

YANITH BILANG QUALITY ACCOUNT 2018-19







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Our vision

Clinical excellence and translational research enable consumers to lead fulfilling and meaningful lives in a safer community.

Our mission

We will provide high-quality specialist clinical services that:

- > Focus on the recovery of consumers
- > Support our workforce
- > Build our translational research capacity
- Work collaboratively with stakeholders to achieve better and safer outcomes for consumers and the community

Our strategic goals

- > Greater accessibility to services
- > Meet new challenges and drive change
- > Innovation in everything we do
- > Outstanding organisational performance

The Victorian Institute of Forensic Mental Health (Forensicare), is the statewide specialist provider of forensic mental health services in Victoria. Forensicare provides clinical forensic mental health services that span all components of the mental health and criminal justice sectors providing a unique perspective on mental health and public safety issues.

Forensicare's primary focus is to provide specialist mental health services within a recovery framework. These services include the effective assessment, treatment and management of people with forensic mental health issues. A comprehensive research program operates in partnership with Swinburne University of Technology's independent Centre for Forensic Behavioural Science to support the ongoing development of clinical services.

We deliver specialist training and ongoing professional education to our staff and the broader mental health and justice fields.

Forensicare operates under the *Mental Health Act 2014* and is governed by a board of nine directors accountable to the Minister for Mental Health. The Victorian Government, through the Department of Health and Human Services and Department of Justice and Community Safety, provides much of our funding.

You can find out more about our services by visiting our website at www.forensicare.vic.gov.au.



A Woi Wurrung word meaning 'walking forward', Yanith Baling was chosen as the title of our Quality Account to reflect how far we've traveled over the last 12 months and the steps we've taken together with consumers to improve their health and wellbeing.

It's been another extremely busy year for Forensicare. Together with consumers, carers and their families, we've navigated the complex challenges of unprecedented growth and organisational change. We seek and support active participation of consumers in every step of treatment and care. Their views are at the centre of their recovery journey because it's their lives we're working with. It's through these close and trusted relationships that we've been able to work on our strengths, and make sure we're providing safe, responsive and recoveryoriented mental health care; because together, we are stronger.

In October 2018, Thomas Embling Hospital's (TEH) Consumer Advisory Group (CAG) were recognised for their contributions in improving consumer care by winning the Consumer Advisory Award at the 2018 Victorian Mental Illness Awareness Council Awards. They should be very proud of themselves. This recognition only further highlights the vital role the CAGs play in shaping and strengthening our services across Forensicare. We'd like to thank each and every one of them for their valuable contribution and hard work.

Our incredible staff have also been recognised for our close collaborative partnerships, following our November 2018 accreditation by the Australian Council on Health Care Standards. During accreditation, we were surveyed against Safety and Quality Health Service Standards and National Standards for Mental Health Services. Our staff received a Met with Merit rating for Standard 2: Consumer Partnership.

This is a clear affirmation of the incredible work our staff do—particularly our lived experience team—and how well participation is embedded into the culture of Forensicare services.

Our commitment to consumer care and safety underpins everything we do. We believe everyone deserves to be and feel safe at Forensicare. This year, we have continued to identify opportunities to improve safety across the organisation, ensuring our clinical practices align with contemporary mental health services worldwide. This includes the introduction of the DUNDRUM Toolkit, which provides staff with a risk-assessment framework that guides decisions about the most appropriate level of therapeutic security. We are also implementing recommendations from our review into restrictive practices at Thomas Embling hospital, which involved extensive feedback from staff and consumers. We would like to thank everyone for their courage in coming forward and speaking openly and honestly about their experiences in restrictive interventions. Your voices will help make Forensicare safer for all.

Finally, we'd like to acknowledge former CEO Tom Dalton and former Board Chair Bill Healy. Tom and Bill are passionate mental health advocates, championing the importance of consumer participation and ensuring inclusive practices across the organisation. We wish them both success and joy in their future endeavours.

We hope you find this report informative and will join us as we continue to walk forward over the coming year.

Dr Ruth Vine Chair, Clinical Governance Committee

Forensicare Board

Dr Margaret Grigg Chief Executive Officer





Aboriginal Health

Forensicare is dedicated to the provision of a culturally safe environment and culturally responsive care. We recognise Aboriginal and Torres Strait Islander views of mental health and social and emotional wellbeing are very different to those of non-Aboriginal Australians.

