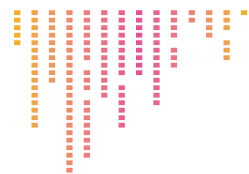


between the lines

edition four
september 2011



celebrity death impacts calls to CSS

contents

CEO's column	2
A word from our callers	2
<i>beyondblue</i> info line	3
CSS internal training	3
MensLine provides bilingual counselling	4
Keep the resources rolling	4
Five minutes with Arthur Papakotsias	5
Have your say	5
Spotlight on research and innovation	6
Five minutes with Naomi Sutcliffe	7
Our supporters	7
Hatches, matches and congrats	8
Welcome to the team	8
What's on	8

number crunch

No. of received calls
(answered calls + abandoned
calls) between January 1,
2011 – July 31, 2011:

MLA inbound	25 802
MLA call backs	3 033
Suicide Services inbound (SLV and SCBS)	11 179
Suicide Services call backs (SLV and SCBS)	532
<i>beyondblue</i> info line ...	32 505
Veterans Line and ASL ...	3 634

Fame and wealth are no cure for mental illness. The tumultuous life and recent passing of Amy Winehouse are testament to this. The late singer-songwriter's experiences of depression, self-harm and addiction were, and continue to be, widely reported in international media.

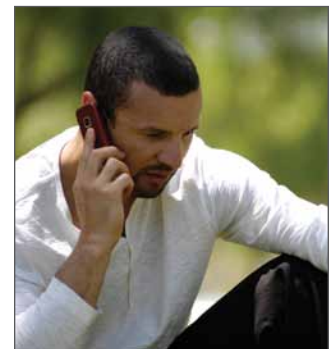
Though the cause of Amy's passing remains undetermined, media stories varied considerably in reporting of the cause of death. While mainstream news strayed little from police statements, some online stories appeared cavalier in their reporting of Amy's death, with some such stories strongly inferring that Amy had completed suicide by overdose.

Incautious reporting of suicide in the media can influence suicidal behaviour in the general population – a form of suicide contagion known as the 'Werther effect'. Research has shown that the magnitude of the Werther effect is related to the detail, volume and prominence of media reporting of a suicide. Moreover, the effect is augmented when a celebrity is reported to have completed suicide, especially for admirers of the celebrity or those that identify with the

characteristics or experiences of the celebrity.

Based on these previous findings, and given the variability in media reporting on the morning of Amy's death, it seemed plausible that conditions may have been right for contagion to be sparked. CSS' Research and Innovation department alerted counselling staff to the potential for contagion and an increased number of calls related to suicide. In addition, a tool was designed and disseminated to counselling staff to facilitate the systematic investigation of media reporting, risk of suicide and a range of associated issues for callers who mentioned Amy Winehouse.

Over the next few days, callers made mention of Amy Winehouse and her struggles. The vast majority of these callers reported being admirers of Amy Winehouse, having identified with her life experiences, and being distressed by news of her death. Moreover, these callers commonly reported feeling hopeless for their own situation after having observed that Amy was not able to overcome her experience of mental illness despite having extensive resources.



The current findings build upon previous research and suggest that the Werther effect may operate even when a celebrity's death is not explicitly reported as suicide. This possibility raises important considerations for the reporting of celebrity death in the media, particularly when a celebrity's experiences, such as mental illness, may resonate with vulnerable populations. Indeed, the current findings suggest that such reports of celebrity death should, at a minimum, include information about professional support services such as the Suicide Call Back Service in order to promote safety.

CSS' Research and Innovation department would like to thank CSS counsellors for their assistance in collecting such valuable data, and for the outstanding clinical support that is extended to each and every caller.

CEO's column

Welcome to our fourth edition of *Between the Lines*. I'm sure you'll find it a very interesting read as we reveal some of the major works being undertaken by CSS this new financial year. It has been an incredibly busy start to the new year, but a time that has been fuelled by the great enthusiasm and momentum of a terrific team of people, all working to the same end.

