A.N.Z. MENTAL HEALTH SERVICE

ACHIEVEMENT AWARDS

1998

LIST OF AWARDS

FUNDED BY
THE COMMONWEALTH DEPARTMENT OF
HEALTH AND FAMILY SERVICES
&
NEW ZEALAND HEALTH DEPARTMENT
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New South Wales
New South Wales
Queensland
New Zealand
Western Australia
New South Wales
New South Wales
Victoria
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Tasmania
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New South Wales
Tasmania
South Australia
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Queensland
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Western Australia
Victoria
Queensland

INTRODUCTION

The award program began in 1992 and it is designed to reward and publicise services that have shown innovation and excellence. This year, two new categories for Print Media and Broadcast Media Awards were added, to encourage excellence in the media coverage of mental health issues. 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. Apart from the written material supplied, we do contact people who are likely to know if a service is genuine. The applications were assessed by seven committees, drawn from different disciplines and consumers, who are geographically spread around Australia and New Zealand. The Chairperson also scored the programs, when necessary, to avoid conflicts of interest. The applications (except media) were rated on the following criteria:

1. Except for categories 6.7 & 8. Verification that the program has been operating (not in planning) 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 the program is doing something innovative.
4. Evidence that the program has involved consumers in planning and management.
5. Verification of the program's effectiveness (quality assurance measures, utilisation review, outcome evaluations etc.).
6. Award potential, or feeling factor, as certain things come across in submissions that are hard to quantify.

In 1998, there were seventy-two applications received for the following categories:

PRINT MEDIA
1. COMPREHENSIVE CATCHMENT AREA SERVICE
2. SPECIALIST SERVICE OR INNOVATIVE PART OF A LARGER SERVICE
3. REHABILITATION SERVICE (including vocational and residential services)
4. CHILD AND ADOLESCENT SERVICE
5. PREVENTION, HEALTH PROMOTION OR HEALTH EDUCATION SERVICES OR PROJECTS
6. BEST CONSUMER INVOLVEMENT SERVICES OR PROJECTS
7. INDIVIDUAL OR TEAM AWARD FOR AN OUTSTANDING CONTRIBUTION TO THEORY, EDUCATION, OR PRACTICE

The awards were presented by Dr Harvey Whiteford, Director of Mental Health, the Commonwealth of Australia, on Monday September 7, 1998 in Hobart. The money awarded and expenses were generously granted by the Australian (A$50,000) and New Zealand (NZ$10,000) Governments in recognition of the importance they give to the development of best practice services throughout the two countries. This award program contributes to publicising the good work being done in an environment where only bad news seems to appear in the media. The following pages give you the contact details for the services and a short summary of their activities. You are encouraged to contact them and to visit their services.
MEDIA AWARDS
These new awards are to encourage to accurate and sensitive media coverage of mental health issues, to break down stigma and to educate the community about mental health.

PRINT MEDIA: $3,000

APPLICANT NAME: Denise Elizabeth Ryan, Mind and Body Editor
ORGANISATION: The Age newspaper
ADDRESS: 250 Spencer Street, Melbourne VIC 3000
CONTACT PERSON: As above Tel: (03) 9601 2823 Fax: (03) 9601 2587

Denise wrote a feature article on schizophrenia headlined “All the Lonely People” which was published in The Age on Tuesday June 23, 1998, in the Living features section. The article profiled Sandy Jeffs, an award winning poet who suffers from schizophrenia, while also providing factual information on schizophrenia as an illness. The article showed sensitivity and a desire to accurately portray a person with the disorder and her needs. She also gave the reader a basic understanding of the disorder and its treatment.

BROADCAST MEDIA: $3,000

APPLICANT NAME: Sharon Longridge & Tony Collins
ORGANISATION: Triple J National Youth Network, ABC Radio
ADDRESS: 700 Harris Street, Ultimo NSW 2007
CONTACT PERSON: Sharon Longridge Tel: (02) 9333 2930 Fax: (02) 9333 2942

“Reach Out” was a youth suicide awareness and fund raising campaign on Triple J radio over a week in July 1997 (14-21). The core information about youth suicide was contained in a comprehensive five part documentary series with the messages that you are not alone if you feel suicidal, you are not abnormal and that you do have options. Each day an aspect of youth suicide was explored, ranging from warning signs, who is most vulnerable, effects of the mass media, coping with the loss of a loved one and prevention strategies. The format included a highly researched and produced set up package followed by an expert live in the studio and talkback, which enabled several young people to share feelings and experiences of alienation and fear. In addition they ran 1-2 minute information drops across the network featuring empowering and relevant advice from celebrities and young people on warning signs and how to help a suicidal friend. The week culminated in a radiothon that raised $200,000 for a youth suicide prevention web site.

