



Schizophrenia Fellowship

OF NEW SOUTH WALES

Annual Report
2009–2010



Our Vision


*A society in which people with mental illness
are valued and treated as equals*

Mission statement

The Schizophrenia Fellowship of NSW Inc. is committed to improving the circumstances and welfare of people with a mental illness, their relatives and carers, and professionals working in the area.

The Schizophrenia Fellowship of NSW Inc. will work to:

- eliminate stigma and create a society that is understanding and accepting;
- ensure people with mental illness, especially schizophrenia, and their carers and relatives have access to information and appropriate services;
- advocate on behalf of people with a mental illness, especially schizophrenia, their carers and relatives and mental health professionals for better government policy in the areas of research, treatment, rehabilitation, housing and other relevant areas;
- provide innovative programs and support.



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Our people

Life members appointed in 2009

Ruth Gordon

May Brown

Jean Cooper

Board Members

President: The Hon Frank Walker QC

Senior Vice President: Alexandra Rivers

Junior Vice President: Dianne Ross

Secretary: Margaret White

Treasurer: John Neely

Ordinary Members

Patricia Boydell

John Connell

Assoc Prof Anthony Harris

Judy Hopwood MP

Patricia King

Patricia Stenning

Steven Vidal (resigned April 2010)

Sub Committees

Pioneer Clubhouse Chair: Rev David Gore

Light and Hope Committee Chair: Stephen Mayers

Endeavour House Chair: Bob Boss Walker

Friends of Sunflower House (formerly Mental Health Fellowship) Chair: Kathy Horrocks

Beautiful Minds Community Committee Chair: Sandra McDonald

ON FIRE! Chair: Nickolas Yu

Staff

CEO: Rob Ramjan AM

Deputy CEO: Sue Sacker

Director of Finance: John McAuliffe OAM

Financial Controller: Belinda Guo CPA

HR/Administration Manager: Juliette Byrne MBA

Carer Assist Manager: Dr Angela Milce

General Manager Recovery Services: Bill Gye

State Manager Recovery Services: Jill Steverson

Remind Education and Training Business Manager: Tanya Southworth

Remind Education and Training Clinical Director: Natasha Langovski

Respite Services Manager: Michelle Lohan / Jeannine Kokozaki

Auditors

VLC Partners

Lawyers

Henry Davis York

Paul Murphy and Associates

Atanaskovic Hartnell

Mallesons Stephens Jacques

Blake Dawson Waldron

Highlights of the year

2009 Annual General Meeting



Frank Walker presented Ruth Gorton, Cessnock Support Group Leader with life membership at the 2009 AGM



Frank Walker presented the Hon Brian Pezzutti with Life Membership at the 2009 AGM



Board member Pat Boydell received the McKell Award in recognition of her services to the ALP and the wider community



Sheila Openshaw, group leader in Port Macquarie, received the Prime Minister's Award for contribution to the community

Schizophrenia Awareness Week



Sue Sacker addressed the Carers' High Tea in Awareness Week



Simon Champ speaking at the Annual Awareness Week Symposium



InsideOut play reading

Rotary Award



Manly Mayor Jean Hay, Anne Lanham and Jason Kioko, Director of Pioneer Clubhouse, celebrate Anne's Rotary Award

President's report

Frank Walker

As we approach our 25th Anniversary celebrations in November 2010 we should reflect on the growth and achievements of the Fellowship in NSW. I have detailed in other places our dramatic growth from the most humble of beginnings around the original organisers' kitchen tables to an organization which has offices in over 40 locations across the state and more than 200 paid workers and more than 450 volunteers. The organisation has celebrated these developments and taken pride in our achievements.

We have multiple funded services serving both consumers and carers. We receive that funding from Commonwealth, state and local governments as well as innovative grants from philanthropic trusts such as our current grant from the nib Foundation for the ONFIRE! young carers program. Our dedicated paid workers and volunteers literally represent the area in which we work with just under 40% of the paid workers having lived experience as consumers and 40% having lived experience as carers.

Our founding parents had the view that we should take a holistic approach to our work and that has been maintained. With regard to consumers we have programs that are centre based, drop in, outreach, employment focused, educational and recreational, all operating with a recovery focus. With regard to carers we have services which provide information, education, advocacy, support and respite. Overall we have been innovative where we can be and are trying to develop integrated co-ordinated services.

With growth always comes greater risk. I mentioned this point in last year's annual report but would like to elaborate a little further. The Fellowship has a number of contracts with the Commonwealth to provide services under the Day to Day Living, Personal Helpers and Mentors, Respite and Disability Employment Service programs. The first three are part of the Council of Australian Governments Mental Health Reform program. We are still uncertain whether or not these programs will continue beyond the original five year timeframe.

That very fact is a massive risk to the Fellowship as these three programs provide over 60% of the Fellowship's annual income. We have no acceptable option but to progress with the expectation that the funding will continue, that the Fellowship will continue to receive this funding and that funding will arrive on time. With particular regard to the last matter we have had recent experience of



bureaucratic incompetence resulting in a large program not receiving confirmation of its continued funding until six weeks after the end of the contract. That meant the loss of about one third of the workers involved who could not take the risk that the program would be refunded and who reluctantly took other jobs. The reputation of our service was damaged and in addition to being angry and disappointed about losing highly competent workers we had trained we sustained financial losses in respect of redundancies and loss of established premises whose leases had expired.

Your Board has taken steps to address some of the risks that we see as real possibilities over the next one year and five years through risk management planning and the establishment of a contingency fund. We will continue to examine the current and perceive future risks and take appropriate action.

Once again I would like to thank the Members of your Board for their dedication and hard work over the last 12 months. Issues that have come before the Board are more complex with the growth of the Fellowship and your Board Members have demonstrated a great capacity and flexibility in dealing with that complexity. Your senior executive team has also grown over this period and has been most professional and competent in managing the growth and the various difficulties that have arisen. My thanks to Sue Sacker, John McAuliffe, Belinda Guo, Dr Angela Milce, Jeannine Kokozaki, Juliette Byrne, Bill Gye, Jill Steverson and Rob Ramjan.

Finally I would like to acknowledge the work and commitment of so many others, volunteers across the state, corporate supporters, consumers and carers, friends of the Fellowship and members of the Sunflower Club. This year I extend a special thanks to our many private supporters such as the Gordon Golf Club which every year holds an event to fund raise for the Fellowship allows us to expand our services and reach and assist more consumers and their carers.

Lots of thanks.

The Hon Frank Walker QC
President

Senior Vice President's report

Alexandra Rivers

Again this year, I and other dedicated SFNSW Board members, have been busy with SFNSW governance issues and decision-making, as well as with other activities on behalf of the Board, SFNSW, and mental illness issues in general. I have continued as a member of our Research, Finance, Consumer Representative, and Quality Committees. I also continue to be a member of the Mental Health Consumer and Carer National Register, and one of their carer representatives on the National Standards Working Groups which assist in drafting the National Mental Health Standards and Implementation Guidelines. I also continued as SFNSW representative on the Board of the Schizophrenia Research Institute, which is successfully stimulating research in NSW to find a cure for schizophrenia. This year the SRI established an on-line library relating to schizophrenia, and are hosting the 11th Biennial Australasian Schizophrenia Conference, Molecules to Mind, in Sydney in September.

I continue my involvement with the Friends of Callan Park (FOCP), advocating for the retention of the old psychiatric hospital site as part of the mental health infrastructure of NSW. Their initiatives have resulted in Leichhardt Council being granted responsibility for the site by the NSW government. The FOCP hope the Council will create a mental health destination site of state significance on which will be a living memorial to the history of mental health in Australia, and to all those who used, or were involved with, the hospital which operated there for so many years.

SFNSW has continued to advocate in the mental health area, and to achieve greater prominence as an important service provider for those with a mental illness. Our model Parramatta Supported Housing project is completed, our Respite and our Employment programs have provided services for a growing number of consumers and carers, our Day to Day Living services are achieving great outcomes, Remind, ON FIRE!, and the Eat Well Stay Well programmes go from strength to strength. The mental health intervention initiatives taken up in conjunction with the NSW Police have become consolidated and seem to be being adopted nationally and in New Zealand, and the annual Ministers XI Cricket Match at Morriset was a great day, as were the High Tea at St Patrick's College in



Manly, and the Open Day at the Hut, North Ryde. Our Poetry Day and Competition was inspirational. Our Support Groups work tirelessly, and their numbers and our membership continue to grow, as do our volunteer numbers, and we are even more convincingly the largest grassroots mental health organization in Australia.

Our Awareness Week Forum raised issues about parenting and mental illness; the Symposium was a great success including presentations which traced the history of SF with a reprise by significant members of our community Anne Deveson, Simon Champ, and Janet Meagher.

Through our national body, the Mental Illness Fellowship of Australia (MIFA), we now have a greater impact nationally, and have developed closer connections and collaboration with our sister organizations in other states. The MIFA members are distinctive in that they are consumer and carer organisations committed to involvement of both consumers and carers at all levels of decision-making, service and advocacy and so provide a relatively comprehensive perspective in the mental health advocacy arena.

Unfortunately the fight for equitable treatment of those with a mental illness by our politicians and Area Health Services, and by the wider society, has not yet been won, and the need for strong advocacy for health system reform, proportional funding, and an inclusive society continues. Most people with a mental illness are undiagnosed and untreated, and receive no support services, and many are socially isolated, homeless or in prison. They become the face of mental illness to their fellows. All with a mental illness, their families and their carers must speak with a louder voice until they are heard, and we have a non-discriminatory society with a fair and effective mental health system for all Australians, no matter who, and no matter where!

Alexandra Rivers

CEO's report

Rob Ramjan

I would like to start this year where I usually finish and that is to compliment and thank Frank Walker, our President. He joined our Board in 1997 as an ordinary member but was quickly elevated to the office of Vice President. He served in this position for three years before becoming President in 2000. His journey over the last 12 months has not been easy but he has never flagged nor let the Fellowship down. I would also note and thank three other very long serving Board Members. Assoc Prof Anthony Harris joined the Board in 1996 along with Trish Stenning and Alex Rivers in 1997. All three have served uninterrupted since and have added so much value to our considerations, deliberations and governance.

The governance of the Fellowship is a critical component of our success and growth and we have been fortunate to consistently have such a range of talented and committed people willing to serve. It is the Board that keeps the Fellowship's focus securely on the task of advocacy and ensures that the grassroots origins of the organisation are not lost whilst we expand our service delivery across the state. I thank each and every Member of the Board for their contributions and assistance.

The Fellowship is about people: consumers, carers, paid workers, volunteers, supporters and friends. We have been in the unusual situation over the last year of having people with great experience and qualifications contacting us and asking whether we had vacancies. They were in employment but wanted to work for the Fellowship. I take that as a strong statement of the reputation that the Fellowship is getting as an organisation that achieves what it sets out to do and is a good place to work. This reputation is only growing as a result of the people who are already involved. They are far too many to name but to all, my most sincere thanks!

This year saw a number of new services come to the Fellowship following tenders and submissions. We were successful in securing six Disability Employment Service sites which more than replaces the loss of our Job Network and Personal Support Program services last year. This program allows us to continue to work closely with consumers and support their endeavours in education and employment. We also received a substantial grant from the nib Foundation which will assist us to standardized, roll out and evaluate the ONFIRE!



program for young carers. This program has been unfunded for 10 years but we now have the opportunity to prove its value and spread it across the country. We were also successful in adding another Personal Helpers and Mentors program to the three existing ones.

The introduction of our data management system, Frameworki, moves us to a different plane of accountability and ability to review, evaluate and assess what we are doing and what our service outcomes are. The benefit of this is immeasurable but the wonder is that Corelogic, based in the United Kingdom, donated this expensive and powerful system to us and then sent at their own expense people out to install the system and train our workers in its use. This is the equivalent of a six figure donation and I say sincerely that no amount of thanks is enough for this generosity.

As we have grown there are many challenges, sometimes daily, sometimes hourly, that need to be addressed. It would not be possible to do this without the support of Sue Sacker, Deputy CEO, and John McAuliffe, Director of Finances. Their support and knowledge are appreciated on a minute by minute basis.

We have put in place many systems over the past two years to ensure that we are a quality organisation with strong governance systems and accountability. We have built a small but growing reserve fund and have established a number of other legal entities which will stand the Fellowship in good stead. Of most importance amongst these is the Sunflower Foundation which has been established to assist the ongoing work of the Fellowship. Between the Board and the Executive we have been working to secure the future of the Fellowship for the next 20 years and to provide a strong and sustainable base for any and all future growth. Such security ensures that we are able to provide the services that consumers and carers are seeking and continue our core business of advocacy.

Rob Ramjan AM

Deputy CEO's report

Sue Sacker

Another hectic year! I suppose we say that every year, and as the electronic age progresses we will just have to learn to go faster and faster! However I do feel that we have ended this year in a more settled mode – several of our 'new' services have really settled in and staff continuity has been very good allowing us to build our client service, partnerships and staff development. We have gained a new service in the Disability Employment Services under the Ostara banner, so setting up 6+ sites in 8 weeks was a challenge. Everyone pulled together so we met the deadlines to open our doors on March 1.

The management team has also been stable, allowing us to build internal structures and relationships, work on our care coordination and improving our internal process and procedures. I am pleased to say that all the senior managers take a very proactive role to "continuous quality improvement" and we are moving ahead towards our next external quality accreditation which will be in early June 2011. The processes of internal review that we are conducting throughout all programs brings a focus on the policies and procedures so all staff are becoming increasingly aware of them and using them to assist them in their work.

