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## Broadmeadows & Maroondah PARCs in Full Operation

**Mind is excited to report that both Broadmeadows, Jewell House & Maroondah Prevent and Recovery Care (PARC) services are now fully operational. Residents in the surrounding suburbs who live with a mental illness now have access to an innovative support program. The new services are a significant shift towards helping people who would benefit from a short-term (5 to 28 days), intensive treatment and recovery program and who may otherwise be hospitalised.**

PARCs are often referred to as 'Step Up/Step Down' services. They allow individuals who are living in the local community to receive short-term intensive residential support and treatment (without being admitted into a hospital). Similarly this is also suitable for individuals who no longer need to be in an acute psychiatric unit, but who would benefit from short-term intensive residential support and treatment prior to returning home.

*Both Maroondah and Broadmeadows PARCs are 10-bedroom properties located in local communities. They are first and foremost homes with individual en suites, indoor and outdoor living areas and two kitchens.*

The PARC facilities are funded by the Department of Health. The Maroondah PARC is a partnership between Eastern Health and Mind, whilst the Broadmeadows PARC is a partnership with North West Area Mental Health Service. There are 24-hour on-site staff from Mind who work closely with our clinical partners to ensure that individual needs are best met.

Fiona Madigan, Program Manager of Broadmeadows PARC, Jewell House recently provided an update on this facility stating: "Since opening in late November there have been 27 individuals that have accessed our service. In terms of pathways to entering the PARC, our initial focus was on 'Step Down'. This is for clients who are discharged from the Broadmeadows Psychiatric Inpatient Unit, but need a short period of support to further consolidate the mental health gains achieved through the hospital. Now that we have full staff coverage and have ironed out some initial teething issues, we have moved to accepting people who are 'stepping up'. This is individuals who are becoming unwell in the community and need a period of support to avoid further escalation of symptoms.



## Update from the CEO

### Greetings and Happy New Year to you.

I hope those of you who had a break over the Christmas/New Year period had a great time and a good rest.

Besides the depressing Aussie cricket performance I had a great time. My children and their partners were home so we had a bit of a "packed to the rafters" household. Lots of people, noise and perpetual cooking and washing up! It was a special time that reminds me always of how important family and friends are.

We have another busy agenda in 2011 and are getting on with the job of supporting people to better health. This edition highlights the work of two new PARC Programs, one in Broadmeadows and one in Ringwood. Mind has been successful in winning contracts for a further

four PARCS which we are rolling out over the next 12 months. These are located in Frankston, Bendigo, Dandenong and Casey. This is an exciting development which will complement our other suite of services.

Our work this year is strongly focused on implementing the strategic plan. This means our focus will be in four areas which are central to our work in 2011:

- Supporting people to better mental health
- Improving services to clients and their families
- Improving our organisational structures and processes
- Successfully planning and opening five new services

I am feeling really positive about 2011 and enthused by the constructive feedback given to us by so many clients, staff, family members and industry observers about where we are heading as an organisation.

Gerry Naughtin



## Annual General Meeting & Annual Report

**Mind's Annual General Meeting for 2010 was held at the Darebin Arts Centre on Tuesday, 17th November. The event was well attended with over 250 staff, consumers, family members, government and partnering organisations joining the formalities and celebrations.**

Bill Healy (Chair of Mind's Board) acknowledged the important work over the 2009/10 financial year, particularly noting the development of the 2010-15 Strategic Plan and his excitement with the direction which Mind is heading.