CATEGORY 1
COMPREHENSIVE CATCHMENT AREA SERVICE
-overall excellence of service provision within the constraints of the resources available.

AWARD: GOLD $2,500
APPLYING PROGRAM: St Vincent’s Hospital and Community Psychiatric Service
DIRECTOR: Helen Herrman, Professor Director of Psychiatry
Brian Stevenson, Psychiatric Service Manager
ADDRESS: 41 Victoria Parade, FITZROY 3065, Victoria
CONTACT PERSON: Brian Stevenson
Telephone: (03) 9288 4739 Facsimile: (03) 9288 4802

DESCRIPTION OF FACILITY:
St Vincent’s Hospital and Community Psychiatric Service is an area mental health service providing specialist services to those with serious mental illness living in the Cities of Yarra and Boroondara (population 216,000). The population serviced is weighted upward to 305,000 as a result of Victorian weighting formula and represents 6.3% of the Victorian population. The service employs approximately 190 staff. Services are provided from our sites - 39 bed inpatient unit, 20 bed residential rehabilitation unit and two community mental health services each with approximately 400 registered consumers.

BRIEF DESCRIPTION OF SERVICE:
Since its inception, the Service has been committed to working beyond the boundaries to establish a climate of continuous improvement for consumers with serious mental illness including a high percentage of people with non English speaking backgrounds, Kooris and itinerant people. Major changes over the past two years include the development of a new service model and organizational structure reflective of state and national policies. The service employs Consumer Consultants, is affiliated with the University of Melbourne and it provides a full range of services to the local population and manages three statewide services (The Victorian Transcultural Psychiatry Unit, the Inpatient component of the Victorian Aboriginal Mental Health Network and consultation services for intellectually disabled people with mental illness).

AWARD: SILVER $1,750
APPLYING PROGRAM: Sunshine Coast and Gympie Districts Mental Health Service
FACILITY: Integrated Mental Health Program
DIRECTOR: Acting Manager - Dennis Berry
ADDRESS: P O Box 547, Nambour Queensland, 4560
CONTACT PERSON: Dennis Berry
Telephone: (07) 54706082 Facsimile: (07) 54706295
DESCRIPTION OF FACILITY:
Comprehensive community based integrated mental health service with 50% of resources in community. Population served - 300,000, area served - approx. 1,000,000, km, budget $6.5 million and staffing is 120 F.T.E. This is one of the fastest growing areas in Australia.

BRIEF DESCRIPTION OF SERVICE:
The service has made the transition from one of the least funded in Australia to a leader in implementing National Mental Health Standards in a very short time. The local Consumer Advocacy Group is actively involved in the development of the service and manages its own budget. The Service is active with community agencies in pre-vocational and vocational programs and an increasing number of Consumers are taking advantage of paid work opportunities.

This Mental Health Service provides 24 hour assessment and crisis response and support in community and hospital settings. There is immediate assignment of a case manager at point of first contact. All Consumers access the service through community teams and Consumers presenting at the hospital are assessed by the catchment community team. There are no waiting lists and Consumers admitted to hospital are supported in discharge planning by community case managers. Very few Consumers need to be transferred away from their district to receive mental health care.

AWARD: BRONZE $1,000

APPLYING PROGRAM: Caulfield Aged Psychiatry Service
FACILITY: Caulfield General Medical Centre
DIRECTOR: Dr Kathryn Hall
ADDRESS: 280 Kooong Road, Caulfield, Victoria 3162
CONTACT PERSON: Dr Kathryn Hall  Tel: (03) 9276 6600  Fax: (03) 9276 6180

DESCRIPTION OF FACILITY:
The service consists of a 15 bed acute aged psychiatry admission ward, a 30 bed psychogeriatric nursing home, a Multidisciplinary Mobile Aged Psychiatry Service and a Behaviour Support Team. It serves approximately 40,000 over 65 years of age. The Inner South East of Melbourne catchment area contains the highest degree of psycho-social disability in Melbourne and a huge immigrant population, including approximately 9,000 people affected by the Holocaust.

