

# e-*VOICES*

**Volume 3, Number 4, November 2019**

Hello members & friends of Flourish, this edition brings a mix of what's been happening in and around Flourish as well as several training opportunities.

Feature articles include a review of our [Interstate Trip](#) learning about contemporary mental health approaches, and an update about the [Mental Health Act Review Working Group](#) currently meeting weekly at the Flourish Offices in Melville Street.

If you would like to write an article for our newsletter please read our [submission guidelines](#) on the last page. Thank you to everyone who contributed to this one including our readers,

Susan & Trang.

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# Hello Flourish

Deb Coulson: Finance Officer



Hi, I joined Flourish in October 2016 to look after the finance and payment functions. My first day, which was my half day of training was at the cramped offices in Elderslie Street, Battery Point. Two people shared a desk and it was a real battle to find space to layout your work. The next week and after much effort by Danni Lane Flourish relocated to the current premises at 33 Melville Street. Not having to share a desk was a big bonus and a bookcase of my own to store my mountain of lever arch files a real treat.

We quickly settled into our new space. A few weeks later we had a formal opening which was attended by the Health Minister, a number of invited guests, staff, Consumers and Board Members. It was

my first opportunity to get involved with the 'bigger' Flourish family.

Work progressed over the weeks and months and livened up around April 2017 when a funding grant allowed Flourish to organise and run a 2-day *Festival of Ideas*. It took a number of weeks to develop the concept and then it was all hands-on deck to ensure we met the festival target date of early December 2017. I was the Logistics Coordinator for the festival and am thankful for the wonderful help I received from the Consumers and the effort many put into running various components of the 2 days. I've just realised I am the longest serving current staff member of Flourish – wow. In addition to my finance work I also get involved in many general office duties and keep my eye on the copy paper stock! In the increasing move to electronic documents it may not seem important when there is nil paper for the printer/copier but trust me there is a mad scramble to locate the final few sheets to finish printing the last few pages of a document.

Flourish has been successful with securing significant financial grants over the past months, staff numbers have increased and opportunities for Consumers are greater. We are doing well and I've just clocked over 3 years of involvement with Flourish.

Outside of Flourish I volunteer at an ex service organisation and also work for the Department of Defence – Army Cadets. Cadets is a youth development group aged 13 –18.

Animals are my passion and I enjoy cooking and a bit of gardening.

Deb Coulson

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#### Claire Li: UTAS Placement



Hi, my name is Claire, I am a social worker student of UTAS. I come from China where social work and social services are not as developed as here in Australia. I've just finished my placement with Flourish, which ran from early July to the middle of October. I really enjoyed my placement, especially the chance to participate in many different projects, meetings, workshops, and meet many different people and Flourish members. In the past three months, I gained a better

understanding of mental health services and peer work in Tasmania and developed a more holistic picture of the service and system. I received a lot of help from the Flourish staff and volunteers, and these nice people helped improve my knowledge and enrich my life. I appreciate all I experienced at Flourish and wish Flourish a bright and blossomy future.

Claire Li

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## Interstate Trip

Three members of Flourish visited the Ipswich Floresco Centre in Queensland, and the Orange LikeMind Aftercare Centre in NSW.

[The reason our reps visited these centres is because they are based on what is considered best practice in mental health service provision. In some countries, these centres have been operating for over 40 years and offer an alternative to hospitalisation. In Tasmania, the redevelopment and reopening of the Peacock Centre in North Hobart is intended to be such a centre. More are planned for too].

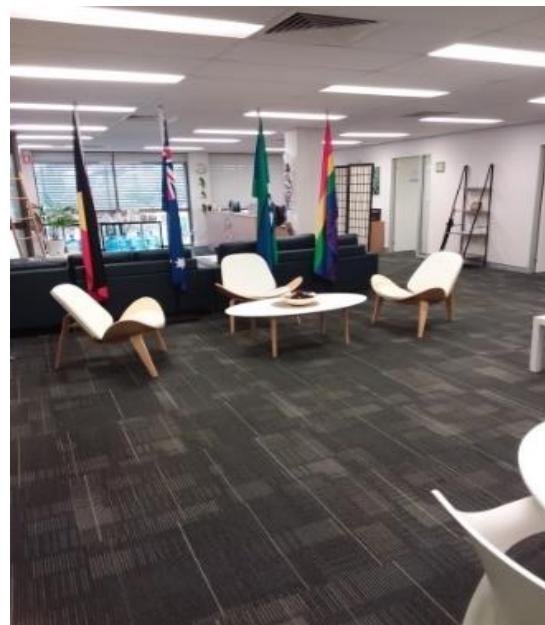
The Ipswich Floresco Centre and the Orange LikeMind Aftercare Centre are bright and welcoming community centres and can be considered Trieste-like, [which is a seaside town in Italy where Mental Health admissions are the lowest in

Europe]; they are innovative, flexible, have holistic treatment, and a degree of integration of services - a one-stop shop. Participants can drop into either of these centres. The Ipswich Centre, with care co-ordinators and support workers meets participants where they are at, individually and in groups. Dialectical behaviour therapy is available over two years for those diagnosed with borderline personality disorder.

