

# FACES NEWSLETTER

## Editorial – December 2019 Issue

Where has the year gone? I don't know about you, but another year passing is a reminder to me of how short our lives can be and the need to savour every moment.

It is way too easy to get caught up in the drama of this life called "caring", as it always seems like you are battling people and problems. Frustration seems a constant companion for many carers.



The ability to step outside of yourself and look at your situation from an objective perspective is wonderful. I remember when I first mastered this gift to my life. Unfortunately, it was late arriving in my life. I must confess that I sometimes have been successful at separating myself from the drama, but at other times, terribly unsuccessful. Can you relate?

I remember when my children were little. I had some support at one stage and a very well-meaning and lovely lady told me to count to 10 backwards when I was feeling frustrated and angry about something. In some of those moments I couldn't have counted to 10 front ways, let alone backwards. That was great advice, if I had been able to see straight to start counting. Sometimes the emotion of the moment can override our self-control and leave us in a sea of regret.

Fortunately, my children are still in relationship with me and tell me how wonderful I am, so I can't have been too bad.

If you have experienced this level of frustration in your caring role, it might be a sign that you need a bit of a break. Also, you might need to forgive yourself. Guilt can be a very unhappy guest in our life, as it likes to whip us daily. Carers can experience what is known as 'carers fatigue', a topic we cover in our next issue. It is important that we look after ourselves, because if we are no longer functional how will we be able to support those we love?

I would also encourage you this Christmas to make a promise to yourself to let go of all those negative moments. There is a brand new year that is coming on the heel of Christmas and it affords you the wonderful opportunity to start afresh.

**Hayley** | A/Peer Work Coordinator  
Adult Community

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## MHPHDS CARER SUPPORT SERVICES

### Older Adult Carer Support Group

**Lower West** meets monthly at 6 Lemnos St, Shenton Park. For carers of a person with mental illness or behavioural difficulties related to dementia, who reside in the Lower West. To attend, contact Lower West OAMHS Social Work Department or Carer Liaison and Education Service on 9328 0800.

**Mirraboooka Carer Support Group** meets on the **3rd Tuesday** of every month.

**Osborne Park Carer Support Group** meets 10am-12pm, **2nd Monday** of every month, (starting 8 Oct, 2019)

**Sir Charles Gairdner Hospital Inpatient Unit Carer Support Group** for carers of inpatients only.

**Osborne Park Hospital Community Clinic, Mirrabooka Community Clinic Carer, Joondalup Community Clinic Carer Peer Support Workers** - available upon request, ask the case manager.

**Youth Hospital in the Home (HiTH) Carer Support** Available upon request, ask the social worker.



Would you like to receive this newsletter in your inbox?  
Or would you like to contribute an article, poem or story?  
Contact: [Hayley.solich@health.wa.gov.au](mailto:Hayley.solich@health.wa.gov.au).

## Self-Care Tips

### ***The Healing Power of Nature***

by Hayley | A/Peer Work Coordinator | Adult Community



The occupational therapy team at Stirling Community Mental Health Service recently invited me to participate in a mindfulness and nature walk with them. At the time of the invitation I was thinking to myself, “Do I really have the time or desire to do this?”

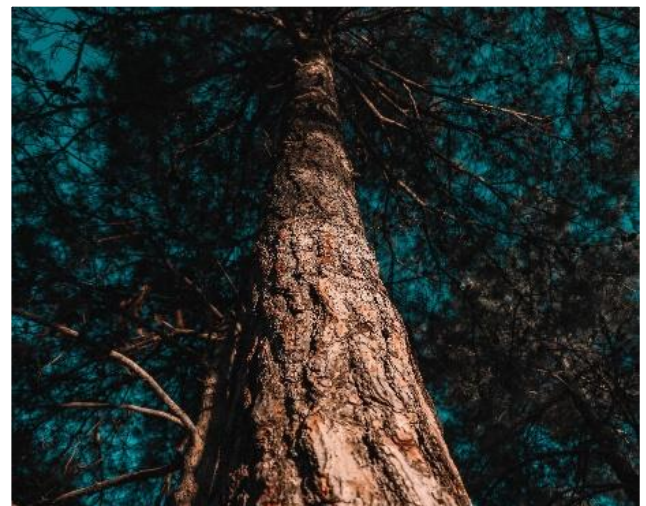
But as the leader of the team was so enthusiastic, and asked me multiple times, I reluctantly decided to participate. That choice was the best decision I could have made.