Since the launch of Forensicare's first ever Aboriginal Action Plan, Forensicare has made significant progress in achieving its goals, including better identification of Aboriginal and Torres Strait Islander consumers, forging partnerships with culturally appropriate organisations and an increase in employees who identify as Aboriginal and/or Torres Strait Islander.

Aboriginal Mental Health Trainee

In March 2019, an exciting new position, Aboriginal Mental Health Trainee, started at Thomas Embling Hospital. The position is one of ten across the state of Victoria and is designed to provide culturally safe and inclusive mental health care for Aboriginal and Torres Strait Islander patients.

The traineeship program provides full-time ongoing employment alongside a three-year Bachelor of Health Science (Mental Health) degree at Charles Sturt University via distance learning including four week-long residential intensives annually.

The Aboriginal Mental Health Trainee will bring a unique understanding of social and emotional wellbeing principals and factors that contribute to good mental health. This expertise, coupled with their Aboriginal lived experience, will provide an additional skill set and knowledge to the mental health team which will benefit both Aboriginal and non-Aboriginal consumers.

Boon Gim-Ngaga (Deep Understanding) Social and Emotional Wellbeing Assessment Package

The Boon Gim-Ngaga (Deep Understanding) Social and Emotional Wellbeing Assessment Package, was developed to complement existing clinical and therapeutic tools. The package is designed to ensure a culturally safe and responsive level of service delivery is maintained throughout the engagement with Aboriginal and Torres Strait Islander peoples.

In August 2019, planning for the pre-evaluation of the *Boon Gim-Ngaga Social and Emotional Wellbeing Assessment Package* commenced. A team of experts from our research partners, the Centre for Forensic Behavioural Science at Swinburne University, facilitated pre-implementation meetings with staff and Aboriginal patients at Thomas Embling Hospital.

The Boon-Gim Ngaga Social and Emotional Assessment Package, will be launched in 2019-20, and will address the following several key priority areas outlined in the Department of Health and Human Service's *Korin Korin Balit-Djak Aboriginal health, wellbeing and safety strategic plan 2017-2027.*

Aboriginal Health and Wellbeing at the Community Forensic Mental Health Service

Last year, the Community Forensic Mental Health Service (CFMHS) appointed an Aboriginal Service Officer (ASO) to strengthen how we support Aboriginal and Torres Strait community clients. Upon request, the ASO meets with clients to discuss their cultural needs and provides them with support, assistance and information. The ASO also provides secondary consultation to our community staff by supporting clinicians to have a more comprehensive understanding of a client's social and emotional wellbeing needs. It also facilitates appropriate referrals to external services.

Community engagement and program and service development is also a key aspect of the role. The ASO has forged partnerships with Aboriginal and Torres Strait Islander agencies and support services at Corrections Victoria and also worked with the leadership team to ensure the implementation of Forensicare's first Community Service Aboriginal Action Plan.

Culturally safe interview room

As part of the recent refurbishment of the Community Forensic Mental Health Service facilities it was recommended the service provide a dedicated culturally safe interview room to support Aboriginal and Torres Strait Islander clients.

Planning has commenced for the development of a culturally safe interview room in consultation with consumers and Elders including Uncle Chris Dunk who provides cultural support to Forensicare and the Wurundjeri Land Council. As a result of feedback, the CFMHS is commissioning an artwork by a member of the Kulin Nation and will purchase furnishings and culturally relevant resources including an Aboriginal Australia map. The room will also be named in the Woi Wurrung language courtesy of the Wurundjeri Land Council. A Welcome to Country and Smoking Ceremony will be held once the fit out is completed in late in 2019.

Improving how we respond to family violence

We have commenced aligning our policies and procedures to the Victorian Government's Multi-Agency Risk Assessment and Management Framework. The framework was introduced by the State Government following changes to the *Family Violence Protection Act 2008* and Forensicare must align to it.

Forensicare has recruited a highly experienced family violence specialist, to assist the organisation to align with the framework. The advisor supports Forensicare on how it identifies and responds to family violence and supports early recognition and intervention into family violence situations for patients and staff.

