

Photo credit: Leslie Swearingin



mind View

WINTER 2015

Doing it together a partnered approach to mental health



mind and Cairns and Hinterland Hospital & Health Service have teamed up to establish the very first Prevention and Recovery Care (PARC) service in Queensland. This now brings the total number of PARCs Mind manages to eleven, making us the largest provider in Australia.

Through 7 years of delivering PARC services, we've learned a lot about working in partnership: with clients, families and carers; with hospital networks; and with other community-based service providers. The value of this approach lies in the great outcomes we can see for clients.

PARCs are sub-acute, short term, residential accommodations located in

the community, with a recovery focus. They provide early intervention for clients who are becoming unwell and for those in the early stages of recovery after an acute hospital stay. Adult PARCs accommodate people aged 16-64 years, and youth PARCs accommodate people aged 16-25 years.

The PARC model is a unique approach to sub-acute mental health care, centred around the partnership of social and clinical services. **PARCs provide a 'home-away-from-home' for those who are transitioning in or out of acute care, where they can be supported during this process.** ▶ (continued on pg 3)

In this edition

- » Doing it together
- » Mind goes tropical
- » A service that works with me, for me
- » Youth-friendly living
- » In brief

Dear reader,



In this winter edition of *Mind View*, we are pleased to showcase Mind's leading position in the provision of Prevention and Recovery Care (PARC) services, and to share with you the experiences of those who deliver and use them.

Since our first PARC opened in 2008 at Bendigo, we have been successfully implementing and advocating the PARC model of practice at 10 locations all across Victoria. Our expertise is being recognised across the country with Mind being invited to commence provision of PARC services in Queensland.

Over the years, our PARCs have had consistently high occupancy rates. It's a model that is working well, and our clients agree: 98% of clients said they would use the

PARC service again if they had a need for it in future (Prevention and Recovery Care Exit Survey, Mind Australia, 2012).

The model involves combining clinical and recovery-oriented practice to offer clients transitioning out of hospital a non-restrictive living environment with 24 hour on site access to necessary support. Other clients come into our PARCs from the community, to receive assistance in managing their mental health, and avoid an acute hospital stay.

This partnership between clinical mental health providers and Mind in the delivery of PARCs is a great example of an integrated approach to mental health care that we know produces great outcomes for clients.

The other great news is that our Board Chair, Julian Gardener, was awarded an Order of Australia (AM) in the 2015 Queen's Birthday Honours List. The citation for his award recognised his contributions to social welfare, mental health, legal aid and legal services.

We are all very pleased for Julian, and proud that his life's work is receiving the recognition it deserves.

Warm regards,

Gerry Naughtin



Supporting mental health recovery

Mind Australia

PO Box 592 Heidelberg Vic 3084 | mindaustralia.org.au | 1300 286 463

To contact the editor email communications@mindaustralia.org.au

If you no longer wish to receive this newsletter contact communications@mindaustralia.org.au



Mind cares for the environment and uses environmentally-friendly inks on recycled paper.

5 key principles of PARC:

1. collaboration
2. least possible restrictive practices
3. respect and responding to diversity
4. consumer and carer participation
5. privacy and confidentiality

The focus is on providing 24 hour support in the least restrictive way possible. Self-management is key: living in a PARC, clients build life skills and 'natural' support networks to help them live well in the community.

Mind is committed to working in partnership on a number of levels to deliver these services: we work closely with local health services, community-based outreach, clients and their families.

Mind is the largest provider of PARC services in Australia, operating 11 adult and youth PARCs (10 in Victoria, and a newly opened service in Queensland).

"Each member of the partnership has important skills and strengths that they can contribute to each person's unique journey to recovery." – Richard Newton, Medical Director Mental Health, Austin Health.

PARCs are staffed by both mental health clinicians and Mind workers, who draw on each others' expertise. They work as a team, sharing responsibility for the quality of care provided, consulting with each other regularly. This approach not only makes for a well rounded, more streamlined service, but has contributed to a low average length of stay – just 14 days – and reduced hospitalisations.

"We aim for short-term intervention with rapid gains." – Mark Heeney, Service Manager, Austin PARC.