Big congratulations must go to a number of our highly motivated and skilled staff who have recently been promoted to senior roles within CSS. We have a very rigorous recruitment process at CSS, that ensures we only attract the best people, and despite some fierce competition several senior management roles were filled

through internal promotions. This lays testament to the calibre of staff we are so fortunate to have – their passion, experience and skill is vital to the success of our life changing work.

We are also very excited to announce the launch of our research and innovation department, headed up by our resident Director of Research and Innovation – Christopher Groot and supported by Reporting and Statistics Coordinator– Rujita Gohil. Within the last two months this new team have already made a great start to strengthening our evidence base, and shining a torch into areas we want to know more about.

Over the past few months we have also made some

excellent ground on a number of new projects for particularly marginalized community groups. We are delighted by the strong uptake of our new Arabic Call Back Service, which is receiving growing numbers of referrals from local services, who have affirmed the need for culturally sensitive and appropriate services for non-English speaking men. Working to support CALD communities is a special interest for CSS, and an area in which we are planning for continued growth.

Finally I would like to warmly invite you to join me at our upcoming Annual General Meeting, scheduled for Thursday October 27. It promises to be a vibrant celebration of a terrific year,

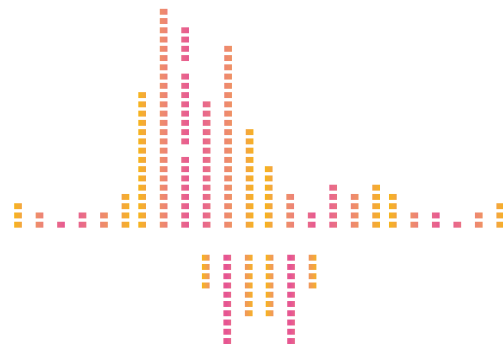


Alyson Miller

where CSS built strong foundations for a bright and bold future. It also provides a unique opportunity to meet face-to-face with the people behind our work and to see how what we do really helps turn lives around.



Alyson Miller
CEO



a word from our callers

"I've just come out of hospital and I wanted to thank the service, particularly two counsellors who have supported me over the last 12 months while I was enduring electroconvulsive therapy. I am really grateful for the support you have given me and I am now feeling more in control of my life."

Duncan, SuicideLine caller

"I used the MensLine service about a year ago and it really helped me turn things around. I was stuck in an old-fashioned male stereotype and had cut myself off from others for two decades. Through using MensLine, I moved on to face-to-face counselling and I've improved so much. Thank you for providing this service for blokes like me."

MensLine Australia caller

"I'm calling to pass on a big thank you for the support you gave me when I called three weeks ago. I have taken up the referrals and recommendations that were given to me and I'm feeling much better. Last Friday, I received the *beyondblue* resources that you sent out and they made me feel even better about seeking help. Before calling I wanted to keep my experiences to myself, now I want to share this new knowledge and the resources I received. I am

going to make a donation to *beyondblue* as a token of my appreciation."

Marie, *beyondblue* info line caller



beyondblue info line into 2011–12

In June, CEO Alyson Miller announced Crisis Support Services has been successful in securing an additional one year contract to provide the *beyondblue* info line service.

The new contract will allow CSS to continue to deliver the same high quality service for the community under a new service model.

This new model has paved the way for a number of changes to the way we work, with increased efficiencies in areas such as database management, resource orders, administration calls and emails. It also involves significant reduction in the

number of shifts required to operate the service.

Following the success of the MensLine Australia change process, the *beyondblue* team went through a similar process with the support of Human Resources who met with all counsellors to plan a new roster. This new roster commenced August 29. Fortunately we have been able to retain all staff.

beyondblue Program Leader Aneta Srbnovski has recently joined the CSS team and will work closely with the *beyondblue* team to manage the info line.