The Quality Cycle involves all aspects of our work and there has been a focus on staff and volunteer training and development this year. We have commissioned Remind to review and develop our staff and volunteer induction training and this is progressing well. In future staff and volunteers will be able to gain accreditation for induction subjects, which will go towards their external studies. We have commenced bi-annual leadership training for all managers and team leaders, focusing on a different topic each time for the 2 day session. The first one in March focused on Human Resources and was very well received, the next will be on Risk Management.

As we move forward into the technological age we have reviewed and revised our computer system, with some considerable improvements. My thanks go to Juliette Byrne for her hard work and expertise in this area. We are also moving to electronic records with the introduction of Frameworki – a client management system from Corelogic in the UK. Frameworki will enable us to keep consistent secure records for each client and be able to access them electronically. It will allow us to access much



better statistics and data than we can currently with a paper system. All staff are being trained in Frameworki as the program is rolled out. There is a lot of work in customizing Frameworki to our needs and the team led by Ann McLean has done a wonderful job of helping us all through the process, helping us make decisions about the data we want to collect, designing the forms and reports and training us in their use.

It is inspiring to see our programs go from strength to strength in serving the community. I will mention just two, which is not to disrespect any others in any way. Remind Education and Training has powered ahead with contracts with the superannuation industry, Centrelink and of course, the wonderful work they are doing with the NSW Police. The whole team of Tanya Southworth, Natasha Langovski, Carina Bettucci, Moira McLennan and Claire Chang and all the consumer and carer educators is to be congratulated. I am also watching Helping Hands in Nowra go from strength to strength despite a change in Coordinators this year. Karina Lindsay is providing great leadership to the volunteers and the program providing social, recreational, educational and mentoring activities to the consumers.

My thanks go, as always, to Rob, the senior managers and all the Fellowship's staff, members, volunteers and friends for their support and efforts for those we exist to serve.

Sue Sacker

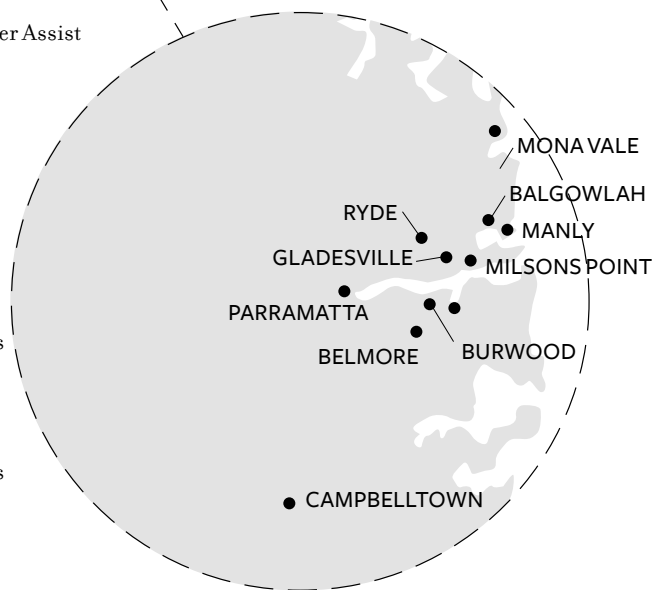
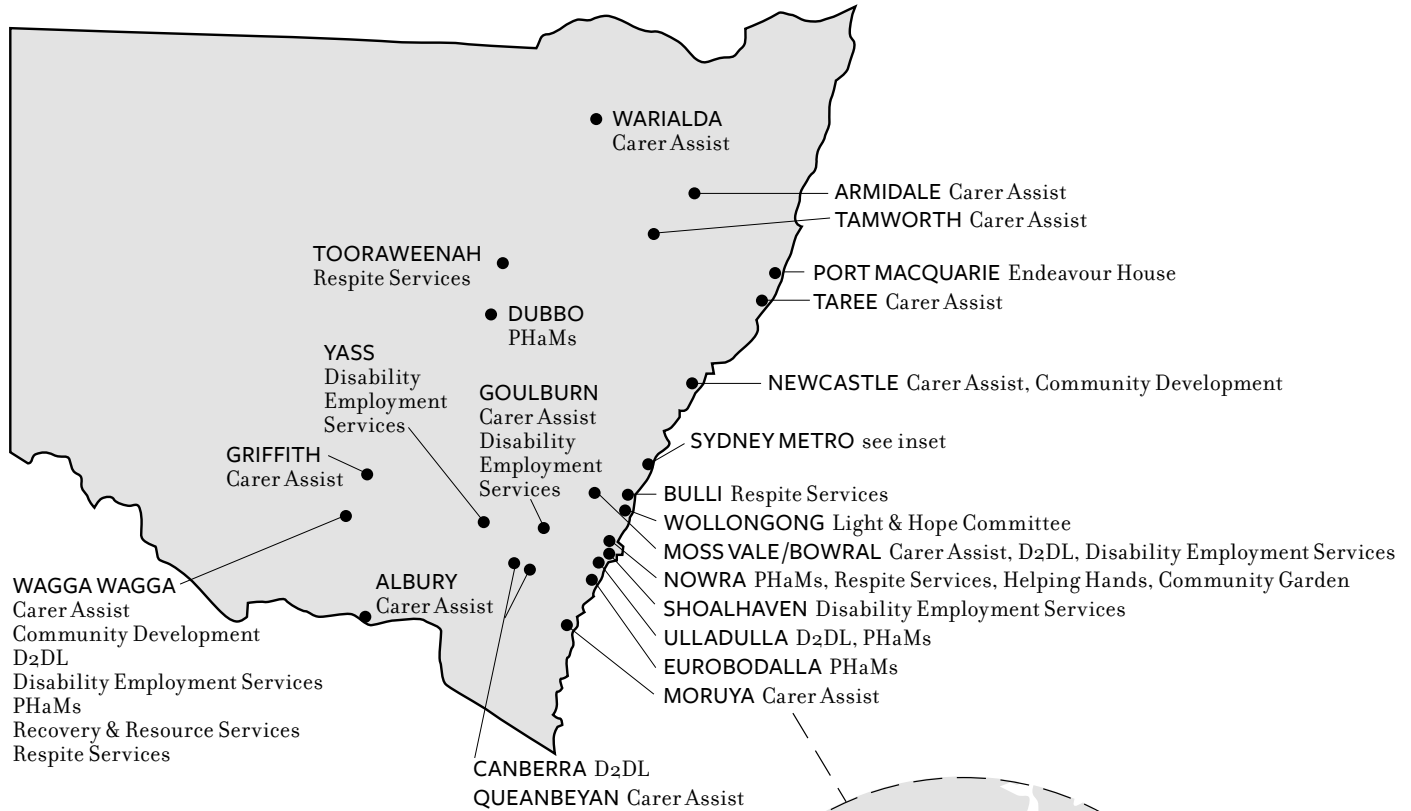
“ My Fellowship

The Day to Day Living program at Sunflower House has helped me achieve the support I have needed with my depression. It has provided me with new skills of exercise, cooking, fishing and meeting new friends.

Leslie

”

Our organisation



SYDNEY METRO

- GLADESVILLE**
SFNSW Head Office
Remind Training & Education
EMS Program
- BALGOWLAH**
Disability Employment Services
Pioneer Clubhouse
Respite Services
- BELMORE**
Carer Assist
Community Development
- NOUS**
- BURWOOD**
Disability Employment Services
Respite Services

CAMPBELLTOWN

- CAMPBELLTOWN**
Carer Assist
D2DL
Disability Employment Services
- MILSONS POINT**
Bradfield Park Wellness Centre
- MONA VALE**
Disability Employment Services
- NORTH HEAD, MANLY**
Respite Services
- PARRAMATTA**
D2DL
- RYDE**
D2DL



CONSUMER SERVICES

“

My Fellowship

Being involved with PHaMs in Dubbo has really helped me get by day to day. I had an accident two years ago which greatly impacted my physical and mental health; this also meant I had to move to the country as part of my rehabilitation plan. PHaMs staff take a real interest and encourage me to get out and about even when I don't feel like it. I miss the city and the things I use to be able to do but PHaMs help me find new challenges and to make the most with what I do have.

Scott

”

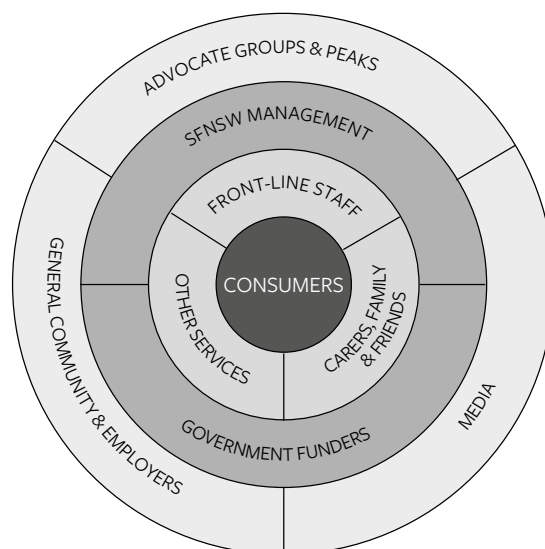


Recovery Services

Recovery Services has again experienced significant growth throughout the past year, with many successes (e.g. search for SFNSW in YouTube). Across the world the Recovery Model is continuing to build an impressive evidence base as an effective approach to sustainably increasing quality of life and independence for people living with mental illness.

What does a service actually do that has a Recovery Approach? One way of looking at it is to look at the WHAT and the HOW. The WHAT starts with a person (client, consumer, member) identifying what they want or need. A Recovery Support Worker works with and supports that individual in a practical way to meet their expressed needs. This may be assistance with housing, health and fitness, relationship and social connection, meaningful activity, recreation, education, employment, financial assistance, legal matters, obtaining clinical assistance, development of mental health coping skills, etc. Practical help is more than "just words" and in this way a trusting relationship is built and some life stresses are decreased which is very important in a stress induced or stress aggravated disorder (i.e. mental illnesses).

Consumer Centric Service – *Diagram 1*



The most important component is though is HOW the above is done. The aim is to develop what is called self-efficacy, the capacity of a person to do things for themselves. Thus a skilled recovery worker/mentor respects the uniqueness of each individual, focuses primarily on their strengths, encourages hope, goals and actions, celebrates achievements and fosters empowerment and the development of self-efficacy. The consumer is always at the centre of the service. (see Diagram 1)

The Recovery Model is not an alternative to the traditional medical psychiatric approach but is a synthesis of that with an approach that focuses on the need to empower the individual and see them in their total life context. What the evidence is showing is, the more of those empowerment supporting opportunities you can access, the less clinical help you need.

Recovery Services encourages all staff to engage in ongoing professional development. Most staff have either completed or are completing Certificate IV Mental Health Drug and Alcohol, and a wide range of other training opportunities have been attended relevant to the needs of Recovery Support role and any special areas of interest.

During the past year Recovery staff have been involved in working towards external QMS Quality accreditation with the 6th Edition standards. Each service has been developing a culture of Quality through collecting evidence of systems and processes against each standard and contributing to a Quality Journal. Efforts have led to an increased sharing of good practice across the sites and identification of areas for improvement

A fundamental change in practice has occurred within Recovery services in June with the migration of several of the programs to a computerised client management system: Frameworki. This system replaces most of the paper based files and will allow de-identified data to provide valuable outcome measurements and research opportunities.

Bill Gye

Personal Helpers & Mentors Program (PHaMs)

PhaMs is funded by the Department of Family Housing, Community Services and Indigenous Affairs (FaHCSIA). This highly regarded national program assists people aged 16 years and over whose ability to manage their daily activities and to live independently is impacted as a result of severe mental illness. SFNSW provides PHaMs in Wagga Wagga, Shoalhaven, Dubbo and Eurobodalla. Individualized 1:1 support and mentoring enables participants to identify goals and make changes in their lives. Common recovery goals are obtaining stable accommodation, reducing or eliminating drug and alcohol use and sourcing specialist clinical services. Peer Support workers are employed in each service to bring their unique lived experience to the team and offer encouragement and role modeling to participants. One example of success was a consumer who had been very unwell for a considerable time but was able to benefit greatly from PHaMs. Her goal was to be able to give back to others and after a period of time in the program the participant successfully applied for and obtained the Peer Worker role in a strong field of candidates. Participants are also supported to volunteer within the programs for specific tasks and offer encouragement to others.

PhaMs staff work with participants to identify values and strengths and achieve effective outcomes with chosen goals. Networking is a very necessary skill, together with an extensive knowledge of available local services. Staff are willing to go that extra mile and are innovative in providing support and accessing resources whilst also being mindful of boundaries. In crisis situations staff collaborate

“ My Fellowship

I would like to say thank you for the support PHaMs has given me. They have personally given me a lot of help — especially when I hit rock bottom or am in a crisis. Even when things are OK I am not forgotten and feel I am still supported.

Liz, Ulladulla PHaMs participant

“

closely to achieve good outcomes with the participant, recognising the importance of using the skills of ‘an educated heart and mind’. Transport is a huge issue in regional areas and PHaMs often have to take participants large distances to access psychiatrists and specialist clinical services.

Three PHaMs participants attended the Parliamentary Friends of Mental Illness breakfast at Parliament House in Canberra in May 2010 and were able to tell their story to politicians and voice their views on the PHaMs program. The PHaMs services have strong local connections and reflect the needs of their area. For example a third of Dubbo PHaMs participants are indigenous Australians. All services have involved participants in a number of events during the year such as Schizophrenia Awareness week and Mental Health Week, both to have fun and meet others but also raise awareness and reduce stigma in their local communities.

