTRODUCTION

THE MENTAL HEALTH SERVICES CONFERENCE

ANZ MENTAL HEALTH SERVICE

ACHIEVEMENT AWARDS

1994

LIST OF AWARDS

INTRODUCTION

The award program began in 1992 and it is designed to reward and publicise services that have shown innovation and excellence. However, the program is not an exhaustive or fully objective measure of the best services in Australia or New Zealand, as it depends on services deciding to apply and the information they supply us with. We do not have the resources for systematically reviewing all services or even visiting most applying sites. Apart from the written material supplied, we do contact people who are likely to know if a service is genuine.

The services are assessed by a committee of five people from different disciplines, including a primary consumer and a person from a non-government organisation, who are geographically spread around Australia and New Zealand. The Chairperson also scores the programs, when necessary, to avoid conflicts of interest or in close scoring situations. The services are rated on the following criteria:

1. Verification that the program has been operating for at least two years and is an ongoing one.
2. Evidence that the program has made a significant contribution to the field of mental health on a local or national level.
3. Evidence that it provides a model for other mental health programs.
4. Evidence that the program is doing something innovative.
5. Evidence that the program has found a way to overcome obstacles and barriers or to extend resources and funding.
6. Verification of the program's effectiveness (quality assurance measures, utilisation review, outcome evaluations etc.).
7. Award potential, or feeling factor, as certain things come across in submissions that are hard to quantify.
8. If considered advisable, a site visit may be conducted. Referees, with knowledge or programs local to them, may also be consulted by the awards committee.

In 1994, there were seventy-nine applications received, but two were withdrawn due to the sending of information that did not follow the rules and which could not be edited in time. They were divided into seven categories:

1. COMPREHENSIVE CATCHMENT AREA SERVICE
2. INNOVATIVE PART OF A COMPREHENSIVE SERVICE
3. SPECIALIST SERVICE
4. MOST IMPROVED SERVICE
5. NON-GOVERNMENT SERVICE
6. PARTNERSHIP AWARD
7. INDIVIDUAL/TEAM AWARD FOR AN OUTSTANDING CONTRIBUTION TO THEORY/EDUCATION/PRACTICE

The following pages give you the contact details for the services and a short summary of their activities.

CATEGORY 1 COMPREHENSIVE CATCHMENT AREA SERVICE

- for overall excellence of service provision within the constraints of the resources available.

AWARD : GOLD \$4,500

APPLICANT: BLACKTOWN CITY MENTAL HEALTH SERVICE
DIRECTOR: DR. R.O. Gurr
ADDRESS: P.O. Box 6010, Blacktown, N.S.W. 2148
CONTACT PERSON: DR. R.O. Gurr
TEL: (02) 830-8888
FAX: (02) 830-8899

DESCRIPTION OF SERVICE:

Blacktown City Mental Health Service covers 235,000 people and has developed a comprehensive range of services structured into a model of service delivery that is innovative in its organisation. The model maximises use of staff skills and ensures continuity of care. The service has developed with minimal funds and has had to put an emphasis on efficiency. A strategic planning process has recognised that the contributions of all staff, consumers and carers are essential to the future development of the service. They have pioneered a model of close and effective relationships between mental health services and other key service providers. The service has influenced the development of other mental health services locally, nationally and internationally through consultancy and education. It was mentioned as a benchmark service in the National Health Strategy document on mental health services.

AWARD : SILVER \$2,500

APPLICANT: MENTAL HEALTH SERVICES, WAITEMATA HEALTH
DIRECTOR: Derek Wright
ADDRESS: Private Bag 93 503, Takapuna, Auckland, N.Z.
CONTACT PERSON: Janet Peters
TEL: (09) 4861491 ex 2456
FAX: (09) 4868908

DESCRIPTION OF SERVICE:

Waitemata Health, Auckland, is one of 14 Crown Health Enterprises in New Zealand. Waitemata Health includes the areas of Rodney District, North Shore City and Waitakere City, encompassing 340,000 people, a third of the total Auckland population. Mental Health Services comprise nine integrated services serving the needs of those who have the most severe mental health problems, including children, adolescents, adults and the elderly. Services are delivered through a range of treatment models including mobile community teams, community mental health centres, residential programs in the community and inpatient units. They operate using a co-operative model - the

needs of their clients can only be achieved by working in partnership with Tangata Whenua, consumers and community agencies, purchasers and all who are part of the community they serve.

CATEGORY 2 INNOVATIVE PART OF A COMPREHENSIVE SERVICE

- any service area from acute care to rehabilitation.