*Ruth Owens (Mind Board Member) delivered the 2009/10 financial report, noting a surplus and the continued growth of Mind.*

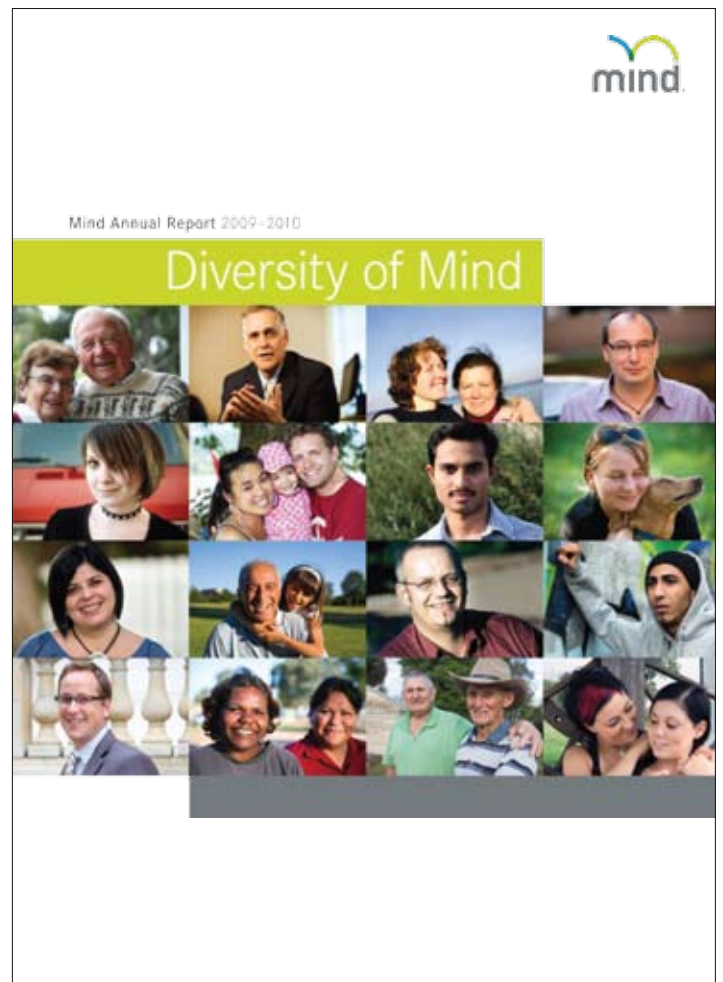
Over the past five years Mind has grown an average of 15% per annum, which has greatly increased the number of individuals who access services and assisted in improving existing services and seeking new models of recovery.

Gerry Naughtin (Mind, CEO) conveyed his appreciation to all members of Mind's extended family including service users, staff, government, donors volunteers, families and carers, Trust and Foundations and partnering organisations.

The AGM also saw the release of the 2009/10 Annual Report:

Diversity of Mind. The report provides a summary of activities over the past 12 months in both Victoria & South Australia. Similarly the report provides an overview of the various models of recovery and areas of the community which Mind currently works in.

If you would like a copy of Diversity of Mind or the 2010-15 Strategic plan please visit the publications section of [www.mindaustralia.org.au](http://www.mindaustralia.org.au) or call Catherine on 03 9455 7960 who can mail a printed copy.



## South Australian Staff Conference



South Australia held its inaugural SA Mind Staff Conference on the 25th and 26th November 2010. The Conference began with presentations from Bill Healy, Chair of the Mind Board, and Gerry Naughtin, CEO. Services within South Australia continue to grow significantly with over 70 staff assisting over 500 individuals.

*The conference was a great success, with papers presented across many topics including rehabilitation processes, South Australian mental health systems, country health developments, women and children and individual recovery stories.*

All South Australian staff attended along with several representatives from Mind's Central Office. Many of Mind's external partners in South Australia were also able to attend and present a range of material from topics such as working in Indigenous Communities, Sleeping Patterns, Sexuality and Gender Diversity and sessions on Dramatherapy and Art.

We thank all presenters who prepared and presented material over the two days. We would also like to thank Skye Lang (SA Area Manager - Community Programs) who coordinated the conference.

