



Waiora Clinic,
Level 2, 435 Malvern Road
South Yarra, Victoria 3141

Telephone: 9076 4713

Email: isfaf@alfred.org.au

Website: ispaf.org

Convenor: Judi Burstyn M: 0425 723 746

4 January 2018

2017 has flown past at top speed and we are already functioning in 2018. It is time to look ahead. With the major changes planned for Alfred Psychiatry as described by Dr Stafrace at our November meeting, and with the **NDIS rolled out in our area planned for 1 April 2018 – less than 3 months away** – 2018 looks to be a bumper year.

I have attended numerous NDIS 'informationals' and wonder whether it will serve the mental health community as well as we hope. Only time will tell. One important point I wish to make is that **I believe applications can commence 6 months before roll out date**, so if you wish to apply you can prepare now. I have included a little about the NDIS in this newsletter, but please glean your own information. At our February meeting we have two top speakers coming to share their perspectives and experience relating to the NDIS. Though they share a surname, I believe they are not related and probably have never met. If you have specific questions now, feel free to email them to me so that our speakers can prepare if necessary.

We have already circulated much information via email on the NDIS and physical health. This, and some of the information included in this newsletter, has come from members contributing to our ISFAF family. Caring for one another shows the strength of ISFAF...we are much stronger as a group than individually and we have some wonderful members.

Exactly a month ago today, I had a call from Luiza who handles bookings for City of Port Phillip venues advising that we could no longer have any room at Betty Day on the second Tuesday of the month. Committee and we scouted many alternatives. Not many offering the right features – parking, transport, heating, cooling, kitchen, safe central location, suitable size do so at the right price. We don't ask much for the honour we bestow them do we?...and all the more so as we expect to bestow our honour on them for gratis.

After the committee's month of panic, late night trawling of websites and inspections of several possibilities, Luiza called me again. This time the news was much better. Our opposition had pulled out and we

are back at Betty Day Multipurpose Room for another year.

I pass this on because it shows we cannot rest on our laurels and next year we may face the same issues, so please let me know if you know of suitable alternatives to Betty Day.

In the meantime, we thank Luiza and City of Port Phillip for their support and generosity. Many other users pay, but we do not.... because we do not have the resources to do so.

Committee rallied, when we needed to investigate venues, with Penny Lewisohn putting in a lot of work as usual and as is usual at meetings when committee provides supper, sets up and cleans up. Please don't forget to leave a gold coin. I am ashamed to say that at a recent meeting attended by about 25 members, we received a total of \$5.90 in donations. It is against our ethos to charge for attendance or to charge for membership, but the donations box is an 'honesty box' which we leave for you to place at least a gold coin in if you can.

MONTHLY SUPPORT GROUP MEETING

7.30 pm Tuesday 13 February 2018

TWO IMPORTANT GUEST SPEAKERS

SIMON JONES

Manager, NDIS Engagement, Tandem

MELINDA JONES

**Human Rights Lawyer and Advocate for the
Rights of the Disabled**

**Multipurpose room, Betty Day Centre,
67 Argyle St, St Kilda**

(access via Bath St car park, off Inkerman St)

**No need to book, no charge, but gold coin donation
appreciated.**

Light supper from 7.15 pm

Over forty members enjoyed a delicious meal at Tacco and Tosca in December. We look forward to sharing many more meals and activities throughout 2018.

FIVE TIPS TO PREPARE FOR THE NDIS

https://www.ndis.gov.au/news/five-tips-to-prepare-for-the-NDIS.html?utm_source=National+Disability+Insurance+Scheme+eNewsletter&utm_campaign=97070c7615-EMAIL_CAMPAIGN_2017_03_30&utm_medium=email&utm_term=0_85b9cee0c8-97070c7615-50746881

Pre-planning is vital to ensure you know exactly what you want and need before you have a program tailored to suit you.