AWARD : GOLD \$4,500

APPLICANT: FAR WEST MENTAL HEALTH SERVICE
FACILITY: Special Care Unit
DIRECTOR: Mark Hemming
ADDRESS: PO Box 457, Broken Hill, NSW 2880
CONTACT PERSON: Mark Hemming TEL.: (080) 87 8800
FAX: (080) 88 2926

DESCRIPTION OF SERVICE:

The Special Care Suite is part of the comprehensive and integrated, community based, Far West Mental Health Service. It is a two bedded inpatient unit, situated on the medical ward of Broken Hill Base Hospital. Managed from the community by staff of the Far West Mental Health Service, it provides inpatient treatment for clients in this isolated rural region. Furnished like a motel suite, the unit is only opened when required, and is then staffed by general nurses employed on a casual basis and trained by Far West Mental Health Service staff. The suite is economical with an \$80,000 establishment cost, and costs between \$35-40,000 to staff per annum. Lengths of stay average 80 hours and transfers to distant psychiatric hospitals have been dramatically reduced. The suite provides a model for inpatient treatment for rural Australia, that is not only economical but effective and valued by clients.

AWARD : SILVER \$2,500

APPLICANT: ROYAL BRISBANE HOSPITAL
SERVICE: Psychiatric Assessment & Rehabilitation Unit
DIRECTOR: Dr. Kim Halford
ADDRESS: Level 'E' Clinical Sciences Building,
Royal Brisbane Hospital, Herston. Qld. 4029
CONTACT PERSON: Dr Kim Halford TEL: (07) 365 5142
FAX: (07) 365 5488

DESCRIPTION OF SERVICE:

The Psychiatric Assessment and Rehabilitation Unit provides psychoeducational rehabilitation for people with severe psychiatric disorder. Initially clients are assessed on their psychiatric symptoms, coping skills, problems and quality of life. Clients then negotiate their goals, and undertake various combinations of six courses we offer. Each course provides information, support and skills training to assist clients manage their illness, cope with Courses are supplemented by individual case management. Our goal is to empower clients to assert greater control over their lives, and to reduce dependence upon health services.

AWARD : BRONZE \$1,000

APPLICANT: NORTHERN TERRITORY MENTAL HEALTH SERVICE
SERVICE: East Arnhemland Mental Health (Rural Section)
DIRECTOR: Neil McLeod
ADDRESS: Health House Box 40596, Darwin N.T.
CONTACT PERSON: Sabrina Walsh TEL: (089) 89 2809
FAX: (089) 89 2700

DESCRIPTION OF SERVICE:

Neil McLeod is currently the only Comm. Mental Health Nurse employed in Rural East Arnhemland N.T. The population of East Arnhem is approx. 9,000 people living in nine small communities & over 140 outstations. 90% of the population are traditional Aboriginal people speaking Yolgnu Matha as their primary language. Neil's catchment area covers 64,000 sq. kilometres. Travel is by light aeroplane, helicopter or four wheel drive vehicle in the dry season. Neil's role over the past 2.5 years has been the establishment & development of a Bi-Cultural Mental Health Service in the remote rural area of East Arnhemland. Neil remains committed to the principle of community ownership of its own mental health & well-being. A mental health service will only be effective if it is culturally appropriate & meaningful to the social practices and belief systems of the community it hopes to serve.

CATEGORY 3 SPECIALIST SERVICE

- most innovative or excellent specialist service.

AWARD : EQUAL GOLD \$4,000

APPLICANT: KOORI KIDS MENTAL HEALTH NETWORK
FACILITY: Victorian Aboriginal Health Service
CO-ORDINATOR: Carol Potter
ADDRESS: 186 Nicholson Street Fitzroy Vic. 3065
CONTACT PERSON: Carol Potter TEL:(03) 419 3000

DESCRIPTION OF SERVICE:

The Victorian Koori Kids Mental Health Network was established in 1989. It is the only service of its type operating in Australia. It is made up of workers from Koori health & welfare services, child & adolescent psychiatric services and workers from other settings working with children. Its activities include direct clinical services for children and adolescents with emotional and behavioural problems provided by child and adolescent psychiatric staff at the Victorian Aboriginal Health Service, liaison and consultation, community development, provision of workshops; and attendance by Koori health & welfare staff at child psychiatric training programs. A co-ordinator has been appointed who operates from the Victorian Aboriginal Health Service. It is an innovative program combining workers from the Aboriginal and Non Aboriginal community who are learning from each other in order to develop more accessible and culturally relevant mental health services for the most disadvantaged population in Australia; Aboriginal children, adolescents and families.

AWARD : EQUAL GOLD \$4,000

APPLICANT: EARLY PSYCHOSIS PREVENTION & INTERVENTION CENTRE (EPPIC)
DIRECTOR: Associate Professor Patrick McGorry
ADDRESS: 35 Poplar Rd/Pvt Bag No.3 PO Parkville, Vic.3052
CONTACT PERSON: Cathy Mihalopoulos TEL:(03) 389 2403
FAX:(03) 389 2343 387.3003.