A culture of mutual respect between the client and PARC staff means that the person and their needs are the central focus. This is both empowering and reassuring for the client (Prevention and Recovery Care Exit Survey, Mind Australia, 2012).

Partnering with families is also central to the way we work with clients – not only to support recovery, but also to assist with a smoother transition home. Mind has introduced specialist family workers into its PARC services for this purpose. Active support like this for families rounds out what is truly a team approach to personalised client care. ■

Admissions and referrals to a PARC are usually managed by our partners in local health services.

For more information, call Mind Connect: 1300 AT MIND (1300 286 463) or visit our website: mindaustralia.org.au/parc



98% of clients said they would use the PARC service again if they had a need for it in future (Prevention and Recovery Care Exit Survey, Mind Australia, 2012).



Mind goes tropical

Our newest PARC service opens in Cairns

In brief:

- Cairns PARC is the first of its kind in Queensland.
- The service is tailored specifically to the needs of its local community.
- “Partnerships flavour Mind’s whole approach”.

mind and Cairns and Hinterland Hospital & Health Service are working together to deliver Queensland’s very first PARC service.

On 7 May 2015 Cairns PARC opened its doors to its first intake of clients. An auspicious date, in that it coincided with the Mind Community Conference. Deputy Chief Executive, Margaret Grigg, presented a framed version of the conference poster to the inaugural client group to mark the occasion.

Now, just a few months later, the Cairns PARC is nearly at full capacity, with 12 consumers in residence and 7 clients who have already come through and are now back in the community. Service Development Manager, Steve Morton, couldn’t be more pleased: “That’s a really

big effort on the part of our partners and ourselves to get that up and operating at full capacity within a month. We only got the building at the end of April, and managed to open just weeks later.”

This is testament to the dedication and commitment of all staff involved, and reflective of Mind’s best practice when it comes to collaborative approaches to mental health care.

Partners in development: Tailoring the service to the local community

Each partnership is different and each health service is different. The key principles of the PARC model need to be upheld across the networks, but they are also responsive to the needs of their local community.

The PARC project team consulted over the service guidelines already in use in other operations, looking at what has worked and what hasn't. Steve wanted to figure out what was relevant to Cairns and how they could customise it. He asked his health service staff: What do you and your consumers need on the ground?

When Mind staff work with consumers, they work in partnership with them to develop something unique for them. This is echoed within the PARC partnership. Mind works with its clinical partner to develop a service that meets their needs as well as incorporating the values of Mind.

Steve says, "Partnerships flavour Mind's whole approach."

Partners in recruitment

Both partners had input into the recruitment process. Cairns PARC staff consists of Mind workers plus a Clinical Nurse Consultant from the health service. They completed orientation as a team in Victoria, where they were exposed to the way that Mind works across already established services. The team spent time working alongside staff at a number of PARCs (Austin, Dandenong YPARC and Narre Warren) and were trained at central office, where they had the opportunity to mix and mingle with others in the organisation.

Part of building strong working partnerships is to build relationships amongst people – so having a joint approach to the actual recruitment process was invaluable.

Partners in care: Family and carer engagement

Having a family engagement worker in residence was a Mind initiative as we are committed to involving and supporting families throughout client journeys. Cairns PARC developed a lovely family room for this purpose. "We had it fixed up to look like a family lounge room that would be welcoming to families when they came," says Steve.


One of the intentions of PARC services is to lessen the possible difficulties and stresses experienced by carers in

supporting people who are acutely unwell and are receiving community treatment. Mind is committed to involving families at all stages of intake, treatment, care and discharge where possible. ■

How can I access a PARC service?

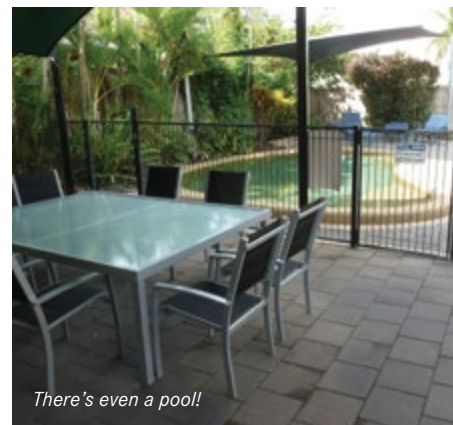
PARCs take direct referrals from:

- consumers (self-refer)
- families and carers
- private practitioners
- other health/mental health agencies.