Aneta brings to CSS a wealth of experience leading a multidisciplinary team of health practitioners across a number of government contracts (including Department of Education Employment and Workplace Relations, Department of Human Services and TAC) in providing consultancy-based psychological and physical health services.

“At CSS, my aim is to bring a new wave of enthusiasm, passion and commitment to the delivery of the *beyondblue* service. Providing this quality service to the community will be

our main focus and I am looking forward to leading the program into a further 12 months of success,” Aneta said.

CEO Alyson Miller says this is a fantastic outcome for CSS and we are very proud to continue to provide the *beyondblue* info line service for 2011–12.

“I would like to thank everyone for their hard work and diligence so we are able to continue our important role in delivering this vital community service,” Alyson said.

CSS offers a wealth of internal training

At CSS we have a wealth of talent on offer. You only have to spend a day in the counselling room to become aware of the skills and experience of our staff and how they support each other. To complement this CSS offers a comprehensive range of training to formally support counsellors who are working in a job that can be both very rewarding and very difficult.

CSS run a range of compulsory and non-compulsory sessions designed to focus on themes which are common across all services.

Training sessions at CSS focus on aspects of mental illness (including trauma, anxiety and depression);

working with people with mental illness, suicidal ideation and intent, risk assessment and bereavement; callers with chronic presentations; the impact of drugs and alcohol; the impact on families, carers and significant others; and counsellor self-care, self awareness and skill development and practice. As you can see, the topics are endless and all counsellors are always encouraged to sign up to the extra-curricular training offered.

Janet Cronin is CSS' Training Officer. Prior to this role Janet worked as a counsellor on SuicideLine and Suicide Call Back Service. Janet has also worked in counselling, training and management for many years at other

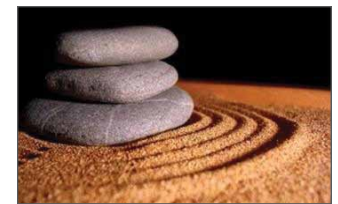
organisations, including working with people who are blind or vision impaired.

“As a counsellor, I think we learn from our clients, but we need continual opportunities and time-out to explore those learning's within a theoretical and organisational framework while increasing our self-awareness and practising our skills. The internal training

available at CSS is one of the many ways that counsellors can do that in a facilitated environment and with the support of their peers,” Janet said.

CSS training is run within a framework of supports including: supervision, quality assurance and counselling management support.

counselling skills =
knowledge,
self awareness
and practice



A training day at Hyde St

MensLine Australia takes the lead in the provision of nation-wide bilingual counselling

A new MensLine Australia service for Arabic-speaking men has been launched this year to provide culturally appropriate support to men from Australia's Arabic-speaking community. The Arabic Call Back Service predominately provides ongoing counselling to newly arrived refugees and migrants from Arabic-speaking countries of the Middle East and Africa who have limited access to mainstream counselling services.

As interpreting is not ideal for counselling, this service makes it much easier for men with limited English to access professional support. Much like the Suicide Call Back Service and MensLine Australia, this service allows for up to six sessions of counselling over a period of up to six months from the same counsellor.

MensLine Australia Program Leader Gerald Moloney recognises that this is a vulnerable client group with very few specific services available to them. This service fills a gap to provide the male Arabic population free, ongoing support.

"Having a service specifically for the Arabic-speaking community offers men who may have recently arrived with limited networks another avenue for support. In many circumstances these men are refugees or asylum seekers and have had to leave their family and friends behind," Gerald said.

This service operates on Thursdays between 3.30pm and 10pm and Sundays between 10am and 4.30 pm. CSS counsellor, Abdelkerim-Abdelkerim, manages the service providing professional culturally sensitive support to men within the Arabic community.

As well as working on the line, Abdelkerim has also been working closely with the Marketing and Communication team to create a range of resources to promote the service and further support the community. Within the coming weeks, Arabic Call Back Service calling cards and tip sheets specific to the Arabic-speaking community will be released.