DESCRIPTION OF SERVICE:

EPPIC is a specialist regional psychiatric service for young people (16-30) with an emerging psychotic illness. The emphasis is on early intervention and intensive biopsychosocial intervention in the critical period (up to 2 years) following the onset of treatment. The catchment area is approximately 800,000 and covers the inner city and Western suburbs of Melbourne, an area of significant socioeconomic disadvantage. The service aims to reduce levels of disability among a highly vulnerable group of patients and families. It is fully integrated and comprehensive with a range of general and specialist interventions. New expertise has been developed within the program which also functions as a clinical base for evolving and evaluating urgently needed therapeutic advances. While the service has been operating for only 2 years, highly significant improvements in outcome have already been demonstrated within a setting where much lower levels of medication are used and conversely less restrictive methods are possible. The model has been influential locally, nationally and internationally and has the potential to contribute to widespread improvements in the care and outcomes for young people with psychotic disorders.

AWARD : SILVER \$2,000

APPLICANT: NELSON MARLBOROUGH MENTAL HEALTH SERVICE
MOBILE COMMUNITY TEAM
DIRECTOR: Robyn Byers
ADDRESS: Ngawhatu Hospital, Pvt. Bag 38, Nelson N.Z.
CONTACT PERSON: Robyn Byers TEL: (0 3) 546 1425

DIRECTOR: Sylvia Fitzgerald

ADDRESS: Locked Bag 11, Goulburn NSW 2580

CONTACT PERSON: Barry Hunter

TEL: (048) 27 3354

FAX: (048) 27 3446

DESCRIPTION OF SERVICE:

The discovery Program is a mental health rehabilitation program for the residents of South Eastern NSW. The residential component, which is located in six houses at Goulburn, provides a service for 26 residents. The Living Skills component, which had previously been conducted on the campus of Kenmore Hospital, has recently been relocated to the Goulburn central business district. This move, and other major changes which occurred in the past twelve months, evolved from a commitment to develop a customer focussed service.

CATEGORY 2
NEW GOVERNMENT SERVICE

ANNUAL FUND \$4,000

AWARD : SILVER \$2,500

APPLICANT: GIPPSLAND PSYCHIATRIC SERVICES, Hobson Park Hospital

DIRECTOR: Brian Jenner

ADDRESS: Hazelwood Road/P.O. Box 761, Traralgon, Vic. 3844

CONTACT PERSON: Ann Gumpold TEL: (051) 711 311
FAX: (051) 745 284

DESCRIPTION OF SERVICE:

Gippsland Psychiatric Services provides a comprehensive psychiatric service to people who suffer mental illness. The Gippsland Region or Region 5 covers an area of approximately 44,370 sq km or 20% of Victoria. The region lies east of Melbourne and south of the Great Dividing Range. The population of Gippsland is 208,874. The main concentration can be found in Central Gippsland is (80,023) 38.3% and East Gippsland (80,665) 38.6% with the remainder being in South/West Gippsland (48,186) 23.1%. A sleepy little hospital located in Traralgon Victoria has awoken from its slumber to provide a vastly improved service to the residents of Gippsland. In the last four years, it has planned for and achieved a complete transfer of all residential clients to the community. It has done this without reducing the total number of staff employed and with the third lowest per capita funding in Victoria. The transfer has been achieved in a way that has enhanced the skills and the quality of life of the clients involved.

CATEGORY 5 NON-GOVERNMENT SERVICE

- including funded and voluntary non-government organisations.

AWARD : GOLD \$4,500

APPLICANT: NORTHERN RIVERS FELLOWSHIP INCORPORATED

DIRECTOR: Craig Wilson

ADDRESS: PO Box 207, Lismore, NSW 2480 (Office: 13 McKenzie St)

CONTACT PERSON: Craig Wilson TEL: (066) 22 0309
FAX: (066) 22 0235

DESCRIPTION OF SERVICE:

Established in 1981 as a non-profit community association in Lismore, on the far north coast of N.S.W., it operates supported community housing for 15 chronic mentally ill and short-term refuge accommodation for 6 homeless chronic mentally ill. It also provides a free telephone support and specialist information & referral service to all N.S.W. country districts in collaboration with the N.S.W. Institute of Psychiatry and the N.S.W. Association for Mental Health (Mental Health Country HelpLine).

NRF receives recurrent Health funding of just \$22,000 to employ a single part-time worker.