As a result, Forensicare has:

- updated our privacy policy to align with family violence information sharing best practice
- held family violence information sharing education sessions for staff
- established family violence leave entitlement
- developed family violence contact officers' positions
- commenced the development of family violence procedures and workplace safety plans
- commenced the development of a family violence clinical champions model

Forensicare was also granted funding under the Victorian Government's *Strengthening Hospital Responses to Family Violence* initiative. The initiative aims to provide a system wide approach to identifying and responding to family violence experienced by patients. We also partnered with St Vincent's Hospital to provide specialist training in family violence to staff.

Our partnership with Victoria Police and Swinburne University continues with the police enhanced family violence team. The team includes a senior Forensicare psychologist who provides expert advice on the use of risk assessment tools used with family violence offenders.



Cultural diversity and language services

Forensicare is committed to providing mental health services that respond to the culturally and linguistically diverse backgrounds of consumers. How we have responded to consumers' cultural needs and language services in 2018-19 is highlighted in the Consumer, Carer and Community Participation and Comprehensive Care sections of this report.

My cultural safety plan

A consumer's experience of mental illness and how they relate to it can be linked with their culture and beliefs and therefore has an important role in their recovery. In 2019, after extensive collaboration between social work students from the University of Melbourne, Victorian Transcultural Mental Health and the inpatient Social Work Team, a Cultural Safety Plan for Thomas Embling Hospital was developed. The plan represents consumers' culture, heritage, religion, spirituality and explanatory models of illness, including perceived causes, severity, treatment options. It serves as a personalised advanced directive for culturally appropriate actions and planning. Consumers use the plan to capture their cultural identity so it can be considered in treatment and decision making.

FORENSICARE IS COMMITTED TO PROVIDING MENTAL HEALTH SERVICES THAT RESPOND TO THE CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS OF CONSUMERS.

Quality Account Report 2018-19



Forensicare



Forensicare has a long-standing commitment to delivering recovery-focused care and we rely on consumer and carer participation to design and govern the delivery of our services.

Our policy is to encourage every patient to be involved in planning their own individual care and treatment to the extent possible (for example, 30 per cent of patients at Thomas Embling Hospital had an Advance Statement as of 30 June 2019) and we have established a range of consumer and carer leadership and participation groups.

Lived Experience Team

The concept of consumer and carer leadership and participation plays a vital role in the delivery of quality care and safety. Forensicare is committed to the development of the Lived Experience Team, which has grown to include, consumer consultants, consumer consultant support roles, family and carer consultants and a peer worker.

Senior Consumer Consultant contribution recognised

The Victorian Branch Committee of Royal Australian and New Zealand College of Psychiatry (RANZCP) recognises service to the mental health of Victorians through two annual Meritorious Service Awards. This year, Forensicare's Senior Consumer Consultant Julie Dempsey was awarded the highly-esteemed 2019 Meritorious Service Award for an individual on-college member.

Julie was nominated for her outstanding contribution to improving care for those with mental illness. RANZCP commended Julie on her skillful operation in a demanding space between service users and providers, and her commitment to improving forensic consumer care. She has enabled successful consumer-led initiatives, and tirelessly advocates for a client-centered, recovery-focused culture and procedures, frequently turning obstacles into opportunities.

In her role as Senior Consumer Consultant, Julie promotes consumer perspectives and concerns to staff and management to help improve the organisation's services. Julie's lived experience of the Victorian mental health system gives her an insight into consumer needs—expertise she uses on a daily basis. We are very proud of the incredible work Julie does at Forensicare and across the mental health sector.





CONSUMER STORY: CONSUMER ADVISORY SEXUALITY REPRESENTATIVE

I'm the sexuality representative in the Thomas Embling Hospital CAG.

My role involves being approachable when talking about gender identity, LGBTI+, sexual health, breaking down the barriers of homophobia within the hospital and general support of consumer feelings and emotions they may experience while in hospital. We have come up with an idea around providing a mystery box on each unit where consumers can feel free to ask the tough questions and quandaries they have around sexuality in general. It is totally anonymous, and no names are needed to ask these questions.

In answering the questions put forward I'd like to create a three monthly newsletter to publish these questions for other consumers to read to give more understanding of what people are experiencing and for general knowledge.

As we develop this role further I look forward to keeping active in this role as sexuality representative and helping these consumers to feel confident, inspired with a sense of purpose and belonging within themselves.

