

# RECOVERY

Mental health, suicide prevention, alcohol and other drugs news from your PHN

## Contract signed for headspace Pine Rivers

Earlier this year, Brisbane North PHN undertook a competitive tendering process for a new headspace centre in Pine Rivers.

We are excited to announce that Open Minds was selected as the lead agency who will be responsible for establishing and operating the new headspace centre.



The tender selection process included the formation of a youth panel; a group of young people from the Pine Rivers Community who had a lived experience of accessing mental health services. The youth panel provided an invaluable contribution to the tender selection, ensuring the views of young people were embedded in the commissioning process.

The headspace centre that will be located in Pine Rivers was announced as one of ten new headspace centres across Australia to be established in 2020. Pine Rivers was identified as a community with high needs, particularly among young people who have limited access to services. The headspace centre will provide mental health and wellbeing support to young people aged 12 to 25 in a safe, confidential and youth friendly environment. Over the next six months, Open Minds, headspace National and the PHN will work together to establish the new headspace centre, which is due to open by December 2020.

For further information contact Mental Health, Alcohol and Other Drugs team, Program Development Officer Anita Krug at [anita.krug@brisbanenorthphn.org.au](mailto:anita.krug@brisbanenorthphn.org.au).

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## Leading change and forging connections continues for peer participation network

The Peer Participation in Mental Health Services Network (PPIMS) Network, established in 2016, operates as a collective voice of people with a lived experience of mental health issues, including consumers and carers and the peer workforce who are interested in participating in mental health system change.

Advocating for 'nothing about us without us', the network provides advice, system feedback and support to enable members to thrive and lead change.

In April 2020, PPIMS celebrated its four year anniversary and reflected on the achievements of the past 12 months, that has seen PPIMS demonstrate leadership in the mental health space at a regional, state and national level.

Regionally, PPIMS continued to provide on the ground support to its network members by providing regular updates, including mental health co-design opportunities, delivery, training and employment vacancies. PPIMS also continued to foster a relationship with Metro North Hospital and Health Service, creating better outcomes for consumers and carers transitioning through the system.

In the last 12 months, PPIMS was involved in the creation of the Queensland Lived Experience Workforce Framework, funded by the Queensland Mental Health Commission and project managed by Dr Louise Byrne. The framework provides employers with best practice direction on how to work effectively and equitably with a lived experience workforce and are the only guidelines of this kind in Australia.

PPIMS also continued to strengthen its relationship with the Queensland Mental Health Commission, Queensland Human Rights Commission, Carers Queensland and with the Independent Patient Rights Advisor sector in Queensland. All were guest speakers at PPIMS meetings during this period.

At a national level, PPIMS hosted Commissioner Dr Stephen King, from the Productivity Commission. Dr King spoke to PPIMS Network members about the Productivity Commission's investigation into mental health within Australia and invited PPIMS to provide a submission, which PPIMS subsequently did.

From June, PPIMS will be offering mental health first aid, community of practices for peer workers, and scholarships for capacity building initiatives likely to be offered during next 12 months.

Although COVID-19 has resulted in face to face meetings being postponed, video meetings are held every month, which are keeping members informed and connected to the design and delivery of mental health services and importantly, also to each other.

### ABOUT THE RECOVERY eNEWSLETTER

If you did not receive this eNewsletter directly from the PHN, email [info@brisbanenorthphn.org.au](mailto:info@brisbanenorthphn.org.au) to sign up for future editions.

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## A carer-led approach to the regional plan

Over the last 12 months Carers Queensland has worked in collaboration with the PHN to implement 'Chapter 2: Carers and Families' from Planning for wellbeing: A regional plan for North Brisbane and Moreton Bay focusing on mental health, suicide prevention and alcohol and other drug treatment services 2018 – 2023.

Carers Queensland have taken a carer-led approach to our stakeholder group, with organisations invited after the initial implementation plan was formulated. High levels of representation has meant a high level of capacity building and support as a group and individually.

