



**SUPPORTING
FAMILIES**
in Mental Illness

Auckland

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Conference 2010**
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The opinions expressed do not necessarily reflect the views of SFMI Auckland committee, staff or members.

If you would like to send us a letter please post to:

Newsletter,
SFMI Auckland,
PO Box 78-122,
Grey Lynn

or email: admin@sfauckland.org.nz

**Supporting Families in Mental
Illness Auckland would like to thank
the generosity of the NZ Lottery
Grants Board in funding SFMI's
family/whanau support work.**



NEW ZEALAND LOTTERY GRANTS BOARD



Kia Ora Koutou

I am delighted to announce that SFMI Auckland has achieved our full quality accreditation with Te Wana, the Healthcare Aotearoa Quality Programme. My huge and heartfelt thanks to all our family/whanau members, stakeholders, colleagues, Committee, and amazing staff team for all the work that they have put in to make this possible. We are looking forward to our official award ceremony in the next month or so, and it would be great to tie that up with our Auckland AGM, which is now set for Thursday 21st October – details will be sent to all members.

We are busy preparing for the Network Mosaic Conference on 10th August, and hope that we will be seeing as many of you as possible, and shortly after in September we will be hosting the SFMI National AGM, at Villa Maris Winery – such a beautiful venue. My thanks to Margot, and to National Council for all the work that has gone into making this AGM a fantastic event, despite the loss of our National Office and staff in January this year. Everyone has pulled together to strengthen our national organisation, and we are looking better than ever!

I hope you enjoy this edition of our newsletter, and please do send your ideas in to us for future newsletters, or for services and projects that you would like to see us provide. I'm sure you will agree that our "editor-in-chief", Lisa Ducat, is making this a great read for families and professionals alike.

Emma Doré

General Manager

Supporting Families in Mental Illness – Auckland.



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Thanks Te Whetu Tawera

Families/Whanau say thanks to the staff at Te Whetu Tawera.

Family/ whanau and friends had the rare opportunity to show their heartfelt appreciation for the work done by the staff at Te Whetu Tawera (ADHB Acute Mental Health Unit).

The idea of showing appreciation to staff came from discussions held by members of ADHB/SFMI Family Steering Group; whom both represent and work to advocate for the family/whanau of ADHB Mental Health Service users. The Family Steering Group recognised that having a loved one admitted to Te Whetu Tawera, is a particularly stressful and challenging time for the family. The busyness of the staff combined with other pressures for family/whanau mean that thanking staff doesn't always happen.



Leigh Murray (ADHB's Family Advisor and Family Steering Group chair) suggested that if staff were acknowledged for the wonderful and often thankless work they do, that it would not only allow families/whanau to re-address this situation but improve overall staff morale and boost their awareness of family/ whanau as partners in recovery.

The event was held on the 9th July at the reception of Te Whetu Tawera. Families /whanau put on a great buffet of food for the staff to show their appreciation. The main focus of the event however, was the presentation of a stunning artificial flower arrangement on behalf of family/whanau members as a lasting symbol of thanks to the staff accompanied by the words:

"We hope you respect the power we give you to make a difference. We appreciate being respected & understood – feeling safe to express our anxiety & frustration.

Most of all we entrust you with our most precious vulnerable family members and for that you have our respect & gratitude."

Family Member,
ADHB/SFMI Family Steering Group
October 2008

Supporting Families in Mental Illness New Zealand Annual General Meeting

You are warmly invited to attend the SFMINZ AGM,
Saturday 11th September 2010,
at Villa Maria Estate,
118 Montgomerie Road,
Mangere, Auckland

AGENDA

- | | |
|---------------|--|
| 9.30 - 11.00 | Chairs and Managers meetings
(not public meetings) |
| 11.00 - 11.30 | Morning tea |
| 11.30 - 1.00 | Guest speakers:
Prof John Raeburn,
Community Health Development AUT
& Nancy Tuaine,
Whanau Ora Taskforce |
| 1.00 - 2.00 | Lunch (\$20) |
| 2.00 - 4.30 | AGM |
| 4.30 - 5.00 | Complimentary Wine Tasting
(bookings required) |

To ensure that we are able to plan and cater appropriately bookings are essential.

Please email admin@sfauckland.org.nz or
phone 378 9134 to book.

Please pay for lunch in advance by posting a cheque
with your name on the back to SFMI Auckland
PO Box 78 122, Grey Lynn, Auckland 1245.

Thank you.



To provide the best possible education,
advocacy and support for family/ whānau of
people experiencing a major mental illness

**SUPPORTING
FAMILIES
in Mental Illness**
New Zealand

Whangarei has had a great start for both morning and evening Support Groups, both going once a month. These are being held at 6 Donald St, Whangarei in the Arataki lounge.

On the first Tuesday of the Month is the evening Support group which starts at 6pm and goes through till 7.30pm. People arrive as early as 5.30 for a cuppa, a chat and a chance to catch up with other people attending the groups.

The forth Tuesday of the Month is the morning support group which starts at 9.45 with a cuppa and never finishes on time at 11.30.

People have found having both Support Groups, very invaluable, stating that they are easier to fit around work schedules, families and busy lives.

One of the main news for Whangarei is the new location of the;

- Community Mental Health North (Norton House),
- Addiction Services (Norfolk Villa),
- ICT (Norton House) &
- Consumer Advisor (Ward 8)

These are now situated in Puriri House, 5 Three Mile Bush Road, Kamo, Whangarei.

