

WrapAround



Issue 4 Spring 2016

A newsletter for the young people, carers and families of the Child and Youth Mental Health Service

Hello from Judi Krause, Divisional Director, Child and Youth Mental Health Services

Hello everyone,

I am delighted to write the introduction for this issue of *WrapAround*, the Children's Health Queensland Child and Youth Mental Health Service (CHQ CYMHS) newsletter for parents and carers.

This issue of *WrapAround* is themed around love – families, parents and carers. It celebrates and honours the incredible selflessness and nurturing qualities and capabilities of all those who support their loved ones through everyday challenges and difficulties.

There's no question that being a parent/carer to a young person who is experiencing mental health issues can be tough. It takes its toll on everyone involved, particularly the loved ones who are providing unconditional support, 24-hours a day.

We highly value the opinions and lived experiences of the young people and families/parents and carers who access our service. CYMHS staff are committed to providing support and working with you to develop a shared understanding of your concerns, hopes and goals for the future. In addition, we strive to closely partner with you during your recovery journey to maximise positive mental health outcomes.

We recognise that dealing with mental illness can be a confronting and isolating experience. You may feel very alone, when the reality is many other families are going through the same challenges. Our staff can also provide you with the opportunity to talk with representatives from our Consumer and Carer advisory groups, who have all been past-service users.

Highlights from this issue of *WrapAround* include helpful and practical advice on parent-coping strategies; an excellent and insightful article on anxiety in children and adolescents by CYMHS Advanced Psychologist, Dr Vanessa Cobham; the interesting story behind Yeronga CYMHS Community Clinic's waiting-room redesign and details on useful resources, including the new ReachOut website aimed at assisting parents of teenagers. I hope you find this issue enlightening and helpful.

Happy reading.



Judi Krause
Divisional Director,
Child and Youth Mental Health Service

In this issue

2 | Don't be afraid to ask for help along the way



4 | What is a normal level of anxiety?

5 | Turning waiting into a positive experience for families



6 | Parent and carer news

7 | Families week forum

8 | What young people and families want

9 | Useful resources

10 | Useful contacts



© Can Stock Photo Inc. / believeinme

Don't be afraid to ask for help along the way

Here, Karen, whose son attended CYHMS, shares some sage advice and handy tips that helped her face the challenges of her son's healthcare journey

As a parent who has survived the roller-coaster ride of having an adolescent go through a significant mental health challenge, I would like to pass on a few handy hints that you may find useful.

Firstly, I would like to congratulate you for reading this newsletter as you must be in a position where you

are starting to get the help you need for you and your child. Whether your child is a part of the CYMHS Day Program, admitted to a ward or part of a community clinic setting, you are surrounded by people who have seen it all before.

The challenging behaviour, anxiety, sadness and the sense of hopelessness and lack of control that we experience with a sick child is something that many people go through. Even though you may feel very alone, there is always someone willing to help you.

Here are some helpful ideas below, which got me through the day. These include:

Use a planner (mobile phone or pocket book)

In times of stress and lack of routine, it can be hard to recall all the important dates of appointments, medical exams, special events and more that you would normally remember. Keep a planner with you at all times and enter new medication dates and changes, as you go. These are always handy to have when you move from one health service to another.

Ask for help

As a person who never asked for help, I understand that this may be difficult. However, just having someone to mind the other children, or pick up a child from school can make such a big difference to your day. Or, to have dinner made for you when you have been up at the hospital all day or have a relative take over your responsibilities with elderly parents can just be the little something extra you need to boost your spirits.

Choose a favourite, happy song

Make sure that you can play this song in the car, or if that's not possible, learn the words so you can sing out loud in any situation. When you are at your lowest ebb, pump up the volume and sing along to it to bump up your mood.

Be kind to yourself

What does this mean? Stop judging yourself and comparing yourself to others. It doesn't matter if the house is a little dusty, or the weeds are overgrown. Does the washing really need doing, or can it wait for one more day? Yes – you can take time out to have that relaxing, warm drink – you are worth it.