Our core activities for the project have been:

- Promoting the Carer Gateway and regional Integrated Carer Support Services to carers and service providers locally, including promotional stalls during Carers Week, Mental Health Week, plus social media posts and the distribution of Carer Gateway materials in digital and hard copy through service provider networks.
- Connecting and informing mental health training for GP registrars with General Practice Training Queensland.
- Work with providers to enhance carer centred practice, engaging with eight providers as part of our project, providing carer related information to share across networks and information sessions on the changing services.
- Capacity building of carers through dissemination of information individually, via groups, newsletters, Facebook and networks.
- HealthPathways updated with carer information with the development of an information page for GPs to inform them on referral pathways and supports for carers.
- Hosting the Carer, Mental Health and Wellbeing expo in February 2020, which included 29 services from across the North Brisbane and Moreton Bay region and over 200 people in attendance.



We have worked hard to provide regular updates and information to services and individuals regarding changes to carer services, mental health services and NDIS for those caring for someone with a mental illness.

For further information on Carers Queensland work please contact Sarah Bone on [sbone@carersqld.com.au](mailto:sbone@carersqld.com.au).

## Transitioning beyond COVID-19 webinar

The Brisbane North Strategic Coordination Group, together with the Metro North Mental Health and Brisbane North PHN recently hosted a webinar focused on Transitioning Beyond COVID-19 – What have we learned, and what opportunities exist to sustain positive changes to the way services are delivered, and the way people access them? The experiences of service delivery during the COVID-19 period were shared, from the perspectives of service users and service providers. In particular, presenters highlighted the positive changes that will be important to retain as we transition beyond COVID-19. Brief presentations on the Australian Government Mental Health Pandemic Response Plan, and the Queensland Government Response were also provided. [Click here to access a recording of the webinar.](#)

# Metro North Mental Health service update

It is incredible to think that we have reached June already and that we are now living and working in what is called “the new normal”.

The past few months have been challenging in many ways, but I feel confident that the combined mental health and alcohol and other drug sectors have demonstrated their commitment to continuing to provide services to consumers, clients, carers, family members and the wider community. In this update, I would like to provide some examples of where we are sitting in terms of COVID-19 status and our return to usual business and then finish with some good news about new services and achievements.

## **Our current COVID-19 status in Metro North Mental Health (MNMH)**

Our current Metro North Hospital and Health Service COVID-19 Response Plan has us sitting at a level known as “Sustain Tier 0”. Tier 0 reflects somewhere in between what we knew as “Business As Usual” pre-COVID-19 and the new normal. The easiest explanation for MNMH services is that we are returning to our usual clinical service delivery, taking in to account social distancing and screening precautions. This may mean that some home visits or clinic visits may need to be revised and alternatives such as telephone and video call support be provided. However, for the most part, our consumers and clients are being seen in their usual locations, those who are acutely unwell are continuing to be admitted for inpatient care and our community residential services, such as our Alternative to Admission and Youth Step Up Step Down are operating.

During the peak COVID-19 period, we adapted to the use of telephone and video technology to provide ‘virtual care’. We will be asking consumers, carers and staff about their experience of care provided this way and using it to inform how we might continue to use technology in the future.

In terms of visitors to the inpatient units, we did have a temporary period of no visitors, which was to reduce the risks to our vulnerable patients. However, this changed in early May 2020, and our patients have been able to have visitors in line with the Chief Health Officer directions of one visit per day, but up to two persons together, for no longer than two hours at a time. We did make provisions for community managed mental health services who are providing support to patients, with additional visits allowed as part of their plans for recovery and discharge.

## **New Services for MNMH-Redcliffe Caboolture**

Since my last update earlier in the year, I am pleased to report that we have added an additional 14 beds to the Caboolture and Redcliffe area, which enhances our wider MNMH capacity overall. Even more so, these beds are tailored to respond to the specific needs of the northern end of the catchment – being short stay acute assessment and youth community-based care.

### **Caboolture Hospital Mental Health Short Stay Unit**

Open as of 14 April 2020, the Caboolture Hospital Mental Health Short Stay Unit (SSU) is an eight bed facility that has been designed to deliver brief interventions for people presenting with acute mental health concerns 24 hours a day, seven days a week. It provides a safe environment for observation and treatment of people over 16 years of age and focusses on delivering short-term inpatient care. Located adjacent to the Caboolture Hospital Emergency Department, there is good opportunity for collaboration and communication to be responsive to people presenting in crisis.