## Nicotine Patches available on PBS

As of 1st February nicotine patches will now be subsidised through the Pharmaceutical Benefits Scheme (PBS) as part of a federal smoking cessation program. Additionally the anti-smoking drug varenicline (Champix) will be on the PBS for an additional 12 weeks.

"There are many serious health consequences from smoking and we want to provide support to smokers who are ready to kick the habit," Minister for Health and Ageing Nicola Roxon stated.

For help to quit smoking visiting your local GP or pharmacist is a great start. Alternatively call the Quitline on 137848.



## Secretaries and Cowboys



Glen Drewitt regularly attends the Mind Art SA group. His work was displayed in Adelaide during last year's Mental Health Awareness Week. This included an honorable mentioned of Glen's 'Highly original works utilizing vibrant colour and displaying an idiosyncratic style and a flair for line.'

Glen has now launched his first solo exhibition which is open to the public till 8th March (entry is free!)

**Venue:** Adelaide South West Community Centre

**Address:** 171 Sturt St, Adelaide 5000

**Dates:** 10th February to 8th March (9am - 5pm)

## Mind & Melbourne University Research Appointment

Lisa Brophy has been recently appointed to the position of Mind Research Director by the University of Melbourne, School of Population Health as part of a research and evaluation partnerships with Mind.

*Lisa began on the 31st of January and her role is a pivotal position in developing Mind's research and evaluation strategy. This will play a key role in the public health debate around mental health services and outcomes that community-based recovery services deliver.*

In the following week Mind also welcome Astrid Reynolds to the role of Manager, Policy and Program Design. Astrid brings a wealth of experience across a wide range of sectors and this new position will further help shape our current services along with the development of new supports for both individuals and families.



## Staff profile:

### Fionna Madigan, Program Manager Broadmeadows PARC, Jewell House

#### How long have you worked in mental health and at Mind?

I have worked in the mental health field, in various guises, for approximately 20 years. Prior to coming to the Broadmeadow's PARC I managed the Victoria Street Program, a 20 bed adult residential recovery program run by Mind in Brunswick. This gave me a good grounding in the programmatic and facility management concerns specific to a residential setting.

#### It can be hard to maintain your motivation working in any industry for a long period of time. How have you found that challenge?

I sort of 'fell into' mental health in my early 20s and ten years later I began to feel a bit stale and unsure of my where I wanted to be heading professionally. I already had an undergraduate degree in Fine Arts and so took some time out to do a Bachelor of Education (in Secondary Visual Arts). I did my teaching rounds and successfully acquired the qualification but concluded that it wasn't for me. I would sit in the staff rooms eating my sandwiches, look around me and had a strong feeling of 'these are not my people'. And I was hoarse.

When I went back to working in mental health, it was very much from a place of choice, and a renewed appreciation of the mission, ethos and staff support structures which tend to be features of the PDRS sector. I then studied Gestalt Therapy which has a strong relational and 'here and now' focus and has proved particularly relevant and supportive in both service delivery and supervisory functions.

#### In your personal opinion what are some of the keys to an individual's recovery?

Language is powerful and all people will readily internalise negative messages.

Good workers in this field are mindful and skilled communicators who endeavour to use language that opens up possibilities and compassionately redirects notions of self-responsibility and personal capacity back to the client.

Mental Health workers aren't essential to every person's recovery from mental illness, but for many, they are a pivotal component.

Another important key to an individual's recovery can be a recovery orientated service system: one which can provide a range of options, engages meaningfully with a person 'wherever they are at', and that aims to engage all parties relevant to the person's participation in the community.

#### What are some of the more enjoyable parts of your current role at Broadmeadows PARC?

The massage chair in the Quiet Room is pretty good..... The PARC offers short stays (maximum 28 days) and I appreciate the sense of energy and constructive 'pressure' that is inherent in the model. Community linkages are an important focus of the work we do and when someone leaves here with a referral to drug and alcohol counselling or Building Family Skills Together sessions, there is a good chance that those interventions represent another step forward in their recovery, such as an opportunity to acquire some support around addiction issues or the learning of some tools to help manage a difficult family dynamic. The outcomes feel tangible and positive and there is a sense that people leave here a bit more resourced than when they came in.