 **Call Mind Connect
1300 AT MIND
(1300 286 463) for
your nearest provider.**



Outdoor wall mural



There's even a pool!



A client explores his creative talent at Cairns PARC.

A service that **works with me, for me**



Image credit: University of the Fraser Valley

mind and its partners are well known advocates for prevention and recovery care in mental health. Since 2008, thousands of clients and carers have benefitted from these services. Here are some of their stories.

Renee

Renee has been admitted to Maroondah PARC four times in order to manage her mental health during times of crisis. She feels like this environment is more beneficial to her than a hospital stay: “I’m not saying that the hospital is bad, but it’s not good for everybody.”

It not only provides respite for her when she needs it, but also for her partner and small

children. She doesn’t want her children to see her going through a difficult time – her mood changes can be hard to deal with – so admitting herself to a PARC means she’s in good care, and so are they.

Renee loves that she gets to take control of her own recovery whilst staying at Maroondah PARC, which is what keeps her coming back when she needs it. She calls the shots; deciding what her recovery plan looks like: “All I want to do is just recover and get back to the person I know I am – not just who I am during an episode.”

This control and independence helps her to transition back into home life.

Jeremy

Jeremy* stayed in the same PARC with Renee. He finds that being around others who are also going through a period of mental ill-health can be somewhat comforting: “It makes me feel more normal!”

Socialising is something he struggles with in the community, so a PARC gives him an opportunity to mingle with like-minded people in a safe yet least-restrictive environment.

The establishment of a routine of cooking, cleaning and socialising is something he also finds helpful, even if (admittedly) the good habits developed at the PARC tend to dwindle a few weeks after he leaves!

*A home-away-from-home:
“I love the space; I love
how the sunlight falls into
the lounge room here.”*

Katy

Katy was so overwhelmed by the level of care and respect her daughter received whilst at Broadmeadows PARC last year that she was moved to set up a regular donation to Mind, to ensure that services like this continue.

She says her 27 year old daughter – who lives independently – really wants to be in control of what she’s doing and to feel capable. “The PARC staff were very aware of this, being very gentle in the way that they suggested things to her that she might try or do. They were so careful about that and so respectful.”

“The staff were great with me, too. If I ever wanted to come in and talk with them I could just ring up, and they set up a meeting. It didn’t feel like an imposition to be doing that.”

As a carer, Katy explains how much more at ease she felt when she knew her daughter was in safe care at Broadmeadows PARC: “I knew that I could sleep, because I knew that she was safe and sleeping too.”

She says she was recently approached for advice by a friend at work whose daughter is also experiencing some mental health difficulties, and she told them to go straight to Mind!

Cassie

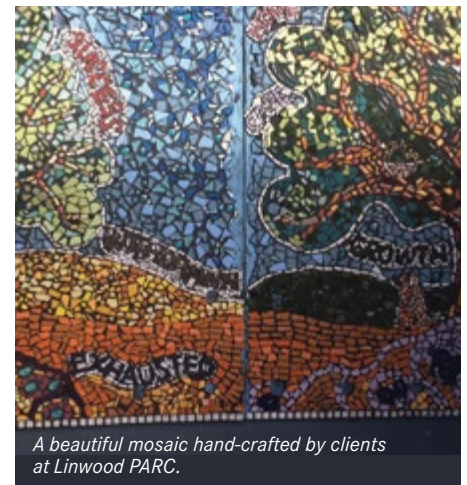
Cassie* views Linwood PARC as her home-away-from-home. “I love the space; I love how the sunlight falls into the lounge room here.” She has repeatedly sought out this service for support, during times when the voices that she hears start to impact too drastically on her daily life.

She finds the most helpful thing to be distractions, and Linwood PARC offers plenty of healthy distractions! Daily activity groups and social outings, as well as some phenomenal art projects (pictured) keep the clients busy whilst allowing them to retain

their independence. Cassie loves being able to come and go as she pleases.