Here are five tips to get ready for the NDIS:

1. **Assess your situation:** Write down your current needs, the current support you receive, anything else you require or would make life easier. Gather all the information you can about your disability including medical assessments and reports. If you don't have access to any records, don't worry, your NDIS caseworker can help you arrange them.
2. **Think ahead:** What do you want your future look like? Think about the perfect scenario, what you hope to achieve and any ideas on what you might need to get there.
3. **Day in the life:** Diarise a typical day or week in your life. Ensure you include any barriers you face, any support you receive etc.
4. **Network:** Where possible, try to connect with other people and families in a similar situation as you. Compare notes and seek various perspectives. This will help you better understand what others are doing, any things you may not have considered, or types of support you could also be entitled to.
5. **Research:** Become familiar with the language associated with the NDIS. Understand what the various components are and what certain terms mean. Keep up to date with information on our website. Start looking at providers in your area so you are familiar with who they are and their principals.

SERVICE AGREEMENTS WITH PROVIDERS

https://www.ndis.gov.au/document/service-agreements-providers.html?utm_source=National+Disability+Insurance+Scheme+eNewsletter&utm_campaign=50e72c59de-EMAIL_CAMPAIGN_2017_11_25&utm_medium=email&utm_term=0_85b9cee0c8-50e72c59de-50590449

Most of your NDIS supports will be delivered by providers. Providers are people or businesses of your choice.

You will normally need to make a written agreement with your provider(s). This is called a Service Agreement.

Service Agreements should be simple and set out how and when your supports will be delivered.

Service Agreements can be made between you and your provider, or between another person (like a family member or friend) and your provider.

Service Agreements are different from your NDIS plan. Your plan lists your NDIS supports, but a Service Agreement is about delivering those supports.

When making a Service Agreement, you should take a **copy** of your NDIS plan. If you like, you can attach the copy of your NDIS plan to your Service Agreement(s). This will help your provider deliver you the right supports in the right way.

Things you can put in your Service Agreement include:

- The supports provided under the Service Agreement
- The cost of those supports
- How, when and where you would like your supports to be provided
- How long you need the supports to be provided
- When and how your Service Agreement will be reviewed
- How any problems or issues that may arise will be dealt with
- Your responsibilities under the Service Agreement – such as letting your provider know if you can't make an appointment
- Your provider's responsibilities under the Service Agreement – such as working with you to deliver your supports in the right way
- How you or your provider may change or end the Service Agreement.
- Remember, you have choice and control in the delivery of your supports. This means having the choice over **who** provides your supports and **how** they are provided. It also means being responsible and reasonable in your expectations and dealings with providers.
- The NDIA has created an easy English **Guide to Service Agreements**, and some other tools to help you make a Service Agreement.

You can use either or both of these tools to help make a Service Agreement with your provider(s). You can change the model Service Agreements to suit your own needs.

Please [contact the NDIA \(https://www.ndis.gov.au/about-us/contact-us\)](https://www.ndis.gov.au/about-us/contact-us) if you have any questions about Service Agreements. The NDIA may provide additional resources are available that may assist you to make a Service Agreement.

THE BROTHERHOOD OF ST LAURENCE HAS ESTABLISHED LOCAL AREA COORDINATION SERVICES IN THE BAYSIDE PENINSULA

AREA.

This includes the Local Government Areas (LGAs) of Port Phillip, Bayside, Glen Eira, Kingston, Stonnington, Frankston and Mornington Peninsula. They are now available to assist people with a disability with NDIS queries or access requests. Between now and April next year new offices will be established in Windsor, Elsternwick, Cheltenham area, Frankston and Rosebud. The establishment team is currently based at 26 Station Street, Moorabbin. Contact 1300 BSL NDIS (1300 275 634 ext4)

BETTER CARE FOR PATIENTS - MENTAL HEALTH CARE GOES DIGITAL

Patients can now sign up online to a new app which has potential to change the way Australia's mental health care system operates. The AISquared (Actionable Intime Insights) app has been developed by a team of researchers in digital psychiatry at Flinders University, and offers real-time digital updates on patient status to clinicians. The app also identifies patterns that represent when a patient may be at risk of relapse and hospitalisation - and these insights can help patients access appropriate care in the community and prevent hospitalisations. Now in a 24 month trial phase, patients can nominate themselves to take part, and mental health professionals are also able to participate. Both groups can sign up to use AISquared by visiting the website <http://aisquared.co/>

PATHWAYS FOR CARERS STILL CONTINUES...