The Orange centre provides support after hospital admission. It has a GP, nurses, social workers, a psychologist when available, visits from a domestic violence counsellor, and a peer worker who refers onto other services including housing and employment.



Participants we spoke with have greatly benefited from the care delivered in these centres with comments like, “brilliant support, powerful” and “became healthier than in ten years” said.



Lisa Coppe  
Consumer Representative

## Safewards



From left: Brigid Thompson, Adrian Bol, Geoff Brennan, Susan Lipscombe (November 5<sup>th</sup>, 2019).

Flourish members Brigid and Susan attended Geoff Brennan's talk about Safewards which was held at Mental Health Family and Friends headquarters in Glenorchy this month.

Geoff Brennan is the coordinator of Safewards in the UK which is a nursing model encouraging mental health nursing staff to use soft words, be more positive as well as share something of themselves when interacting with consumers. The model values therapeutic interventions over Pro re nata (PRN) medication and is proving to reduce incidents of constraint as well as conflict in inpatient wards worldwide.

Adrian Bol is the co-ordinator of Safewards in Tasmania and is employed as a Mental Health Clinical Nurse Educator for the Tasmanian Health Service (THS), but don't feel that you need to attend a Safewards training course to promote the nursing model. Ten interventions are explained in this THS brochure:

[https://www.dhhs.tas.gov.au/\\_data/assets/pdf\\_file/0005/259214/1C101\\_SMHS\\_Safewards.pdf](https://www.dhhs.tas.gov.au/_data/assets/pdf_file/0005/259214/1C101_SMHS_Safewards.pdf)



From left: Adrian Bol and Geoff Brennan during the Victorian Safewards talks (October 2019).

Brigid and Susan will share what they learned about Safewards at the next Southern FLAG, which will be on Monday the 18<sup>th</sup> of November from 2 - 4 pm at 33 Melville Street in Training Room 1. It would be wonderful to see you there.

Susan Lipscombe

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## The Multicultural Framework Workshop



The Multicultural Framework workshop was held in mid-October and was attended by several Flourish members, including Flourish UTAS placement student, Claire Li who has provided us a report:

The Framework has been developed by Embrace Multicultural Mental Health (the Embrace Project) and builds upon a valuable legacy of work in Australia.

The Embrace Project is funded by the Australian Government, Department of Health and is free to individuals and communities.

The purpose of the project is to maintain and strengthen mental health services and strengthen mental health communities. It also supports mental health services in different ways like webinars, emails and

online resources which are provided in 18 languages.

The framework combines person-centred care and cultural responses, building on what we know about multicultural practice. The framework includes four different modules to meet the needs of individuals, service delivery, communities and workforce.

The framework has two self-reflection tools, one is tailored for mental health services and the other for individual practitioners and can be accessed at:  
<https://www.embracementalhealth.org.au/service-providers/framework-landing>.

The framework provides a skeleton you can build on for your own service and systematically help you with what you are doing and what you can improve.



Images: Embrace Multicultural Mental Health. (Nov.19). [Web]. *Mental Health Australia*.  
<https://mhaustralia.org/national-multicultural-mental-health-project>

## Mental Health Act Review Working Group

Flourish South is currently meeting to put together submissions for the Mental Health Act review. We are hoping that this will ensure that the consumer's perspective has been listened to when the Review determines how well the Mental Health Act is working for consumers.

A review of the Mental Health Act is required within 6 years after the Act takes force under section 229 of the Mental Health Act 2013 in order to fall in line with the National Mental Health legislation, policy and guidelines. The Mental Health Act outlines the process for providing treatment for consumers that are currently unable to provide informed consent. This includes the rights that involuntary consumers, and their carers, should expect when receiving treatment and the rules for determining if a consumer can provide informed consent.

In June 2019 the Secretary of the Department of Health requested that Tasmania's Chief Psychiatrist, Dr. Aaron Groves, progress the review of the Mental Health Act. Since then Dr. Aaron Groves has invited representatives from Flourish and Advocacy Tasmania to sit on the Consumer Reference Group. In order to support this, Flourish South has

established a working group and Flourish North and North West are also working to prepare submissions. We are very grateful to Flourish members Rosemary Boote and Brigid Thomson who have given their time to be part of the Consumer Reference Group and put forward our group submissions.