PATIENT DIGITAL BYTES

RMIT social work students, on placement at Thomas Embling Hospital from July 2018, were part of a studio design process to deliver the first 'patient digital bytes' videos. These short films, embedded in the patient's electronic file, are a creative way to bring the patient's story to life. Patients controlled the content for their own videos, providing information about themselves for the benefit of staff. At Forensicare we have Consumer Advisory Groups (CAGS) at Thomas Embling Hospital, the Community Forensic Mental Health Service. More recently, we have established a voluntary CAG (known as VCAG) at Ballerrt Yeram-boo-ee FMH service.

A Consumer Review Group also meets at Thomas Embling Hospital monthly to review and collaborate on procedures, policies and guidelines. All policies and procedures endorsed by CAG are stamped with the CAG endorsed tick. Consumer Advisory Group – Thomas Embling Hospital



The Thomas Embling Hospital CAG empowers patients to influence the quality and direction of services, where possible, within the hospital. It identifies service gaps or areas in need of improvement at the hospital. The CAG consists of fourteen patient representatives. Each of the eight units of the hospital are represented and there are now seven specialists' representative members:

- Women's Rehabilitation Representative
- Culturally and Linguistically Diverse Representative
- Sexuality Representative
- Spirituality Representative
- Aboriginal and Torres Strait Islander Representative
- Abilities and Needs Representative (advocate and support patients who are aged and/or have an intellectual or physical disability)
- Transition Representative (advocate and support patients transitioning between Thomas Embling Hospital and the community).

The tenacity and passion of the group has led to many improvements at the hospital and members were recently involved in the review into reducing restrictive practices at the hospital.

Monthly meetings attract visitors from all over the service to showcase a new idea or project. We also host special guests from time to time.

A highlight for the group this year was having the Chair of the Forensicare Board, Ken Lay AO APM, attend a meeting and providing CEO, Dr Margaret Grigg, with a tour around the units.



Consumer Advisory Group – Community Forensic Mental Health Service

The Community Forensic Mental Health service CAG joined the Thomas Embling hospital CAG for a planning day in January 2019 which was a great day for bonding and setting expectations for the year. The group has grown from five members to nine, who represent many walks of life. The CAG has been involved in consultation about the Royal Commission into Victoria's Mental Health System and the group is preparing to contribute to the Non-Custodial Supervision Order Review.

CAG members are leading a great path of recovery and hope by regularly speaking at public events and inside the hospital about their experience and life after Thomas Embling.



Ballerrt Yeram-boo-ee Voluntary Consumer Advisory Group (VCAG)

The Ballerrt Yeram-boo-ee FMH Services Voluntary Consumer Advisory Group (VCAG) is an essential part of the Consumer Participation Program within Forensicare. The VCAG provides a forum to engage and consult with consumers in improving service quality through obtaining consumer input and feedback. This includes identifying service gaps and facilitating consumer collaboration with management and staff across Ballerrt Yeram-boo-ee units and the incorporation of consumer perspectives in Forensicare services in line with the organisational Principles of Consumer Participation. CAG issues and activities and meeting minutes are reported by CAG members and Consumer Consultant to:

- Ballerrt Yeram-boo-ee patients at Yarning Up sessions
- Ballerrt Yeram-boo-ee unit managers
- Prison representative committee

Consumer Review Group

The CRG is a small cohort of current consumers at the hospital who meet monthly to discuss their views and recommendations for upcoming policy and procedure updates. Having the consumer perspective is fundamental in supporting the needs and rights of consumers.



Forensicare's Consumer Advisory Group wins award

The hard work of Thomas Embling Hospital's Consumer Advisory Group (CAG) was recognised in October 2018 when they won the CAG award at the Victorian Mental Illness Awareness Council Awards. Winners of the award must successfully demonstrate a significant contribution to the experiences of consumers to a service.

The CAG was recognised for providing a voice for consumers and ensuring their opinions and ideas are heard and taken seriously. Their professionalism and leadership in advocating for consumer rights, issues and perspectives resulted in significant and positive improvements to the quality and direction of services across the hospital.

A small group of staff and consumers attended the event to accept the award.

The Canning Times

The Canning Times newspaper is being produced in the twenty-bed, all male, continuing care unit at Thomas Embling Hospital. Three editions have been written with the involvement of patients since May 2019.

Contents include news, reports, special events, celebrations, recipes, art, achievements, quizzes, jokes and anything else that individuals might like to add. Photos capture smiling faces at group meals or performing an activity like cooking, artmaking or gardening.