Because many people 'step down' to PARC from the Broadmeadows Inpatient unit, the PARC is often people's first experience in a while of a mental health setting that is voluntary - where they can come and go and as they get back to their lives, something the clients appreciate. It is, undoubtedly, a nice part of my current role that we are generally experienced in such a positive light - as part of their journey back to wellness and back to home.

#### Broadmeadows PARC is a joint project with NorthWestern Mental Health. How have you found the process of working closely with the clinical sector?

There is a historical tension between the objectivity and scientific nature of the clinical services and the subjective and personally defined qualities ascribed to recovery orientation. As long as we remain open, curious and respectful about the different skills agendas and responsibilities that each organisation brings, the tension is interesting and potentially vitalising for both NorthWestern Health and MIND.

It feels very supportive to have clinical staff be so responsive if a client becomes acutely unwell. Clinical staff appreciate that we have the time to spend 'hanging out' and establishing rapport with clients. Not only is it an end in itself as I believe that any 'good connection' with a client, particularly when they are unwell, is valuable and time well spent, but the rapport that is built supports the facilitation/ resourcing of clients to achieve their psycho-social goals. The PARC CATT team leader Margaret Farrell is empathetic to the ideals of the PARC philosophy and we are both committed to fostering good lines of communication between the two organisations.

#### What have been some of the main challenges in setting up a brand new facility?

The challenges in setting up a new facility were probably all very predictable, except that I hadn't done it before and so hadn't predicted it! Our PARC steering committee's valiant commitment to being inclusive of feedback from all stakeholders could make some processes frustrating to comic proportions. The main challenges have probably been all the instruction booklets for air conditioners/ water purifiers/alarms/etc in a 6 point font with obscure diagrams. And the computers...did I mention the computers?!! (We had a lot of teething issues with the Melbourne Health/MIND Information Technology interface).

#### Ok, now for the world's oldest question but the one that the crowd is waiting to hear. Five people to invite at a dinner party (dead or alive), who are you going with?

I'd prefer them all to be alive, gets a bit smelly otherwise so I'll go with:

Judith Lucy

Sinead O'Connor

Roy Slaven (of Roy and HG)

Michael Leunig

And my partner, Nicole



## Building Family Skills Together Evaluation

An external evaluation confirms that this innovative program is hitting the mark and providing both families and individuals with positive outcomes. Building Family Skills Together (BFST) is an initiative between Mind, the Bouverie Centre of La Trobe University and the Psychosocial Research Centre – North West Area Mental Health Service and is the first of its kind in a non-clinical setting.

*Now entering its third year, the program has expanded to two new North Western Health region locations in Whittlesea and Darebin and continues to grow in Moreland and Hume. Reaching out to CALD communities has been a priority of this program with over 50% of families falling into this category.*

Early findings from the evaluation conducted by the Psychosocial Research Centre found:

“BFST Mind is undoubtedly a truly innovative program”. Despite the overwhelming evidence of positive benefits for families derived through working with them to strengthen their coping and resilience, it is still rare for such programs to be provided in Australia. Our literature review could not find any examples of such programs developed within the PDRS sector and offered to families who are not accessing clinical support. Therefore the successful establishment of this program by Mind is an important achievement and will hopefully provide a good example to the rest of the sector.

“The evaluation recently completed by the Psychosocial Research Centre has shown that BFST Mind has been successful in reaching culturally and linguistically diverse (CALD) families”. The evaluators were surprised by the psychological ill-health, unmet need and the pervasive social exclusion that families entering the program were living with. The implication was that the level of need of these families was at least equivalent to consumers and families accessing clinical programs. Despite this potential challenge, the results of the work done by the BFST Mind team were very encouraging, with improved mental health and social

connectedness of consumers and decreased burden for their families. The evaluation also detected high levels of client satisfaction.