Karen Bacica

Field worker

Supporting Families in Mental Illness
Whangarei

SFMI Auckland has produced information brochures in **Samoan, Chinese and in Te Reo**. We have also produced a new poster of the Code of Family Rights.



All of these can be ordered through admin@sfauckland.org.nz or by phoning (09) 378 9134

Peer Support for Parents

The Regional Consumer Network in association with Supporting Families in Mental Illness and Tu Tangata Tonu cordially invite you to a support group for parents experiencing mental health problems.

DATE: Fortnightly meeting beginning Wednesday 21 July 2010
TIME: From 10:30am
VENUE: 423 Great North Road, Grey Lynn

Tea and Coffee will be provided.

We welcome anyone who may be interested in being part of a support group. If you need further information, please contact Luci Falconer at Tu Tangata Tonu (ph: 6234646), Tatjana Karaman at Supporting Families (ph: 378 9134) or Gary Sutcliffe at the Regional Consumer Network (ph: 623 1762)

UK Speaker - Jane Lawrence in town

From Supporting Families in Mental Illness Canterbury July 2010 Newsletter

On Thursday 13 May, Supporting Families hosted a meeting to hear Jane Lawrence, a visiting guest speaker from the UK, whilst there in Christchurch prior to heading over to Greymouth. Jane is being funded on a scholarship from the Winston Churchill Trust to travel to a few countries around the world to research what differences (if any - both good and bad) there are about how we (and other countries) operate in comparison with her home town in the UK.

One topic Jane talked about was the issue of 'Confidentiality' (re- your 'Right' to information, as in your right as the 'informal' carer [i.e. the parent, child, partner /wife/ husband]) of the unwell relative. The priority seems to be for the 'system' to nurture the service user (no matter how unwell they may appear) and not the carer (family etc). As a 'carer', expectation is that you need to prove 'to the system' that the person (i.e. service user etc) does not have the capacity to make decisions for themselves at that particular time etc (if ever?). Therefore the information is not being passed on. Yet the expectation of the level of responsibility is being left to the carer to look after the unwell relative, with no knowledge of what is happening support or care wise for their un-well relative.

One example is when a health practitioner meets up at the home of the service user without the 'carer' on sight, due to the confidential nature. Yet, if the service user has an episode (ie emergency) the carer phones for help; and is then asked to speak to the service user, who often doesn't have an understanding of what is happening. This is frustrating as the carer struggles to get the appropriate help for the service user. Clinical teams often hold on to the information of the service user. The information seems to be kept to the individual staff, so there is a lack of information sharing.

The biggest missing link is that it is often the carer holds the key to vital information. Often the staff can't/won't talk to the carer and the carer can actually hold vital information that is not getting through to those that need it most, hence it takes so long for the full information/important stuff to get through so that the best help could be given to the service user. There are lots of questions / discussions re where to keep the information and who sees it. Also if there was to be more information sharing, how would the information that the carers have shared with the health practitioners/ service providers be best

stored for confidentiality of both the service user and the carers, so not to cause any conflict or added stress. It's about finding the right balance of sharing and confidentiality. After some shared group discussion, we all realized that there seems to be quite a few 'similarities' between the UK and NZ. ie 'the Consumer' -> 'The Family' and separation of information. *Some service providers have innate qualities that you just Can't teach (and are also hard to find!)

Another topic Jane talked about was 'Respite' care. In the UK (in Jane's, home town) they have a facility called CRESS-Carers Respite Emergency Support Service. It is for weekend emergency only. It's unfortunate that only the service user gets the respite in crisis, the carer does not get respite for the person they look after in order to have time out-even in a crisis. There is very little support for the carer. Guilt is also another factor for carers along with the social status etc... and can be quite hard on carers. What is needed, is for service providers to sit down with the carers and ask "what are the issues that you find difficult?" This conversation never seems to happen and it is so important. It can take quite some time (years in some cases) to actually find out about 'appropriate support'

- i.e. Supporting Families. There are often 'assumptions' that the carer knows the information, when more often than not, the carer only actually ever finds out way down the track and usually only in a crisis (and generally - too late). Staff can often explain certain information, though for some reason this never seems to happen.

Jane's home town in the UK currently runs a 10 week Carers Education programme. Sometimes encouraging carers to take risks and challenge them to look after their own needs. What was quite surprising after listening to Jane and the discussion held is that there are actually quite a lot of similarities between how both countries deal with both our carers and service users. We went on to share a delicious lunch and chat, and for those who wanted to they had the opportunity to talk one on one with Jane before she continued on her journey. What is interesting to note is that in the UK, Jane says they are told that "Our (NZ) Services are much better than theirs - yet we hear that the UK services are much better than ours. Though after discussion today, we all feel they (the services in both countries) are similar.



Questions You Can Ask Mental Health Services

Thank you to Supporting families in Mental Illness - Manawatu July 2010 Newsletter for this helpful list.

Topic	ABOUT THE DIAGNOSIS
Ask	The psychiatrist or mental health staff
?	<ol style="list-style-type: none"> 1. What illness does my relative have? 2. If a diagnosis has not been made, what are the possibilities?