Hand-delivered straight off the press by the unit manager, the newspaper begun with the intention of building unit harmony and so far, enthusiasm, ideas and participation are growing. The project merits going on the Best Care Plan as a quality improvement activity as it has fulfilled its original goal, adds purpose to the day and serves to actively promote the Safewards model.

For many of the men on Canning, there is value in engaging with the publication: it is a way to showcase things that patients are interested in and proud of. It is a positive way to build confidence and self-esteem. One patient, a recent winner of the footy tipping competition, says he can 'look at the pictures'. The pictures tell a story. It's a tight-knit community and it helps to keep everyone up to date with what's going on.'



THE PICTURES TELL A STORY. IT'S A TIGHT-KNIT COMMUNITY AND IT HELPS TO KEEP EVERYONE UP TO DATE WITH WHAT'S GOING ON.

REFLECTIONS ON THE ROLE OF FAMILIES AND CARERS AT FORENSICARE

The Family and Carer Consultant at Thomas Embling Hospital provides support to staff, family and carers across TEH and the Community Forensic Mental Health Service.

My role as the Family and Carer Consultant sits within the Forensicare Lived Experience Team. The team consists of eight lived experience staff including the Family and Carer Consultant for our services at Ravenhall Correctional Centre and Port Phillip Prison.

Family and Carer Consultants provide direct support to family, carers and friends of patients and work to identify and address their needs. They also ensure Forensicare staff are inclusive of family and carer perspectives and support family and carer participation in shaping service development across the organisation.

My personal lived experience as a carer provides an unspoken understanding. Knowing someone has experienced something similar to you and can sit and listen without judgement brings a sense of safety and support different from any other. This relatability brings a trust and understanding that can otherwise take some time to develop. The families and carers I work with understand that I have a lived experience and can therefore translate their perspective within the system. I can relate to their issues, understand the impact and focus on the right areas for advocacy and change.

In the short time I've been in my role, I have noticed there are specific challenges for families and carers in the forensic mental health system. But the challenges I face in my role are rendered insignificant in comparison to the challenges they face. The lack of community understanding, significant stigma towards forensic mental health and the lack of recognition of their expertise places enormous pressure on the health and social, emotional and financial well-being of many of our families and carers.

I am privileged to share in our families and carers' stories and lives; their tears of joy and sorrow, their reflections on the difficult times and stories of achievements.

I never cease to be struck by the strength of the families and carers I work with. They often report long histories of providing support and advocacy and are never wavering. It is their strength that motivates me to advocate for change that works toward recovery.

Some of the comments from patients (in their own words) for service delivery and staff are as below.

"[Staff have] taken time to listen to me."

"You involve me in decisions about everything."

"Keep up the good work."

Satisfaction surveys

Thomas Embling Hospital consumer satisfaction survey

The survey comprises a set of ten simple statements with an accompanying response scale ranging from 'strongly agree' to 'strongly disagree'. The questions reflect key aspects of care, to which patients provide their response.

For 2018-19, the survey was administered to patients via the unit-based community meetings. The consumer consultant team assisted with the process by attending the meetings and providing patients with context for the statements and assistance with understanding the questions.

The survey was completed by 62 of the 121 inpatients. The overall response rate was 51 per cent (a decrease from the 64 per cent response rate achieved in 2018).

The TEH CAG addressed ways to manage the less positive responses, especially in relation to making a complaint, which has been an area where patients express some level of discomfort. Efforts will be focused during 2019-20 to explore this issue in more detail and enhance our complaints mechanisms so patients feel more comfortable with being critical of the service.

Community Forensic Mental Health Service consumer satisfaction survey

This year the survey was completed by 73 of the 103 clients whose participation was requested during the survey period – an overall response rate of 70 per cent which is significantly higher than previous years. The majority of responses came from clients of the Problem Behaviour Program (38), Community Transitions Team (19), and Non-Custodial Supervision Order Program (10).

The comments provided indicate consumers appreciated the refurbished "larger waiting room" and the "welcoming" and "professional" staff. A small number of recommendations for improvement have been provided and these will be considered by the Consumer Advisory Group and the Community Service Management Group. Table 1: Results of the Community Forensic Mental Health Service consumer survey 2018

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r/e/	1.