The Pathways for Carers project offers carers of people with a disability or a mental health issue, an opportunity to share walks in Manningham, Maroondah, Yarra Ranges and Booroondara (Ashburton) with other carers and to learn more about news, services and supports available to carers. Walks happen on weekdays as well as on Saturdays and in a variety of locations.

<http://www.lifeassist.org.au/pathways-for-carers>

General Enquiries - Felicity at lifeAssist: Ph: 9239 2500 or felicity.preston@lifeassist.org.au

For Booroondara: David Williams, Metro Access Officer
Ph: 9278 4777 M: 0448 990 417

David.Williams@boroondara.vic.gov.au

Web: www.boroondara.vic.gov.au

FIFTH NATIONAL MENTAL HEALTH AND SUICIDE PREVENTION PLAN

The COAG Health Council members have endorsed the Fifth National Mental Health and Suicide Prevention Plan (the Fifth Plan)

<http://www.coaghealthcouncil.gov.au/Portals/0/Fifth%20National%20Mental%20Health%20and%20Suicide%20Prevention%20Plan.pdf>

and the supporting Implementation Plan http://www.coaghealthcouncil.gov.au/Portals/0/Fifth%20National%20Mental%20Health%20and%20Suicide%20Prevention%20Plan_Implementation%20Plan.pdf is now also available.

While some are pleased to see the prominence of suicide prevention as a priority area within the new Plan, it has also been found to be disappointing that suicide prevention does not largely feature to any degree in other relevant priorities, such as Priority Area 6 (Reducing stigma and discrimination), Priority Area 7 (Making safety and quality central to mental health service delivery), and Priority Area 8 (Ensuring the enablers of effective system performance and system

Read CEO update:

<https://www.suicidepreventionaustralia.org/news/space-ceo-fifth-national-mental-health-and-suicide-prevention-plan>

WORKING WITH FAMILIES

The Private Mental Health Consumer Carer Network Limited, together with Mental Health Carers Australia, Mind and Helping Minds has an interesting website at: www.workingwithfamiliesandcarers.com.au

This library has generated the interest and contains around 120 resources for clinicians, service providers and organisations to access. The website is live and you can download these resources free from it. Service providers and those working with us and consumers can access this site, and to us it can provide a perspective of what to expect from them.

CHAMPS



Is a seven week, peer supported programme for children aged 8 to 12 years who have a parent / adult family member with a mental illness. It includes children who don't live with their parents.

Talking about mental illness and mental health can be tricky, but we know it helps a lot when the important people in your life understand 'it' more.

The CHAMPS program aims to give children the opportunity to meet other kids in similar circumstances, receive information about mental illness, learn about healthy coping strategies - how to manage stress & worries and have fun in a supportive environment. The programme includes fun activities, mental health information, champion skill building and a school holiday outing.

**Tuesdays: 4 pm - 5.30 pm -13 Feb to 27 March,
The Hub, Prahran Child and Youth Community
Wellbeing, Horace Petty Housing Estate, South Yarra**

No cost, refreshments provided

ADULTS – PARENTS/ GUARDIANS ARE INVITED TO THE CHAMPS PARENT-PEER SUPPORT PROGRAMME AT THE SAME VENUE.

The group will be facilitated by staff from Launch Housing and Alfred Health with support from the Alfred FaPMI Program (Families where a Parent has a Mental Illness)

ENQUIRIES: Violeta Peterson & Kristen Pringle
FaPMI Coordinators - Families where a Parent has a Mental illness Phone: 9076 4700

Violeta Peterson: M: 0429 231 920

v.peterson@alfred.org.au

Karen Pringle: M: 0427 477 296

k.pringle@alfred.org.au

SHOP SMART AND USE YOUR RIGHTS - A VIDEO FOR CONSUMERS WITH DISABILITY

You may enjoy and benefit from an animated educational video made in December 2016 to help consumers with disability make informed purchasing decisions and understand their consumer rights under the Australian Consumer Law.

https://www.accc.gov.au/about-us/tools-resources/social-media/transcripts/shop-smart-and-use-your-rights-a-video-for-consumers-with-disability?utm_source=National+Disability+Insurance+Scheme+eNewsletter&utm_campaign=50e72c59de-EMAIL_CAMPAIGN_2017_11_25&utm_medium=email&utm_term=0_85b9cee0c8-50e72c59de-50590449

Mind Bayside Family and Carer Services calendar of events July 2017 – June 2018

<http://www.carersouth.org.au/assets/Friday-EXTRA-November-2017/Mind-Bayside-A4-Calendar-2017-version-4-2.pdf>

This calendar is an invaluable resource to Mind's activities for the next six months. It provides access to Carer Support Groups, Daily Activities for Consumers, their Carers, Families and Friends, Daily Outings, Four Day Respite/Breaks and On-going Groups.