### **Caboolture Youth Step Up Step Down**

The Caboolture Youth Step Up Step Down (SUSD) is a community bed-based, sub-acute mental health services operating in a rehabilitative and residential environment in the community, 24 hours a day, seven days a week. The Caboolture Youth SUSD service operates as an integrated model where the Metro North Hospital and Health Service (MNHHS) provides clinical services alongside provision of psycho-social recovery support services by Mind Australia (Mind).

The six-bed facility provides services for young people aged 16 to 21 years of age who have recently experienced, or who are at increased risk of experiencing, an acute episode of mental illness or further deterioration of mental health. Young people receive intensive services during a short-term placement for up to 28 days. If you would like to know more about either of these services, feel free to contact the MNMH-Redcliffe Caboolture Operations Director, Mary Watt, on 07 5316 5658.

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## Alcohol and Drug Service Initiatives

### SCOT Project

The Alcohol and Drug Service is progressing a new initiative – the SCOT Project – Shared Care for Opioid Treatment. Funded through innovation funding, the SCOT project is aimed at engaging and partnering with GPs, specialist AOD service providers, government agencies and other health care providers to develop models of shared care. For more information, email [scotproject@health.qld.gov.au](mailto:scotproject@health.qld.gov.au).

### insight

Insight (Centre for Alcohol and Other Drug training and Workforce Development) have recently launched two new resources:

[Sensory Approaches for AOD Toolkit](#) - includes a range of short videos, downloadable tools, links to eLearning and a Sensory Clinical Capability Framework, all designed to enhance the knowledge and skills of AOD workers in this dynamic area of practice.

[Trauma Informed Care eLearning](#) - explaining what trauma is, how it affects people and its link with substance use. It is

recommended for everyone who works in the sector from health practitioners to managers and administration staff.

### My ROLE – My Register of Lived Experience

One of the recommendations from the Consumer and Carer Participation Co-Design Project from last year was to develop a new way to engage consumers, clients, carers and community members to have input into Metro North Mental Health service delivery and improvement. My ROLE is a register of consumer and carer participation, with the aim of engaging interested parties in completing a registration process about their experience, interests, skills and preferences so that we can match them to service activities. Examples of activities include reviewing policy documents, brochures for consumers, participating in workshops, presenting the lived experience perspective at workshops and training events and more. For more information, email [myrole@health.qld.gov.au](mailto:myrole@health.qld.gov.au). The registration form for [My ROLE is available online](#).

### Prof Brett Emmerson

AM Executive Director Metro North Mental Health

# Carer Gateway launches new support services for Queensland carers

Australia's 2.7 million unpaid carers have access to greater supports, with the introduction of the Australian Government's new Carer Gateway support services last month.

The Government is investing \$550 million in support services for carers across the country through the Carer Gateway – the biggest carer support reform in Australia in more than a decade.

New services for carers include counselling, in-person peer support, carer directed support packages, carer support planning and emergency respite services. These services can all be accessed through the new Carer Gateway.

Some service delivery will be impacted by the Coronavirus (COVID-19) pandemic with current limitations on face-to-face contact.

These services are free to access for anyone caring for a family member or friend who is living with a disability, a long-term medical condition, mental illness, alcohol or drug dependency or someone who is frail due to age.

Anyone can become a carer at any time – through the birth of a child who has special needs, as a result of a loved-one's accident or illness, if someone close to you has an addiction or a long-term health condition, and sometimes because the people we love simply get older.

Laura Collister Wellways Australia CEO said the Carer Gateway provides practical advice and support for all carers.

"No matter where you are located, you can contact Carer Gateway on 1800 422 737 and be directed to the Carer Gateway Service Provider in your local region who will help identify the supports best suited to your needs," Ms Collister said.

"Getting help early can make a big difference to a carer's life, reducing carer stress and improving wellbeing," Ms Collister said. "The Carer Gateway is focused on early intervention services to ensure carers get the support they need."