Guided around the Osborne Park Hospital campus, we were given clear instructions. Don't talk to each other and use all your senses to appreciate the nature around you. We were encouraged to notice the animals, flora and fauna; to touch leaves, barks, grass and foliage; and to smell eucalyptus and lemon tree leaves. Birds were pointed out as they flew or perched in the trees; grass was walked on bare foot; and finally, we sat or laid down under a big tree with an open view.

This experience was sheer bliss to my spirit and soul. As I unplugged from my computer and without the pressure to communicate with anyone, I felt a sense of peace invade that had been absent for some time. Sitting under that tree, with the wind on my face, the feel of the grass beneath me and the gentle sound of the leader's voice as she led us in a relaxation exercise, felt blissful.

The thought that kept coming to my mind was this is why the first people of this nation gather under the trees. In the rush of work - of computers that constantly ping and demand my attention - and my caring responsibilities, I had lost the simple joy of being outdoors and connected to my environment. Through this experience, I was reminded of my childhood growing up in the country where the outdoors was my daily habitat and the indoors was just for sleeping.

I encourage you to take some time out in your day and just go for a walk at your local park. Take a moment to touch, to smell, to listen to the sounds of your environment and to be present in the moment. It truly is refreshing to your soul.





## Creative Expressions

### Love

by Norm | Consumer

Love is watching sunsets with your darling  
one in silence,

Love is Fridays at a special place;

Love is always being there for your children;

Love is touching, love is listening, love is  
grace.

Love means caring deeply for the planet,

Love means mourning for all victims in all  
wars;

Love means sometimes smiling, when you're  
crying in your heart;

Love means all of this, and so much more.

Love inspires courage when you're fearful,

Love inspires, each day, a brand new start;

Love inspires both giving and forgiving;

Love inspires connections, heart to heart.



### WA Mental Health Awards

Hayley Solich was awarded the Consumer Impact Inspiration Award at the WA Health Awards on 18 November 2019. Pictured above with her husband, Andrew, at the awards ceremony at the Pan Pacific Hotel.

### Am I a Carer? No!

By Hayley | Carer

Do I identify as a carer?

No, funny you should ask.

Considering long and hard that word,  
I'm not sure I want that task!

Aren't carers someone who looks after  
old people before they die?

Or help the disabled  
their daily needs to supply?

Don't carers work for payment

Aren't they wiping butts and lips?

Force feeding and plumping pillows  
Making sure that no one trips?

That's not my role you see

Mine's not so easily defined

I certainly don't receive payment

Perhaps my job description could be refined

I give hugs and utter soothing words,

calming fears caused by worry

I make hundreds of calls to advocate

And do everything without money

I resolve complaints, fix broken things

'Cause my family member is out of sorts

I traverse the slippery slope of mental illness

Of NGO, PHN and other supports

I chauffeur to appointments,

then have to bite my tongue

You see it doesn't matter what I say

In the end, I'm always wrong!

I ache with the loss that comes

From losing a functional life

Mental illness causes chaos

And I am weary from the strife

So am I a carer, you ask me?

I prefer 'mother', 'daughter' or 'wife'

You'll find me in the waiting room

Dreaming about a better life

If you ask me I will tell you

Everything you need to know

There's just one thing I ask of you

Don't ignore me, that hurts more than you  
know



## Showcasing Carer Support Services

### **Mental Health Law Centre**

by Debora Colvin

Chief Mental Health Advocate

Mental Health Law Centre is a community legal centre which provides a free and confidential legal service to people who are on a low income, and have a legal issue related to their mental illness.

MHLC have a Telephone Advice Line which is open from 9am to 4pm, Monday to Friday (excluding all public holidays). The Telephone Advice Line is staffed by volunteer paralegals. Initial information can be provided by the paralegals. MHLC provides legal advice of a general nature through the Telephone Advice Line. Legal Advice is drafted by a paralegal and approved by a lawyer and can be provided within 5 to 10 working days.

MHLC can provide advice and representation on the following matters:

- Patients' rights under the Mental Health Act
- Mental Health Tribunal (MHT) reviews of involuntary treatment orders
- State Administrative Tribunal reviews of MHT decisions;
- Guardianship and Administration
- Criminal Law in the Magistrates Courts
- Responding to Restraining Orders
- Clients coming before the Prisoner Review Board (PRB)
- Clients coming before the Mentally Impaired Accused Review Board

MHLC are not able to provide assistance in the following areas:

- Family law
- Tenancy
- Employment law
- Centrelink

If MHLC aren't able to assist with a particular matter we are usually able to provide appropriate referrals to other community legal centres, legal services or community resources.

MHLC also offer education sessions on the Mental Health Act to professionals and students with an interest in the area of mental illness and the law. We also have a number of publications available on our website to individuals and organisations.