PhaMs teams participate in any formal or informal care coordination networks that are available. Where such networks do not exist high quality inter and intra service communication is essential to achieve the best outcomes. Coordinated care also occurs on an internal SFNSW level between PhaMs, Day to Day Living, Recovery and Resource Services Program, Disability Employment Service, Respite Services and Carer Assist.

Bill Gye and Jill Steverson

Personal helpers and mentors program (PHaMs)

Number of eligible participants June 2010

PHaMs site	No. full time staff	Actual	Target number
Dubbo	5	79	55-60
Wagga Wagga	5	56	55-60
Shoalhaven*	5	73	55-60
Eurobodalla**	5	59	55-60

* Offices Ulladulla/Nowra ** Offices Bateman's Bay/Moruya

Support for Day to Day Living in the Community

right, top: A consumer art project & the illustrated poetry book launch "Who are you".

right, below: Campbelltown Councillor Jai Rowell with consumer artist Sarah Dennis, Mental Health week 09.

The Day to Day Living (D2DL) program is funded by Department of Health and Ageing (DOHA) currently until June 2011. The program offers the opportunity for consumer participation in activities that focus on the development of skills at social, educational, vocational and personal growth levels. Currently Recovery Services oversees six sites across NSW and the ACT: Parramatta, Ryde, Campbelltown/Bowral, Ulladulla, Wagga Wagga and Canberra City. Each site is now completely established, highly valued in their local communities and achieving very high numbers of consumers voluntarily attending and fully engaging in a varied range of activities.

All of the sites have seen valuable successes for program participants, ranging from individuals who have moved on to part time and full time study opportunities and employment and independent living arrangements, to groups of consumers who are now fully engaging in program activities and in some cases taking the helm and facilitating groups for their peers, fundraising and organising events.



“ My Fellowship

I have been a part of Sunflower House and the Day to Day Living program since the house opened in 2007. I love the atmosphere and the people there; it is a great pick me up when I feeling low or upset.

Kathryn, Sunflower House Wagga Wagga



D2DL key performance indicators: Hours for 2009-11 contracts

Day to day living (D2DL) site	Service commenced	Total contracted hours 1 July 09 – 30 June 11*		Total actual hours to 30 June 2010	
		Drop in	medium support	Drop in	medium support
Campbelltown/Bowral/Tahmoor	March 2008	4,400	17,400	3,751	15,665
Ryde	September 2007	2,700	10,800	1,630	9,657
Parramatta	March 2008	2,500	9,800	2,046	7,047
Canberra	June 2008	1,800	5,100	5,275	2,779
Wagga Wagga	October 2007	1,700	5,600	930	9,042
Ulladulla	March 2008	1,200	4,500	404	4,460

* Note: these are the contracted figures for the 2 years (i.e. 09/10 figures are 50% of these)

Resource and Recovery Support Program (RRSP)

This service in Wagga Wagga is funded by NSW Health and is dedicated to supporting consumers integrate into the community and access opportunities. The program commenced January 2009 and is now getting excellent outcomes in all the key areas of consumer engagement in education, training, volunteering, employment and social and recreational activities. RRSP has provided a service to 70 consumers, a large number of whom have received the service for between 12 and 18 months. The very first client who came to the service exited in June 10 after successfully obtaining with part time employment. Representatives of the Office of Mental Health Drug and Alcohol visited the site in March 2010 and acknowledged the service was attaining some of the best key performance indicators in NSW particularly with the numbers of young people engaged with the service.

In June 2010 RRSP recruited an Indigenous Recovery Support Worker to build links with the Indigenous communities in and around Wagga Wagga and to develop service within these communities.

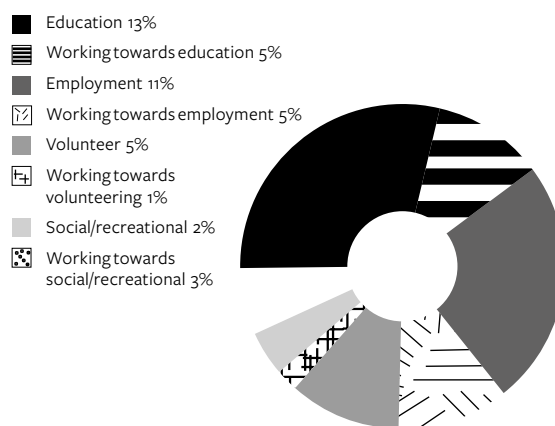
Bradfield Park Wellbeing Centre

The Bradfield Park Wellbeing Centre (BPWC) is a partnership between SFNSW (Recovery Services), Kirribilli Neighbourhood Centre, North Sydney Council and Northern Sydney Central Coast Area Health Service. It is largely funded by the FaHCSIA

Overview of activities of Bradfield Park Wellbeing Centre

Activity or course	Number of courses	Total number of participants	Number of hours provided
Mindfulness	2	24	624
Brain Gym	2	22	364
Golf Coaching	3	17	272
Golf for Consumers	3	9	144
Fishing Clinic	2	17	476
Lawn Bowls	3	32	512
Tennis Coaching	4	29	464
Gym & Fitness	2	14	224
Who Dares Wins	1	10	400
Cooking	4	23	644
Handyman	2	14	244
Personal Hygiene	1	10	120
Home Maintenance	1	8	144

RRSP Outcomes – Client engagement in education, employment, social/recreation and volunteering (Mar 2009–Feb 2010)



*Note: 10.4% total due to several clients being engaged in more than one area

NRDF program and the CRC Program through the Northside Community Forum Inc. Recovery Services also works closely with North Shore and Macquarie Hospitals and a great thanks go to all their staff.

BPWC has established itself as a leader in innovative service delivery for carers and care recipients. In the last financial year Recovery Services delivered 30 Programs to 43 carers and 160 care recipients through the BPWC. This has provided significant respite for carers and improvements in their coping skills as well as decreased social isolation, increased levels of fitness, friendships and membership of other community groups and support groups, TAFE etc. Participant testimonials received have been very complimentary. For example...

"This was an excellent course. Its effects multiply throughout your life. It suits both carers and consumers, who can take the skills and practice them on their own as well as with friends and families members." Satu

Eat Well Move Well Stay Well

This Healthy Lifestyle Program has developed and grown over the last year, with an increase in the number of courses run, the number of participants and the outcomes achieved. The team has trained four peer educators who have assisted in the delivery of the Program. The Program has also undergone a makeover in its branding and will be called New Moves in the future. This program was funded by the Department of Health and Ageing and this part of the project is now completed. As part of the program a thorough literature review was carried out and a formal evaluation report completed which highlights the improvements made in physical health and wellbeing. Our thanks go to the students from Sydney University for their contribution to the program. Our challenge for the future is to ensure that New Moves is offered to more people across more sites in NSW.

Helping Hands



Helping Hands has had another good year. The Area Health Service has committed to funding the program for 3 years, which is a great vote of confidence and boost to us all. We have recruited 13 new volunteers in the past 12 months of whom 10 have been trained through the Helping Hands Volunteer Training in June this year.

Helping Hands was one of the major beneficiaries of the Shoalhaven Mayoral Charity Ball this year which allowed wide publicity of the program and limelight in the local papers. The Mayor, Paul Green, is a great supporter of Helping Hands and has promised that the West St Tennis Complex will become our home.

After the withdrawal of the Shoalhaven Tennis Association from West St, Helping Hands is working hard to secure a lease on the premises, and we have taken over the administration of the courts and clubrooms. This allows for more mental health services and local disability services to make use of the premises for social and recreational activities.

Our partnership with TAFE Illawarra and St Vincent de Paul has allowed consumers to participate in Certificate II in Horticulture and Certificate I in Access to Work and Training, both courses held at the Jim de Silva Farm and at TAFE.

Helping Hands also offers a Wellbeing program which offers socialisation to people with a mental illness and a place for volunteers to bring their consumers for activities. We have innovative programs running including Creative Writing, Art Therapy and Lead Lighting. We also run two activity days, lawn bowls and ten pin bowling. From recent consultation with consumers the prospects for a music therapy group, light cardio workout group and more arts and crafts could be on the program in the near future.

Helping Hands held a Mental Health Tennis Tournament as part of the Mental Health Sport Association last October. Twenty-three services from NSW were invited to attend the tournament along with local services. Helping Hands also held a Lawn Bowls Competition with local competitors at the Worrigea Sports Centre in March 2010 which was attended by approximately twenty-five competitors from local services and clubs.

Participants in the program have entered into local art competitions where one person was awarded third prize in the Shoalhaven Mental Health Arts Competition. Our creative writing group has entered local community poetry competitions and one person was awarded first prize in the Schizophrenia Fellowship Poetry Competition.

During Schizophrenia Awareness week in May Helping Hands, along PHaMS, Ostara and Respite Services, hosted a Schizophrenia Awareness Week Breakfast and invited local services, consumers and volunteers to participate. The breakfast was held at the West St Tennis Clubrooms and the coordinator presented and education session on the service along with a "laughter yoga" session involving attendees including the Mayor and Mayoress of the Shoalhaven.

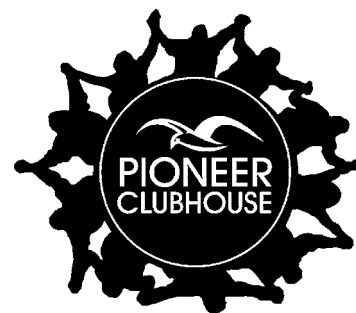
Funding was provided by SESIAHS for the Christmas Party by way of a carers grant to invite and celebrate carers' and volunteers' caring roles within our Helping Hands community. The event was well attended by carers and consumers and local community services.

I would like to genuinely thank all the volunteers for their assistance with "getting me started" and their ongoing support in the role as Coordinator, and also the generous support they offer to not only Helping Hands Consumers but the wider community. You are an amazing group of people. I would also like to particularly thank Laurie Perkins for his many years of service to Helping Hands. Laurie was an initiator of the West St Activities and gave many long and hard hours ensuring the program was a success.

A Few Statistics

Number of referrals to the program this year: 56
 One on one links currently operating: 19
 Number of current volunteers: 31
 Number of volunteers awaiting training as at 30 June 2010: 5
 Total annual volunteer kms: 16711
 Total annual volunteer hours in groups: 1453
 Total annual volunteer hours in one:one links: 1063

Karina Lindsay
 Coordinator Helping Hands



Pioneer Clubhouse

Greetings from Pioneer Clubhouse. We all hope that this report finds you well and in good health. Clearly our greatest achievement for the financial year 2009-2010 was the completion and official opening of the new wing of the Clubhouse. This is a major achievement not just for the membership, staff and management committee, but for the entire Northern Beaches community.

Thanks go to our funders, the Northern Sydney Central Coast Area Health Service, and our auspice body the Schizophrenia Fellowship, for their ongoing and vital support. A great debt of gratitude is owed to Manly Council and its staff, local services clubs, particularly the Rotary Club of Manly Sunrise. Thanks are also in order for our local elected officials, the Hon Tony Abbott the Federal Member for Warringah, State Member of Parliament and Shadow Treasurer Mike Baird and Manly Mayor Councillor Jean Hay. Financial assistance for the project was provided from numerous sources such as The Regal Foundation, State Government, The Rotary Club of Manly Sunrise Benevolent Fund, the Hunt Family Trust, many many local supporters, members of the Clubhouse, friends, family, tradesmen, suppliers, Cunningham Real Estate and Stocklands. Forgive me if I have not mentioned you or your organization particularly, you know how much we value every ounce of support we have received. Our particular thanks go to the building committee, led by Robyn Carmody and Anne Lanham, for their amazing and tireless efforts to make our new wing the excellent building it is.

In addition to achieving our major goal of opening the new wing, we also made great strides in achieving or have come close to achieving all our identified goals for the financial year.

Some examples of these are:

- Development of more members as leaders in the Clubhouse community. Many members have taken on leadership roles. Two of them, Jo Wood and Daniel Hammond represented Pioneer Clubhouse admirably at various occasions including the 15th International Clubhouse Seminar held in Florida, U.S.A as well as serving on the Building Committee.
- Improved Public Relations activities and methods. Pioneer Clubhouse has continually improved its newsletter and website and has begun using other digital media such as Facebook to keep its membership informed.
- A new brochure and banner were also designed collaboratively by management, staff and members.

Amongst all the activity, we continued to provide opportunities for meaningful activity and socialisation for those living with a serious mental illness. In the recently concluded financial year, we provided 26,497 hours of service during normal working hours as well as 610 hours of social activity during weekends and public holidays to our members.

I thank all the staff and members of the Clubhouse for their efforts in making this a great place to recover from mental illness. Together we really do make a difference. I would also like to thank our tireless management committee, led by the Rev. David Gore, for their leadership and support during a challenging year. Thank you for your support and hard work on behalf of Pioneer Clubhouse.

Jason Kioko
Director Helping Hands



My Fellowship

My involvement with Fellowship began when I went on a consumer's camp. [After that], I began my training for Telephone Referral and Information Support Service (TRISS). I've never slept as solidly as the nights after the training days – I had zero idea that brain absorption could be so tiring! The Fellowship supported me fully and when I did have difficult calls, I was able to debrief immediately.

Colin



OSTARA Employment Services

right: Bill Gye welcomed everyone to the opening of the Disability Employment Services Campbelltown office

below: SFNSW staff Amy Askin and Alyse Price with Expo organiser

In November 2009 SFNSW was notified that it was successful as a sub-contractor to Ostara Australia to supply Disability Employment Services (as a mental health specialist) funded by the Commonwealth Government Department of Employment, Education and Workplace Relations (DEEWR).