Because she lives alone, she finds the social aspect of PARC life to be rewarding also: “People seem to talk to each other here; they seem to get on. Each does their own thing. We’re all on our own schedules, living independently, but still enjoying the comfort of being around other people.” ■

*Not their real name



A beautiful mosaic hand-crafted by clients at Linwood PARC.

Am I eligible?

To be eligible to stay at a PARC you must:

- be 16-64 years of age
- be engaged in a service from an area mental health provider
- require intensive support to prevent a mental health relapse or require services to prevent a hospital admission

or:

require intensive support to further recover before returning home after a hospital admission.



Image credit: Mike Goren



In brief:

- Young people's residential needs can be completely different to that of adults.
- At Bendigo youth PARC, clients determine their own activities in consultation with staff.
- Mind operates 3 youth PARCs in Victoria: Bendigo, Frankston and Dandenong.

Youth-friendly living at Bendigo YPARC



Wall mural painted by a client

Early intervention models like PARCs are of particular benefit to young people. Treating mental ill-health at its early stages leads to improved treatment outcomes and prevention of future mental health difficulties.

Youth PARCs (YPARCs) provide 24 hour treatment and support for young people aged between 16 and 25, with services tailored to suit their specific needs. The Bendigo YPARC – opened in 2013 – was the first of its kind in regional Victoria. The service is coordinated by Bendigo Health in partnership with Mind and has provided a significant boost to mental health services available to young people in Bendigo and the Loddon Mallee Southern Campaspe region.

Service Manager, Megan McDonald, says, “The focus is on prevention, understanding that this is often the first interaction with psychiatric services that this young person and/or family have experienced. We want to make that interaction as positive, supportive and useful as possible.”

So how do they do this?

Youth-friendly environment

In a YPARC residential environment, it is important that young people feel that they are at home and not in lock-down. YPARCs offer an environment that is non-restrictive and youth-friendly: the sites are brightly furnished with young people’s artworks, beanbags and comfy seats, with built-in accommodations for partners and children.

During development, Bendigo YPARC held consultations with young people to ensure the building was modern, light and colourful. Walking through the main entrance you find yourself in a large open-plan kitchen and meals area, which feels (intentionally) very homely.

The young residents are currently designing and creating a beautifully decorated wall in the courtyard that can be seen from inside the building (pictured). They hope to present their correlating digital story at next year’s Mind Community Conference, which devotes a decent chunk of its program to showcasing the works of its young clients.

Like this project, most initiatives at Bendigo YPARC are youth-driven. Megan says, “Client activities are very much determined by their own desires in a community meeting each week.” The exhaustive list of things they have come up with include:

- activities in the community and surrounds (bushwalking; markets; community events)
- physical activities (going to the gym or the skate park; swimming)
- structured activities (weekly visits from Centrelink; fortnightly sex-ed sessions)
- skill-building and recovery activities delivered by staff (topics include: getting and maintaining accommodation; managing school commitments; psycho-education)
- communal meals prepared together.

Family involvement

Families of those staying at Bendigo YPARC are always encouraged to be involved, whether it be through regular family meetings, dedicated family days, or just spending time with their loved one in the warm and inviting common areas. Megan says, “We have family days throughout the year where families are encouraged to come along and visit the service, clients prepare food and do some talking about the sorts of things they do at YPARC. We also try to get feedback from families about the service at these days.”

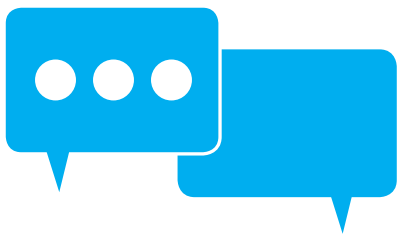
Young people are encouraged to regain or strengthen links with their families where there has been a deterioration in the relationship, and the YPARC ensures that referrals to the appropriate services (carer support, outreach, counselling, etc) are in place prior to discharge to ensure continuity of care. ■



Contact Bendigo YPARC

Referrals can be made to the PARC itself (03 5454 6298) or by contacting Mental Health Triage on 1300 363 788. Mental Health Triage is available 24/7.