What we do;

- Involuntary Inpatient Orders
- Authorising Electroconvulsive Therapy in Western Australia
- Treatment for Mental Illness Generally
- Guardianship
- Administration
- Power of Attorney
- Fitness to Stand Trial.

Contact information is provided below.



Monday to Friday 9:00am to 4:00pm  
T: 08 9328 8012 || Free Call: 1800 620 285  
F: 08 6323 3382  
255 Hay Street, Subiaco WA 6008  
PO Box 8078, Subiaco East WA 6008



@MHLCWA

## Let's Talk About It

### ***Refusing Treatment***

by Lisa | Carer Consultant

It is probably of no surprise that many people with mental health issues will refuse treatment. As a carer, I know how upsetting and frustrating it can be when the one you care for refuses any treatment or help. Unfortunately, the longer the situation continues, the harder it becomes for everyone.

### **Where do we get the knowledge to cope and help our loved one?**

The first step is to try to understand the reason behind the refusal to engage in that treatment option.

A person refuses treatment for many reasons: cultural, past personal experiences, lack of control, fear, limited awareness, hopelessness, or lack of insight. Once you understand their reasons for refusal, this will help you in how to approach the subject. How we speak to the person and approach the subject may be a critical factor in convincing them to seek the help they need.

Here are some strategies to use to communicate your concerns to your loved one and hopefully be more effective in helping your loved one accept the treatment they need.

- **Plan ahead.** Plan what you are going to talk about and how you are going to approach the subject. Remember to stay calm. Talk in a quiet voice with the palms of your hands open and up. Remember, unspoken communication is 85% of the communication, so body language matters.
- **Choose a time** when you feel the person, who is refusing treatment, is calm and is able to listen and respond.
- **The talk.** To begin the conversation, ask if it is a good time to have a chat, as there



is something that is worrying you and you would like to discuss it with them.

- Let them know you are on their side.
- Start the conversation around things that they are comfortable discussing, for example 'I know you are having trouble sleeping, can we talk about that?'
- Give the person space to talk and remember that you want to engage with this person, so talk about symptoms and not their mental illness.
- Be flexible and patient. Do not get drawn into an argument, but focus on practical help that is available.
- Discuss the support/treatment that they can receive focusing on their concerns
- Work together to find solutions.
- Remember, listen, acknowledge, support, and refer [L.A.S.R] When you listen and acknowledge what they are saying, they will feel validated and therefore more likely to accept help from you or others.
- Do not feel discouraged if you are not successful. Your conversation may have planted the seed of seeking help in the person's mind.

(Cont'd from p6)

► If there is outright resistance to getting any form of help, talk to the doctor yourself to work out a plan and what your options are.

Refusing treatment can place family and friends under significant strain. You do not have to deal with the situation alone. Contact your local mental health service, a helpline or carer organisation for advice and support. It is vital to take the time to care for yourself and seek help to maintain your own emotional wellbeing and mental health. It is also important to recognise that in most cases they do have the right to choose and that right should be respected.

References:

<https://www.sane.org>

<https://wayahead.org.au>

<https://www.camh.ca>health-info>

Book – I AM NOT SICK. I DON'T NEED HELP by Xavier Amador, PhD.

## What's On

### **Barriers to Care Planning**

By Hayley | A/Peer Work Coordinator | Adult Community

### **We need your help!**

Joondalup Community Mental Health Service will be hosting a series of forums for consumers, carers and clinicians to discuss barriers to completing care plans collaboratively.

A **care plan** is a document that outlines the consumer's treatment plans, recovery goals and actions.

Optimally, the plans are to be created in partnership with consumers and any carer, family or support person involved in their recovery however, we have not consistently been able to get them completed.

We would like to ask carers and consumers to partner with our clinicians to discover any barriers that may be stopping this process from occurring.

In January 2020, we will be hosting a community forum at Joondalup Community Mental Health Service. All consumers and carers who are currently participating in our services are invited to join and help us.

### **To register or find out more please contact:**

Hayley Solich 0466 625 944

[Hayley.solich@health.wa.gov.au](mailto:Hayley.solich@health.wa.gov.au)

## **Find the Self-Nurture Words**

hugs	pamper
massage	nature
walk	friends
coffee	family
movies	food
nap	comfort
holiday	peace
respite	rest
spirituality	sleep
love	hope
talk	meditation
therapy	craft