BRIEF DESCRIPTION OF SERVICE:
Caulfield Aged Psychiatry Service is a psychiatric outreach service for the elderly of Inner South East Melbourne. Programs within the service include a 'Memory Disorders Clinic', a consultant liaison service, a 'transcultural program', family therapy service and mobile clinic. There is a strong emphasis on education. The unit has attracted extra funding for innovative programs such as a 'ward-based community orientation program', General Practitioner involvement in the Memory Clinic and research into the mental health needs of patients admitted to a geriatric assessment ward. For the past 3 years, the service has been running a highly successful project entitled "The Behaviour Support Team" for patients who have dementia, are living in nursing homes or hostels and who have behavioural disturbance.

CATEGORY 2
SPECIALIST SERVICE OR INNOVATIVE PART OF A LARGER SERVICE
- any area of service excluding the categories below.

AWARD: GOLD $2,500

APPLYING PROGRAM: Psychiatric Emergency Team
FACILITY: Psychiatric Emergency Team
Health Department of Western Australia
ADDRESS: P.O.Box 8172, Perth, W.A. 6849
CONTACT: Phone: (08) 9227 6822, Fax: (08) 9227 6730,
Rural: 1800 876 822

DESCRIPTION OF FACILITY:
The Psychiatric Emergency Team (PET) was established in 1989 to provide a community based psychiatric emergency assessment and treatment service to the State of Western Australia, the physically biggest state in the world. It provides a 24 hour confidential service and is staffed by experienced Community Mental Health Nurses and Psychiatrists.

BRIEF DESCRIPTION OF SERVICE:
In 1989 PET received 2000 calls, growing to an expected 18,000 calls this year from both Perth and across the state on a 1800 contact number. The service provides a focal point for people seeking information on entry to available services and on all aspects of mental health care and the Mental Health Act. It has a major role for Authorized Mental Health Practitioners (including setting standards), primary care workers, consumers, Police and the staff of other agencies. The team has developed expertise in crisis intervention, the management of aggression, emergency assessments and assisting the Police Negotiations Unit.

AWARD: SILVER $1,750

APPLYING PROGRAM: Mental Health Program - Housing and Support Service
FACILITY: Inner South Community Health Service
DIRECTOR: Kathy Wilson
ADDRESS: 240 Malvern Road, Prahran, VICTORIA 3181
CONTACT PERSON: Brian Dunn, 18 Milford Street, St Kilda, VIC. 3182
Telephone: 9534 0981  Facsimile: 9521 2474
DESCRIPTION OF FACILITY:
The Inner South Community Health Service provides a range of community health services specifically designed to meet the needs of the local area, which includes the Cities of Port Phillip and Stonnington and part of Glen Eira. This area has a population of approximately 206,000 (ABS 1991). The services include:- mental health; aged and disability services, such as, physiotherapy, podiatry, community nursing, social work and occupational therapy; women’s children and family services; youth health; general health such as counselling, dentistry and dietetics; alcohol and drug services and HIV/AIDS prevention.

BRIEF DESCRIPTION OF SERVICE:
The Mental Health Program, Housing and Support Service provides long term secure and affordable housing, client-focused support and community integration to people with long term mental illness. It is a unique service staffed by a multi-disciplinary and professional team able to provide case management and housing support to 50 clients. The service has developed in response to the very special needs of the local community, which has a greater number of people experiencing mental illness, homelessness, and drug and alcohol related problems than the metropolitan average.

AWARD: BRONZE $1,000

APPLYING PROGRAM: Mother Baby Program - Monash Medical Centre
PSYCHIATRIST DIRECTOR: Dr Andrew Stocky
ADDRESS: Mother Baby Program, Monash Medical Centre, Southern Health Care Network, 246 Clayton Road, Clayton, VIC 3168
CONTACT PERSON: Dr Andrew Stocky
Telephone: 03 9550 1414 Fax: 03 9550 1408

DESCRIPTION OF FACILITY:
The Mother Baby Program (MBP) situated at Monash Medical Centre, serves the state wide population, focused mainly on the south and eastern areas of Melbourne and of Victoria. The MBP cares for up to six seriously mentally unwell mothers and their infants in a specialised separate unit within a 600 bed tertiary general hospital.