Topic	IF A DIAGNOSIS HAS BEEN MADE
Ask	The psychiatrist or mental health staff
?	<ol style="list-style-type: none"> 1. What signs and symptoms suggest this? 2. What is known about the causes of this illness? 3. What is likely to happen in the future? Will it get better or worse? 4. Where can we get written information about this illness?

Topic	ABOUT THE ASSESSMENT
Ask	The psychiatrist or mental health staff
?	<ol style="list-style-type: none"> 1. Are there any tests that might be needed? 2. What tests have already been done? 3. Are there any physical problems that have been discovered?

Topic	GETTING HELP
Ask	The psychiatrist or mental health staff
?	<ol style="list-style-type: none"> 1. What medication or medications have been prescribed? 2. What are the benefits of this medication? 3. Why have you chosen these particular medications? 4. What sign might mean the dose needs to be changed or the side effects are too much? 5. What will happen if my relative stops taking the medication? 6. Do you have any written information about the medication?

Topic	ABOUT CARE AND TREATMENT
Ask	At the "Discharge Planning Meetings"
?	<ol style="list-style-type: none"> 1. What are the aims of care and treatment? 2. Who will be involved in our relative's care (all members of the treatment team)? 3. How often will our relative see a psychiatrist? 4. What is the plan for treatment? 5. How long do you anticipate treatment will last? 6. Is psychological treatment or counselling available and might it be helpful? 7. What happens if our family member refuses treatment?

Topic	THE FAMILY AND TREATMENT
Ask	The psychiatrist or mental health staff
?	<ol style="list-style-type: none"> 1. Will the family be routinely involved in discussions about our relative's treatment?

Topic	HOSPITAL TREATMENT
Ask	The psychiatrist or mental health staff
?	<ol style="list-style-type: none"> 1. What arrangements will be made for the care of my relative after leaving hospital? 2. Will there be a discharge meeting? 3. Will there be a written discharge summary? 4. Will our family member have a comprehensive needs assessment and will we be involved?

Take a pen and paper to meetings and invite a support person to attend with you.



This website provides information about the National Depression Initiative and is the home of the NDI Depression Network. Please feel free to visit the NDI Depression Network and join up if you'd like to get involved.

About NDI

The National Depression Initiative (NDI) aims to reduce the impact of depression on the lives of New Zealanders, by aiding early recognition, appropriate treatment, and recovery. It is part of the Ministry's commitment to addressing suicide prevention, as well as to improving the mental health and wellbeing of all New Zealanders. Funding for the research and development phase of the NDI was made available during 2004/05, and the campaign itself was launched in October 2006.

The NDI framework:

Objectives

- Strengthen individual, family and social factors that protect against depression
- Improve community and professional responsiveness to depression

Key strategies

1. Identify and build on opportunities to create a social and physical environment that protects people from depression.
2. Encourage people to recognise and become more responsive to depression, including:
 - o The importance of early identification and intervention;
 - o Assisting people to recognise symptoms of depression in themselves and others;
 - o Encouraging people to seek appropriate help;
 - o Increasing awareness of effective interventions for depression, including self help strategies.
3. Improve the capability of health professionals to respond appropriately to people seeking help with depression.
4. Support co-ordination mechanisms between public health, primary health care and mental health care services, consistent with the objectives of the National Depression Initiative.
5. Support the above with research, monitoring and evaluation.

Getting Personal Support and Help

If you're looking for support around depression for yourself, a friend or a family/whanau member, please visit our help-services websites.

There's www.depression.org.nz and www.thelowdown.co.nz for youth. There's information about depression, recovery and how to access personal support on these websites.

The Depression Network

The Depression Network connects people who are working in the field of mental health and depression. Visit the network to see the latest information, updates and discussions about depression.

If you'd like to join the network and connect to others, please create a Account on their website www.ndi.org.nz. Or contact Kayte Fergusson our coordinator if you need help: email: kaytef@ndi.org.nz, Phone: 09 909 9216.



TheLowdown.co.nz - Helping young Kiwis understand and deal with depression



Depression.org.nz - Learn strategies to help you find a way through depression

Kids Club

A fun / activity group for children who have a family or whanau member with a mental illness.

- For children age 8-12
- After school once a fortnight on Mondays
- Help with transport to and from the venue

For more information contact:
Natalie or Lisa
Ph: 09 378 9134

Email: natalie@sfauckland.org.nz



NEW ONLINE RESOURCES

Available from the Network Mosaic Website

Articles from from the Australian e-Journal for the Advancement of Mental Health Volume: 8 | Issue: 3 Families where a Parent has a Mental Illness. http://www.networkmosaic.org.nz/Site/Research_Best_Practice/Articles.aspx

Young carer's website

UK: Princess Royal Trust for Carers.

An interesting website for young people that care for people experiencing mental illness, Hannah cares for her father who has severe depression. She explains how she copes with the responsibility of running the household and helps her father to stay positive. This video was produced by Coventry Young Carers. http://www.youngcarers.net/i_care_for_someone_who/30

Surrey Young Carers

Surrey Young Carers has been supporting young carers across Surrey since 1996. They aim to promote the needs of young carers in all child care and adult settings. The site offers videos, podcasts & a professional zone. <http://www.surrey-youngcarers.org.uk/index.php>

YOU ARE
WARMLY INVITED
TO ATTEND THE
NETWORK MOSAIC
CONFERENCE 2010



NETWORK MOSAIC IS AN INITIATIVE WITH A FOCUS ON CHILDREN AND YOUTH WITH FAMILY/WHANAU MEMBERS EXPERIENCING MENTAL HEALTH AND/OR ADDICTION ISSUES

THE NETWORK MOSAIC CONFERENCE WILL BE BENEFICIAL AND INTERESTING TO ANYONE WORKING WITH CHILDREN AND YOUNG PEOPLE

CONFERENCE SPEAKERS

The conference will be opened by Louise Wall, Principal Adviser, Children's Commission. We are pleased to announce that Elizabeth Fudge, Project Manager of Children of Parents with a Mental Illness (COPMI) Australia is going to be the Key Note speaker.