Try to keep a family routine

Children, as well as many adults, find a routine (flexible, where possible) comforting and it gives them a sense of security in their unpredictable world. For example, knowing that a family member will be with us every Sunday to take the dog for a walk gives us time to stop and be thankful for what we have.

Find one thing to be grateful for each day

I remember my child being very sick in hospital and it was Mother's Day. Although he couldn't come home, I thought: "At least I can still spend the day with him". Be grateful for everything – even if it is the seat you are sitting on.

Expect a range of emotions

Expect to feel sad, angry, tired or even exhausted and unable to cope. Mental illness in the family makes you question every step of family life and whether you could have changed the outcome somehow. Let staff know how you are feeling so they can help you through this time. Remember – you are not alone and help is close by.

Learn to walk away

You may have heard the term "pick your battles". Do not engage with your child if they are showing signs of imminent aggression. When we are feeling anxious or exhausted, we tend to make our feelings easily heard by yelling. Do not yell! Take a big, deep breath, and if you need to, start singing your favourite song. This may be enough to diffuse the situation.

Hopefully, by using even one or two of these handy hints, you may be able to feel a change happening within you. The knowledge that many other parents/carers go through the same experience shows us that we can make it; we can come through this journey with a greater understanding of mental health challenges and how to cope with them.



What is a normal level of anxiety?

Everyone – children, teenagers and adults – experiences anxiety from time-to-time. It is a normal part of being a human being.

Anxiety – which is really all about the expectation of possible danger or threat – serves as a protective function. For example, if we didn't have an awareness of the possible danger to us of cars when we cross the road, there would be far more people injured and killed.

However, too much anxiety can become a major problem and is associated with all sorts of other issues. This raises the difficult question: "How do I know if my child's anxiety is within the normal range, or whether this is something we need some help with?" The answer to this question is all about the level of distress and/or interference caused by your child's anxiety.

Let's think about two different 10-year-olds called Jess and Lucy who both – to differing degrees – find it hard to be apart from their mums. Although Jess sometimes finds it hard to do new things if her mum is not with her, she can manage on her own – for example, she can go on school camp and she can say hello to a new adult. Jess also enjoys going on sleepovers to her friends' houses and she has no trouble separating from her mum at school each morning.

Lucy, on the other hand, is not able to go on sleepovers, has not yet been able to go on a school camp and often complains of feeling sick in the morning when it is time to go to school. Although her mum can usually get Lucy to school, sometimes there are tears involved.

Both girls experience some degree of anxiety around the same issue. However, only one of the girl's anxiety is causing her to become really distressed and miss out on things that other kids her age are doing and enjoying. Only Lucy's anxiety is causing her real distress and interfering with her life.

Anxiety in children is important

Anxiety is the most common psychological complaint reported by children and adolescents. Approximately 10 per cent of primary school aged children and up to 17 per cent of teenagers experience a clinically significant anxiety problem.

Clinically significant anxiety in children – unlike what many people think – does not tend to just get better with time. Instead, anxious children grow into anxious adolescents and then anxious adults. Childhood anxiety

is associated with social problems, difficulties with school work and physical health issues.

It is also associated with depression and substance-use problems in adolescence and young adulthood. Unfortunately, for many different reasons, most anxious children and teenagers (more than 80 per cent) never receive any kind of treatment.

There are several ways for parents/carers concerned about their child's anxiety to access help:

- Speak to their child's CYMHS clinician.
- Discuss with their GP for a referral to an appropriate therapist or mental health service.

Dr Vanessa Cobham

CYMHS Advanced Psychologist

Fear-less Triple P: Working with parents to reach anxious children

One way of reaching greater numbers of children is to work with parents. Fear-less Triple P is a program for parents of children aged 6-12 who have a clinically significant anxiety presentation. Fear-less is very much about whole families. It is also about recognising parents as the experts they are and teaching them the skills they need to help all of their children develop greater anxiety management strategies.