CARER SUPPORT FUND

The Carer Support Fund provides funding to assist carers in their role, sustaining the caring relationship and improving the wellbeing of carers.

Administration – via Tandem

All applications have to be made through and are approved by your local Area Mental Health Service who then forward your application to Tandem for processing.

Eligibility Family members or friends who are in a caring relationship with a person who is receiving services from a Victorian Area Mental Health Service are eligible to apply.

This criterion is strictly observed. Regrettably if your loved one refuses service (even though she or he needs them) or is being managed in the private sector you are unable to obtain help.

What a sad thing – a double whammy on the unfortunate carer – ie if their loved one desperately needs clinical / psychological assistance but because of their lack of insight refuses help this refusal (which presumably makes the carers' lives much more challenging) also cuts off the financial help that the carer may desperately need.

Applications may be made to benefit family members as long as the carer is the principal beneficiary.

The fund should not be used to meet consumer costs unless it is an exceptional circumstance where the carer derives the main benefit.

NB professional carers are not eligible to apply for this assistance.

What can the CSF be used for? For example -

- Transport and/accommodation costs associated with visiting the person with a mental illness in hospital or accompanying them to medical appointments as appropriate.
- Education expenses – opportunities for the carer to pursue vocational opportunities through short-term education activities.
- Respite – opportunities for the carer to have a break from the caring role.
- Carer education programs and conferences to enhance an understanding of mental illness, the mental health system, carer coping capacity, knowledge and self care.
- Counselling – short term counselling provided by a practitioner outside the mental health service to address the emotional and relationship impacts of caring for someone with a mental illness.
- Reimbursement costs (that cannot be

claimed through the Department of Health concessions or other funding sources for carers) incurred by the carer on behalf of the person for whom they care when they are unwell.

- Wellbeing activities – for carers, individually or in groups, to access opportunities, such as yoga, meditation, sporting, art, music or other recreational groups, to support their personal wellbeing.
- The fund may be used to support an activity for a group of carers such as attendance at a sporting event.
- Sitting fees for carers who participate in systemic carer participation activities on behalf of the mental health services such as membership of Carer and Family Advisory Groups.

All applications are made through and are approved by your local mental health service.

Who can carers talk to about getting assistance?

You can get more information from staff of any Mental Health Service, eg Alfred Mental Health Service, including case managers, carer consultants, carer peer support workers, other family support workers or your local Mental Health Community Support Services (MHCSS) workers. You will be asked some questions to determine the best way to assist you in your caring role.

You must go to the case manager to make an application. Whilst consulting with you the mental health service staff will complete the application on your behalf. You will need the relevant invoice, quote or receipt for the goods or service outlined in your request.

It is important to note that funds are limited. Applicants are assessed on an individual basis for approval. For further information:

Information for Carers

http://tandemcarers.org.au/images/CSFbrochure2017_ForWeb.pdf

Guidelines:

http://tandemcarers.org.au/images/CSF_Guidelines_2013.pdf

Application Form

<http://tandemcarers.org.au/images/CarerSupportFundApplicationForm.pdf>

Other sources of Financial Assistance for Carers

<http://tandemcarers.org.au/financial-assistance.ph>

Victorian Government Support

dhs.vic.gov.au/for-individuals/financial-support

Utility Relief Grant Schemes

dhs.vic.gov.au/for-individuals/financial-support/concessions/hardship/utility-relief-and-non-mains-utility-grant-scheme

WORLD PSYCHIATRIC ASSOCIATION'S THEMATIC CONGRESS, INNOVATION IN PSYCHIATRY:

EFFECTIVE INTERVENTIONS FOR HEALTH AND SOCIETY

Melbourne Convention Centre: 25-28 February 2018.