For further information and to register to the Carer Gateway contact 1800 422 737 or visit [www.carergateway.gov.au](http://www.carergateway.gov.au).

# Providing support for carers following an attempted suicide of a loved one

Brisbane North is one of two regions in Australia chosen to pilot a new evidence-based resource providing information and advice for people close to someone who has attempted suicide.

The You Are Not Alone website has been created by national mental health charity SANE Australia together with research partners University of New England and the University of Sydney, with information about the resource being disseminated locally by Brisbane North PHN.

You Are Not Alone gives information and tools to carers throughout the stages of supporting someone who has attempted suicide, or who is at risk of doing so. The non-linear navigation allows people to find advice that is relevant to them at any time during their carer journey.

SANE Australia CEO Jack Heath says this online tool is especially relevant in this time of uncertainty due to COVID-19. There is a real risk of increased suicide attempts due to deteriorating economic circumstances and resources to support carers will be more important than ever, no matter how long they've been caring for someone.

Heath explains that during and immediately after a suicide attempt, it's natural to want to gather as much information as possible to help the person you care about, but it's also important to look after yourself too.

"When someone close to you has suicidal thoughts or attempts suicide, it can be hard to respond to their needs while also looking after yourself. The You Are Not Alone website contains information to support this mostly unacknowledged support system of care-givers through a hugely difficult time," Mr Heath said.

The voices and stories of carers were instrumental in developing the resource and are a key feature of the website. Their lived experience serves as a reminder that although there is no single way to respond to or support someone after they've attempted suicide, there are many who have been through this situation.

SANE peer ambassador Jo Buchanan lost a nephew to suicide and is a carer for her son who has attempted to take his own life on several occasions. Reflecting on her experiences Jo says one of the most important things for people in this situation to remember is that there are others going through a similar thing.

"I remember feeling so isolated, so alone and with no idea of where or who I could turn to for support and information. I believe that caring for the carers is very important and this



website will help people take the next step and understand that they are not alone," Jo said.

Sandra is also a SANE peer ambassador and is a carer for her husband who was diagnosed with schizophrenia in 2003 and tried to take his own life two years ago. Sandra says her experience following his suicide attempt left her feeling like she was floundering and abandoned, with no direction on how to navigate the system or advice on how to provide care for him and her family.

"Carers play a significant role in the recovery of people who have attempted suicide yet the resources to support them are severely lacking," she said. "I didn't even receive a pamphlet from a social worker, wasn't referred to a support group and no one recognised the trauma that me and my extended family were experiencing. It's pleasing to see these shortcomings are starting to be addressed, and that resources such as the You Are Not Alone website are available for those who are left to pick up the pieces and provide relevant information at different stages of their lived experience."

Executive Manager for mental health, alcohol and other drugs programs at Brisbane North PHN Paul Martin said he was pleased carers in the Brisbane North region had been offered the opportunity to trial You Are Not Alone.

"This trial aligns closely with the objectives of our five-year joint regional mental health plan, in particular, support for families and carers through the provision of information, resources and skills building," Mr Martin said.

"Carer participation in the trial is an important way to contribute to the co-design of suicide prevention support services in Brisbane North," he said.

You Are Not Alone is the final product of the Better Support project, led by SANE Australia with funding support from the Grenet Merrin Foundation and The Ian Potter Foundation. The project's research partners, University of New England and the University of Sydney, conducted the initial research phase which involved a survey of more than 750 respondents, further qualitative interviews with 32 participants and two 'think tank' sessions with people who had cared for someone after they had attempted suicide.

Visit the [SANE website](#) for more information.





VISIT

[www.reasonstostay.com.au](http://www.reasonstostay.com.au)  
to find out more.

## Support in the face of expected increase in suicide rates

New modelling released by the University of Sydney's Brain and Mind Centre has shown that Australia's suicide rate could increase by up to 50 per cent as the mental health impacts of the economic fallout from COVID-19 are felt across the country.

The website [reasonstostay.com.au](http://reasonstostay.com.au) can assist people who are at risk of a suicidal crisis and those bereaved by suicide, along with family and friends who care for them.

The website provides information and links to suicide prevention and support services in the region. Visitors to the website can also access telephone crisis information lines and links to reputable websites for further reading and support.