The program has two versions: a six-week group program and a half-day workshop format. University of Queensland researchers are currently enrolling participant families for a trial to compare the two versions of the program. Once assessed as eligible, families are randomly assigned to one of the two active treatment conditions – either the group program or the workshop. Participation is free of charge.

Fear-less Triple P has been developed by family and child psychologists and researchers Dr Vanessa Cobham and Professor Matthew Sanders.

Visit: www.exp.psy.uq.edu.au/fearless to read more and to register your interest.

Turning waiting into a positive experience for families

Yeronga CYHMS Community Clinic's family feedback over many years has consistently mentioned its positive and welcoming atmosphere and non-clinical setting.

Since taking on some of the great ideas suggested by young people and families, the space is certainly much more colourful and comfortable and it has become a much more interesting place to spend time in.

Sometimes, it can be very helpful to take a rest while in a waiting room. However, family life can be very busy and we want to better support people to find their time at the clinic to be a meaningful and helpful experience.

The important opinions of the children, young people and families we see are crucial to the work we do together. Our hope is that by creating a considered waiting space, there will be a range of different opportunities for our clients, no matter their age or need, to reinforce their emotional wellbeing. In addition, we hope to promote their sense of inclusion and active engagement in their work with us.

We have also been thinking about how the space supports consumers' emotional health and safety needs and we are working on including both separate and interactive spaces for people to choose from, according to how they're feeling on the day. Some of the ideas include:

1. Different options for spending waiting time (e.g. playing, being around other people or just resting for a bit.)
2. Options that accommodate a range of preferences, ages and needs.
3. Information about emotional health and wellbeing via a mix of technology, activities and information sharing.
4. Outdoor therapy spaces for children and young people to reinforce that moving around or being outside helps them feel better able to talk about things.
5. Opportunities to support families' and young people's understanding of how to make best use of our services.
6. Facilities to make the clinic feel more like a creative place for clinicians to work in

Abigail King

Team Leader, Yeronga CYMHS



Waiting rooms are where we sit... Waiting for an appointment that we may be looking forward to or feeling nervous about. We have usually come from doing other things and sometimes feel more rushed than at other times.



Parent and carer news

Parent Carer Advisory Group

The Parent Carer Advisory Group met on Tuesday, 26 July and is now working with staff on some updated medication resources such as a DVD and a Medication Diary for families. The Youth Advisory group Beautiful Minds will also offer their input on the resources.

The decision to use medication in young people always requires careful reflection and responsible use in partnership with the treating psychiatrist/doctor. The new resources will hopefully foster greater involvement of parents/carers and young people in their management of medications.

Kerry Geraghty

CYMHS Consumer Carer Coordinator

Do you want to know more about the NDIS?

The National Disability Insurance Scheme (NDIS) is the biggest social reform in Australia since Medicare. The NDIS will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.

A priority is to ensure people with a disability continue to get the support they need. The changes that are being implemented to existing disability support systems are significant. Arrangements are being made to ensure the scheme can be introduced gradually, ensuring a smooth transition for both people with a disability and support providers.

The NDIS commenced full roll-out, in stages, across Australia from 1 July 2016. For more information, visit: <https://myplace.ndis.gov.au/ndisstorefront/index.html>

Perinatal and Infant Mental Health Consumer and Carer Group

The statewide Perinatal and Infant Mental Health (PIMH) Consumer and Carer Group provides a forum and network for parents and carers who have a shared, lived experience of perinatal and infant mental health issues. The group also provides input and advice to help develop the PIMH service system in Queensland.

In addition, it is one of the governance bodies for the Queensland Centre for Perinatal and Infant Mental Health (QCPIMH). Based in Nundah, QCPIMH supports parents, caregivers and communities to have the confidence, knowledge, skills and resources to support their own wellbeing and raise emotionally healthy and resilient children.