Our new specialist Mental Health Employment Services opened their doors on the first of March at Balgowlah, Burwood, Nowra, Campbelltown, Bowral and Wagga Wagga. Part time outreach sites have also been established at Mona Vale, Goulburn and Ulladulla and links have been developed with local community centres for meeting with clients who live in outlying areas.



Our Coordinators Anne Zaccagnini, Adrian Lee-Archer, Amy Askin, Garry Northy, Alyse Price and Chris Walker have developed a strong network and continue to support and problem solve with each other. In all of this they have been supported and assisted by Judy Munns who has brought a great deal of experience and expertise to assist with the establishment phase.

Bill Gye and Jill Steverson also greatly appreciated the assistance and support provided by their colleagues at SFNSW to establish these services.

After we opened the services the expected client referrals from Centrelink and other employment services were very slow due to lack of understanding of the new systems and the specialist mental health



nature of Ostara. To address this, a planned strategy of PR activities commenced and continues to be a major activity for SFNSW and Ostara.

For example the Macarthur Business Expo in Campbelltown and the Centrelink Employment Expo in Nowra were a huge success for Amy, Alyse and Anne. At these Expos they spoke to a lot of job seekers and are now working with many of them. Alyse said "one of our clients is ecstatic because we found her work experience, a TAFE course as well as a potential traineeship in a local solicitor's office".

We have been delighted to have so much interest from employers and recruitment agencies. Coordinators have been liaising with; Online Labour Hire, Inasmuch, Ocean & Earth, Care South, Honda Motor Cycles, Glen Henry Motor Cycles, Nowra City motor Cycles, Ranstaad, Kelly Services, Tradelink, NRMA, Ribs & Rumps, AQIS, Cino Bar, Hit Café, Stanfords Solicitors, RSL and many more.

Our Coordinators have been able to commit to early intervention partnerships with schools and other services to ensure employment assistance is available as soon as a person with a mental illness is ready to participate. They can also assist people who are employed but whose jobs are in jeopardy because of work problems related to their illness.

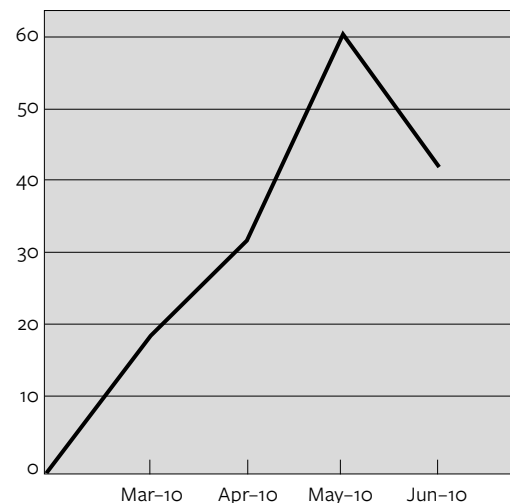
Our focus for the next 12 months is to provide high quality employment services to our jobseekers to achieve continued support from the Federal Government for this much needed service. The number of commencements of new jobseekers is shown in table 1 and graph 1 and number of placements into employment is outlined in table 2 and graph 2. Note that it does take on average about 3 months to determine, locate and place a jobseeker into employment so the fairest comparison of placement rate to commencement rate is to compare the number of placements obtained to the end of July (i.e. 31) with the commencements in March and April (i.e. 51). If you do this then the percentage of placements to commencements within a three month period is 61%. A very good result so far and congratulations to all.

Bill Gye, General Manager, Recovery Services
Judy Munns, All Round Trouble-shooter

Commencements – Table 1

Employment service area	Site	Mar-10	Apr-10	May-10	Jun-10	Total
Inner West	Burwood	5	2	9	2	18
Macarthur	Campbelltown	0	3	8	9	30
	Camden	0	1	2	1	4
Northern Sydney	Mona Vale	3	1	1	2	8
	Balgowlah	6	8	4	6	35
Shoalhaven	Nowra	0	2	14	6	23
	Georges Basin	1	1	0	0	3
	Sussex Inlet	0	1	0	1	3
	Ulladulla	2	0	6	3	16
	Vincentia	0	0	0	2	2
South Eastern NSW	Culcairn	0	1	1	1	3
	Wagga Wagga	1	5	6	5	22
Southern Ranges	Bowral	1	5	6	4	21
	Goulburn	0	2	3	0	5
Total		19	32	60	42	194

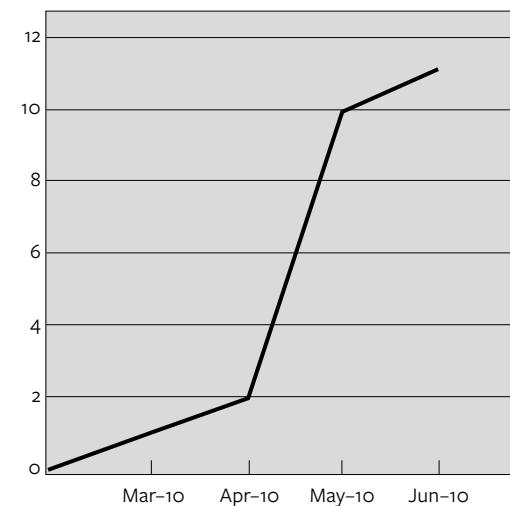
Commencements March – June 2010 (Graph 1)



Placements – Table 2

Employment service area	Site	Mar-10	Apr-10	May-10	Jun-10	Total
Inner West	Burwood			2	1	5
Macarthur	Campbelltown			2	2	3
	Camden				2	2
Northern Sydney	Mona Vale			2	1	3
	Balgowlah		2	2	1	8
Shoalhaven	Nowra				1	2
	Georges Basin					
	Sussex Inlet					
	Ulladulla				1	1
	Vincentia					
South Eastern NSW	Culcairn					
	Wagga Wagga			1	1	2
Southern Ranges	Bowral	1		1	1	5
	Goulburn					
Total		1	2	10	11	31

Placements March – June 2010 (Graph 2)



Consumer Reference Group

The Consumer Reference Group, established in 2008, has met regularly this year, with good attendance by the members. Membership has been stable and participation excellent. This group comprises seven consumers, the Fellowship's Quality Coordinator, Marilyn Albertson, the Senior Vice President, Alex Rivers and the CEO, Rob Ramjan. Meetings are held quarterly and the reference group has wide powers to examine Fellowship policies, procedures and areas of work. The reference group is also empowered to raise matters which it or individual members think are of importance to consumers.

The Group has provided advice to the Fellowship on a broad range of topics including:

- Work and Development Orders
- Annual Symposium
- Stigma Self Defense
- Dental Health
- Inclusion of people with mental illness

To enshrine the potency of the Consumer Reference Group and to enhance two way communications, the Board of the Fellowship has invited a consumer member of the group to take a seat on the Fellowship Board. Whilst the Fellowship has had consumers and carers at all levels of management and decision making from its inception, the addition of the Consumer Reference Group has proved a most valuable further addition and a tremendous assistance to our continuous quality improvement strategies.

Rob Ramjan
CEO

I am Wayne. I have been a member of Pioneer Clubhouse for about 10 years. I have been on a consumer consultation committee with the SFNSW for almost two years. This has been worth while, I feel privileged and humble to be part of it.

This year has been a memorable one for Pioneer Clubhouse & the SFNSW; Pioneer Clubhouse has recently opened its new wing with a new kitchen and dining hall which will be well utilised soon by the members of clubhouse. The SFNSW is celebrating its 25th year anniversary. Best wishes for a successful anniversary – well done and congratulations.

This shows that mental health and awareness of mental illness is continuing to improve in Australia. It will be good to see our state and federal governments contribute more funding for services especially to regional areas.

Wayne Santleben
Pioneer Clubhouse



WORKING WITH THE COMMUNITY

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My Fellowship

The Faculty of Pharmacy at Sydney Uni has thoroughly enjoyed our collaboration with SFNSW over the last few years and the feedback we continue to receive about the Remind consumer educators is amazing. The personal stories of the consumer educators will have a long lasting impact in their future practice as pharmacists.

Claire O'Reilly and Dr Tim Chen
Faculty of Pharmacy, The University of Sydney

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Community Development

Community Development Greater Southern Region

The Community Development Program in Wagga Wagga works with the local community to help it to meet the mental health needs in the area. The Community Development Officer also supports the work of The Friends of Sunflower House, which is our very strong community group raising funds for and supporting Sunflower House and the associated Fellowship programs in Wagga Wagga.

The current principal focus of the community development officer's role is networking and community education, in line with a belief that change and growth occurs through informing and empowering individuals and communities. We partner with other agencies and the Area Health Service, to provide programs, events and education. We have built some significant partnerships with a focus on youth and working in the schools to help young people understand mental illness, break down stigma and build resilience.

Highlights for the year:

- "Friends of Sunflower House Dinner Dance" on May 28 was attended by 95 guests (including Sue Sacker and Bill Gye representing SFNSW senior staff). Guest speakers included John Brogden and John Harper. Media coverage was extensive and the local Member of Parliament, Daryl Maguire, followed up the event with the distribution, by mail, to each local household of a colour supplement to raise community awareness about mental health issues.
- The Dramatic Minds Festival November 25, in conjunction with Greater Southern Area Health Service CaMHs staff, NSW Regional Arts Co-ordinator and The Illawarra Mutual Credit Union. The Festival began in 2009 and grew this year to involve six participating secondary schools in the presentation of ten minute plays related to an aspect of mental health. The plays were researched and written by the participants with the support of the CDO and CaMHs clinicians. Topics included panic disorder, rural depression, bipolar disorder and psychosis.

A DVD of the Festival is available from Becca Video Productions (\$30 + P&P)

Phone 0402 692 002.

- Co-ordination of a Creating Personal and Social Resources through Art project at Sunflower House. The project involved weekly art/craft workshops, a Creativity Expo involving consumers and community organisations and the creation of a large community mural titled "We are Who we Are".

Bev Denley

Community Development Officer

Community Development Hunter Region

The Schizophrenia Fellowship – Hunter region has had a very busy year through the Community Development Program based at the Sunflower Centre in Newcastle, but now covering the Upper Hunter, Manning, Mid and Lower Hunter, Greater Newcastle, Lake Macquarie and Port Stephens Areas. Based on gathered statistics, average support group attendance per month was 147 individuals, including people living with mental illness, carers and members of the wider community interested in mental health. Carers and consumers are equally represented as are the genders. Support groups in the Hunter now number nine, although staffing and budgetary restraints have led to some groups not able to meet monthly. We have been unable to meet an ongoing demand from the Middle and Upper Hunter with regard to new support groups.

Evaluation of consumer members who attend support groups continues to indicate that over 90% of support group members who are living with mental illness reported less cases of relapse and increased resilience as a result of attending support group meetings and associated support provided through the Sunflower Centre. Those consumers who do regularly experience relapse report that it benefits them to have the support group as a constant part of their lives. Carers also reported an increased resilience and ability to cope based on support group attendance and the positive outcomes achieved by those living with mental illness. The ability of SFNSW Hunter region to provide ongoing individual support to those living with mental illness has produced excellent outcomes especially those involving problems with Housing NSW, Centrelink and the criminal justice system.

An average of 48 outreach calls are made each month from the Sunflower Centre to people living

with mental illness in the community, and feedback has indicated this has assisted in maintaining mental wellness. The outreach program continues to see a steady increase in demand. An average of 18 new individual "drop ins" per week at the Sunflower Centre seeking information and support on a variety of mental health related issues, but mainly in seeking referral and information of services available. It is increasingly aware that people living with mental illness – those who have a diagnosed illness and those who have not been formally diagnosed and are not in contact with health professionals) benefit from having somewhere to go where they can sit down and talk about things which may be causing them problems with regard to their mental health,

The Sunflower Centre was involved in a number of different organized activities during the year:

- Morriset Hospital Fun Day and the Walk of Pride in Mental Health Week.
- Ministers XI cricket matches involving patients from Morriset Hospital.
- Forum in Schizophrenia Awareness Week.
- Lets Refresh day for support groups combining natural therapies, discussion, information sharing, education and a lovely lunch. Members have requested this be held yearly.
- Centrelink's mental health forums
- A series of mental health information sessions were held in Cessnock and Singleton with excellent attendance between 30 and 50 people at each event.
- Interagency meetings

SFNSW Hunter has a management committee made up of people living with mental illness, people caring for someone with a mental illness and community representatives. This committee meets bi monthly. SFNSW Hunter relies heavily on its volunteers who provide invaluable support to so many people.

Nadine Farrell
Community Development Officer

Community Development NOUS

The Community Development Program – NOUS is based at our Belmore office in Sydney. The program targets the Greek Australian community and other culturally diverse communities in the area to provide education in a culturally sensitive manner to increase knowledge and decrease stigma surround mental illness and the families affected

by mental illness. The Program also provides supported accommodation in partnership with the Area Mental Health Services and Affordable Community Housing Limited. The NOUS committee and the NOUS volunteers help the community development officer to support the tenants in the supported accommodation and promote the program to the wider community.

This year has been as busy as ever with more and more people becoming aware of the program and the services offered. At the end of the year there are 10 people on the waiting list for accommodation, highlighting how difficult it is becoming to find accommodation. The tenants need support to maintain their tenancies and get strong and involved in their community and this is provided to them through the partnership arrangement and the NOUS team. Several tenants have graduated this year from the supported accommodation to independent accommodation and NOUS offers them follow up support to get settled.

The Support Groups have amalgamated together and meet monthly at our Belmore office. Several talks and social events have been arranged. A highlight of the year was the group's picnic at Picnic Point. I have been invited to speak at several events this year and was delighted to address the graduating students at St. George TAFE this year, as well as speaking to AHEPA, the Cypriot Club, Rotary Club of Campsie amongst others. These talks are a great way of teaching people about mental illness and the services SFNSW has to offer. I also get the messages out through Greek speaking media including Kosmos newspaper and 2MM radio. Rob Ramjan and I were interviewed together for a feature article in Kosmos for Schizophrenia Awareness Week.