In brief



Work for Wellness

In partnership with Ostara, we ran two different wellness trials in June and July. The first trial involved eight of Mind's female clients undertaking the Work for Wellness program. This holistic empowerment program is designed to

lift self confidence, and enable re-entry into the workforce. The program consists of 6 skills-based training sessions, 5 individual counselling sessions and 2 additional sessions that focus on employability skills.

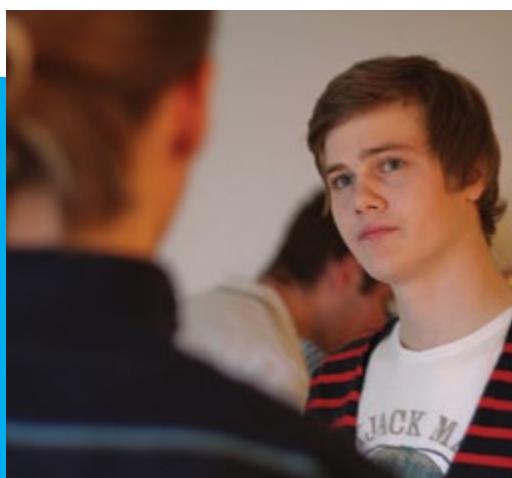


Image credit: Denis Dervisevic

Bridging the gap in youth services

With 75 percent of mental health disorders starting before the age of 25, agencies and councils across north-eastern Melbourne are celebrating the announcement of a new headspace centre in Greensborough, due to open in early 2016. The new centre's core services will be governed by a consortium of 10 agencies, with Mind Australia as lead agency.

An advocacy group combining 4 local councils have been lobbying for a headspace in Melbourne's north east since early 2014, as there has been a

significant gap in services to support young people dealing with mental health issues in the area.

The headspace is a much needed community resource, with the area home to a higher percentage of people 5-24 years than the Melbourne average. Local councils and health services also report higher than average rates of social and mental health problems for young people in the region, such as homelessness, drug and alcohol use, family violence, depression and anxiety and unemployment.

Mind Board Chair wins Order of Australia

Our Board Chair Julian Gardner was awarded an Order of Australia (AM) in the 2015 Queen's Birthday Honours List. The citation for his award recognised his contributions to social welfare, mental health, legal aid and legal services.

Julian has a passionate commitment to human rights and social justice and it is great to see broader community recognition of his life's work. He has been the Chair of Mind Australia since 2011 and has served on state and federal government boards for more than 30 years.

We are very proud and pleased for Julian.



How do you picture mental ill-health?

Type 'mental illness' into an internet image search and you will see pictures of people in the dark or in a corner, holding their head in their hands. Is this how Australians want mental illness to be portrayed? One of our partners, SANE Australia, is asking what the public think is a fair and accurate portrayal of mental illness in a new survey, part of their Picture This project.

"It's time to have a community-wide discussion about the way mental illness is visually portrayed," explains Jack Heath, CEO of SANE Australia. Getty Images, the internet's one-stop-shop for stock images, have generously agreed to provide the images for the survey.

Have your say:

www.sane.org/picture-this



Mind on the move

Our Hawthorn office relocated to Rosanna in July. Carer support groups, counselling, education and respite services previously held at Hawthorn will now be operating from this location. The move allows us to consolidate staff and services (particularly Mind Connect and the Carer Helpline) in order to provide even better referral support and pathways. We are excited for this change, and look forward to assisting you from our new location.



Carer Helpline
1300 550 265

Mind Connect
1300 AT MIND
(1300 286 463)

Mind Rosanna

Level 2, 76-80 Turnham Ave, Rosanna VIC

The cost of caring

We know that carers volunteer an enormous amount of their time to their loved ones. Based on recent data, it is estimated that informal carers provide an average of 470 hours of care per year or 9 hours per week (Carers Australia, 2005).

The Mind Carer Development Fund is undertaking a large-scale research project on the economic value of carers' contribution to the support of people living with mental ill-health. What would be the replacement cost of carers? The study offers a major contribution to public discussion and policy advocacy on better support for mental health carers.