The Perinatal and Infant Mental Health (PIMH) Consumer and Carer Group meets every two months at QCPIMH in Nundah. Recently, the group has been reviewing content for new resources and a revamped QCPIMH website, as well as providing advice to a number of statewide projects.

Parents and carers interested in joining the group are welcome to contact Emily Herde via email: PIMH@health.qld.gov.au, or phone **07 3266 3100**. Please visit the QCPIMH website for further information.

Visit: www.childrens.health.qld.gov.au/qcpimh



Did you know?

Perinatal mental health issues are challenges to a parent's emotional wellbeing, experienced during the time from preconception to two years after the end of pregnancy. Infant mental health refers to the social and emotional wellbeing and development of children from birth to school age.

Families Week forum

The Brisbane Metro Interagency Forum (CHQ CYMHS) was held on 19 May to coincide with National Families Week (15-21 May).

The theme of the 2016 National Families week was “Stronger Families, Stronger Communities”. This highlighted the important role which families play as a central building block of our communities and that community wellbeing is enhanced by family wellbeing.

An audience of approximately 40 people consisted of CYMHS clinicians, parents and carers, school personnel and staff from various non-government organisations.

The feedback from the forum was very positive, with all enjoying taking time out from busy schedules to learn new information, reflect on the importance of their own families and network with others who work with families and young people.

The first speaker was Bronwyn Jettoo, Carer Education Worker from ARAFMI Mental Health Carers

Queensland. She gave a very thoughtful and reflective presentation about the vital role carers play in looking after family members who have a mental illness.

The second speaker was Taraka Sticha, Art Therapist from Yeronga State High School’s Home of Expressive Arts and Learning (HEAL) Program. Taraka guided the audience in a creative mindfulness exercise and mediation, as well as a practical mandala exercise to help clarify the audiences’ own experiences and values in relation to the theme of Stronger Families, Stronger Communities.

The third speaker was CYMHS Clinical Psychologist Dr Vanessa Cobham, also from the University of Queensland School of Psychology and Mater Research Institute. Vanessa gave an informative and engaging presentation on her latest anxiety work with a focus on parents as experts and role models for children in treating anxiety.

Contributors: **Andrea Baldwin**, Service Development Leader Queensland Centre for Perinatal and Infant Mental Health; **Kerry Geraghty**, CYMHS Consumer Carer Coordinator and **Rebecca Reuter**, CYMHS psychologist and COPMI Coordinator.



Above: Dr Vanessa Cobham (right) and several members of the CYMHS Programs and Partnerships team who plan the quarterly series of Brisbane Metro Interagency Forums.

What young people and families want

The Your Experience of Service (YES) is an annual consumer and carer experience of care survey-collection conducted within Queensland's public mental health services.

Within child and youth mental health services, two different surveys are collected:

- The YES survey, which is offered to young people aged 13–18 years.
- The Family of Youth (FOY) survey, which is offered to parents and carers of child and youth consumers.

YES is a quality improvement initiative. It supports the National Safety and Quality Health Service (NSQHS) Standards Standard 2 Partnering with Consumers. The NSQHS Standards have a strong focus on the rights of the consumer and carer to have their feedback taken into account in the planning, delivery and evaluation of services.

The last survey period was in May 2015.

Survey results

Young people universally rated most highly (within the top 5 results) that they found community and inpatient services to be welcoming, places where their individuality and values were respected and where they felt that the facilities and the environment met their needs.

Carers universally rated most highly (within the top 5 results) that they were treated respectfully and were satisfied with the treatment their child was receiving.

Relationships, coping with school and daily life were areas in which young people and families experienced the most difficulty.