We are hoping to be able to use this as an opportunity to share consumer's stories and experiences in order to help the Mental Health Act Review identify areas of improvement, highlight areas where the Act is not meeting its objectives and better support consumers.

A confidential survey was emailed to members and posted on our Facebook, but has since closed. Thank you to everyone who participated in the survey.

For more information on the Mental Health Act and the Review please follow the links: Mental Health Act:

<https://www.legislation.tas.gov.au/view/whole/html/inforce/current/act-2013-002>

Mental Health Act Review:  
[https://www.dhhs.tas.gov.au/\\_\\_data/assets/pdf\\_file/0009/381969/Mental\\_Health\\_Act\\_2013\\_-\\_2020\\_Review\\_-\\_Consultation\\_Document.pdf](https://www.dhhs.tas.gov.au/__data/assets/pdf_file/0009/381969/Mental_Health_Act_2013_-_2020_Review_-_Consultation_Document.pdf)

Ally Bracken

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## Productivity Commission

The [Draft Report from the Productivity Commission Inquiry into Mental Health](#) was released on the 31<sup>st</sup> October, 2019.

As the CEO of Mental Health Australia said in her latest Update, "The Productivity Commission has clearly understood the scale and breadth of the challenge to improve the mental health system and for many months we've said it is a once in a generation opportunity for mental health." Melanie Cantwell Acting CEO.

The key word in this most important document is Draft. The document is 1261 pages long and this would put off many to even look at it. My tip is to think of what the top issue/s are for you, then use the 'Find' tool to search the two-volume document to find what is proposed for your issue.

Send feedback to the Productivity Commission in support of your issues by using the link above. Submissions are open until Thursday 23 January 2020. Please just give it a go.

Don't worry about the language used in your submission, or if you don't have statistics or research to back up your thoughts. All you need to do is highlight

your support on your issues written about in the draft document.

This is where Flourish can make a real difference. I will be supporting the implementation of the Peer Workforce.

Darren Jiggins

## Mental Health Week

Mental Health Week ran from the 6th to the 12<sup>th</sup> of October and was based on the theme that we all have a role to play, emphasising how we can have a positive impact on the mental health and wellbeing of our friends, family, colleagues and ourselves.

An interactive installation from Life Without Barriers, set up Tas TAFE, Clarence Campus as well as at their building in Collins St., Hobart, consisted of a table covered in badges that honoured a different role people play.



A colleague encouraged me to choose 'storyteller' because of its descriptive fit with consumer representation. Other

badges said words like stigma breaker, ally, friend and peer. What roles do you play?

Susan Lipscombe

## BBQ

The Southern FLAG and friends of Flourish celebrated Mental Health Week with a BBQ at the Waterworks Reserve in Dynnryne. It was a sociable afternoon which included an incredibly friendly kookaburra, some entertaining currawongs, and a Piñata.



*Thanks to all who came along, and to our organisers and cooks, Libby and Ally ☺.*

## A Short Course In Consumer Engagement

Flourish is hosting a free interactive session to explain the opportunities available for people to contribute to change in mental health services in Tasmania.

People are eligible if they've used the following for their own mental health: GP, Psychiatrist, Psychologist, public or private hospital, Community Mental Health, non-government community organisations, help lines, on-line help.

The three-hour session is in a small group of about eight people. The Interactive session is facilitated by people who have used mental health services. Facilitators are also experienced Consumer Representatives through the Flourish Consumer Representative Service and have completed the Nationally Accredited Course in Consumer Leadership.

This is a chance to ask questions: What is consumer engagement? How do I become a Consumer Representative? What paid positions are there for me? What voluntary positions are there for me as part of a team with other consumers? Why do people choose Consumer Work? Why do organisations and governments employ Consumer Representatives?

The first session is on the 15th of November 19 in the South, with further sessions in the North, North West and South

through till end of March 20. A certificate is presented to participants on completion

To book for yourself or a group:

Please reply to [admin@flourishtas.com.au](mailto:admin@flourishtas.com.au)

Attention Brendan and Julia or phone

Julia 0418 724 794 or

Brendan on 0419 384 214

A certificate is presented to participants on completion.

Julia Westland

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## Peer Training

Flourish has an exciting new Peer Work project. The project is to train, support and



hopefully place peer workers in the Tasmanian health system. If you are interested in peer work, please talk to Ivan at Flourish on

(03) 62231952 or email

[peerwork@flourishtas.org.au](mailto:peerwork@flourishtas.org.au)

Flourish members have also been offered a limited number of free places on the Cert IV in Mental Health Peer Work. Applications are due to Ivan by the 3rd of December. For more information contact Ivan.