Followed by presentations from:
Families where a Parent has a Mental Illness (FAPMI) Australia
Family Violence Interagency Response System (FVIARS)
Supporting Families in Mental Illness Auckland "Kids Club"
Tu Tangata Tonu Programme ADHB
Skylight Sharing the Journey Programme

CONFERENCE FEES

Network Mosaic Members – no fee
Non-members \$50.00 per person
Special offer \$40.00 per person for group bookings of 5 or more
Special offer to new members \$75.00 includes annual membership
Conference fees include lunch.

Annual membership will entitle each agency member to one free place at all quarterly meeting and training events. Each meeting will be an opportunity to network across the sector, discuss practice issues, priorities and strategies for advocacy, develop working groups for specific tasks, and anything else the network members want to do!

To register for the Network Mosaic Conference please visit website and download a registration form at www.networkmosaic.org.nz

If you have any further questions about the conference please visit the Network Mosaic website or email margot@sfauckland.org.nz

Tuesday 10th August 2010

9.30am – 4.30pm

Kohia Teachers Centre - Seminar Room 1
Gate 1, 78 Epsom Avenue, Epsom, Auckland
(Gate 2, Level 2, for parking or park on Epsom Ave)



www.networkmosaic.org.nz



Network Mosaic Conference 2010 Speakers



Louisa Wall Principal Advisor to the Children's Commissioner

Louisa Wall (Ngati Tuwharetoa me Waikato) is a Principal Advisor to the Children's Commissioner, based at the Auckland Office and she has primary responsibility for the health sector. Louisa has a Master of Philosophy, Social Policy from Massey University and has extensive experience in the health sector. Previously she has worked as Manager Maori Health Research at the Health Research Council of NZ, and was a Programme Manager within Te Kahui Ora, in the funding and planning team at CMDHB. Louisa is currently a member of the AUT Ethics Committee and has previously been a member of ACC and SPARC's Maori advisory boards. Louisa has a background in mental health, working for Pathways Trust initially as a recreation consultant then as a care coordinator before embarking on her Bachelor of Social Policy and Social Work.

Elizabeth Fudge Children of Parents with a Mental Illness (COPMI)



Elizabeth is currently the Project Manager for the Children of Parents with a Mental Illness (COPMI) national initiative being undertaken by the Australian Infant Child Adolescent and Family Mental Health Association with funding from the Australian Government. She has held the position since its inception in early 2002. Elizabeth is passionate about better outcomes for children and families where a parent experiences poor mental health and also about linking workers, organisations, consumers and carers together to learn from each other - and to avoid 'reinventing wheels'.

Children of Parents with a Mental Illness (COPMI)
COPMI provide information for family members across Australia where a parent has a mental illness and for people who care for and work with them. COPMI initiative is to promote better mental health outcomes for children (0 - 18 years) of parents with a mental health problem or disorder.



Natalie Heijm Supporting Families in Mental Illness (SFMI) Auckland

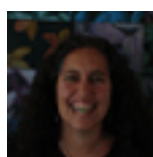
Natalie Heijm joined Supporting Families in Mental Illness (SFMI) Auckland as a Family / Whanau Fieldworker in February 2010. She has a background in working with children whose families' experience mental health and drug / alcohol issues and in group facilitation. Natalie was delighted to be offered the opportunity to help in setting up SFMI Auckland's first peer support group for children with a parent, family / whanau member with a mental illness.



Tracy Seawright Families where a Parent has a Mental Illness (FaPMI)

Tracy Seawright is an Occupational Therapist with a professional background in adult and adolescent mental health, and a passion for early intervention, service development, group work and supporting families. She is one of 14 FaPMI Coordinators (Families where a Parent has a Mental Illness) working across adult mental health services in Victoria, Australia. Tracy has been in this position for the past 18 months and is keen to share learning from the role out of the Victorian FaPMI Development Strategy over the past 2 ½ years

FaPMI (Families where a Parent has a Mental Illness)
Projects aimed to increase resilience and social connectedness of children and young people with a parent with a mental illness, reduce stigma associated with mental illness, and enhance community capacity to assist these families through partnerships between sectors and services, peer support programs, work force development and whole of community education.



Linda Karlin Skylight

Linda Karlin is Skylight's new Counselling and Training Manager. Her professional experience, alongside her academic background, make her a perfect fit for Skylight. Linda brings expertise in strategic development, service design, and relationship building, spreading across a wide range of environments. She has a strong background in children's and youth-related services, including counselling, education and health support services. Linda's qualifications include Master's degrees in Social Work, Public Health and Education. She has developed and implemented counselling and school-based support programmes in the United States and New Zealand. Her passion for children and her professional commitment to advocating for and improving services for young people and their families is a welcomed addition to Skylight, and she is thrilled to join the management team.