Original Response	Rating
Excellent	4
Very Good	3
Good	2
Fair	1
Poor	0

Results:

Item	Average Score (0-4)
I was satisfied with the appointment process	3.5
The staff are welcoming	3.7
The waiting area is welcoming	3.6
The facilities are suitable	3.5
I felt heard during my appointment	3.4
I was treated with respect during my appointment	3.6
Overall, how would you rate your experience of care?	3.4



Prisons consumer satisfaction surveys

'Snapshot' satisfaction surveys were distributed to consumers of Forensicare's prison-based services in July 2018 and again in March 2019. Approximately 240 patients were eligible to complete the survey over the two occasions and 45 responses were received in total (a response rate of 19 per cent).

The survey's new, simplified format made comparisons with previous years difficult. The final question was taken from the Department of Health and Human Services' 'Your Experience of Service' Survey: 'Overall, how would you rate your experience of care?'

When rating their overall experience of care, 71 per cent of the patients who returned surveys provided a positive response, 16 per cent rated their overall experience of care as poor and 15 per cent didn't respond to the question.

Table 2: Results of the Prison Services Snapshot Satisfaction Survey

Strongly Agree/ Agree	Neutral	Disagree/ Strongly Disagree	Left Blank
36	1	8	
33	3	9	
31	5	9	
30	2	10	3
28	4	10	3
32	2	10	1
33	3	9	
30	3	12	
32	3	9	1
	Agree/ Agree 36 33 31 30 28 32 33 30	Agree/ Agree 36 1 33 3 31 5 30 2 28 4 32 2 33 3 30 2 33 3 30 2 33 3 30 3	Agree/ Agree Strongly Disagree 36 1 8 33 3 9 33 3 9 31 5 9 30 2 10 28 4 10 32 2 10 33 3 9 30 3 12

(Note: a modified form was used at MFMHS due to their different service delivery model, results are not included here).

Table 3: Forensicare Prison-based services consumers' ratings of their experience of care:

Excellent	Very Good	Good	Fair	Poor	Blank
14 (31%)	14 (31%)	4 (9%)		6 (13%)	7 (15%)



Building Community Capacity: Mental Illness and the Law webpage

The interface between mental health and the criminal justice system is complex and often misunderstood. This often results in poor reporting in the media and high levels of stigma towards our consumers.

In mid 2018, we set out to develop a webpage to explain:

- · how the criminal law recognises mental illness
- how the Crimes (Mental Impairment and Unfit to be Tired) Act 1997 is applied
- the role Forensicare plays across both systems.

The aim of the page is to provide easy to understand information about mental illness and criminal law and reduce fear, misinformation and stigma towards this often-misunderstood area of mental health.

The Mental Illness and the Law webpage was launched in June 2018 and provides a plain English overview of how the law takes mental illness into account when someone is tried for a serious crime. It explains what happens when a person raises the defence of 'mental impairment' or 'not fit to stand trial' and how courts must deal with these cases. It also explains how and when different supervision orders are applied and role of Forensicare and the courts in monitoring these orders throughout a person's treatment and recovery.

Disability Action Plan

Forensicare's Disability Action Plan has been developed as an annual plan with the aim of delivering greater access to services and facilities for people with disabilities and improving forensic mental health service delivery in an inclusive manner.

In 2019-20 a three-year strategy will be developed in consultation with staff, consumers, patients and service recipients within the community. Their voices and views will shape our vision for the next three years and will include steps to ensure we remain an accessible and inclusive organisation.

The plan will link with other diversity initiatives and plans and will form part of the framework for inclusive practice across Forensicare.

Interpreter Services

Forensicare uses accredited interpreters to ensure consumers have access to information in their preferred language to facilitate communication and treatment.

For the first time, data about the use of interpreters by Forensicare staff operating in private prisons (Ravenhall Correctional Centre and Port Philip Prison) and the Dame Phyllis Frost Centre has been included – making direct comparisons with previous years difficult. Where comparable data is available, there was a trend of fewer consumers accessing interpreter services (a decrease of 24.5 per cent) but an increase in the average number of episodes per consumer (5.4 up from 3.8).