Exceptional opportunity to learn about  
**Eating Disorders treatment**

in Hobart on Wednesday December 4

**Session 1** is for clinicians: HOW vs WHY: Strategies for Changing Eating Disorder Behaviours and goes from 4:00 pm - 5:30 pm (Cost is \$50, includes both sessions).

**Session 2** is for clinicians, carers and clients: What Do You Do When: Helping Clinicians, Carers and Clients out of Stuck Places and goes from 5:45 - 7:00 pm. (Cost is \$20).

Tickets available

Expression of interest to:  
[jo.cook@turnaroundsupport.com.au](mailto:jo.cook@turnaroundsupport.com.au)  
<https://www.eventbrite.com.au/e/carolyn-costin-presents-expert-learning-in-treatment-of-eating-disorders-tickets-78734138929>

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## Living Library

The Living Library video series was launched for Mental Health Month by [South Western Sydney Local Health District](#).

The videos aim to help others understand the lived experience of mental illness, they tackle stigma and normalise help seeking.

The videos are relatively short in duration but the positive impact of watching them is long lasting. Go to [Living Library](#) if you are interested.

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## Our YouTube Channel

Videos of Flourish members tackling stigma and encouraging self-acceptance can be viewed on the [Flourish YouTube Channel](#).

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## Self-Advocacy

Independent Mental Health Advocacy (IMAC) have released a resource booklet entitled Self-Advocacy for the NDIS.



Independent Mental Health Advo

The booklet (PDF) provides self-advocacy information and identifies rights and strategies that support people to speak up for themselves.

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## Stampede Stigma

Is a wonderful new campaign from Wellways promoting five things we can **all** do every day to reduce stigma. They are:

- Learn about mental health**
- Be aware of your language**
- Call out stigmatising language**
- Connect with others**
- Treat mental and physical health equally**

Go to <https://stampedestigma.org/> to learn more.

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# AGM

## Members welcome

**Date:** Monday 2<sup>nd</sup> December 2019

**Time:** 2 pm

**Venue:** Training Room 2 (REIT)

which is near our Flourish Office at:

Pressland House  
33 Melville St.  
Hobart TAS 7000

Invitations have been emailed to members but if for some reason you did not receive an invitation and want to attend please phone 62231952 to RSVP or email:

[admin@flourishtas.org.au](mailto:admin@flourishtas.org.au)

*Following the AGM there will be an  
End of Year / Christmas  
Afternoon Tea.*

*All members and Friends of Flourish  
welcome.*

## FLAG'S

FLAG's are a way to meet other members, broaden knowledge of the sector and contribute, although there is no pressure to contribute if you choose to observe.

Meetings include a short break.

## N'FLAG (new premises)

Location: APM Office

1<sup>st</sup> Floor Number 8 Boland St, Launceston  
(above Centrelink, accessed from the back. Wheelchair access.

Fri. 6th Dec. 9:30 am -11:30 am

Co-ordinator Lisa Coppe

Email [lisc@flourishtas.org.au](mailto:lisc@flourishtas.org.au)

*Thank you to the Northern FLAG for finding  
rooms that include wheelchair access.*

## NW'FLAG

Location: Reseed Centre

30 King Edward St, Penguin

Fri 6th Dec. 2 pm - 4 pm

## S'FLAG

Location: Pressland House

REIT in Training Room 1

33 Melville Street, Hobart.

Mon. 18th Nov. 2 pm - 4 pm

Mon. 16th Dec. 2 pm - 4 pm

## contribute to our next newsletter

Would you like to contribute to our next newsletter? Email submissions to [newsletter@flourishtas.org.au](mailto:newsletter@flourishtas.org.au), or drop hard copies into the Flourish Office at 33 Melville Street, Hobart.

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*If any article in this issue of Voices causes distress and you need to talk to someone, please contact any of the following support services:*

**Lifeline:** 13 11 14

**Headspace:** (03) 6231 2927

**Suicide Call Back Service:** 1300 659 467

**Mental Health Help Line:** 1800 332 388

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## contact us:

-  [newsletter@flourishtas.org.au](mailto:newsletter@flourishtas.org.au)
  -  [flourishtas.org.au](http://flourishtas.org.au)
  -  [Flourish Tas](#)
  -  [linkedin.com/company/flourishtas](https://linkedin.com/company/flourishtas)
  -  [facebook.com/flourishtas](https://facebook.com/flourishtas)
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## submission guidelines

Submissions may be handwritten or typed and should be roughly 100 words in length.

Multiple articles are welcome from individual members, but dependent on space and other restrictions, publication is at the editor's discretion.

The editor reserves the right to edit spelling, punctuation, and grammar.

If you include a photograph from an event be sure to have permission from the group or organisation involved.

Contributors may use their first name, full name, or be anonymous.

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