We are now working in more partnership projects in the local area, with Carer Assist, Community Mental Health, Canterbury Council, AHEPA, Marrickville Council, etc. These partnerships have designed and delivered community events in Schizophrenia Awareness Week, Mental Health Week and other events for carers and consumers. Our partnership with Erema HomeCare continues to develop and I was particularly pleased to be able to link Erema with St. Georges TAFE so their care workers could undertake mental health training.

My thanks go to all the NOUS committee and volunteers, my colleagues within SFNSW and our partners and all Rob and the team at Gladesville.

Joseph Caruana
Community Development Officer

Community Partners

Ever since it was formed the Fellowship has developed partnerships with groups all around NSW wanting to do something in their community for mental health.

These are not support groups, but action groups – people who are seeking to make a difference in their community by establishing new services for people with mental illness and their families. These action groups do a lot of advocacy work and community education: organizing forums and fund raising events, providing speakers and information about mental illness to whoever is willing to listen, and recruiting supporters for the cause. They help to make their community more supportive and compassionate and raise funds for new programs. Over the years these groups have led to the establishment of Pioneer Clubhouse in Balgowlah, Sunflower House in Wagga Wagga, Harmony House in Campbelltown and many volunteer-run programs around the state such as those in Gunnedah, Port Macquarie and Newcastle.

The Fellowship views this as an important part of its work – empowering people to make the changes they want to make in their own community. This is true community development. Here are short reports from some of our action committees:

Light and Hope Committee – committed to establishing a clubhouse in the Illawarra

Due to a clever initiative by staff from the Fellowship in Wollongong a small Clubhouse in temporary premises was established in February. So far we have seen 35 members use the service and start to take ownership of THEIR Clubhouse. A number of agencies and health partners have dropped in to check it out, and have gone on to recommend the Clubhouse to their clients.

Members are looking forward to sending a strong delegation to the Australian conference in September and running a membership drive. Many benefactors in Wollongong support the Clubhouse and are working hard to respond to consumers' needs.

Stephen Mayers, Chair, Light and Hope Committee

Mental Health Fellowship Wagga Wagga – supporting Sunflower House

The Mental Health Fellowship has had a successful year, raising considerable funds to support Sunflower House and all the associated Fellowship services. In recognition of our role we have changed the name of our committee to Friends of Sunflower House. We are supported by the community development officer and I thank Bev Denley for all she has done to keep us organized this year, including taking the major role in organizing our

very successful dinner dance in Schizophrenia Awareness Week in May in partnership with MP Daryl Maguire, Patron of Sunflower House.

We have watched services in Wagga Wagga expand and were pleased to welcome the Disability Employment Service to Sunflower House this year. Helping people get and keep jobs is very important and dovetails well with the other services we provide.

We were very pleased this year to fund the SHIFT exercise program.

Kathy Horrocks, Chair, Friends of Sunflower House

Endeavour Clubhouse Committee – establishing services in Port Macquarie

This year has been one of growth for the Clubhouse development committee in Port Macquarie, both in numbers and activity. The fund raising committee has excelled with a number of events, the highlights being the two-day Christmas Gift Fair held at the Racecourse, with more than a thousand people through the gate, and Christmas in July.

Endeavour won a public tender to reserve its right to build on council owned land and has had plans drawn and a DA lodged. A number of new members have brought fresh ideas and impetus, including the designing of a new logo. We continue to make submissions for funding hoping we'll hit the jackpot soon! On a sadder note we mourn the passing of Jean Cooper who was for many years a staunch supporter and tireless raffle ticket seller and garage sale assistant – she will be greatly missed by us all.

Bob Boss Walker, Chair, Endeavour Clubhouse Committee

Beautiful Minds Community Committee (BMCC) – supporting Harmony House

Beautiful Minds has continued to raise funds and awareness in the Macarthur region, and is now recognized as an advocate for mental health issues in the area. Our members are hardworking and very active within the community and the funds raised support mental health in a variety of ways, with the lion's share supporting the Day 2 Day Living program at Harmony House.

Over the past 12 months BMCC members have held street stalls at Ingleburn and Campbelltown selling donated goods, free jewellery-making workshops for respite, barbecues at Bunnings and the Annual High Tea fundraiser for 150 guests.

BMCC has been able to support Harmony House by funding a singing teacher and wood work teacher, and supplying an outdoor awning, water tank, wood working tools and Christmas hampers.

Sandra McDonald, Chair, BMCC

Schizophrenia Awareness Week 2010



above: Carers shared their stories as part of Awareness Week, as a way of lifting some of the stigma around mental illness.

below right: Professor Joanne Nicholson addressed a large audience of families and carers at Parliament House in Awareness Week

This year our focus was on families and carers with several events organized in Sydney and many more events around the State in Nowra, Newcastle, Wagga Wagga, Warriewood and many other places too numerous to mention. We produced a wonderful poster this year with the generous assistance of Integrated Marketing Communications, and the six carers who so kindly agreed to tell their stories and be photographed for the poster for us. The poster and stories were posted on the SFNSW website where they have received many visitors and positive comments.

The NSW Parliament featured in Awareness Week with an event for the Parliamentary Friends of Mental Illness focussing on carers with both Nickolas Yu and Angela Milce presenting, and the next night our international guest speaker Professor Joanne Nicholson presented to carers along with a reading from the new cast of *Inside Out*, the play that was launched during Awareness Week last year.

It was wonderful to see so many of our inaugural Fellowship Members attend the Annual Symposium which attracted the highest number of participants for several years – over 160 attendees, who reported having a very interesting and informative day.

Professor Stan Catts and Anne Deveson gave presentations on the history of the formation of the Fellowship and spoke of all the people who

contributed so much of themselves and financial assistance to start up our Fellowship and the Schizophrenia Research Program NISAD. Other presentations included:

- Bill Gye gave a presentation on his program, Disability Employment Services, which operates in several regions in NSW and Sydney metro areas.
- Laraine Toms, President of Carers NSW told us about future directions for carers of those living with a mental illness
- Jillian Skinner MP, Shadow Minister for Health in NSW, gave a very interesting talk on future directions in mental health
- Pam Bruce gave a short talk on “My personal pathway to recovery as a carer” and the importance of using as much support from Support Groups, Advocacy programs and NGOs such as the Fellowship to assist that recovery
- Our two wonderful consumer speakers, Janet Meagher and Simon Champ, each gave their account of the past 25 years and their involvement in the progress and implementation of our Fellowship
- Judge Greg James stayed way overtime to answer questions from the audience on changes to the Mental Health Review Tribunal hearings in hospitals around NSW.

Sue Sacker



Remind training and education

This has been a year of major activity and significant growth as we position Remind as a leading provider of mental health training services nationally. This has been achieved by developing strong client relationships across many different sectors, including community, government and corporate organisations. In 2009-2010 we provided training & education services to nearly 3,000 people, an increase of over 10% since last year.

During the year Remind became "supersized" with two national ventures. Firstly, since the economic downturn the financial services sector has seen a rise in the number of distressed customer calls. In response to this SuperFriend was formed to improve the health and well being of Super & Insurance Fund members. SuperFriend opened the door for mental health training and Remind, in partnership with the Mental Illness Fellowship of Australia (MIFA), stepped in. To date, Remind has delivered 14 workshops to just over 250 participants in Melbourne, Hobart, Brisbane and Sydney. Next year we have another 16 workshops, and another 300 participants booked for Remind training in all capital cities of Australia.

Secondly, Remind, in collaboration with MIFA, has become an approved mental health training

provider for Centrelink and Human Service agencies nationally. The training Remind has designed will help Centrelink employees identify, communicate with, and constructively support clients with mental health issues. In creating this awareness we aim to improve the interaction people with a mental illness have with Centrelink.

These are significant achievements for Remind, not only in terms of our longer term sustainability, but also because our service is helping to create a society that is understanding and accepting of mental illness – part of the mission of SFNSW.

Mental Health Educators from around Australia will be involved in both national ventures, and MIFA organisations across Australia have been invited to participate in the delivery of our services. As always our educators play a vital role in delivering our training, and the national scale of these projects allows their wisdom to be shared with a wider audience.

This year Remind has continued to invest our FAHCSIA grant to respond to the complex needs of the respite sector, focussing on affordable, quality training delivery, regardless of where services are located. The highlight was using the fund to deliver mental health training for just over 150 carers based in regional and remote areas of NSW.

The delivery of our service couldn't be achieved without the efforts of everyone in the Remind team. Natasha Langovski, our Clinical Director extraordinaire, the brains behind our new products and services. Claire Chang, our creative and lateral thinking researcher, who has developed most of our training materials. Tanya, Moira and Carina, our business development and admin gurus who keep the wheels turning, clients happy and events organised.

With another successful year behind us, Remind is looking to the future and the many opportunities we have in the pipeline. Next year will be even bigger than last. We will be expanding our services nationally, launching new training programs in the youth and clinical sectors, diversifying our client base to include insurance companies, and contributing to the mission of SFNSW by educating the community about mental illness.

Tanya Southworth
Remind Business Development Manager

below, from left: Keiran, Elaine and James (Remind Mental Health Educators), Natasha Langovski (Remind Clinical Director), Matt Ireland (MHIT), and Joel Murchie (Inspector-Commander - MHIT).

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The training provided by Remind is outstanding and continues to be integral to the success of the NSW Police Force Mental Health Intervention Team as it progresses the ongoing state-wide rollout of its intensive mental health training program for frontline officers.

Joel Murchie, Inspector-Commander
NSW Police Mental Health Intervention Team

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Peter Meyer Fund

This year we launched the Peter Meyer Fund for research into schizophrenia.

The fund commemorates the life of Peter Daniel Meyer. He was born in 1964, and was diagnosed with paranoid schizophrenia in 1987 at the age of twenty two. Despite twenty unbelievably difficult years when he lived with the debilitating symptoms of this illness – when he imagined his enemies lurked at every corner, and a dreadful band of Nazis was about to target his precious eyesight – he managed to complete his Bachelor of Arts Degree at Sydney University, a media writing and editing course at RMIT, and during the last year of his life he worked hard to produce some significant drawings and paintings at St. Georges TAFE. Peter was a student of Sydney Grammar.

On January 1 2003 Peter Meyer took his own life because of the torments of schizophrenia. He was 38 years old. Within days of his death his parents Rosalind and Bob Meyer decided to set up the Peter Meyer Fund, through the Fellowship. The aim of the Fund is to offer small grants to young researchers working specifically in the field of schizophrenia.

The Fund has been established with some very generous donations from family and friends. Rosalind Meyer, Peter's mother, has written two books. The first *A window into schizophrenia* was published in 2004 and highly commended. It featured Peter's drawings and some of his essays. Her second book *Rosie's War – escape from Singapore 1942* is about the Japanese attack on Singapore. The proceeds from both books have gone to support the Fund.

The Peter Meyer Fund has called for its inaugural applications for a grant of \$5000. The Fund focuses on all aspects of cause, treatment and support for schizophrenia and is open to researchers under 35. The very first of the Peter Meyer grants will be presented to a worthy young researcher on the 5th November, 2010 at the Schizophrenia Fellowship 25th Anniversary Dinner. By some strange coincidence this day would have been Peter's 46th birthday.

Research Trust Fund

The Trust Fund continues to invest the major part of the investment funds with the Public Trustee. As at the close of business on June 30 2010 a total amount of \$578,377 was held in investments on behalf of the Fund.

In November 2009 the Trustees invited applications for research grants and received a number of very promising applications for funding. Following a review of the applications the Trustees referred 5 of the applications to three independent referees and on their recommendation research grants totalling \$68,440 were awarded as follows:

- \$50,000 to Dr Pamela Marsh for research project titled "A Novel Social Cognitive Program to improve Real world Social Interaction In Schizophrenia"
- \$18,440 to Anne Honey for research project titled "Indicators of Well Being for Young People"

On completion of both projects the results will be published by the Trustees and the researchers will be invited to present their results at our annual Symposium in May 2011.

John McAuliffe – OAM
Director of Finance

Volunteering Services

TRISS has had a huge year this year, with increased numbers of volunteers and calls. It has been great to be a part of that. Thank you to all that have contributed to the wonderful success of TRISS, it has been a pleasure to work with you. Each person, whether it be a volunteer, carer, consumer, professional, friend or anyone else for that matter, adds a great deal to our service.

One fantastic difference to TRISS has been the upgrading to having our own specific area, with wonderful renovations and updated systems. We have also moved to using a computer database, Frameworki, which is much more efficient and saving trees!!

Jessica has done a wonderful job increasing the number of volunteers for the TRISS service, implementing more structure and creating bigger and better things.

TRISS – Telephone Referral Information Support Service

TRISS is the information and help line for those who contact the Schizophrenia Fellowship. As a service we take incoming calls from a variety of people, including consumers, carers, friends and professionals. Our incoming call rates have been high with over 1,000 incoming calls in the past year. Predominantly in the past year, we have been contacted by consumers (55%) and this year people mainly called in for support (47% of calls). We've had a range of other types of calls, including calls regarding information (16%), support groups (7%), health services (4%) and medication (4%), to name a few. On average we spent 16 minutes on calls of this nature.

My Fellowship

Volunteering with the Schizophrenia Fellowship has been for me an opportunity to enhance my insight and appreciate the needs and concerns of the mentally ill, their carers and well wishers in our community. The training, supervision and in-house support highlights the caring and helping nature of the organizational structure. I feel privileged to be a part of this team and encourage anyone interested in volunteering to give it a go.