M	E	D	I	T	A	T	I	O	N	S	T	F
U	C	O	F	F	E	E	Z	Y	U	P	H	R
N	A	S	S	Q	M	A	S	S	A	G	E	I
T	P	H	U	G	S	P	A	M	P	E	R	E
R	C	O	M	F	O	R	T	N	R	K	A	N
E	O	L	L	R	E	S	T	S	J	S	P	D
S	P	I	R	I	T	U	A	L	I	T	Y	S
P	C	D	O	R	E	A	L	O	B	F	F	F
I	N	A	P	U	G	I	K	V	P	A	O	A
T	X	L	E	J	S	L	E	E	P	R	O	M
E	N	P	A	N	A	R	E	W	E	C	D	I
L	O	C	C	W	L	N	A	T	U	R	E	L
H	M	E	E	P	M	O	V	I	E	S	S	Y

## Let's Talk About It

### ***A Guide to Supporting Recovery***

By Hayley | A/Peer Work Coordinator | Adult Community

As carers we often try to manage our lives as best we can with limited knowledge or understanding of how we can help or hinder our loved ones recovery process.

The National framework for recovery-oriented mental health services defines personal recovery as the consumer is able to create and live a meaningful and contributing life in a community of choice, with or without the presence of mental health issues.

Here are some reflective questions to help you work out if your loved one is receiving recovery-oriented care.

These reflective questions provide carers with a recovery principles approach to ensure that mental health services facilitate the recovery journey.

#### **1. Uniqueness of the individual**

- Am I supporting my consumer to build on their unique strengths and promote self-responsibility?
- Am I supporting my consumer to ensure their

physical health needs and overall wellbeing are being supported?

- Am I experiencing staff sensitivity to cultural, religious and social needs of my consumer?
- Am I being given the opportunity to discuss the consumer's experience of trauma?

#### **2. Real Choices**

Am I ensuring my consumer is provided with sufficient information to make informed choices about care and treatment and future planning?

Am I engaged in discussions about difficult choices with the service provider?

Does the service try to understand difficult choices from my consumer's perspective?

#### **3. Attitudes and rights**

Am I ensuring my consumers legal and human rights are advised, respected and promoted?

Does the service provider convey an attitude of respect and a desire for an equal partnership?

#### **4. Dignity and Respect**

Do I feel welcomed to the service, and continue to feel welcomed?

Does the service make the environment physically and emotionally safe for me?

Does the service listen to and support my consumer with their recovery goals?

#### **5. Partnership and communication**

Does the service proactively involve my consumer and I in all aspects of care planning and treatment with a recovery focus?

Am I proactively linked with other services and supports to help me achieve my recovery goals?

#### **6. Evaluating recovery**

Am I involved in the review of my consumer's recovery goals?

Does the service evaluate their recovery outcomes and use them to drive service quality improvement?

Excerpt from Australian Health Ministers' Advisory Council flier, *consumer & Carer Guide to recovery principles that support recovery-oriented mental health practice*



## What's On

### **Mental Health Week**

By Hayley | A/Peer Work Coordinator | Adult Community

Mental Health Week may have been and gone but here are some highlights of our participation:

#### **Mirraboopa Shopping Centre – 10 October**

Mirraboopa Mental Health Week was a celebration of the local community being Stronger Together, as hundreds of shoppers at The Square Mirraboopa gathered to enjoy live music, arts, crafts and sporting activities.

The event was opened by local Aboriginal elder Mrs Oriel Green and City of Stirling Councillor David Boothman.



A performance by the Harry's Anonymous recovery choir was a reminder of the need to reach out for help in times of trouble, and shoppers were encouraged to join in Latin and African dance moves as local community dance facilitators Evelyn and Zico got the crowds moving and grooving.

The importance of connecting with culture in our community to strengthen mental wellbeing was a message beautifully articulated by the Madjiti Moorna Choir; supported by local traditional Greek singers Eritrean community and Ishar Women's centre activities.

Many conversations took place with event volunteers helping people identify and access local community groups, activities and services that would support their mental health.

The event was closed with a message of hope and strength performed by Fluwent MC local noongar musician. The event was the result of strong interagency collaboration facilitated by North Metropolitan Health Service- Mental Health Service and sponsored by the City of Stirling; WAAMH and Lotterywest.





## What's On

### ***Mental Health Week (Continued)***

By Hayley | A/Peer Work Coordinator | Adult Community

### **Graylands Festival – 9 October**

Graylands Hospital celebrated Mental Health Week in fine form with a community festival. This well attended event attracted a large crowd of community people, including consumers and carers, as well as community service providers.

From face painting to laughter circles, consumer speeches to our creative music teams, there was something for everyone to enjoy. Drumming circles, booths with information from service providers in the community and a sausage sizzle lunch, the event provided all with the opportunity to feel part of the Graylands community.



Our carers engagement table was popular, with free hand massages, a self-care lucky fishing pond and mindfulness activities.