BRIEF DESCRIPTION OF SERVICE:
The Monash Medical Centre Mother Baby Program specialises in the care of severely mentally ill mothers and their infants within a specialised inpatient service. The multidisciplinary team formulates individualised bio-psycho-social management plans to meet the needs of the mother, the infant, the mother-infant interaction, the partner and the extended family. The service offers the ideal environment of a stand-alone service within a psychiatry service attached to an obstetric hospital. This service is very efficient and cost effective, with 90 women and their infants admitted every 12 months, and with good outcomes.

CATEGORY 3 REHABILITATION SERVICES
(including vocational and residential services)

AWARD: GOLD $2,500

APPLYING PROGRAM: Rehabilitation Services
FACILITY: Integrated Mental Health Services
DIRECTOR: Professor Philip Morris
ADDRESS: I.M.H.S. Gold Coast Hospital 108 Nerang Street, Southport Qld. 4215
CONTACT: Chris Lloyd Telephone: (07) 55718 949 Fax: (07) 55718 909

DESCRIPTION OF FACILITY:
The Integrated Mental Health Service (IMHS) forms part of the Gold Coast District Health Service and covers the Gold Coast Region from Coomera to Coolangatta including the hinterland area. Multidisciplinary teams operate within the IMHS covering acute psychiatric care, continuing care and child and youth services.

BRIEF DESCRIPTION OF SERVICE:
Girebula ‘awakening’ is a creative and innovative program that was established in the Gold Coast District three years ago. Consumers, carers and rehabilitation staff have worked closely together to develop a comprehensive range of services that address the consumers’ need to be able to live a satisfying and meaningful life in the community. Many initiatives in the area of the arts, drama, and writing have been carried out to raise the profile of mental health and topromote the talents and abilities of consumers. Girebula has made a significant contribution to the field of mental health in the area of rehabilitation which has been reflected in comments from consumers and carers and in evaluation of the service. Girebula ‘awakening’ has assisted consumers to achieve quality of life through their participation in programs to develop skills and potential, gain friendships and support, and in providing opportunities for self expression.

AWARD: SILVER $1,750
APPLYING PROGRAM: Landmark Mental Health Project

FACILITY: Office from which project is run

DIRECTOR: Anne Freeman

ADDRESS: BoysTown Link Up
P O Box 804, Woodridge, QLD. 4114

CONTACT PERSON: David Zande
Telephone: (07) 3808 8677 Fax: (07) 3808 5003

DESCRIPTION OF FACILITY:
The project serves two regions in South-East Queensland: Logan City and the Gold Coast. A Community Integration Worker coordinates the five casual part time support workers, all of whom have been diagnosed as having a mental illness. The project aims to work with a maximum of twelve (12) young people at any time.

BRIEF DESCRIPTION OF SERVICE:
Landmark aims to provide a better quality of life for young people with a mental illness. It particularly targets those 17-25 year old men and women who are homeless or living in an unsuitable environment. The young person, with the help of Landmark staff, finds accommodation and then are supported in that accommodation in a way that will lead each participant towards independent living. The support workers employed each have a mental illness and so become role models for the young people. Two young people share a household and provide support for each other. They share costs, so making independent living more affordable. This style of accommodation also gives the participants more stability and allows them to consider other goals in life.

AWARD: BRONZE $1,000

APPLYING PROGRAM: Inner West Mobile Support and Treatment Team

FACILITY: Inner West Area Mental Health Service - The Royal Melbourne Hospital (IWAMHS - The RMH)

DIRECTOR: Dr John Fielding, Director of Clinical Services and Ms Jenny Smith, Area Manager

ADDRESS: Level 2/641 Mt Alexander Road, Moonee Ponds, Vic. 3039

CONTACT PERSON: Jane Laidlaw, Program Manager MSTAT
Telephone: (03) 9377 3400 Fax: (03) 9375 7211

DESCRIPTION OF FACILITY:
The Inner West Area Mental Health Service - The Royal Melbourne Hospital, provides a comprehensive range of public adult psychiatric services to the inner west of Melbourne (LGA's of Melbourne and Moonee Valley, population 153,409), and specialist services to The Royal Melbourne Hospital and Western Victoria.