To register please complete the online form available at www.networkmosaic.org.nz or if you would like a form emailed to you or have any further questions about the conference please email margot@sfauckland.org.nz

Mental Health Notes MHC newsletter July 2010

A Canadian project in which psychiatrists and counsellors work alongside doctors in general practice has cut the number of people referred to psychiatric outpatient services and reduced acute hospital admissions.



Dr Nick Kates

It has also led to higher levels of satisfaction with mental health services and better mental health for patients and greater satisfaction among staff. Dr Nick Kates, an English psychiatrist now based at McMaster University in Hamilton, Ontario, led the project to integrate mental health services into primary care.

He explained the Canadian Collaborative Mental Health Initiative at a workshop hosted in Wellington on 12 April by the Mental Health Commission and the Social Psychiatry and Population Mental Health Research Unit. The purpose of the project, which began in 1994, is to make it easier for doctors to recognise and diagnose patients' mental health problems and to provide patients with better access to mental health services. The rationale behind the project is that, because 81% of people visit their doctor at least once a year, primary care facilities are an ideal place for detecting mental health problems and initiating appropriate treatment.

According to Dr Kates, up to 40% of people visiting their family doctor have a mental health problem, but of those, as many as 60% do not have their problem recognised. In addition, 71% of people with a psychiatric disorder do not receive any treatment in the course of a year. The project involves 150 general practitioners in 80 practices in the Canadian city of Hamilton – collectively known as the Hamilton Family Health Team (HFHT) – 50 counsellors and five psychiatrists. The HFHT is responsible for the care of 340,000 people. Under the project, the counsellors and psychiatrists are assigned to the general practices according to the specific needs of the area in which they are located. Doctors can refer patients directly to a counsellor or psychiatrist, or they can use the counsellor or psychiatrist as a source of information and advice.

In 2007, doctors made 6,084 referrals to counsellors and 1,564 referrals to psychiatrists involved in the project.

The most common reason patients were referred to a counsellor was for depression, followed by anxiety and family problems. Psychiatrists were mainly involved in providing advice about medication. As a result of the project, fewer Hamilton people now need psychiatric outpatient appointments – the number dropped from almost 450 in 1994 to less than 150 in 2000. The number of acute hospital admissions also dropped from almost 300 in 1994 to just over 200 in 2000.

The results also show increased satisfaction and improved health for patients and increased satisfaction for staff. Nick's visit was arranged by the University of Auckland and supported by Auckland University of Technology and the University of Otago. During his visit, Nick also met with Associate Minister of Health the Honourable Jonathan Coleman.

You can find the presentation from Nick's Wellington workshop here: <http://www.mhc.govt.nz/users/Image//Resources/2010%20Publications/Nick%20Kates%20PH.pdf>



“When someone you care about has mental health or addiction problems: A guide for family, whanau and friends” this Mental Health Commission Resource to be released at the end of July 2010.

Thank you very much to everyone who contributed to this resource.





Kathryn Platz

I met with the Northern Regional Family Whanau Forum on Monday 19 July and appreciated firsthand the collective wisdom that is benefiting the region. I witnessed the collaborative approach being taken in the sector on behalf of Family and Whanau. The network meeting was attended by a variety of people in advisory and advocacy roles from the grass roots to the strategic level. All views were treated with equal respect and prompted valuable discussion.

I attended the Auckland District Health Board (ADHB) and Supporting Families In Mental Illness (SFMI) Auckland Forum the following day, where Family Advisor for Mental Health Services Leigh Murray, presented the results of the ADHB Family Engagement Strategy across Adult Mental Health Services. This presentation effectively highlighted the improvements to involving family in ADHB. Leigh is to be applauded in her tremendous efforts to ensure the family voice is being heard clearly across the sector by making the information accessible and easily understood.

I was also privileged to share in and hear the positive learning of family members and service users in a joint panel discussion of experiences with mental illness from the perspective of what has worked within our families. The fact that narratives have a tremendous power was evidenced by the appreciative response of the audience. I later learned that for some, this was the first public sharing of their experience and it inspired conversation to continue long after the official close of the forum.

I visited the inpatient facilities in Auckland where the Family Advisor was warmly greeted. In the foyer I saw the silk flower arrangement gifted to staff on 9 July 2010 from appreciative families and heard of the family donated, celebratory morning tea that accompanied the gift. These are great examples of the value placed on acknowledging and fostering respectful relationships at a time when conserving resources is a priority.

Warm regards
Kathryn Platz

Family/Whanau Advisor
Mental Health Commission

Research into flexible working for people who have caring responsibilities



Survey

The Department of Labour would like to find out from people about their experiences and opinions of working flexibly and some aspects of their family arrangements.

We invite you to participate in our survey and express your opinion on these issues. This questionnaire should take you no more than 10 minutes to complete.

FOR COMPLETING THE SURVEY, YOU CAN ENTER A DRAW FOR A SHARE OF \$1000 WORTH OF GROCERY VOUCHERS. YOU WILL HAVE THE CHANCE TO ENTER THIS DRAW AT THE END OF THE SURVEY.

Your answers will be kept **CONFIDENTIAL AND ANONYMOUS**. No individual person will be identified in any reports.

<http://www.surveymonkey.com/s/flexwork>



One kind word can warm three winter months.

Japanese proverb

If we had no winter, the spring would not be so pleasant: if we did not sometimes taste of adversity, prosperity would not be so welcome.