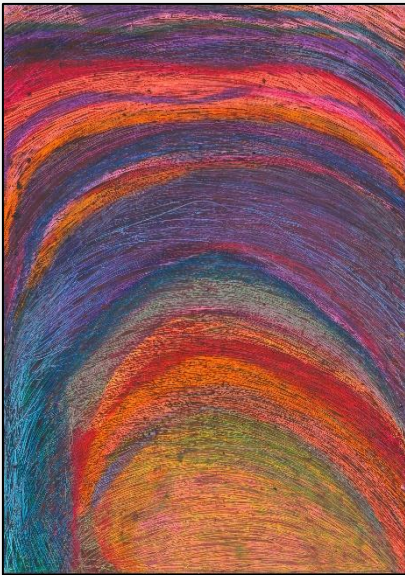




## Let's Talk About It

### ***Have you considered Art Therapy?***

By Lisa | Carer Consultant



Art therapy is the use of artistic methods to treat mental illness.

Facilitated by trained Art Therapists it effectively supports personal treatment goals, which helps to improve cognitive and sensor motor functions, foster self-esteem and self-awareness, cultivating emotional resilience.

#### Creative Expression Centre for Arts Therapy [CECAT]

CECAT is a free service that accepts referrals from both public and private clients with a primary diagnosis of mental illness. These referrals can come from mental health professionals who case manage their clients, such as psychiatrists, social workers, clinical psychologists, occupational therapists, registered nurses and GPs.



The aim is to help resolve trauma and mood related disorders the effect this has on a person's function through individual and/or group settings. Personal programs are developed to meet recovery needs and are reviewed every 3 months to ensure the clients individual recovery progress.

Image Top: Rainbow by Sara E; Image Right: Tiana W

CECAT has 3 core streams of care:

- Creative arts skills
- Creative arts therapy
- Creative arts psychotherapy

Clients initially attend arts skills sessions and at their first 3 month review, a therapeutic plan is developed as determined by their needs and progress. These plans and the client's progress are reviewed quarterly to ensure the right help is being given and programs may change according to the client's recovery progress.

If you feel this service is something that may help the one you care for, have a chat with their case manager or contact CECAT on:

Phone: [08] 93476907

Email:  
cecu@health.wa.gov.au

Address: CECAT Services,  
Graylands Campus, J Bock,  
Brockway Rd, Mount  
Claremont WA 6010.

Postal address: CECAT  
Services, Private bag 1,  
Post Office Claremont WA  
6910



## Let's Talk About It

### *Thinking about Christmas*

by Trish | Palmerston



As Christmas approaches it brings both excitement and trauma in equal proportions for some people. The Christmas cheer can be particularly difficult for those people who are struggling with their recovery from an addiction. Well-meaning relatives and friends may invite a vulnerable recovering person to a family gathering, party or old pals get-together, which usually involves alcohol.

Although alcohol may not be the drug of choice for this person, it may be enough of a trigger once a drink or 3 has been consumed, to loosen inhibitions and spark a lapse. Or the trigger of seeing people intoxicated around them, may lead to use of their drug of choice. None of which is intentional.

There are a few strategies that may come in handy.

**For the person in recovery**, making plans ahead of time can help. Perhaps there are some invites you may consider turning down. Practise saying no until you feel comfortable when the invite comes. Take your own beverage along so you are not tempted to drink what is on offer. Never let others refill your glass as you can forget how much you have drunk. Or you may find your soda has something a bit more powerful added to the mix. And watch out for that home-made punch!

**If you are the one hosting the party**, set some rules about what can brought along. If you have a person you know is recovering, maybe you can be sensitive and have a get together that is "dry" and a lot of fun so that this person feels included.

Palmerston offers counselling support for anyone who is affected by alcohol and drugs. Whether you are the individual using drugs, in recovery, or a family/friend who would like some help with Christmas strategies, you can contact us on 9328 7355. We wish you a happy, safe and fun Christmas.



## Other Carer Support Services

Helping Minds (08) 9427 7100  
Carers WA 1300 227 377  
MIFWA 9237 8900

## Important Numbers

**Mental Health  
Emergency Response  
Line (MEHRL)**  
1300 555 788

**Rural Line**  
1800 552 022

For help with mental health emergencies

**Crisis Care Help Line**  
1800 199 008

Help with temporary accommodation, protection for children, financial aid, counselling and other support services

**Police**  
131 444

For police assistance or attendance: when any person feels in danger, under threat or at risk.

**Triple 000 Emergency  
(Police, Fire,  
Ambulance)**

For urgent help in a life-threatening emergencies

**LifeLine**  
131 114

24/7 crisis support telephone counselling service