Psychiatric Programs to the inner west catchment include the Crisis Assessment and Treatment Team, the Mobile Support and Treatment Team, Community Care Unit, the Continuing Care Team, The Homeless Outreach Psychiatric Service, the Bleuler Acute Inpatient Service and specialist Depression Anxiety Program. Services to The Royal Melbourne Hospital include Consultation Liaison and Emergency Psychiatry. The Eating Disorders Program is provided to Western Victoria.

BRIEF DESCRIPTION OF SERVICE:
The Inner West Mobile Support and Treatment Team (MSTT) provides intensive assertive treatment, support and rehabilitation to people with severe psychiatric disabilities. Services are provided in the person's own home or local community. The Inner West MSTT has devised a comprehensive model of community based treatment for this population, aiming to promote stability, safety and growth for the client, their carers and the local community. The service model aims to provide an extremely positive and supportive environment, with flexible case management, while assisting clients to meet significant long term goals associated with improved mental health and enhanced quality of life. The team is actively involved in consultations, training and education of other health professionals, disability support workers, members of the community, families, carers and students.

CATEGORY 4
CHILD & ADOLESCENT SERVICES

AWARD: GOLD $2,500

APPLYING PROGRAM: Redcliffe-Caboolture Child and Youth M.H. Service

FACILITY: Redcliffe-Caboolture District Mental Health Service

DIRECTOR: Dr V Kalyansundaram

ADDRESS: Locked Bag 4, Caboolture, Qld. 4510

CONTACT PERSON: John Pearson
Telephone: (07) 54993100 Fax: (07) 54993171

DESCRIPTION OF FACILITY:
This Mental Health Service for children and Young People, aged 0-19 and their families, provides a community based extended hours service available 13 hours per day, 7 days per week. It serves a population of 150,000 in the Redcliffe Caboolture Health District. The team is 16 strong and has two physical sites.

BRIEF DESCRIPTION OF SERVICE:
The Redcliffe - Caboolture Child and Youth Mental Health Service is a community based mental health program for children, young people and their families suffering from, or at risk from serious emotional disturbance. It has a target population of 50,000 young people aged 0-19 who live in a rapidly growing area north of Brisbane. RCCYMHS is part of an Integrated Mental Health Program and has seen 2,500 children and young people since its inception in November 1995.

RCCYMHS is an extended hours service, available 365 days a year and up to 9.00pm at night. It
is mobile, providing immediate crisis response and intervention as well as case management. It has an assertive outreach program forming partnerships with a number of community agencies to provide a range of innovative supporting programs. The service is completing an extensive outcomes evaluation project, involving consumer input as well as objective measures of behaviour change.

AWARD: SILVER $1,750

APPLYING PROGRAM: Maroondah Child & Adolescent Mental Health Service

FACILITY: Maroondah Hospital

DIRECTOR: Professor Peter Birleson

ADDRESS: Wundeela Centre
21 Ware Crescent, Ringwood East, Victoria 3135

CONTACT PERSON: Peter Birleson
Telephone: (03) 9870 9788, Fax: (03) 9870 7973

DESCRIPTION OF FACILITY:
Maroondah Child and Adolescent Mental Health Service provides services to the under 18 year-olds of the Eastern Metropolitan Region of Melbourne, in a population of over 600,000. It has three community teams, a Mobile Outreach Adolescent Team, a Research Program, an Adolescent Day Program and an Adolescent Inpatient Unit. The service employs 63 staff.

BRIEF DESCRIPTION OF SERVICE:
Between 1995-1998, Maroondah CAMHS has applied the model of the "learning organization" and has generated an energising vision of learning in partnership with its community (Senge 1990) and supports continued quality improvement. This model has helped to drive change through a new management structure, developing a learning culture and establishing a clinical research unit that is now trialing outcome measures. Accessible services are provided by localised community-based teams and a Mobile Adolescent Outreach team with a program for Homeless Adolescents. Generic case managers are supported by specialist clinical programs aimed at specific disorders. Our Community Program includes Intake and Mental Health Promotion workers, and coordinates Community Development and consultation. Continuity of care during admission to the inpatient unit or day programs is maintained through maintaining the involvement of outpatient case managers.