Response plan

In response to the feedback, CYMHS plans to implement the following improvements over the next twelve months:

- Increased completion of Recovery-Orientated Treatment Plans across all teams.
- Presentation to staff regarding the importance of promoting hope and recovery in children, young people and families.
- Make information available for young people and families regarding hope and recovery.
- Presentation to young people and families regarding hope and recovery.

All young people and their families should have an opportunity for open discussions with CYMHS clinicians regarding their treatment and recovery.

Survey responses

A total of 233 young people completed the YES survey and 309 carers completed the FOY survey.

The next survey collection period will be October 2016.

For more information, please contact CYMHS Clinical Quality and Safety Manager Emma Bergwever via email: CHQ-CYMHS-CQS@health.qld.gov.au, or phone 07 3310 9444.



Useful resources

Children's health and wellbeing

Raising Children Network

The Raising Children Network offers comprehensive, practical and expert health and parenting information and activities covering children and adolescents. Visit www.raisingchildren.net.au

Generation Next

Generation Next provides education and information about the prevention and management of mental illness in young people to professionals, young people, their families and carers, and the wider community.

www.generationnext.com.au

www.youtube.com/c/GenerationNextCommunity

Kyabra Community Association

The Kyabra Community Association runs workshops and programs that support family wellbeing during Term 3 and Term 4. Visit www.kyabra.org

Siblings Australia

Siblings Australia offers support for brothers and sisters of children with special needs. Visit www.siblingsaustralia.org.au

Learning Links

Learning Links provides support for children with disabilities and learning support needs. Visit www.learninglinks.org.au

Kids Matter

Kids Matter, a primary schools mental health initiative, has a useful website and e-newsletter with information for parents and children.

Visit www.kidsmatter.edu.au

Kids Helpline

Kids Helpline is Australia's only free, private and confidential, telephone and online counselling service specifically for young people aged between five and 25. Visit www.kidshelp.com.au or phone **1800 55 1800**.

Parentline

Parentline is a confidential telephone counselling service which provides professional counselling and support for parents and those who care for children. Phone **1300 30 1300** or visit www.parentline.com.au

Reachout

Reachout, a youth mental health website, has recently launched a new website designed to help parents help teenagers. It offers fact sheets, stories, practical tips and tools covering a range of topics, issues and experiences that are relevant to teenagers aged 12–18. Teen topics include effective communication, cyberbullying and stress. Visit parents.au.reachout.com

Websites

Headspace

Going through a tough time? Headspace can help with whatever you are going through.

www.headspace.org.au

Black Dog Institute

The Black Dog Institute is a not-for-profit organisation and world leader in the diagnosis, treatment and prevention of mood disorders such as depression and bipolar disorder.

www.blackdoginstitute.org.au

Youth Beyond Blue

This is Beyond Blue's dedicated site for youth containing information, resources and support for young people dealing with depression and/or anxiety.

www.youthbeyondblue.com

Reachout

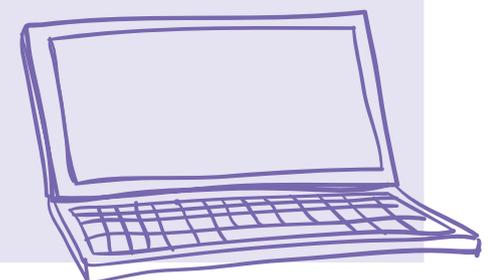
Reachout is a youth mental health website covering issues such as alcohol use, making friends, mental wellbeing, cybersafety and dealing with tough times.

www.reachout.com.au

Australian Government Carer Gateway

The carer gateway provides information about the services and support available for people who care for someone with a disability, chronic illness, dementia, mental illness and/or who are frail-aged. For information about services and support, phone **1800 422 737** from Monday to Friday, between 8am-6pm.

www.carergateway.gov.au



Useful contacts

Carer organisations

Aftercare

07 3435 2600

Aftercare is a non-government organisation that delivers a range of services aimed at supporting the wellbeing of family and friends of people with a mental health concern.