"In an increasingly multicultural Australia the provision of bilingual counselling and bilingual resources written specifically for the Arabic-speaking community are a vital vehicle of social inclusion and I am proud to be a part of this project," Abdelkerim said.

Since the pilot launched in April 2011, the service has supported a number of Arabic-speaking men and the number of clients accessing the service is increasing incrementally.

"We've seen a promising start to this service and it is estimated that the uptake of this service will increase with community awareness. We look forward to providing this much needed service well into the future," Gerald said.

For more information on the Arabic Call Back Service please contact Gerald Moloney on 03 8371 2819 or gmoloney@crisissupport.org.au



keep the resources rolling

Within the last financial year, more than 1100 individuals ordered resources from CSS on behalf of their organisations. Half of these orders were made from not-for-profit community organisations and health professionals, revealing the great importance and value our resources hold within the wider community.

A snapshot of these figures captured by CSS Office Administrator, Lisa-Rose Ciantar, shows that approximately 30 per cent of orders were generated from Victorian organisations, with the least number of orders being received from the Northern Territory. MensLine Australia (MLA), with the largest suite of materials,

stands to be the most popular service, distributing more than 177,580 resources. MLA was followed by the Suicide Call Back Service sending out 45,702 resources, SuicideLine with 12,828. CSS and the ATAPS After Hours Suicide Support Service materials also accounted for more than 3500 mailouts.

Now that's a lot of mail! Well done to Lisa-Rose for her diligent and efficient management of our wide range of resources. Thanks also goes to the entire team at CSS for promoting these important resources to service providers and ensuring the community has access to this important and helpful information.

five minutes with Arthur Papakotsias

Arthur has been a Director of the CSS Board for over three years.

What is your earliest memory?

Going to Kindergarten and not being able to speak a word of English. The teacher told my parents that she thought I had a learning disability. My mum said we only speak Greek at home.

When I was younger I wanted to be...

A pilot, a rally car driver, a musician, a farmer, a footy player, a vet etc, etc. I still don't know what I want to do when I grow up. Would someone please tell me!

Who would you most like to sit next to at a dinner party (person dead or alive)?

Some who can tell me what I'm supposed to do? Only joking. Probably Edgar Allen Poe. I'd love to hear first hand some of his horror stories.

What do you usually serve when you have friends for dinner?

I've been told I do a mean Greek roast lamb so that's usually a front runner but if it's a special occasion Kerreen (my wife) whips up the classic peking duck. Flowerdrum eat your heart out...it's sensational!

What's your favourite Melbourne place to visit?

Marios Café. The two signature dishes remain the lunchtime carbonara and the breakfast scrambled eggs and bacon...yummy. If I'm there that's what I'm having. I drag all my colleagues there for lunch and breakfast meetings.

What are three things you can't live without?

My wife, Kerreen, our dog Otis, my iPad and my sea kayak (Tahe Marine Wind 585..very sexy boat). Can I also add my life jacket (literally speaking)?

What do you enjoy about being on the CSS board?

I'm particularly drawn to the work CSS does in men's health and suicide prevention. Working in mental health myself, I see the gaps and problems with the service system and I'm very keen to see CSS expand the already critical role it plays in improving people's mental health and well being.



Arthur Papakotsias

What has been your most fulfilling moment during your time on the CSS board?

Going to last year's "Top Blokes Talk" luncheon at Etihad Stadium. Apart from the fact that it's Essendon's home ground, the highlight for me was hearing a caller from CSS talk publicly and personally about the positive impact CSS had on their life. It was a sobering reminder of the value of this essential service.

have your say

Last edition, we asked CSS staff members to give us their feedback on Between the Lines to be in the running to win double movie passes. Thank you to everyone who sent in their feedback and congratulations to the winners:

- Kerry Arrow
- Pierz Newton-John
- Carla Neale
- Naomi Sutcliffe
- Abdelkerim-Abdelkerim
- Prue Gilligan
- Wendy Kurka
- Jody Pederson
- Lena Mazza
- John Evans

CSS' internal newsletter was found to be an informative and interesting read with five minutes with and a word from our callers being popular features. Many fantastic suggestions were received and every effort has been made to incorporate improvements into this and future editions. In this issue, please look out for news and research from the mental health sector (see page one for story on high profile celebrity deaths and their impact on the community) and training opportunities available (see page three).