AWARD: BRONZE $1,000

APPLYING PROGRAM: YPPI (Young People & Early Psychosis Intervention)
YPPI-IA (Young People & Psychiatric Illness-Intervention and

FACILITY: YPPI Centre
DIRECTOR: Dr John Bardon
ADDRESS: YPPI Centre, 89 Holden Street, Gosford NSW 2250
CONTACT PERSON: Deborah Howe
Telephone: (02) 4320 2578, Fax: (02) 4320 2779

DESCRIPTION OF FACILITY:
The YPPI Centre houses a number of prevention and early intervention projects. These include primarily the YPPI and YPPI-IA programmes which are early intervention programs for young people experiencing severe mental health issues, and who are at risk of suicide. These programmes are joint programs between the Youth Health and Mental Health Services, operating since 1994, with enhancements in 1996.

BRIEF DESCRIPTION OF SERVICE:
The YPPI Program manages the YPPI House, a residential service which offers support and accommodation to young people with emerging or newly established major mental illness of less than two years duration. The Early Intervention in Depression program assists young people, and their families, who are experiencing issues around depression. The Progressive Employment Personnel for Young People (PEPY) Program is a joint program between YPPI and Progressive Employment Personnel (PEP) and also utilises the YPPI Centre. It provides a specialist employment service which caters to the vocational needs of people who have a mental illness, and it is designed to meet the specific needs of young people who are aged from 16 to 25.

The YPPI-IA Program has developed protocols and utilised specific indicators ensuring transferability of its findings to other health areas. Part of this model include a 24 hour second "on-call", "Y" Page service and YPPI/YPPI-IA is placed under the umbrella of Youth Health as opposed to the mainstream adult mental health system. Young people experiencing problematic drug and alcohol use, in addition to a mental illness, are a specific target group for this program.

CATEGORY 5
PREVENTION, HEALTH PROMOTION OR HEALTH EDUCATION SERVICE OR PROJECT

AWARD: GOLD $2,500

APPLYING PROGRAM: YMAG (Youth Mental Health Promotion Project)

FACILITY: Health Department of WA
DIRECTOR: Dr Dianne McCavanagh
ADDRESS: Health Department of WA
dynamic collaboration with consumers and service providers in the region, the project is implementing a number of initiatives including three highly successful support groups for parents and training packages for mental and non-mental health workers. A commitment by Maroondah Hospital Area Mental Health Service means that these initiatives will continue as part of core practice of adult mental health workers.

AWARD: BRONZE $1,000

APPLYING PROGRAM: Dumping Depression Campaign

FACILITY: Central Coast Area Health Service

DIRECTOR: Jon Blackwell, CEO

ADDRESS: Senior Executive, P O Box 361, Gosford, NSW 2250

CONTACT PERSON: Gary Wall Tel: (02) 4320 2578 Fax: (02) 4323 6228

ADDRESS: YPPI Building, P O Box 361, Gosford, NSW 2250

DESCRIPTION OF FACILITY: The Central Coast Area Health Service provides the Gosford and Wyong Local Government Areas with public hospital and community health services. The area served is approximately 50 kms long and 40 kms wide and hosts a population of 270,000 people.

BRIEF DESCRIPTION OF SERVICE: Dumping Depression is a health promotion project designed to enhance resilience to depression in 15-18 year olds. The project is an initiative of the Division of Mental Health in partnership with the Youth Health Service, the Health Promotion Unit and the Dumping Depression/Youth Advisory Group. The campaign was developed in response to the World Health Organisation's prediction that depression will be the greatest cause of morbidity and mortality by the year 2020. It is based on the UK 'Defeat Depression' campaign and was developed locally in consultation with young people and other service providers. The project has involved strategies such as using young designers to create resource material, establishing a Youth Advisory Group, and advertising material for parents on shopper docket.

CATEGORY 6
BEST CONSUMER INVOLVEMENT SERVICE OR PROJECT
- for consumer controlled or consumer/provider partnership activities (especially projects where consumers have at least equal power and were involved from the start), including advocacy programs, provider staff education, or research. This category includes activities involving carers.