SC

Outreach Program

Alongside TRISS, we run an outreach program that is available to people who have or care for someone with mental illness. This work makes up about two-thirds of the time spent on the phones. Outreach has continued to grow and we have spoken to an average of 68 consumers per week over the year.

TRISS Volunteers and Training

Without volunteers, TRISS and Outreach would not be possible. We are incredibly grateful to everyone who gives us time and parts of their experience to help us support various members of the community. Overall, we've had a drastic increase in the amount of hours being covered by our volunteers, with a total of 3284 hours. This is 1562 more hours than the previous year.

There were two training groups this year and both were considered successful.

Volunteers

Our service could not be run without volunteers in other areas, which include the people who fold our FOCUS magazine and other members who help us with fundraising through stamp collecting and cutting. In particular, we have one dedicated stamp person who comes in weekly to help us out, so a big thank you to Peter for your continuing dedication.

I would like to thank all of the volunteers; Adrian, Amar, Ben, Betty, Bill, Brenda, Bridget, Bronwen, Cara, Carly, Chris, Christle, Colin, Cynthia, Dharani, Donald, Elena, Emma, Erika, Ewan, Helena, Henry, Hurryat, Jan, Jesseca, Jean, Jodie, Jo, John, Kathleen, Ken, Kym, Lauren, Leigh, Lesley, Marc, Marcel, Mary, May-yin, Pam, Patricia, Pauline, Ploy, Ray, San, Sarah B, Sarah Ma, Sarah Mc, Sarah W, Seymour, Shirin, Skye and Trisha.

Josephine Penhallurick
Volunteer Coordinator



MP Anthony Roberts, Sue Sacker, Rob Ramjan, Jo Penhallurick and Volunteer San celebrate the new TRISS office

“ My Fellowship

Being a volunteer at SFNSW is an enriching and transformative experience. You are a valued and recognised member of the team in a supportive environment and feel like you are making a real difference in people’s lives. It is a caring space committed to challenging stigma, prejudice and stereotypes at all levels. Contributing something has helped me on my own personal journey and we all get an awful lot back from the experience.

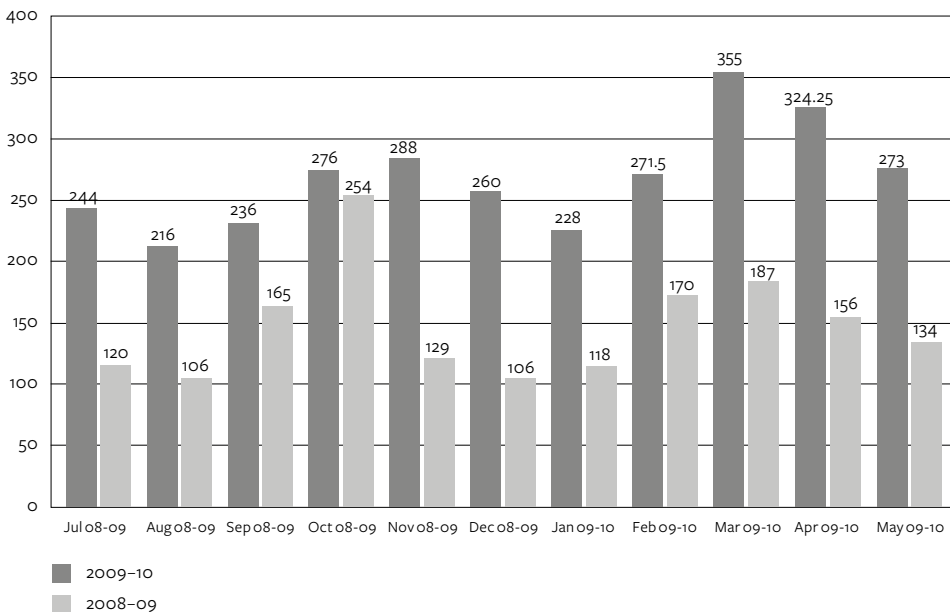
Adrian
Volunteer

I don’t have the words to describe how appreciative I am of everyone’s help and support at the Fellowship. There is always a kind voice available to listen to me or who allow me to vent to them. They are a great bunch of volunteers who have helped me and taught me a lot. If only there was a service like this available 10 years ago! Thank you to everyone.

Nicholas
Outreach participant

”

Volunteer hours: Comparison of Volunteer Hours



Support groups

below: Rob Ramjan addressed our support group leaders at their annual training session in September

2009–10 has been a most interesting and exciting year for our Support Groups and particularly for me as the “new” Support Group Co-ordinator.

In July 2009 we had 49 Support Groups and 9 Associated Groups when I took over. We now have:

- 12 Sydney based Support Groups
- 29 Rural Support Groups
- 14 Specialty Groups
- 9 Associated Support Groups

This is an increase of six groups and requests from a number of areas to fulfill a need to commence yet another group.

Whilst it is wonderful to see the positive role that Support Groups have in the lives of our Carers and Consumers, it is very difficult to support all the groups with a part time co-ordinator.



The Support Group Leader training was run in Sydney in September 2009 over a day and a half and was well attended by 24 SG Leaders. We were very fortunate to have a number of professional guest speakers and it appears from the feedback that it was a most worthwhile program.

Unfortunately we have an issue with funding of programs such as this although there is a massive need for our wonderful voluntary leaders and co-leaders to be supported in the work they do.

As a cost saving measure a decision was made for me to go out to the groups and conduct training in whatever way was needed. This has proved hugely

beneficial and I have managed to cover all areas of NSW. It is very efficient to go to a central area and have the leaders come into that centre for training. It is also effective for our people who cannot get away for a long period due to their own circumstances.

One of the most important aspects of these training sessions was the opportunity for me to talk about issues relevant to the particular groups and have them seek advice on different or better ways of conducting their individual groups. Maintaining the confidence level of our leaders is essential given the very demanding work they take on.

Another essential benefit is for me to meet with the people face to face and build a more personal rapport for them to feel free to contact me at any time with issues or to just have a chat. I hope this was achieved.

One of the most impressive areas that our Support Groups address is getting out into the community advocating for greater understanding of mental health issues. Almost all our groups are organising guest speakers of the highest quality, having retreats and workshops, forums and specialised projects.

The Seedling has been started as a newsletter just for support groups with the goal to having the groups “talk” to one another through the magazine. In this way they will be able to see what is happening in other areas and take inspiration from the work and successes of some of our groups.

For example, one of our most inspiring groups now has its own website, others have earned money for a pampering day for their people, others have a mobile library and still others focus on social activities. All these aspects highlight the need of the people of our Support Groups.

Each Support Group is making a difference in its own way and providing a valuable service to the community of those affected by mental health issues.

I am proud to work with our Support Groups.

Barbara Burnheim
Support Group Co-ordinator



CARER SERVICES

“

My Fellowship

Carer Assist has helped me to feel empowered because of the education and information I have been able to access and have received.

”



Carer Assist

Angela Milce, Carer Assist Manager

Carer Assist has continued to consolidate strong partnerships with all three Area Health Services, the community and, of course, families and carers themselves. Maintaining a full complement of staff has been difficult due to the uncertainty around funding as we were required to retender in February for the three years from July 1 2010. The results are still not known. However, the numbers of families and carers accessing our service for the first time remained constant (1028 compared with 1044 for last year). The number of occasions of service is 10,348 and the breakup is shown in the table below. The total number of contacts includes all contacts with registered and unregistered clients.

	Greater Southern	Hunter New England	Sydney South West
New carers	364	303	360
All carers	457	425	571
Total contacts	2625	2682	5041



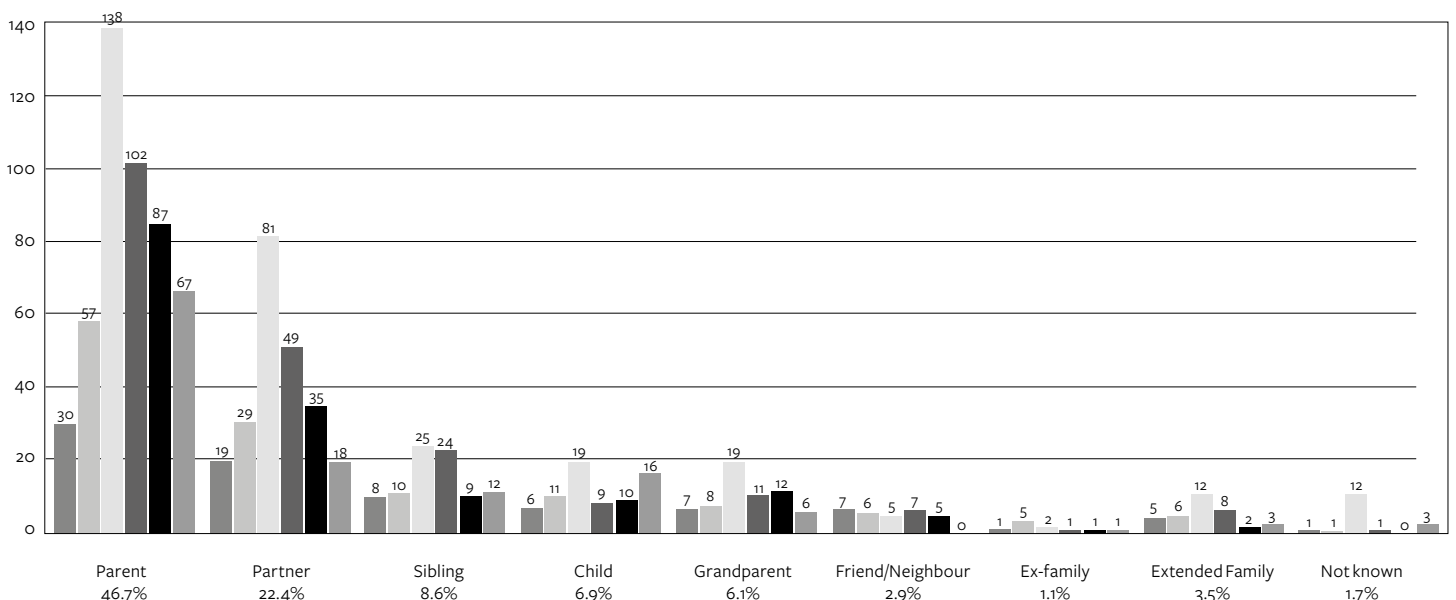
years or more (from 55% to 49%). The spread of the number of caring years across the relationship of the carer to the person with the illness can be seen in figure 1. We are mostly capturing people who have been caring for 2-5 years. This encouraged us to look at where our referrals were coming from to see whether this has any influence.

There are four major sources of referral. These are the acute units (183), community mental health centres (121), other non-government organisations (159) and families and friends (114). A total of 571 from the 1028 carers who were new to our service in 2009-10 were referred through one of these avenues. Many of the other sources of referral have been given as self or other source which could of course be indirect referrals from these main four sources. Figure 2 shows a graph of the distribution of age group for each of these referral sources.

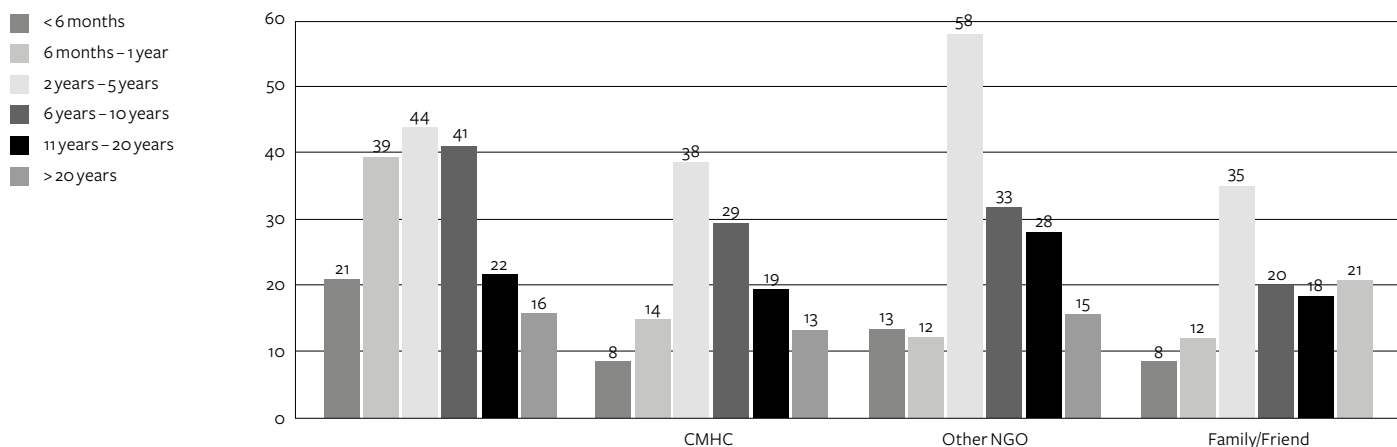
- <6 months 8%
- 6 months-1 year 13%
- 2 years-5 years 30%
- 6 years-10 years 21%
- 11 years-20 years 16%
- >20 years 12%

There is an increase in the number of carers caring for 5 years or less (from 45% to 51%) and a decrease in the number of carers who have been caring for 11

Number of years in the caring role and relationship of carer to person with the mental illness (figure 1)



Number of years in caring role and referral source (figure 2)



In December 2009 we provided carers with the opportunity to complete an online survey of our program. The survey was sent to 253 people and 69 (27%) responses were received. Results from this showed that the greatest benefit from a service such as ours is that the majority of carers no longer feel that they are alone. When asked at what stage of their caring experience they connected with Carer Assist, 49% said it was when they reached out for support and 13% were introduced to the program when their loved one was hospitalised.