AWARD : SILVER \$2,500

APPLICANT: PRAHRAN MISSION - PROGRAMS FOR PEOPLE WITH A PSYCHIATRIC
DISABILITY

DIRECTOR: Dr. Joan Clarke

ADDRESS: 211 CHapel Street, Prahran, VIC. 3181

CONTACT PERSON: Denise Wissmann TEL: (03) 521 2711
FAX: (03) 510 9627

DESCRIPTION OF SERVICE:

Prahran Mission, which is a community service agency of the Uniting Church, has been providing services for people who have a psychiatric disability since the late 1970's. Beginning with an informal Drop-In Centre the programs have grown to now include day centre skill training and support, supported housing services, specialist services for women with dependant children, people from a non-English speaking backgrounds, open employment and aged care support. The strength of the Mission's programs lies in the fact that the organisation provides a culture of acceptance, operates all its programs on the basis of assisting people's empowerment and has a developed expertise in working with people who have a psychiatric disability.

AWARD : EQUAL BRONZE \$1,000

APPLICANT: ACCOMMODATION FOR MENTAL HEALTH SOCIETY (NORTH SHORE)

DIRECTOR: Margaret Beets

ADDRESS: PO Box 33180, Takapuna, Auckland, N.Z.

CONTACT PERSON: Director or Rob Warriner Tel:(09)488 0868
Fax:(09)488 0868

DESCRIPTION OF SERVICE:

The Accommodation of Mental Health Society is an independent, community based Society, providing long term accommodation, support and related services for people with a psychiatric disability, on Auckland's North Shore. The Society is an example of a successful partnership between various statutory Government agencies and the community. A key feature is that while the Society has contractual obligations with these agencies, it remains autonomous and ultimately accountable to the community for the work it carries out. The support services provided are aimed at promoting and empowering residents' integration into the general community, through the provision of skills, options and choices. A supported employment service has done much to enhance the achievement of these aims.

AWARD : EQUAL BRONZE \$1,000

APPLICANT: P.A.L.S. (PARTNERSHIP & LINKING FOR THE SERIOUSLY MENTALLY ILL) Australian Red Cross, Victoria

DIRECTOR: Shannon Super

ADDRESS: 171 City Road, South Melbourne, Vic. 3205

CONTACT PERSON: As above/Ms. Ann Macknight
Tel: (03) 685 9891
Fax: (03) 685 9898

DESCRIPTION OF SERVICE:

P.A.L.S. is a program which involves volunteers working with people with psychiatric disorders to provide a range of services with the aim of improving the quality of the clients' life. P.A.L.S. provides clients with skills and opportunities that would not otherwise be available to them. It is a complementary part of the clients' clinical treatment plans or rehabilitation program. P.A.L.S. aims to achieve the following outcomes for clients:

- * Improved range of living skills
- * Increasing access to general opportunities and motivation to participate more in the general community.
- * Reduction in clients' isolation.
- * Reduction in re-admission for some clients.
- * Reduced family burdens.

CATEGORY 6 PARTNERSHIP AWARD

- For consumer/provider partnership activities.

AWARD: SPECIAL COMMENDATION

APPLICANT: Teneriffe Skills Resource Unit, a service of the Valley Community Mental Health Service, Brisbane.

DIRECTOR: The Management Group

ADDRESS: Valley Community Mental Health Service, 162 Alfred St., Fortitude Valley 4006

CONTACT PERSON: Martin Falcongren
TEL: (07) 854 1605
FAX: (07) 252 9152

DESCRIPTION OF SERVICE:

The T.S.R.U. began in 1992 and it is managed by consumers in partnership with an Occupational Therapist and a Psychologist. A small business was formed, called Teneriffe Progressive Industries which provides the opportunity to earn money and increase work skills. Jobs include mowing private lawns, yard work, car washing, cleaning houses and plant watering. The Management Group meets weekly to discuss and organise current job contracts, upcoming events and to choose volunteers when needed.

**CATEGORY 7
INDIVIDUAL/TEAM AWARD FOR AN OUTSTANDING
CONTRIBUTION TO THEORY/EDUCATION/
PRACTICE**

AWARD: CERTIFICATE AND GIFT

RECIPIENT: Ms Robyn Byers, B.A.,M.A.(Hons) Psychology, Dip. Clin. Psychology,
Diploma of Education.

NOMINATED BY: Nelson Marlborough Health Services Ltd.

ADDRESS: Ngawhatu Hospital, Private Bag 38, Nelson, New Zealand
Tel: (03) 546 1800 Fax: (03) 546 1405

Robyn is the Executive Officer for the mental health service covering the Nelson Marlborough region of 114,000 people in the South Island of New Zealand. She is also the Total Quality Management Consultant and has certificates of Health Management and Total Quality Management. In the years since she began working in mental health in 1977 she has made a major contribution to the development of better mental health services. She contributes beyond role expectations and demonstrates a great commitment to quality, always achieving objectives and tackling challenges energetically and resourcefully. An abundance of evidence from her clients, from ward, community and staff education programs programs, from service plans and implementations etc. amply demonstrate her contributions in theory, education and in practice.

No Fax to be sent