Total Cost to Carers: 100 USD

'This first congress of the new WPA term will be different in both tone and ambition from international forums of recent years. We aim to face up to the challenges of innovation, novelty and reform to make psychiatry more relevant and effective for people with, and at risk of, mental illness around the world.'

This meeting will not be "more of the same". Users and family carers - are expressly invited to play an active role in shaping the scientific programme and to make their own contributions to Joint Symposia. These symposia will be organised as dialogues, i.e. with representatives of professionals, service users and carers.'

Further details:

<http://wpamelbourne.kenes.com/>

BEST PRACTICE NEXT PRACTICE: WORKING WITH FAMILIES WHEN A PARENT HAS A MENTAL ILLNESS.

Forum and cocktail party free to first 50 carers /consumers who apply.

2 Day Forum: Thurs 1 March – Fri 2. March 2018

Cocktail party Thursday 1 March 17:30 - 19:30

<https://shop.monash.edu/best-practice-next-practice-working-with-families-when-a-parent-has-a-mental-illness.html>

Key-note speakers regarding evidence based practice Showcasing 10 years of the FaPMI program in Victoria and findings from the Victorian trial of the "Let's Talk about children" intervention.

Panel discussions:- Putting evidence into practice

Monash University Law Chambers
555 Lonsdale Street Melbourne VIC
(Cnr Crombie Lane Lonsdale St),

SOME REMINDERS:

don't forget to keep your eye open for

discrimination in insurance

MENTAL HEALTH AND INSURANCE

WORKING TO STOP DISCRIMINATION IN INSURANCE

Discriminatory practices against individuals with a mental health issue include refusal of insurance or denial of claims on the grounds of non-disclosure of a previous mental health condition.

To improve access to insurance by individuals with mental health issues, since 2002, beyondblue and Mental Health Australia (MHA) have been working to improve access to insurance,

YOUR support is needed in this work

Learn more about taking action to reduce discrimination by insurance providers

<https://www.beyondblue.org.au/about-us/about-our-work/discrimination-in-insurance/stop-insurance-discrimination>

For discrimination to stop, beyondblue need as many people as possible to tell their stories about ways in which insurance companies may have discriminated against them because of their mental health condition

Help to reduce stigma and discrimination.

. Tell your story.

Encourage others to tell theirs at

<https://www.beyondblue.org.au/about-us/about-our-work/discrimination-in-insurance/tell-us-your-story>

AUSTRALIA'S NEW DIGITAL MENTAL HEALTH GATEWAY

<https://headtohealth.gov.au/>

The Turnbull Government has launched a new digital mental health gateway – Head to Health. The website is said to be an essential tool to help people take control of their mental health in a way they are most comfortable with and can complement face-to-face therapies.

Special thanks to Judith Rafferty for her amazing administrative skills, without which we could not function, for putting in a huge amount of time to ensure that our office is run perfectly, that our web page is up-to-date, for being the best proof reader I've come across and for helping with this and every other newsletter and with all

management issues and to Edwina Green for meticulously keeping records of press cuttings and for being at the helm of preparing and posting the hard copies of the newsletter. These ladies put in hours of time to make ISFAF run smoothly.

I have updated the Feedback Form prepared in 2016. If you have feedback – and feedback need not be critical of the service but can be positive– please use the pathways in the form and do not hesitate to pass on to me how it goes. Strict confidence assured.

Also included with this Newsletter are three important documents. These are:

1. the summary prepared by Alexis, a member who is a medical general practitioner, alerting us to some of the general health problems our loved ones need to look out for. I am very grateful for this valuable summary which was specifically prepared for us despite juggling demanding work and the challenges we all face. As I wrote before, it is dedication to the group such as this that makes us strong. We do have some wonderful members. Thank you for your contributions,
2. the Feedback Form I referred to above,
3. flier for NDIS Information Course to be run by Alfred Health Carer Services February 7, 14, 21 and 28.

Looking forward to seeing you on 13 February at 'the same old time and (very luckily!) the same old place' This is your chance to learn from and be heard by individuals with NDIS knowledge and experience.

Warm Regards,

Judi Burstyner, Convenor

M: 0425 723 746 judi.burstyner@gmail.com