Comments on the difference that Carer Assist has made to the caring role include:

"A huge difference because someone out there gets what I am going through. Also a steadying influence when things get very stressful. Some of the strategies have been very practical. Access to Commonwealth Respite service, knowledge and tools, e.g. suicide prevention. Also a listening ear when life is up the creek. Also information on carer respite events. Also linking in with a new and viable support group."

During the year we have facilitated 60 sessions of Assisting Families. This education program consists of 14 modules which have been written for us by Remind. The topics were agreed through discussions between our Carer Advocates and Remind with the purpose of Assisting Families being to meet the needs and families and carers who cannot attend longer programs such as Well Ways. This could be because they live in remote locations, are working carers or just cannot make longer commitments. Several of these modules have also been delivered to specific language groups – Spanish, Hindi, Vietnamese, Arabic and Chinese. Other programs aimed at special needs include Mental Health First Aid for the Vietnamese community as well as Aboriginal Mental Health First Aid.

The total number of programs delivered are shown in the table at left (figure 3). These programs were delivered to 670 carers (215 in Greater Southern, 249 in Hunter New England and 206 in Sydney South West). We have also trialled Friends for Fun in Wagga Wagga following on from a camp for young carers.

Instead of bringing support group leaders into Sydney this year, we decided to send the Fellowship Support Group Coordinator out to them. This enabled smaller groups in specific locations to get to know each other better and set up local support networks as well as receiving education on topics of their choice. Three main sessions were held in New England, the South Coast and Riverina-Murray.

To conclude, a comment from a carer about our service:

"It has made a great difference to my caring role. I think the main things are not being alone, information and assistance when needed."

Angela Milce
Manager

Number of programs delivered (figure 3)

	Greater Southern	Hunter New England	Sydney South West	Total
Assisting Families	22	14	24	60
Well Ways	1	9	2	12
Well Ways Sessions 9-12	2	9	2	13
DUO		3	1	4
Aboriginal MHFA		4		4
COPMI	4			4
Other Programs		4	3	7
Totals	29	43	32	104

Respite Services

*Respite:
an interval of
rest or relief.*

For the carer of a person with mental ill health taking a break in their caring role can be essential to maintaining their own wellbeing. The Schizophrenia Fellowship Respite Services support carers to have that break in their caring role. Sometimes carers just rest and relax or other times attend to their own health or personal needs.

The Fellowship has welcomed the extension of funding until June 2011 for the Respite Services from the Department of Families Housing Community Services and Indigenous Affairs (FaHCSIA) under the National Respite Development Fund (NRDF) Mental Health Respite (MHR) Program.

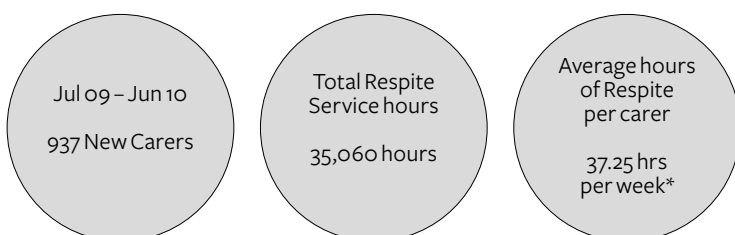
The extension of funding provides the opportunity to continue delivering Respite services to carers and care recipients in the Home and Community Care (HACC) Regions of Sydney Inner West, Illawarra, Riverina / Murray and Orana / Far West.

The number of carers able to access the Schizophrenia Fellowship Respite Services has grown considerably over the three year establishment period of the Respite Services and this can be attributed to implementing the principles of the NRDF MHR Program to engage carers in the Respite Services.

Mental Health Respite Program (MHRP) Principles

- Partnerships
- Flexibility and choice of respite services by carers
- Appropriateness of services for carer and care recipient
- Accessibility and equity
- Quality of service delivery

Respite Service Delivery 2009–10



* Respite Service hours vary from 1-2 hours per service per day to 24 hours per day for one to two weeks in residential respite.

Service delivery

The delivery of the respite services in each of the HACC regions serviced by the Schizophrenia Fellowship Respite Services has evolved in response to carer needs, the resources available and strength of partnerships with community members and other service providers.

Promotion

Promotion of the Respite Services has been ongoing through media, attendance at community events, presentations, meeting with carer support groups and networking with other service providers.

We appreciate that our respite television advertisement continues to be played by northern New South Wales regional TV stations as a community announcement. This raises awareness of respite services for carers and linking them to the Fellowship for respite or Fellowship staff referring to other services where relevant.

Special thanks go to carers who share their respite experience with other carers. Enthusiastic words of praise between friends and others like "it was just what the doctor ordered" can be the encouragement needed for a carer to ask for respite. Often these direct requests for respite come from the "hidden" carers who may have had little or no access to respite before and did not know about this available respite support.

Partnerships

Strength in the delivery of the Respite Services is the partnerships both formal and informal that have been developed:

- The formal partnership with the Sydney South West Area Health Service (SSWAHS) gives access to a respite bed with staff support for care recipients in a respite facility. This respite is available to carers from each Respite region
- Brokerage agreements with the regional Commonwealth Respite and Carelink Centres (CCRC's) provide funding for 1:1 respite services, retreats for carers and participation in group activities for consumers.

Informal partnerships and networks enhance the flexibility and choice of respite services by carers that meet both their needs and provide quality of care for the person in their caring role.

“ My Fellowship

The simple, wonderful and excellent place for healing my soul, heart, mind and body

Nancy, guest at Sanctuary Respite Centre

- Transport support by the Respite service to a local craft or sports group can provide enjoyment for the consumer and a break for the carer.

Models of Service delivery

Respite service models offered to carers and care recipients include:

- Centre based respite either at a Fellowship site or elsewhere in the community.
- In home respite where the service is provided in the carer's or care recipients home
- 1:1 support for the care recipient to access the community for social or other activities
- Carer wellbeing groups for health and education, e.g. pampering or Assisting Families
- Carer retreats of all ages at the Sanctuary Respite cottages or homestead or other venues
- Holiday program for care recipients
- Semi supported emergency accommodation at the Burwood Respite Facility or in the carers' home
- Staff supported retreats for family groups including the care recipient at the Sanctuary Respite Centre giving families good memories to share

Highlights of Service Delivery

Sydney Inner West

Mind Body Life the interactive workshops for a group of consumers to learn about food and how to prepare simple and healthy meals within their budget, eating healthy and living a healthier life is an example of the practical and creative programs offered aimed at giving carers a break or a chance to participate and socialize with other carers.

The Inner West has a diverse CALD population and it is the strength of the Respite Services partnerships and networks with services in the Inner West that facilitate the delivery of respite services to meet carer respite requirements.

The partnership with SSWAHS facilitates the use of the respite bed in Burwood Respite facility and shared group activities in the Bridgewater Rehabilitation centre. Respite support for carers during the period of transition from hospital to home for care recipients has smoothed the recovery pathway for care recipients through integration into community activities.

Regular promotional events shared with representatives from the Commonwealth Respite and Carelink Centre, Carer Assist and Mental

Health and supported by the local councils assist in bringing translated information to CALD members of the community.

The Inner West Respite staff supported The TranSCRIBE Young Writers Competition run in conjunction with the Transcultural Mental Health Centres and the Blackdog Institute. This year's theme was "Like a Fish Out of Water". The competition provides young people the opportunity to express themselves creatively through writing about issues that may directly impact their lives in multicultural Australia. Topics this year were coping with mental health issues or about the experiences of a young person from a culturally and linguistically diverse community (CALD).

Illawarra

The "Boys are Back in Town" group has been an ongoing successful initiative requested by carers to engage the person in their caring role. The members have determined their own program aims and are involved in all aspects of program design.

The Illawarra Respite Service has supported the commencement of the Light and Hope Clubhouse based in Wollongong; another successful service initiative for carers and care recipients.

Along with successful initiatives for the care recipients there has been significant growth in the Illawarra for delivery of carer respite services across all models of service delivery. This growth has been enhanced with funding support from the Illawarra Commonwealth Carelink and Respite Centre (CCRC).

Riverina Murray

The Riverina Murray Respite Services has responded to identified carer need with Older Parent Carer Retreats in the local area, Time Out for Kids Young Carer Camps in Albury and at the Sanctuary Respite Centre.

Both carers and care recipients participate in the groups in the townships of Cootamundra, Temora and Tumut. An Inner/Outer Beauty group for carers bought a much needed focus on their own need to care for themselves.

One to one individual support engages young carers in everyday activities and supports a break in their caring roles.

Physical activity to enhance carer and care recipient wellbeing has been a focus of respite service models in the Riverina / Murray with groups of carers and/or care recipients with yoga, gym and swimming having a positive impact on the health and wellbeing of participants.

The SHIFT program has successfully engaged carers, care recipients and staff in an 8 week gym program. This program has come about through collaboration between services and local business with some participants from the first program continuing gym participation.

Orana Far /West

The Sanctuary Cottages at North Head offer a safe and relaxed environment for carers and their family to stay. The service can also offer a variety of educational and well being sessions.

A third cottage has been leased from the Harbour Federation Trust and refurbished to increase the capacity to provide respite to larger groups for retreats and numbers of individual carers needing a break. A demountable has been made available and this has been converted into an art space for use by carers while on retreat or for day visits.

Carers from the Greek, Spanish, Lebanese, Turkish, Chinese and Indigenous communities along with carer support groups and male carer groups have used the Sanctuary Respite Centre for retreats with individual carers, consumers and family groups also benefiting from the special environment of the Sanctuary and meaningful support of staff and therapists.

High Tea at St Patrick's College

A unique event that gave 60 carers the chance to experience the ambience and history of the College Chapel and then partake in the delights of the high tea.

While the cottages at North Head offer the harbour side experience of the Sanctuary Respite Centre, for smaller carer retreats, care recipients and family groups the Sanctuary Gundair homestead at Tooraweenah offers the peace and open spaces of the country side.

right: Katherine Owen welcomed over 60 carers to High Tea at St Patrick's College, Manly during Awareness Week



Service Quality

Quality in the service model has been maintained by using the initial assessment to design the respite care plan with the carer and care recipient to appropriately meet their respite service choice and need. All staff working in respite service have access to relevant mental health training. Their insight into the effectiveness of the delivery of the care plan is used to evaluate the care plan with the carer and care recipient and redesign the service as needed with flexibility, the key to service design and carer satisfaction.

Evaluations have been conducted for all groups and activities delivered throughout the year. Also a client management system Frameworki has been installed to manage service data and facilitate information sharing across the Fellowship's services where appropriate. These initiatives have further assisted program development.

The Respite Services teams have all contributed to the increased well being of carers and consumers and the Fellowship thanks staff for their respectful dedication to carers and their commitment to quality in service delivery.

Sanctuary Carer Retreat

In recent months we ran a weekend retreat for Indigenous carers and their families. We were privileged to take part in a traditional smoking ceremony at the cottages. Those present all formed a circle which gave everyone the opportunity to openly speak about mental health concerns and issues facing the Indigenous community. Within this forum a young man spoke openly about his mental illness for the first time to the amazement of his parents, sister and young cousins. All present particularly his parents felt a great sense of pride and were thankful to our organisation for providing a safe environment for this to occur.

My Fellowship

“Respite with a creative focus is very therapeutic on a numbers of levels. It helps you to immerse yourself in a different world and to reflect on your life and dissect your situation, learn new skills and leave with a fresh outlook.”

Carer

ON FIRE!

This has been another wonderful year for ON FIRE! We have had a great bunch of children and young people involved in ON FIRE! Importantly, they have been supported by a talented and dedicated group of volunteers. Throughout the year we ran several Fun Day Outings and Camps where people have come together to have fun, enjoy leisure, experience respite, make friends, and learn with and from each other. Throughout these experiences we have all worked hard to create the conditions and opportunities to deepen a shared sense of hope, resilience, and wellbeing.

As we approach our 10th year, we have had some tremendous news! ON FIRE! was recently awarded a generous grant from the nib Foundation. This means that over the next 18 months we will have staff employed to develop ON FIRE! so that it is available to children and young people in 4 different regions throughout NSW (Hunter, Wagga Wagga, South East Sydney, South West Sydney). This represents a defining moment in the ON FIRE! history because it means that so many more children and young people will be able to be supported with the realisation that they are not alone.

Over the years, so many children and young people have spoken about how important ON FIRE! has been in their lives. Some have realised that their parent didn't become unwell because they weren't "good children". Others have realised that their families weren't being "punished by God for having a family member with a mental illness". Different children have begun to see that they can love their parent even if they resent their parents illness. Young people have also realised that their lives are important too and that they can go on to complete school and get jobs without feeling guilty for not sacrificing these things for a young carer role. Some young people may even go on to have kids themselves one day because they no longer live with the fear that their child will have a mental illness ("because it skips a generation"). Everyone involved with ON FIRE! will tell you that being part of the ON FIRE! experience is such a privilege and honour because the voices, stories, and faces of these children and young people become imprinted on our hearts as we are touched by how they live their everyday lives trying to make sense of growing up in families affected by mental illness.

The vision, generosity, and confidence that the nib Foundation has demonstrated in supporting ON FIRE! means that a sense of possibility will get a whole lot bigger for a whole lot more children and young people in NSW. We have all been invited to write another chapter in the ON FIRE! story, a chapter that makes more vivid our vision of children and young people flourishing. With Rebecca and Adrian as the ON FIRE! staff, and Angie and Rob at the helm, we could be in no better hands – so be in touch with them with your ideas, questions, and encouragement as it's going to take a fellowship of hearts and minds to extend the success and sustainability of ON FIRE! into other communities in NSW.