*One of the most striking findings of the evaluation was the extent to which family need was addressed in areas that are consistent with the targets of this family intervention – that is, relationships within the family and social connectedness. This provides strong support for the effectiveness (and value) of the work being done by the BFST Mind team.*

“The Psychosocial Research Centre is very pleased to have been involved in the evaluation of this program. The collaboration with Mind (and the other partners, North West Area Mental Health Service and the Bouverie Centre) has been extremely positive and productive”.

– Associate Professor Carol Harvey (Psychosocial Research Centre, University of Melbourne and NorthWestern Mental Health):

## iMind grows to over 3,000 supporters

Mind is very grateful to all individuals over the past 18 months who have signed up to the iMind regular giving program. Whether our iMind recruiters knocked on your door or stopped you in a shopping center, we are glad that you spent the time to talk to us and made the decision to support individuals and families affected by mental illness.

iMind donations have gone towards projects such as Ambassadors of Hope and Mind’s Scholarship Program. All iMind contributions are currently distributed in four areas which are: Consumer Supports, Families & Carers, Housing and Research. They provide funding for programs that aren’t government funded and that will greatly help individuals with their journey of recovery, provide family supports and develop research aimed to strengthen existing programs and develop new initiatives.

If you are interested in talking more about the iMind program feel free to call Catherine or Chris on 9455 7900.





## Ride to Recovery

It's just three months to go until riders embark on the 2011 Ride to Recovery. This event will see 20 cyclists ride over 1,000km from Melbourne to Adelaide via the Great Ocean road in just 6 days!

We are very appreciative of Big Wig & Detmold Group who have organised this event which aims to raise \$100,000! Already over \$25,000 has been raised which will go toward Mind's Scholarship Program and provide individuals with the opportunity to return to study in order to gain meaningful employment.

There have been a range of fantastic results from the Scholarship Program which removes some of the financial barriers to education and employment through grants of up to \$1,500. If you are interested in showing your support for the riders of the 2011 Ride to Recovery please visit [www.everydayhero.com.au/ride\\_to\\_recovery](http://www.everydayhero.com.au/ride_to_recovery) or simply call Chris Stallard (Fundraising Manager) on 03 9455 7964.

## Physical health matters too

People seriously affected by mental illness have some of the poorest physical health outcomes in our community. People with schizophrenia or bipolar disorder, for example, are at double the risk compared with the general population of developing heart disease and type 2 diabetes.

Despite this, a SANE Australia survey showed that only 18% of mental health patients had waist measurements taken by their GP in the past year, and only 52% had their smoking status checked.

Poor physical health often arises because of the effects of mental illness on lifestyle as well as prescribed antipsychotic medication. To exacerbate the issue, physical health problems are often overlooked as health professionals focus on managing the person's mental health.

### Physical health issues commonly faced by people with mental illness include:

- obesity and central obesity, i.e. excess weight around the waistline
- high blood pressure
- high cholesterol
- high blood glucose levels.

These issues may lead to heart disease, type 2 diabetes or other chronic illnesses.

Regular health checks are vital to identify early signs of any problems. Early detection means earlier treatment and a better outcome. Discussing physical health issues, visiting a local GP, taking preventative action and lifestyle changes such as becoming smoke free, eating healthy foods and increasing physical activity are all actions that will assist with physical health issues.

SANE Australia has recently developed a wide range of resources to assist both organisations and their clients to improve overall health. SANE is also currently developing Health Living Guidelines to assist Mental Health NGOs. For further information about these, please contact Maria Kambourakis, Mind & Body Project Coordinator, on 03 9682 5933 or [maria.kambourakis@sane.org](mailto:maria.kambourakis@sane.org)



For more information on Mind and its services, please contact

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