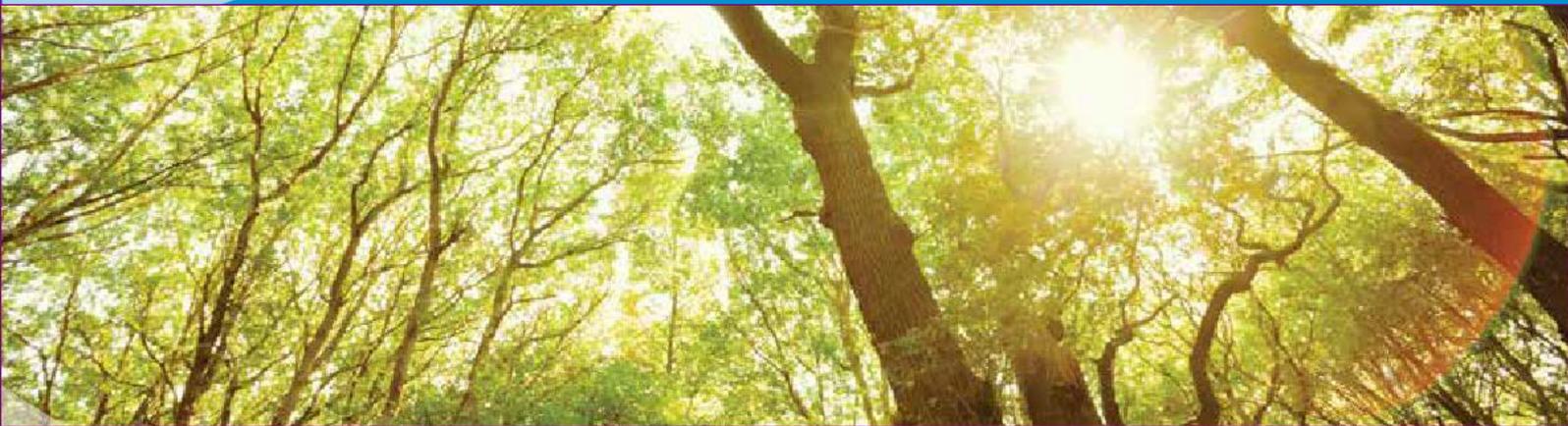


Mental Health Consumer Carer Participation Newsletter



Welcome to Thrive, the second edition of our newsletter for mental health consumers, carers and rural communities. We would like to thank all those who contributed with their thoughts, suggestions and votes to name this newsletter.

This newsletter has been produced by the Country Health SA Mental Health Consumer and Carer Participation Program (CCPP) team.

We are committed to providing you with interesting, informative, and accurate information. Please send any newsletter contributions, feedback and ideas to Linda Ladhams and Jessica Giles (contact details below).

Welcome to Linda



We are very pleased and excited to announce the recent recruitment of Linda Ladhams into the

role of Expert by Experience Service Development Officer as Consumer Representative and will work closely with Jessica as the Carer Representative.

Linda has come to us from the Gawler Mental Health team where she held the position of Mental Health Peer Specialist, her experience in this role will assist the Consumer Carer Participation Program (CCPP) in ensuring the voice of consumers is heard in every aspect of the CCPP Plan.

Model of Care Launch!

On 8 August 2017, Country Health SA (CHSA) Mental Health, held a launch for the Model of Care for Community Mental Health Services, at the Stamford Plaza.

The Community Mental Health Model of Care defines the way mental health services are delivered in Country Health. It outlines best practice care and services for a person, how services work together with a strong emphasis of continuity of care and ease of access in and out of services for people.

This new Model of Care, focuses on providing all consumers with a consistent Care Coordinator, who acts as a single point of contact, liaising with all other important services, carers and

friends and family, in order to provide holistic person centred services.

Valuable feedback was provided by many different community members and key stakeholders, and CHSA wishes to thank everyone who made a contribution to such an important document assisting our teams in striving for excellence in care.

TheMHS Conference, Sydney 2017

TheMHS Learning Network Inc. is an international learning network for improving mental health services in Australia and New Zealand.

TheMHS holds an annual conference which brings together people from across Australia and New Zealand to stimulate debates that challenge the boundaries of present knowledge and ideas about mental health care and mental health systems.

CHSA Mental Health sponsored the four day conference for Jessica Giles, Expert by Experience and Dennis, Friends of Mental Health Consumer Representative.



Image: Consumer Dennis and Expert by Experience, Jessica Giles at Flourish Booth at TheMHS

The agenda over the four days included pre-conference Consumer and Carer Forums, which involved 10 different workshops and a 'Mad Pride' concert, Mental Health Service Awards of Australia and New Zealand, NDIS the musical and a total of 92 papers, presentations and workshops and three key note speakers.

Highlights of the conference for Dennis include:

- Keynote Presentation by Mike Slade, Professor of Mental Health Recovery and Social Inclusion, University of Nottingham, UK. Mike talks about the changes happening around the world in mental health systems and the transitions from hospital-based services towards community based services with

emphasis on the meaningful involvement of people who use services in order to shape the services.

The challenge presenting itself is how to balance the need for innovation and transformation with the other deliverables needed from the mental health system.