I read 'between the lines,'
And what I read,
Is more than what I see
It opens up a large world of life at CSS
Sharing insights,
stories of those still here,
and those we treasured whilst they were.
I read 'between the lines,'
and what I read is more than what I see
but what I see and what I read brings together what might
otherwise be
fragmented parts of the whole.
Thank you for connecting us, when we are tempted to forget
– that we are!

Submitted by John Evans

spotlight on Research and Innovation



In July this year CSS introduced a new department into our organisation: Research and Innovation. Christopher Groot and Rujuta Gohil are the foundation members of this small but important team who are launching themselves into exciting projects that will see CSS at the forefront of research and innovation in the mental health sector.

Christopher Groot is the Director of Research and Innovation overseeing the new division within CSS, working closely with Rujuta Gohil, Reporting and Statistics Coordinator.

Christopher strongly contributes to CSS' clinical governance with the aim of achieving continuity between the quality of our external presence in the mental health sector and that of our internal, evidence-based clinical operation. Put differently, Christopher will aim to drive all aspects of CSS to both 'talk the talk' and 'walk the walk' at a new level.

Rujuta is CSS' go-to person for all things data. Through her role, Rujuta assists and coordinates the reporting for all CSS services, working closely with program and team leaders to ensure each service is meeting targets and operating effectively.



CSS research and innovation team – Rujuta Gohil and Christopher Groot

Having the capacity to generate our own research will ensure CSS increases its knowledge base around the issues most important to our work, such as suicide prevention, men's mental health and remote mental health service delivery at a national level. This will not only enable us to improve our training and counselling practice, but also assist in informing policy and practice for government and key stakeholders.

Together, Christopher and Rujuta have already commenced a number of projects, formed research collaborations with universities and mental health organisations, and are exploring exciting new service delivery opportunities.

Early projects in the pipeline include: a study of the comparative efficacy of telephone and online chat-based interventions in reducing suicidal ideation and behaviour; collaboration with the Australian Institute for Suicide Research and Prevention exploring pathways to care for people at risk of suicide; helping researchers track where people go to get help and how they use services to seek help.

In the near future, Research and Innovation will be collaborating on a research project with Australian National University (ANU) to assist in the development of a self-guided suicide prevention online tool.

Stay tuned for more developments around this new and exciting team as there are certainly many good things to come.

five minutes with Naomi Sutcliffe

Naomi is a Counselling Supervisor for the *beyondblue* info line and will soon move into the role of Clinical Assessor. She joined CSS in 2009.

What do you enjoy about working at CSS?

Mostly I stick around here to read George Nata's funny emails, oh yah and the work and the people here. Ha! In all seriousness, the work is diverse and interesting and there is a really great crew at CSS, most people are up for a laugh which I think is really important when you are in this line of work.

What has been your most fulfilling moment during your time at CSS?

In general I find the most fulfilling moments to be witnessing a caller's journey from a potentially hopeless and confused mental state to a hopeful and clearer one about their next step towards recovery.

What is your earliest memory?

My earliest memory was a beautiful summer day... oh wait, that is someone else's childhood recollection! Let's see, well one of my earliest memories was on a Sunday morning at church, yes church. I was about four years old and my mother had brought me to the priest so I could apologise and return the coins I had taken from the collection basket. How was I to know they weren't handing out money? I had seen the basket and thought "Free coins, that's great, I don't have any money".