A practical guide for working with carers

Five partners are developing a national guide for working with carers of people with a mental illness, with a focus on practical interventions that improve the partnership with carers and ultimately improve outcomes for consumers. The consortium partners are: Mental Health Carers ARAFMI WA Inc., Mind Australia, Private Mental Health Consumer Carer Network, Mental Health Australia, and Mental Health Carers ARAFMI Australia.

National consultations are taking place across Australia:

VIC: 4 August
TAS: 5 August
ACT: 27 August
WA: 4 September
SA: 7 September

Register to attend by emailing Janne McMahon (Project Manager) at jmcmahon@senet.com.au or calling 1300 620 042.

DONATION FORM

Make a real difference to the lives of people recovering from mental ill-health.

I would like to make a tax deductible donation to Mind (Donations of \$2 or more are tax deductible)

monthly quarterly half yearly

annually one-off

Amount

\$25 \$50 \$100 \$200 Other \$

or In-kind gift of

Payment options (choose one)

Website: visit www.mindaustralia.org.au

Cheque/money order: made payable to Mind Australia

Credit Card: VISA Mastercard Amex

Credit card no.

Expiry date /

Name on card

Signature Date

Donor details

Mrs Mr Ms Miss Dr Other

First name(s)

Surname

Address

Suburb P/Code State

Ph (H) Ph (W)

Mobile

Email

Getting involved

Please contact me or send me further information on:

- fundraising opportunities
- remembering Mind in my Will
- upcoming events
- workplace giving

Please return the completed form to:

Fundraising
Mind Australia
86 - 92 Mount Street
PO Box 592
Heidelberg Vic 3084

The personal information we collect on this form will be used to track and manage donations and for marketing purposes. This information may be disclosed to other members of the organisation or third parties who do things on our behalf where it is required or allowed by law or where you have otherwise consented. You can access your personal information we have collected, if we have retained it, by calling the organisation.

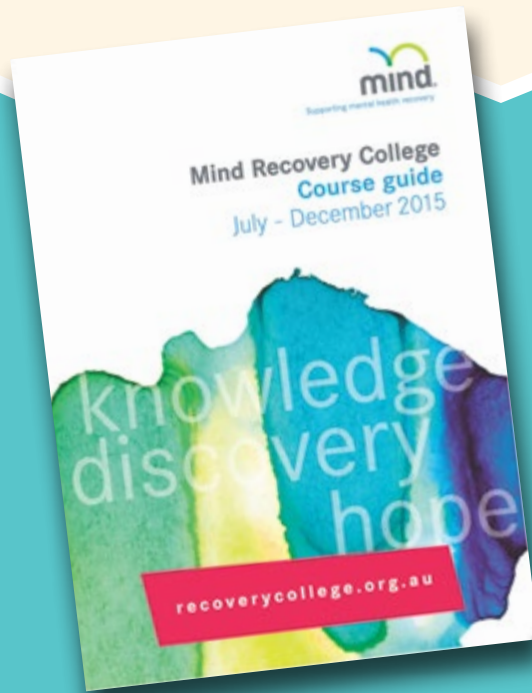
ABN 22 005 063 589

MVA15



REAL PEOPLE SHARING WHAT REALLY WORKS

Mind Recovery College has just released their new course guide for July-Dec 2015. This amazingly innovative college is one of the initiatives funded directly by our iMind donors, so any contribution you make goes to the empowerment and self-education of our clients.



Mindfulness



Carer Resilience



Spirituality



Budgeting

At the College, people who are living with mental ill-health draw on the wisdom, knowledge and skills of people who have walked their own path to recovery.

In this environment there are students and teachers, rather than clients and mental health practitioners.

Courses at the College focus on developing life skills, such as cooking, stress management, budgeting and health and wellbeing. The courses provide a great foundation for recovery and give clients hope, life-skills, and confidence for a better life.

DONATE NOW



[facebook.com/MindAustralia](https://www.facebook.com/MindAustralia)



twitter.com/MindAustralia



Supporting mental health recovery