- Year 10 and 11 students from Canterbury Girls High School performed a short skit of the three different mindsets around mental health, the person experiencing mental health problems, the critical 'friend' and the 'supportive' friend, demonstrating the need to de-stigmatize mental health. An excellent performance which if the students had been given more time would have been fantastic!

Highlights of the conference for Jessica included:

- Keynote Presentation by Mike Slade, Professor of Mental Health Recovery and Social Inclusion – as detailed above.
- Keynote Speaker Lewis Mehl-Madrona, Faculty Physician and Associate Professor in Family Medicine, Orono, Maine, USA. Lewis presented the term of 'two-eyed' seeing developed within the aboriginal community of Canada (M'ikmaw Nation) by traditional elder Albert Marshall at Cape Breton University (Nova Scotia), and explains the term as being a way to integrate indigenous knowledge with other knowledge systems.

Through interactive discussions, paths for healing are chosen that respect all perspectives and fit within the client's world view. In aboriginal settings, this involves making traditional healers and culture keepers as available as conventional psychiatrists and psychotherapists and using approaches such as the Talking Circle (a North American indigenous version of Open Dialogue) to resolve differences and conflict.

The conference was an invaluable opportunity for learning about ideas and innovations from across the country. Please see back page with details of highlights and pictures of the conference.

Your Experience of Service and Carers Experience of Service Surveys

The YES (Your Experience of Service) and CES (Carer Experience of Service) surveys were developed by the Australian Mental Health Outcomes and Classification Network, in consultation with Consumers and Carers.

During October 2017, CHSA Mental Health trialled the use of iPads in inpatient units and community health settings, as a tool for consumers to complete these surveys independently and anonymously.

The feedback received was valuable to those teams in addressing areas to be improved and acknowledging areas of good practice. Therefore, CHSA Mental Health, provided a further 5 iPads to teams in May/June 2017 and an additional 9 iPads to the remaining services. This meant at the end of 2017 all inpatient and community mental health teams had available, easy to use, independent and anonymous surveys for consumers and carers.

As the surveys are completed on the iPad's the anonymous data is sent electronically to SA Health which collates a report for the individual services every 6 months. The results of the surveys will be sent to the Consumer Carer Participation Program team for action plans on areas for improvement.

The action plans and progress will then be evaluated by CHSA consumer carer committees and communicated to the general public via 'Quality Boards' (posters displaying CHSA's performance in different aspects of the service).

Friends of Mental Health Consumer and Carer Committee

The Riverland based Consumer and Carer Committee, Friends of Mental Health, ran a fundraising to re-vamp the Mental Health waiting room situated in Riverland General Hospital Emergency Department Berri. Members of Friends of Mental Health want to improve the comfort and ambiance of the room.

A raffle was held, with three beautifully hand crafted and generous prizes donated by community members. The raffle was drawn at a BBQ lunch at the Riverland General Hospital on 8 December 2017.

Congratulations to the Friends of Mental Health who raised approx. (final figures to be confirmed) \$4000.00 for the Mental Health waiting room re-vamp!



Image: L to R; 1st prize handcrafted copper sculpture, 2nd prize hand crafted copper sculpture, 3rd prize handcrafted tea cosy set.

Mental Health Week

Nationwide, Mental Health week was held on 8-14 October 2017, including World Mental Health Day held on 10 October 2017. A number of government and non-government organisations participate and run events bringing communities together to reduce stigma and raise the awareness of mental health.

CHSA was involved in a number of fantastic events including a Poetry Reading as part of a partnership with Centacare, The Mental Health Coalition and Prince Albert Hotel in Gawler.



Images: (Left) Thom Sullivan providing readings of his poetry (Right) Community members attending Poetry Readings at The Prince Albert in Gawler.

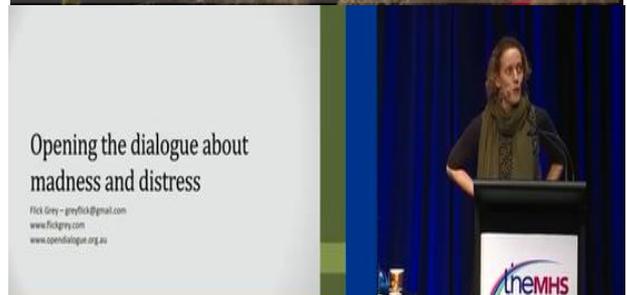


Image above: Christine of Rural and Remote assisting with BBQ preparations



Image above: Soccer Game at Rural and Remote Inpatient Unit

We are always looking for articles or events of interest for Mental Health Consumers to add to our Newsletters – If you have any information or ideas please do not hesitate to contact me I would love to hear from you!



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Opening the dialogue about
 madness and distress

Flick Grey – greyflick@gmail.com
 www.flickgrey.com
 www.openindialogue.org.au

Making a real and sustained difference
 The challenge of managing innovation

Mike Slade

Professor of Mental Health Recovery and Social Inclusion
 University of Nottingham

30 August 2017

HEALTH SERVICE AWARDS
 OF AUSTRALIA AND NEW ZEALAND
 theMHS AWARDS