AWARD: GOLD $2,500

APPLYING PROGRAM: The Deep Dialogue Project
FACILITY: The Victorian Mental Illness Awareness Council in Partnership with the North Western Health Network

CONVENORS: Merinda Epstein (VMIAC) & Tim Robinson (NWHN)

ADDRESS: 9 Hood Street, Yarraville 3013

CONTACT PERSON: Merinda Epstein Tel: (03) 9689 9447 Fax: (03) 9687 5626

DESCRIPTION OF FACILITY: The Victorian Mental Illness Awareness Council (VMIAC) is the state peak consumer organisation in Victoria. It represents over fifty consumer groups and is managed by consumers who make up the committee of management. The North Western Health Network (NWHN) is a large Metropolitan Health Service incorporating six area Mental Health Services. These two organisations collaborated on the Deep Dialogue Project.

BRIEF DESCRIPTION OF SERVICE: The theoretical underpinnings of the Deep Dialogue project were based on a belief, held by both the VMIAC and concerned practitioners from the NWHN, that deep work culture change was necessary if services were going to reach the rhetorical ideal of becoming truly consumer sensitive. To support this aim, the Deep Dialogue process involved a small group of politically experienced consumers meeting weekly for ten weeks with a small group of staff. The consumers understood their role as a staff educative one. These meetings were formally facilitated by two experienced facilitators to enable the participants to become involved in discussions which were 'deep' and therefore sometimes challenging, confronting and painful. The Deep Dialogue process then offered support for the small group of 'trained' staff to re-enter their places of work with greater insight as well as new found skills and determination to act as 'culture carriers' disseminating the gains they had made from the learning experience to other staff and management.

AWARD: BRONZE $1,000

APPLYING PROGRAM: Rozelle Hospital Consumer Consultants

FACILITY: Rozelle Hospital

DIRECTOR: Helen Blum, Co-ordinator of Consumer Consultants

ADDRESS: Cottage 18, Rozelle Hospital, P O Box 1, Rozelle 2039

CONTACT PERSON: Helen Blum Tel: (02) 9556 9347 Fax: (02) 9556 9219

DESCRIPTION OF FACILITY: Rozelle Hospital is a stand-alone, 270 bed Psychiatric Hospital catering for the Central Sydney Health area. It has acute and rehabilitation beds and also caters for psychogeriatric patients.

BRIEF DESCRIPTION OF SERVICE: The Consumer Consultants at Rozelle Hospital are a group of people, with a mental illness, employed part time by the hospital to provide support and advocacy to patients. Because they have a mental illness and are functioning fairly well in the community, they are role models for others, giving hope that they, too, can become well. Patients find it very easy to talk to the Consultants because they have experienced something of what they are going through. They often disclose quite a lot about themselves. There is a policy of confidentiality but they will break this if they feel there is some threat to the patient's well-being, but usually they persuade patients to tell staff what they have been told, if this will improve their care.

The Consultants have worked hard to ensure that information about Rights is made available to patients and they initiated the provision of a booklet called "Your Rights" and have educated themselves about the Mental Health Act.

AWARD: SILVER $1,750

APPLYING PROGRAM: Schizophrenia Fellowship Education Group

FACILITY: Schizophrenia Fellowship of South Australia

DIRECTOR: Irene Towler

ADDRESS: P O Box 310, Marleston, SA, 5033

CONTACT PERSON: Irene Towler Tel: (08) 8221 5160 Fax: (08) 8221 5159

DESCRIPTION OF FACILITY: The Schizophrenia Fellowship of SA is a non-government organisation which was established in 1983 to promote community awareness about schizophrenia and support people with the illness and their carers throughout South Australia. The Fellowship is funded by the State Government and through membership fees and donations.

BRIEF DESCRIPTION OF SERVICE: The Schizophrenia Fellowship Education Group has undertaken a wide range of different educational activities including:-

- speaking to over 470 groups and 12,000 people about mental illness,
- setting up displays,
- using the print media, radio and television to pass on information and experiences,
- participating in the training of police and ambulance officers,
- developing information packages and brochures and producing them in different languages,
- writing a book, running workshops and making a video entitled, "Living Well with Schizophrenia" for people with schizophrenia and carers,
- developing a grant proposal to employ "Peer Specialists" within the mental health service,
- writing a very, very easy recipe book for those who have difficulty cooking.