182 Logan Road Woolloongabba.

www.aftercare.com.au

Arafmi Queensland

Arafmi Queensland provides support for carers, families and friends of people with mental health issues. It offers 24-hour telephone support, counselling, family respite, support group meetings and workshops for carers on a range of topics. Monthly Mental Health Carer workshops address a broad range of issues including carer coping skills, understanding and supporting recovery, setting boundaries and communication are held in New Farm or other locations.

*Coping Skills for Carers:
9:30am-1:00pm Tuesday, 25 October*

A workshop designed to look at a broad range of issues that mental health carers confront such as communicating with someone who is unwell, providing support to someone with a mental health issue, coping with situations and understanding the symptoms of mental illnesses. For more information, location and registration please call Arafmi on 3254 1881 or email: carereducation@arafmiqld.org

www.arafmiqld.org

Carers Queensland*

1800 242 636

Carers Queensland advocates for carers' rights and provides support services including:

- the Carers Advisory Service, which provides specialist information and referral advice
- face-to-face counselling for carers through the National Carer Counselling Program free of charge
- the Young Carers Program
- carer support groups in your area and carer education and training.

*Carers support family and friends who have a disability, mental illness, chronic condition, terminal illness or who are frail aged.

Foster Carers

Foster Care Queensland is an organisation for Foster and Kinship Carers and the children and young people for whom they care.

www.fcq.com.au

Kyabra Community Association

Offers information, forums, and help for families supporting a person with a mental health difficulty. Workshops, sharing recovery forums and mental health first aid for young people occurs several times during the year.

www.kyabra.org

My Time

My Time provides support for mothers, fathers, grandparents and anyone caring for a child with a disability or chronic illness. Visit their website for useful information and links to helpful organisations for those who have a parenting role.

www.mytime.net.au

Eating disorder organisations

Eating Disorders Association Inc

07 3394 3661 or 1300 550 236

The Eating Disorders Association Inc (Qld) is a non-profit organisation funded by Queensland Health to provide information, support, referrals and support group services for all people affected by eating disorders in Queensland. The EDA also provides tailored workshops for positive body image and eating disorders to schools, universities, health professionals and the community.

12 Chatsworth Rd Greenslopes 4120

www.eda.org.au

National Eating Disorders Collaboration

The National Eating Disorders Collaboration (NEDC) brings research, expertise and evidence from leaders in the field together in one place. It's a one stop portal to make eating disorders information a lot more accessible for everyone. NEDC provides resources for families, carers, teachers and health professionals.

www.nedc.com.au

Children's Health Queensland Hospital and Health Service

CYMHS

Child and Youth
Mental Health Service

Acute Response Team

3068 2555
24hrs, 7 days

CYMHS community clinics

Eating Disorders Clinic

07 3397 9077

34 Curd St, Greenslopes 4120

Inala

07 3372 5577

7 Kittyhawk Ave, Inala 4077

Mt Gravatt

07 3087 2260

643 Kessels Rd, Mt Gravatt 4122

North West

07 3335 8888

49 Corrigan St, Keperra 4054

Nundah

07 3146 2693

10 Nellie St, Nundah 4012

Pine Rivers

07 3817 6380

568 Gympie Rd, Strathpine 4500

Yeronga

07 3848 8011

51 Park Rd, Yeronga 4104

Zero to Four

07 3266 3100

31 Robinson Rd, Nundah 4012

Thank you to everyone who has contributed great articles, stories and photos.

Contributions are welcome from parents, families and staff. Please call or email for further information.

Kerry.Geraghty@health.qld.gov.au Consumer Carer Coordinator CYMHS 07 3310 9496

Margaret.Hoyland@health.qld.gov.au CYMHS Clinical Quality and Safety Manager 07 3310 9499

Maria.Lovely@health.qld.gov.au Consumer Carer Consultant CYMHS 07 3310 9495 or email CHQ-CYMHS-CCP@health.qld.gov.au