Anne Bradstreet

Friend & Whanau - Supporting Someone with Anxiety

This sheet aims to help friends & whanau understand what you are attempting and how best to support you on your journey out of problematic anxiety.

(Updated 20 June 2010 Copyright (c) Engage Aotearoa, 2010
www.engagenz.co.nz)

If someone you care about has identified that they have an anxiety problem, this sheet will help you understand what the journey out of problematic anxiety entails & how you can support them.

Anxiety is a normal part of everyone's life. Anxiety is a survival mechanism that prepares us to act when we detect a physical or social threat in our environment that we will need to manage. When we doubt our ability to handle things we need to be on the look-out for potential threats and anxiety experiences become more intense, more prolonged and more frequent than usual. When those experiences are coupled with attempts to cope by avoidance and/or suppression, we become stuck in a cycle of anxiety that decreases positive experiences of the world and makes every aspect of daily life a struggle. Nearly a quarter of all New Zealanders will be diagnosed with an anxiety disorder in their lives, and even more people will struggle with it without receiving a diagnosis.

In order to break away from this cycle of self-perpetuating anxiety people must –

- Learn that they can handle things.
- Experience and notice themselves operating competently in the world.
- Express their thoughts and feelings regularly.
- Build themselves a support network and use it.
- Pay attention to their strengths and successes.
- Use self-soothing and mindful distraction to improve the moment.
- Exercise regularly.
- Nourish themselves properly.

These are all things that your friend or family member will be attempting to do as they work to move beyond problematic anxiety.

You can help them to achieve these things by –

- Acknowledging the strengths you see in them and the things you like about them.
- Letting them know when you think they've done something well.
- Listening to them talk about their anxiety experiences.
- Role-model effective expression and let them know they are not alone. Often it is the thought 'I am the only one' that keeps people silent and unable to access support.

- Letting them know that you believe in their capacity to overcome it.
- Asking how they are finding the programme and whether they need help.
- Prompting them to try out some of their strategies when you notice they are becoming anxious or do the strategy with them if they need help to stay focused on it.
- Talking about what helps you to cope and improve your mood.
- Showing kindness – your friend or family member is hard on themselves all the time, sometimes the smallest acts of kindness and compassion make a big difference.
- Keeping in regular contact so they have plenty of opportunities to practice the new skills they are learning.

You can also help them by

- Inviting them to take part in things – your friend or family member wishes they could take part in things, but anxiety prevents them. Please persevere with your invitations and don't take it personally if they repeatedly cancel or say no. They are doing their best and if you continue to make gentle offers, one day they will be able to accept them.
- Letting anxiety and other negative emotions be acceptable parts of human experience. When it is okay to feel anxious, the need to suppress and avoid it reduces, and then so does the feeling of anxiety itself. When your friend or family member says they feel anxious, ask them what they need to feel better and if you can, help them to soothe their fears.
- Supporting them to reduce any alcohol or drug intake. These coping strategies bypass the need to learn other ways of coping and make it more difficult to overcome problematic anxiety. If you regularly interact with your friend or family member by drinking alcohol or taking drugs together, try to incorporate some other, sober forms of interaction and activity.
- Understanding that intense anxiety is designed to overtake all of our thought processes so all of our resources can be directed towards surviving the threat. Once it has been fully triggered, it is very difficult for anyone to turn their thoughts to other things or access a wider perspective by themselves. When your friend or family member is in this, they need you to understand that it isn't their fault. Sometimes the worst bit about problematic anxiety is the worry about how you will be judged for it. Your understanding will mean the world. Help them to see that they are safe. (cont page13)

(Cont from page 12)

Please do not

- Make derogatory jokes about your friend or family member's anxiety problem or attempts to cope with it. That is not to say humour isn't a useful way of easing tension sometimes, but derogatory humour will undermine their efforts to think good things about themselves.
- Emphasise the mistakes they make or the times when they don't seem to cope very well. They are an expert at emphasising their own perceived failures and they are trying to unlearn that way of being. You can be assured that they noticed.
- Use their past mistakes or difficulties as evidence that they will encounter the same difficulties or make the same mistakes in the future. Your friend or family member is trying to learn that they have the capacity to make their future experiences better.
- Encourage excessive drinking or drug-taking.
- Expect them to be able to do everything they learn about straight away

If you are finding it difficult to cope with your friend or family member's anxiety problem, please call the Engage service director for some support. Phone Miriam on 09 963 9455.

You may also like to access some counselling to help you cope. It is not easy when someone we care about begins to implement change in their lives.

You can get this and other information sheets from:
www.engagenz.co.nz

Supporting Families in Mental Illness
Auckland would like to thank the
Perry Foundation for supporting
SFMI's family/whanau work.