## New dedicated service to support mental health through COVID-19

Patients whose mental health and wellbeing is suffering as a result of the COVID-19 pandemic now have a dedicated service specifically designed to address the challenges raised by the pandemic.

The Beyond Blue Coronavirus Mental Wellbeing Support Service provides a free, 24/7 service that delivers clear, evidence based information, advice and support related to COVID-19.

The service provides information on issues such as coping with loneliness and self-isolation, managing your mental health if you have the virus, ways to deal with job loss and financial stress, supporting friends and family, coping as a healthcare worker, and support for essential workers and small businesses.

The service also provides digital tools and apps to assist people manage their own mental wellbeing, referrals to other services and information as needed, and links to Beyond Blue's online peer forums.

Access the resources by visiting the website at [coronavirus.beyondblue.org.au](http://coronavirus.beyondblue.org.au) or by calling the service's trained mental health professionals on 1800 512 348, 24 hours a day, seven days a week.

**Beyond Blue**

**Call or visit  
the Coronavirus  
Mental Wellbeing  
Support Service**

1800 512 348  
[coronavirus.beyondblue.org.au](http://coronavirus.beyondblue.org.au)

# New mental health pandemic response plan

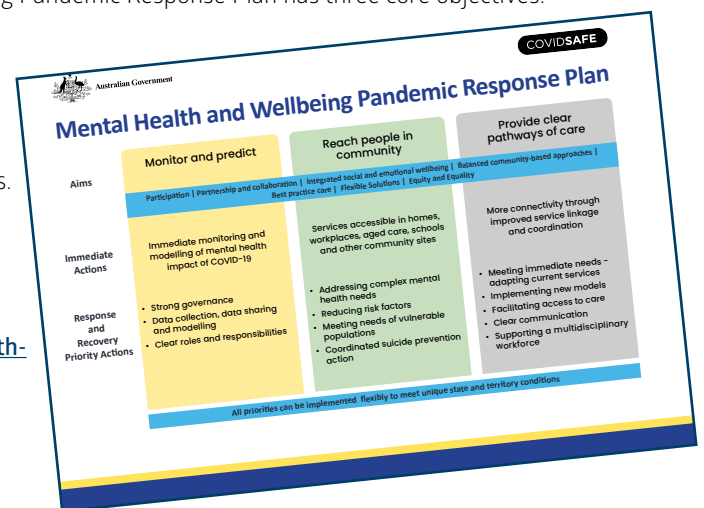
The National Cabinet has committed an additional \$48.1 million to support and respond to the National Mental Health and Wellbeing Pandemic Response Plan.

Co-authored by the National Mental Health Commission, and Victorian and New South Wales Governments (on behalf of all State and Territory Governments), the National Mental Health and Wellbeing Pandemic Response Plan has three core objectives:

- reduce negative impacts of the pandemic in short and long term
- outline core principles and priority areas to inform jurisdictional responses
- define governance, coordination and implementation requirements.

The Plan identifies three immediate actions, as well as a suite of response and recovery phase actions.

For more information about the Plan, see the National Mental Health Commission's website: [mentalhealthcommission.gov.au/mental-health-and-wellbeing-pandemic-response-plan](https://mentalhealthcommission.gov.au/mental-health-and-wellbeing-pandemic-response-plan).



## Support service for alcohol and drug concerns

Recently it has been shown that one-in-five Australians have purchased more alcohol than usual during the COVID-19 pandemic <sup>1</sup>.

In these households 70 per cent of people reported drinking more alcohol than usual and 28 per cent of people report drinking alcohol to cope with anxiety and stress, or have been drinking alcohol on their own more often<sup>1</sup>.

Adis 24/7 Alcohol and Drug Support is a 24-hour, 7 day a week confidential support service for people in Queensland with alcohol and other drug concerns, family and friends, and health professionals. Adis provides:

- compassionate, understanding and non-judgemental support for anyone in Queensland experiencing issues with alcohol and other drugs
- specific information about drugs and advice on treatment options
- referral information for local services
- an extensive range of print and downloadable resources
- a consultancy service for health professionals.