These activities have had a powerful impact across the community. In addition, involvement in the group has been personally rewarding, empowering, a useful learning process and has provided some paid work opportunities for consumers.

CATEGORY 7
INDIVIDUAL OR TEAM AWARD FOR AN OUTSTANDING CONTRIBUTION TO THEORY, EDUCATION OR PRACTICE
- whether current, or in the past, to recognise people who have made an important
contribution to the development of better services.

AWARD: GOLD $2,500

APPLYING PROGRAM: CREATE - Community Recreation, Education Access, Training & Employment Team. *Cornucopia*

FACILITY: Ryde Community Mental Health Service

DIRECTOR: Dr Elsa Bernardi

ADDRESS: Old Gladesville Hospital, Victoria Road, P O Box 157, Gladesville 1675

CONTACT PERSON: Tony Colechin Tel: (02) 9816 0344 Fax: (02) 9817 3147

DESCRIPTION OF FACILITY:
The Ryde Community Health Mental Health Service is a sub-area of the Northern Sydney Area Health Service, and it provides comprehensive 24 hour mental health services to the residents of the Ryde & Hunters Hill Local Government Areas (population 108,000 with 30,000 NESB). The service has three core components: Acute, Rehabilitation, and Aged Care Mental Health, with 7 acute beds in the Gladesville Macquarie Hospital.

BRIEF DESCRIPTION OF SERVICE:
The CREATE Team (Community Recreation, Education Access, Training & Employment), is a multi-disciplinary rehabilitation service that has redefined itself during the development of the Vocational Training Support program, *Cornucopia*, to ensure that all consumer needs are addressed. The team works to develop partnerships with other organisations to provide opportunities in the areas of work, recreation, leisure, education and training. The CREATE team has evolved from a small rehabilitation team of mental health professionals to a much more broadly skilled group from a range of backgrounds, including education, health promotion and vocational training.

Cornucopia, is an initiative of CREATE/Ryde Community Mental Health Service, that provides vocational training and employment for people who have experienced a mental illness. Cornucopia means ‘Horn of Plenty - Bountiful Harvest’. Auspiced by the Macquarie Area Rehabilitation Service Inc. (MARS Inc - Not for Profit Organisation), it is the pivotal point for a range of business activities and employment opportunities. There are currently 35 people working 10hours per week in casual employment in Property & Garden Maintenance and in Cafe & Functions catering. A tripartite research project looking at social, psychological and vocational outcomes is in progress, but it is already identifying the financial & self esteem rewards for consumers.

AWARD: SILVER $1,750

APPLYING PROGRAM: Rehabilitation and Therapy Programs for MH clients

FACILITY: 'Belvedere' Mental Health Resource and Therapy Centre

DIRECTOR: 151 Kirkwood Street, Armidale NSW 2350

CONTACT PERSON: Ian C Cadden Tel: (02) 6772 2804. Fax: (02) 6776 4900
2/145 Kirkwood Street, Armidale NSW 2350

DESCRIPTION OF FACILITY:
'Belvedere' provides rehabilitation and therapy programs on an individual or group basis to clients of Armidale and surrounding district (Uralla, Waicha, Guyra). The Centre also operates as day care service and manages a residential cottage for Mental Health clients.

BRIEF DESCRIPTION OF SERVICE:
The Belvedere Mental Health Resource and Therapy Centre provides an integrative, client-oriented service to Mental Health clients in the Armidale and surrounding district. Planning and implementation of programs at Belvedere are made largely with the co-operation of clients through the Consumer Education and Access Committee. The service also welcomes the support of students on placement, carers and friends, volunteers and the local university. In recent years Lee Coit-Riley with the support of consumers has made an enormous contribution to the development of the service.

Two major projects that have been initiated by Lee and consumers in recent years are the "Acting Up" theatre group and the "Writers Group". These programs were fun, innovative and highly successful. The 'acting up' group performed during mental health week and also at the New England Health Mental Health Forum. The 'Writers Group' program resulted in the publication of the book 'What if Fish Lived in Trees'.