Membership:

SFMI Membership offers many benefits including:

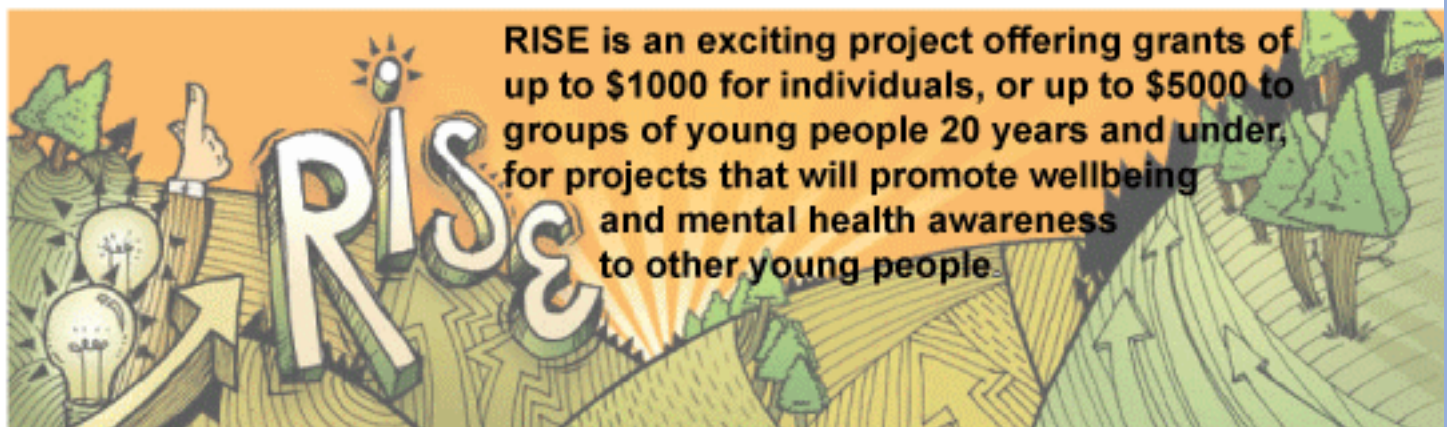
- An informative two monthly newsletter with information and articles on Mental Illness, Support
- Groups, upcoming Forums and Conferences, stories from families, DHB Family Advisor reports and more.
- Access to our well resourced Library with information, books and video resources,
- The opportunity to give input into advocacy and service development, forums, support groups.
- As well as supporting the work we do throughout the Northern region.

SFMI continues to welcome new members, so if you know of anyone who would be interested, please pass on our contact details:

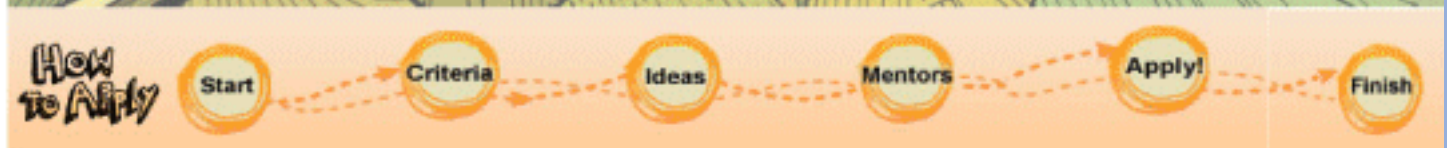
ph: 09 378 9134
email: admin@sfauckland.org.nz
web: www.sfauckland.org.nz

Membership continues to be very affordable:

Unwaged \$10, Individual \$20,
Family/whanau \$30 & Corporate \$30.

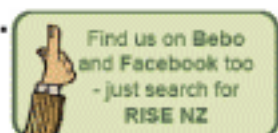


RISE is an exciting project offering grants of up to \$1000 for individuals, or up to \$5000 to groups of young people 20 years and under, for projects that will promote wellbeing and mental health awareness to other young people.



For more information or to apply visit www.rise.org.nz, or contact Joyce Leeward on 09 369 5703 or email info@rise.org.nz.

This round of grant applications close on the 10th September 2010



Family/Whanau Support Groups

If you are a family member or carer of someone with a mental illness, you are not alone.

Our support groups offer a forum for support and encouragement for people who are on the same journey. Join us and others who face the same challenges to share, to learn and to grow in our understanding of mental illness.

Pacific Island Family Support Group

This group has been running successfully alternating between Central and South on a monthly basis. Contact Iva or Mona to confirm venue.

3rd Wednesday of the Month

423 Great North Road, Grey Lynn (SF Auckland)

or

Blue Dove Health Care 174 Shirley Rd, Papatoetoe

Contact Iva on 270-8548 or Mona on 378 9134

Central Auckland Family/Whanau Support Group

423 Great North Road, Grey Lynn (SF Auckland)

3rd Tuesday of the month, 7-9pm

Contact David or Natalie on 378 9134

Manaaki House Family/Whanau Support Group

1 Pilkington Rd, Panmure (Community Hall)

1st Tuesday of the month, 5-6.30pm

Contact Olivia on 378 9134

Yan Oi Sei—Chinese Family Support Group

East Health Trust 260 Botany Road Howick

1st Tuesday of the month, 10am -12 noon

Contact Wendy on 378 9134

SFMI/Affinity Family/Whanau Support Group

Affinity Services, 17 Sultan St, Ellerslie

3rd Tuesday of every month, 2pm- 3.30pm

Phone Cindi 526 0320 Ext. 9339

Howick-Pakuranga Family/Whanau Support Group

Highland Park Community Centre

47 Aviemore Drive, Highland Park

3rd Monday of the month, 7.30-9.30pm

Contact Michelle on 270 8543

North Shore Family/Whanau Support Group

Plunket Family Centre,

213 Shakespeare Rd, Milford

2nd Thursday of the month, 7-9pm

Contact Peter on 440 9812

Peer Support for Parents

423 Great North Road, Grey Lynn

Fortnightly meeting beginning Wednesday 21 July 2010, From 10:30am

Contacts, Luci Falconer at Tu Tangata Tonu (ph: 6234646), Tatjana Karaman at Supporting Families (ph: 378 9134) or Gary Sutcliffe at the Regional Consumer Network (ph: 623 1762)