Adis can also assist health professionals to support their clients by sourcing relevant local information, up-to-date drug information and drug trends, advice on treatment options and access to a medical addiction specialist for clinical advice.

Adis aspires to deliver immediate, client friendly and evidence-based services to reduce the harms associated with alcohol and other drug use. For more information call 1800 177 833 or visit [adis.health.qld.gov.au](https://adis.health.qld.gov.au).

<sup>1</sup>Many Australians using more alcohol and worried about household drinking | FARE. (2020). Retrieved 5 May 2020, from <https://fare.org.au/many-australians-using-more-alcohol-and-worried-about-household-drinking>.





## Peer-to-peer warm line expanded to North Brisbane

“After a day of being a peer worker, a bit stressed out with everything, I’m so glad I called the warm line. I was a very blubbering mess about everything and this wonderful peer at the other end just listened. Thank you.” (Anonymous)

The PPIMS network is working with Brook RED—a local community organisation, led and run by people with a lived experience with mental health issues—to implement a warm line run by local peer workers and servicing the North Brisbane region.

Brook RED is currently funded for a warm line run by peer workers for the Metro South region, which currently operates from 5.00 pm – 9.00 pm Monday to Friday, which during the COVID-19 isolation period experienced a twofold increase in calls.

This service is now being extended to incorporate the North Brisbane and Moreton Bay region, with increased funding able to allow for longer hours of operation and the employment of local peer workers, familiar with local services.

The Peer Participation in Mental Health Services (PPIMS) Network have previously collaborated with Brook RED on a range of projects including peer workforce development, speaker training, co-reflection, supervision and the development of the Queensland Lived Experience Network.

PPIMS and the PHN are supporting the pilot and providing funding support for monitoring, research and evaluation of the service, which will run from June until December 2020.

Support for the current and expansion of the service is made available by funding from Queensland Health.

For more information visit [brookred.org.au/phone-line](https://brookred.org.au/phone-line).



# Connecting people at risk with an eFriend

eFriend is a virtual platform where your patients who are experiencing loneliness, isolation, distress or anxiety can connect with a trained peer support worker over video or voice chat at no cost.

An eFriend peer support worker has either a personal lived experience of mental illness, suicidality or recovery, or an experience of supporting a family member or friend with mental illness.

eFriend peers understand what it's like to go through difficult situations such as loneliness, isolation or mental health issues. Their role is to listen and provide your patient an extra person they can reach out to for connection, hope and empathy. eFriend peers may be particularly helpful for people who are completely isolated from friends, family and work colleagues during COVID-19.

Those registered for eFriend Virtual Peer Support are eligible to receive up to six calls of 40 minutes duration with their peer support worker.

eFriend Peer Support Workers are not therapists, rather the focus is on connecting, building relationships, listening, empathising and working closely with them to ensure they feel cared about.

In addition to their lived experience, the eFriend peer support worker undertakes a range of training opportunities including Applied Suicide Intervention Skills Training, Peer CARE Companions Training with Roses in the Ocean, training in trauma informed care and safe storytelling amongst other requirements.

For more information visit [www.efriend.org.au](http://www.efriend.org.au).

This initiative has been developed by Independent Community Living Association in direct response to the COVID19 pandemic in Australia.

## World Wellness Group searching for office space

World Wellness Group is the current provider delivering psychological therapy and wrap around integrated services for culturally and linguistically diverse populations within the Brisbane MIND program. World Wellness Group also delivers the Culture in Mind and Problem Management Plus programs.



**WORLD WELLNESS GROUP**

World Wellness Group is currently looking for suitable rooms or office space in the North Brisbane region between the city and Carseldine/Zillmere area. One day a week on a permanent basis would be desirable. Locations close to public transport would be preferred but not essential.

World Wellness Group is a respected and well known organisation in the health care sector and collocation with your organisation or business could have many mutual benefits.

If interested contact Annette Ruzicka on 07 3333 2100 or 0412 072 647 or [annette.ruzicka@worldwellnessgroup.org.au](mailto:annette.ruzicka@worldwellnessgroup.org.au) for further information.

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**phn**  
BRISBANE NORTH

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