The final lovely thought that I will leave you with is excitement, inspiration, and compassion that the ON FIRE! experience seems to evoke in people. In receiving news of the nib Foundation grant, I believe it was said that ON FIRE! did not actually receive the official grant. However, so deserving were the children and young people of ON FIRE! that a way had to be found to say "yes" to ON FIRE! The way "yes" was come to was by making the decision to award ON FIRE! a "heart grant". Talk about hearts on ON FIRE! ... and you should have seen the faces of so many of the children and young people when I told them that story. Their mouths were agape with wonder and their eyes filled hope, possibility and inspiration – one of them said something of the ilk that our hearts will take us places where our minds can only imagine. Another young person said, "wow we must be important if people want to support us." I think that our year ahead is one in which there is a sense of possibility.

Warmly,

Nickolas Yu
ON FIRE! Coordinator

Representation on External Committees

Committee	SFNSW Representative
Mental Illness Fellowship of Australia	Vice President: Frank Walker
Research Trust Fund	Chair: Frank Walker
Schizophrenia Research Institute Board	Alex Rivers
Aboriginal Education Council of NSW Board	Alex Rivers
Mental Health Council of Australia National Consumer Carer Register	Alex Rivers
RANZCP Continuing Education Program	Assoc Prof Anthony Harris
Housing Connection Board	Margaret White
NSW Parliamentary Friends of Mental Illness	Co-Convenor: Judy Hopwood
NSW Mental Health Priority Task Force	Chair: Rob Ramjan
NSWMHPTF Working Party	Chair: Rob Ramjan
NSW Parliamentary Friends of Mental Illness	Rob Ramjan
CERP Steering Committee	Rob Ramjan
My Choice Committee	Rob Ramjan
NSW Police MHIT Steering Committee	Rob Ramjan
National Wellways Committee	Rob Ramjan
Pfizer Health Report Mental Illness	Rob Ramjan
Inside Out	Executive Producer: Rob Ramjan/SFNSW
MHCC Board	Sue Sacker
MHCC Finance Committee	Sue Sacker
NSW Health Family and Carer Mental Health Program Steering Committee	Dr Angela Milce
Ostara Board	President: Bill Gye
Bradfield Park Well Being Consortium Bill Gye	Bill Gye
Kirribilli Neighbourhood Centre Mental Health Committee	Bill Gye
National Employment Services Association – Mental Illness Specialist Advisory Group	Bill Gye
MHCC Learning and Development Unit Working Group	Jill Steverson, Respite Services
Inside Outside Art Gallery Committee Macquarie Hospital	Jenny Marsden, Respite Services
Gissing House Discharge planning Committee	Ben Walker, Respite Services
Carers Coalition Northern Sydney Region	Katherine Owen, Respite Services
Board Member Sydney Women's Counselling Centre	Shelley Sha, Respite Services
Deputy Chair Chinese Subcommittee Transcultural Mental Health Centre	Shelley Sha, Respite Services
Illawarra Health and Medical Research Institute	Lynne Hutton, Respite Services
Manly Council Human Services Policy and Planning Committee	Jason Kioko, Pioneer Clubhouse

Over the past few years the Fellowship's representation on external committees has grown dramatically. It is no longer possible to include a full list in the Annual Report.



FINANCIAL REPORT

Finance branch report

In the financial year ending 30 June 2010 the Fellowship activities continued to expand. However the additional work loads were absorbed by a very dedicated finance team working under the expert guidance of the financial Controller Belinda Guo.

Each member of the team remained committed to maintaining accurate financial records to enable timely accounting reports to be available to management and the Board.

The Arrow financial system introduced in 2008 has now settled in and with some minor adjustments and updates will further improve in the coming financial year.

My personal thanks go to Belinda Guo for her dedication to her work and the Fellowship over the last two years. I acknowledge that Belinda has developed a very close knit team that has made a very worthwhile contribution to a very successful year for the Fellowship.

Finally I wish to extend a very special thank you to our Auditors V.L.C Partners for their continued patience and advice.

John McAuliffe OAM
Director of Finance

AUDITOR'S INDEPENDENCE DECLARATION TO THE MEMBERS OF THE MANAGEMENT COMMITTEE OF SCHIZOPHRENIA FELLOWSHIP OF NSW INC.

I declare that, to the best of my knowledge and belief, during the year ended 30th June, 2010 there has been:

- i. No contraventions of any applicable code of professional conduct in relation to the audit.

VLC Partners
Chartered Accountants



Ross Gatwood
Associate
Dated this the 20th day of August, 2010

Level 16
168 Walker Street
North Sydney NSW 2060

Financials

INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2010

	2010	2009
	\$	\$
Revenue	11,303,494	12,268,828
Employee benefit expenses	(7,006,769)	(6,074,402)
Depreciation, amortisation & impairment expenses	(132,620)	(251,385)
Operating lease expenses	(379,978)	(379,158)
Publication costs	(25,677)	(22,327)
Seminars, training & development	(181,987)	(137,787)
Other expenses from ordinary operations	(3,565,935)	(5,282,259)
Finance costs	(562)	(765)
Income tax expense	—	—
Profit after income tax	<u>9,967</u>	<u>120,744</u>

STATEMENT OF RECOGNISED INCOME AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2010

	Retained Earnings	General Reserves	Total
	\$	\$	\$
Balance at 1 July 2008	1,787,500	—	1,787,500
Profit for the year	120,744	—	120,744
Balance at 30 June 2009	<u>1,908,244</u>	<u>—</u>	<u>1,908,244</u>
Profit for the year	9,967	—	9,967
Balance at 30 June 2010	<u>1,918,211</u>	<u>—</u>	<u>1,918,211</u>

BALANCE SHEET AS AT 30 JUNE 2010

	2010	2009
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	4,197,468	4,961,402
Trade and other receivables	730,736	179,552
Other current assets	124,131	59,985
TOTAL CURRENT ASSETS	5,052,335	5,200,939
NON-CURRENT ASSETS		
Property, plant and equipment	444,301	472,440
TOTAL NON-CURRENT ASSETS	444,301	472,440
TOTAL ASSETS	5,496,636	5,673,379
CURRENT LIABILITIES		
Trade and other payables	1,110,066	889,696
Advance – Research Trust Fund	13,849	53,360
– Other Trust Funds	116,447	117,607
Employee Benefit Provisions	328,850	397,264
Short Term Financial Liability	1,200	5,268
Unspent Grant Funds	1,670,919	2,217,905
TOTAL CURRENT LIABILITIES	3,241,332	3,681,100
NON CURRENT LIABILITIES		
Long Term Employee Benefit Provisions	329,051	84,035
Long Term Financial Liabilities	8,043	–
TOTAL NON CURRENT LIABILITIES	337,094	84,035
TOTAL LIABILITIES	3,578,425	3,765,135
NET ASSETS	1,918,211	1,908,244
EQUITY		
Retained Earnings & Reserves	1,918,211	1,908,244
TOTAL EQUITY	1,918,211	1,908,244

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2010

	2010	2009
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Payments		
Suppliers and employees	(10,606,311)	(9,016,628)
Receipts		
Interest received	267,619	245,326
Memberships	13,659	10,798
Donations	255,715	236,296
Sponsorship	17,000	43,700
Grant recoveries and other income	1,906,885	1,599,351
Net cash used in operating activities	<u>(8,145,432)</u>	<u>(6,881,157)</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments for property, plant and equipment	(159,742)	(10,932)
Disposal of motor vehicles	32,343	44,091
Advances from related parties	(26,768)	9,204
Net cash used in investing activities	<u>154,167</u>	<u>42,363</u>
CASH FLOWS FROM GOVERNMENT/OTHER		
Receipts from appropriation/grants		
Recurrent (Government)	7,326,757	7,396,838
Other/Special (Non Government)	212,977	21,147
Net cash provided by government grants/other	<u>7,539,734</u>	<u>7,417,985</u>
CASH FLOWS FROM FINANCING ACTIVITIES		
Repayments of hire purchase	(4,068)	(3,661)
Net cash used in financing activities	<u>(4,068)</u>	<u>(3,661)</u>
Net increase (decrease) in cash held	(763,934)	575,530
Cash at the beginning of the financial year	4,961,402	4,385,872
Cash at the end of the financial year	<u>4,197,468</u>	<u>4,961,402</u>

RECONCILIATION OF CASH FLOW FROM OPERATIONS WITH PROFIT AFTER INCOME TAX

	2010	2009
	\$	\$
Profit after income tax	9,967	120,744
Government grants included in operating result	(7,479,665)	(7,685,073)
Non cash flows in profit		
Depreciation and impairment of operating assets	132,620	251,385
Gain on disposal of motor vehicle	(6,314)	—
Loss on disposal of motor vehicles	—	7,565
Changes in assets and liabilities		
Decrease/(increase) in receivables and other assets	(615,330)	173,323
(Decrease)/increase in unexpected grants	(546,986)	(615,495)
(Decrease)/increase in trade and other payables	183,673	639,464
(Decrease)/increase in employee benefit provisions	176,602	226,930
Cash flows (used in)/provided by operating activities	<u>(8,145,432)</u>	<u>(6,881,157)</u>

MEMBERS 2010 ANNUAL REPORT NOTE

A complete copy of the 2010 Audited Annual Report of Schizophrenia Fellowship of New South Wales Inc. is available on application.

STATEMENT BY MEMBERS OF THE MANAGEMENT COMMITTEE

In the opinion of the Management Committee the financial report

1. Presents a true and fair view of the financial position of the Schizophrenia Fellowship of New South Wales Inc as at 30 June 2010 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that the Fellowship will be able to pay its debts as and when they fall due.

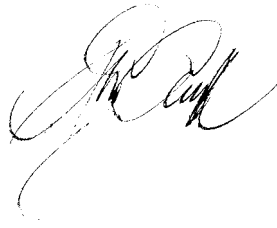
This statement is made in accordance with a resolution of the Management Committee and is signed for and on behalf of the Management Committee by:



Frank Walker
President



Robert Ramjan
Chief Executive Officer



John McAuliffe
Chief Financial Officer

Sydney

Dated this 18th day of August 2010

Building 36, Digby Road, Old Gladesville Hospital
Gladesville NSW 2111

STATEMENT IN ACCORDANCE WITH AUTHORITY CONDITIONS OF THE CHARITABLE
FUNDRAISING ACT 1991

In accordance with Section 6 and Section 22 of the Charitable Fundraising Act 1991 of State of New South Wales (the Act), the Schizophrenia Fellowship of New South Wales Inc. (the Fellowship) declares that:

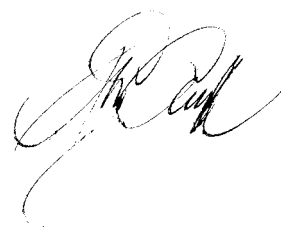
1. the income statement gives a true and a fair view of all income and expenditure of the Fellowship with respect to fundraising appeals; and
2. the balance sheet as at 30th June 2010 gives a true and fair view of the state of affairs of the Fellowship with respect of fundraising appeals conducted by the organisation; and
3. the provisions of the Act, the regulations under the Act and the conditions attached to the fundraising authority have been complied with by the Fellowship; and
4. the internal controls exercised by the Fellowship are appropriate and effective in accounting for all income received and applied by the Fellowship from any of its fundraising appeals.



Frank Walker
President



Robert Ramjan
Chief Executive Officer



John McAuliffe
Chief Financial Officer

Sydney

Dated this 18th day of August 2010

Building 36, Digby Road, Old Gladesville Hospital
Gladesville NSW 2111

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF SCHIZOPHRENIA FELLOWSHIP OF NEW SOUTH WALES INC.

Scope

We have audited the accompanying financial report of Schizophrenia Fellowship of New South Wales Inc. which comprises the balance sheet as at 30th June 2010 and the income statement, statement of recognised income and expenditure and statement of cash flows for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the management committee declaration. We have conducted an independent audit of the financial report in order to express an opinion on it to the members of the Fellowship.

The Committee's Responsibility for the Financial Report

The management committee of the Fellowship is responsible for the preparation and fair representation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretation).

This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error, selecting and applying appropriate accounting policies; and making estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF SCHIZOPHRENIA FELLOWSHIP
OF NEW SOUTH WALES INC. (continued)

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Auditor's Opinion

In our opinion:

The financial report of Schizophrenia Fellowship of NSW Inc. is in accordance with the Associations Incorporation Act 1984 (NSW) and its Regulations, including:

1. giving a true and fair view of the Association's financial position as at 30th June 2010 and of its performance for the year ended on that date;
2. complying with the relevant terms and conditions of the Funding and Performance Agreement entered into between the Schizophrenia Fellowship of NSW Inc. and the NSW Department of Health, Northern Sydney Central Coast Health Service, South East Sydney Illawarra Health Service, Greater Southern Health Service, the Federal Department of Health and Ageing and the Department of Families, Community Services and Indigenous Affairs, Hunter/New England Health Service, and IMB Community Foundation.
3. complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and Associations Incorporation Act 1984 (NSW) and its Regulations.

VLC Partners
Chartered Accountants



Ross Gatwood
Associate
Dated this the 25th day of August, 2010

Level 16
168 Walker Street
North Sydney NSW 2060



Schizophrenia Fellowship of New South Wales Inc.

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Endorsed DTR (Deductible Tax Recipient) 24-40-01. The Schizophrenia Fellowship is supported by the NSW Department of Health and by private and company donations.

Design: Trudi Fletcher

Printing: Burwood Press, Sydney



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