Whangarei Evening Family/Whanau Support Group

6 Donald St, Whangarei in the Arataki lounge.

1st Tuesday of the month, 5.45pm -7.30pm

Contact Karen 09 430 3844

Whangarei Morning Family/Whanau Support Group

6 Donald St, Whangarei in the Arataki lounge.

4th Tuesday of the month, 9.45am- 11.30am

Karen 09 430 3844



August

SUN	MON	TUES	WED	THUR	FRI	SAT
1	2	Yan Oi Sei—Chinese Family Support 10am -12 noon Wendy 378 9134 Manaaki House Family Support 5.00-6.30pm Olivia 378 9134	4 Peer Support For Parents- 10:30am Luci: 623 4646 Tatjana: 378 9134 Gary: 623 1762	5	6	7
8	9	Network Mosaic Conference Whangarei Evening Support Group 5.45pm -7.30pm Karen 09 430 3844	11	12 North Shore Family Support 7.00-9.00pm Peter 440 9812	13	14
15	16 Borderline Personality Disorder Family Support Group Iva 09 270 8543	SFMI/Affinity Family Support Group 2.00pm- 3.30pm Cindi 526 0320 Ext. 9339 Central Family Support 7.00-9.00pm David or Natalie 378 9134	18 Peer Support For Parents- 10:30am Pacific Island Support Group Iva 270 8543 or Mona 378 9134	19	20	21
22	23 Howick-Pakuranga Family Support 7.00-9.00pm Michelle 270 8543	24 Whangarei Morning Support Group 10.00am – 11.30am Karen 09 430 3844	25	26	27	28
29	30	31				

September

SUN	MON	TUES	WED	THUR	FRI	SAT
			1 Peer Support For Parents- 10:30am Luci: 623 4646 Tatjana: 378 9134 Gary: 623 1762	2	3	4
5	6 Borderline Personality Disorder Family Support Group Iva 09 270 8543	Yan Oi Sei—Chinese Family Support 10am -12 noon Wendy on 378 9134 Manaaki House Family Support 5.00-6.30pm Olivia 378 9134	8	9 North Shore Family Support 7.00-9.00pm Peter 440 9812	10	11
12	13	14 Whangarei Evening Support Group 5.45pm -7.30pm Karen 09 430 3844	15 Peer Support For Parents- 10:30am Luci: 623 4646 Tatjana: 378 9134 Gary: 623 1762	16	17	18
19	20 Howick-Pakuranga Family Support 7.00-9.00pm Michelle 270 8543	SFMI/Affinity Family Support Group 2.00pm- 3.30pm Cindi 526 0320 Ext. 9339 Central Family Support 7.00-9.00pm David or Natalie 378 9134	22 Pacific Island Support Group Alternating between Central and South Iva 270 8543 or Mona 378 9134	23	24	25
26	27	28 Whangarei Morning Support Group 10.00am – 11.30am Karen 09 430 3844	29 Peer Support For Parents- 10:30am Luci: 623 4646 Tatjana: 378 9134 Gary: 623 1762	30		

MEMBERSHIP REGISTRATION FORM



If you would like to become a member of Supporting Families in Mental Illness Auckland and support our work please post this form with subscription to:
SF Auckland, PO Box 78 122, Grey Lynn, Auckland 1030.
Ph 3789134 or visit www.sfauckland.org.nz for more information.

BENEFITS OF MEMBERSHIP

- An informative two monthly newsletter with information and articles on Mental Illness, Mental Health, Support Groups, upcoming Forums and Conferences, stories from families, a roundup from the various Supporting Families teams of events and happenings in your community, DHB Family Advisor reports and much more.
- Access to our well resourced and popular library of books, CD's, DVD's and tapes.
- Extensive information that may be hard to source from other agencies available under one roof. This has been an asset for students who have found the library extremely helpful with their studies and assignments.

Unwaged..... \$10, Individual \$20, Family/whanau..... \$30, Corporate..... \$30

CONTACT DETAILS

Title: Mr / Mrs / Miss / Ms / Other _____

New Member Yes No

First Name & Initials _____ Last Name _____

Address _____

Email _____

Contact Telephone Numbers _____

Reason for joining (Optional)

- Family/Whānau/Friend with mental illness
- Consumer of mental health services
- Professional interest
- Other

ANNUAL SUBSCRIPTION

Tax Invoice

GST# 45 580 547

I enclose the annual (July 1 to June 30) subscription of \$ _____

\$30 Organisation membership

\$30 Family/Whānau membership

\$20 Individual membership

\$10 Unwaged/Beneficiary

VOLUNTARY DONATION

I enclose a donation of \$ _____

(Donations of \$5 or more qualify for a tax rebate)

Receipt NOT required?

Signed: _____

Date: _____

Please send this form with your payment to:

SF Auckland, PO Box 78 122,
Grey Lynn, Auckland 1030

For office use only

Amount Received \$ _____ Receipt No _____ Date Posted _____

This information is kept confidential to SF Auckland and SFNZ for statistical purposes and for direct distribution of SF Auckland SFNZ material.