When I was younger I wanted to be...

A pilot or a flight attendant. There is a long line of pilots in my family (three in my immediate family). Flight attending seemed a bit more appealing to me as there was less math involved and more moving around the aircraft. Love that turbulence!

Who would you most like to sit next to at a dinner party (person dead or alive)?

Hmm, I would like to have dinner with Leonardo DiCaprio (while he is alive), and on the other side Brazilian author Paulo Coelho for conversation (alive also).

What do you usually serve when you have friends for dinner?

Eeee, this is uncomfortable. Ok, here is the pickle, I don't really cook, and many of the people close to me are chefs or are in 'high end hospitality' so they wouldn't really be too keen on eating a meal that I had prepared. So I guess you could say I 'serve' people ideas of where we could go to have a dinner that we'll both be able to keep down.



Naomi Sutcliffe

What's your favourite Melbourne place to visit?

Hmmm, where to start... Melbourne is such a wicked city (yes Amy, I know the cool kids these days don't use the word 'wicked' anymore) that one place in particular does not pop into my mind. One of my favourite things to do here is to check out new Japanese restaurants and keep updating my top five (this fascinating list that no one ever asks about goes down well at parties).

What are three things you can't live without?

Family, friends, and a sense of humour – can I say four? Cool, then number four is Japanese food! Arghh, so predictable...

our supporters



Kilfera Foundation

Thanks to Kilfera Foundation, Crisis Support Services is

continuing its expansion into online counselling through an online counselling pilot for Suicide Services. This six month pilot will allow access to convenient and anonymous support to those from isolated areas. Through online counselling, CSS is able to broaden our service offering and further support the broader mental health sector.



SBS Foundation

CSS is delighted to become a media partner of the SBS Foundation and the recipient of close to \$100,000 worth of advertising on SBS. Thanks

to the SBS Foundation, over a 12 month period MensLine Australia advertisements will be screened on SBS at a variety of times with a preference given to air time during sporting programs and events. Promotion of our services and activities through television advertising would not otherwise be possible and we are incredibly grateful for this exciting opportunity.

hatches, matches and congrats

Melissa Duckmanton recently gave birth to a bouncing baby girl. Abbey was born on August 1, 2011 and weighed in at eight pounds five ounces and was 49cm long. Slightly bigger and taller than her sister Skye. Mum and bub are both well and Skye is enjoying being a big sister.

Well done to Kerry Arrow and her horse who recently represented the Yarrambat Adult Riding Club at the largest team competition in the sport of eventing in Victoria, the Top Teams Trophy Horse Trials.



Baby Abbey with big sister Skye



Kerry Arrow

welcome to the team

A warm welcome to the following staff who joined the organisation in July and August 2011.

Aneta Srbinovski
Program Leader –
beyondblue

Francesca Caponnetto
Resources and Team
Administrator –
beyondblue

what's on

Crisis Support Services 2011 Annual General Meeting

WHEN Thursday, October 27, 2011
5:30pm for a 6pm start
Light refreshments will be served prior to the meeting and at its conclusion

WHERE Australian Croatian Association
72 Whitehall Street, Footscray 3011

RSVP To Courtney Collier by Thursday, October 13, 2011
Phone: (03) 8398 8422
Email: ccollier@crisissupport.org.au

Staff Connect upcoming events

AFL Grand Final breakfast – Friday 30 September
Melbourne Cup brunch – Monday 31 October

next edition

Please send ideas for the next edition (December) of *Between the Lines* to Courtney Collier (ccollier@crisissupport.org.au) or Ellise McLoughlan (emcloughlan@crisissupport.org.au) by Friday 11 November.



Between the Lines editorial team:
Courtney Collier and Ellise McLoughlan



PO Box 2335
Footscray
VIC 3011
P: (03) 8371 2800
F: (03) 8371 2888
E: enquiries@crisissupport.org.au
www.crisissupport.org.au