Table 4: Use of interpreter services 2018-19 (all sites)
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Languages spoken	Number of consumers accessing interpreters	Episodes
Albanian	1	1
Amharic	2	7
Arabic	5	33
Auslan	1	15
Burmese	2	3
Cantonese	4	34
Chin Haka	1	1
Croatian	1	1
Dari	2	2
Greek	3	4
Hazaragi	2	3
Hindi	1	1
Italian	5	13
Korean	1	1
Mandarin	7	19
Oromo	2	2
Pashto	2	4
Persian	5	64
Samoan	1	7
Serbian	4	7
Somali	1	16
Sudanese	1	1
Tagalog	1	2
Tamil	2	3
Turkish	7	111
Vietnamese ¹	8	50
Total	72	405

Table 5: Location of interpreter services 2018-19

Interpreting by location	Hours
Thomas Embling Hospital	388
Prison Mental Health Service	246 ²
Community Forensic Mental Health Service	92
Total	627.5

There were also 99 occasions of Vietnamese Interpreter Services used at the Dame Phyllis Frost Centre, but the number of different patients receiving this service was not recorded Length of sessions was not recorded for all prison sites, where hours were unknown 1

2 the median time per occasion of service, 1.5 hours, was used to calculate this total.



Forensicare



Consumer and staff experience

Feedback

The feedback process at Forensicare ensures a consistent and uniform approach is achieved. All complaints, compliments and suggestions/ enquiries received are forwarded to a central point, where feedback is registered and forwarded to the appropriate staff member for investigation. Consumer and carer perspectives about complaints received are provided by the Forensicare Senior Consumer Consultant and Family and Carer Consultant who are informed of all feedback. They provide their specialist input to the resolution process where appropriate.

Information posters are displayed across services with details on how to provide feedback including details of the Mental Health Complaints Commissioner's Office (MHCC), where consumers can make direct contact via this independent body.

In 2018-19, 36 enquiries were received from the MHCC of which seven (19 per cent) enquiries were from Thomas Embling units, and 29 (80 per cent) involved prison services (regional prisons N = 11, Ravenhall Correctional Centre N = 7, Metropolitan Remand Centre N = 6 and remaining services N = 6).

Most enquiries related to queries from consumers regarding:

- Medication (30 per cent)
- Assessment (30 per cent)
- Ongoing care/management (28 per cent)
- Other (12 per cent).

In all cases, the enquiries were dealt with at the point of care to the satisfaction of the MHCC and did not proceed to formal complaints.





Complaints

Across Forensicare, a total of 55 complaints were received, an increase of 28 per cent from 2017-18.

The most frequent category of complaint was clinical care (45 per cent) followed by facilities/environment (25 per cent). Many of the complaints received resulted in outcomes specific to the consumer, such as facilitating leave arrangements, medical appointments with specialists, modifying medication regimes, or arranging psychiatric reviews.

Systemic changes linked to complaint outcomes include more rigorous processes for review and oversight of episodes of seclusion or repeated seclusion episodes and a review of leave processes.

Compliments

Ten compliments were received from former patients primarily at Ravenhall – Moroka (4), Tambo (2), Erskine and Aire, as well as the Community Integration Program (CIP). Compliments were given for good clinical care and from participants of a psychology group held at Erskine. 2019 PEOPLE MATTERS SURVEY

66%

of staff completed the survey – our highest response rate ever

People matter survey

This year 66 per cent of employees responded to the people matter survey, 12 per cent more than last year. This record high response will provide the organisation with a more transparent insight into what it's like to work at Forensicare, and identify areas of focus for improving employee wellbeing and services.

This year our results demonstrated the strong connection staff have with our organisational values:

- Treating each other with respect (70 per cent)
- Disability is not a barrier to success (60 per cent)
- Positive culture towards employees who are Aboriginal and Torres Strait Islander (66 per cent)
- Valuing human rights (80 per cent)
- Having the authority to my job effectively (72 per cent)

It's extremely encouraging to have maintained healthy results in these areas, given our recent growth and organisational change.

While the survey showed us we have a lot to be proud about, we saw a decline in key areas, including staff engagement (59 per cent), and confidence in leadership (49 per cent). While it's difficult to pinpoint exactly what caused this decline, high levels of growth in a short timeframe and recent leadership changes across our organisation are likely to be large influences on our results.

In the area of patient safety, Forensicare recorded a response rate of 56 per cent. This is a decline of nine per cent from last year and 15 per cent below the benchmark average of other health services. This result is likely to be influenced by the levels of occupational violence that our staff are exposed to and is a focus area for improvement in the coming year.

Work is underway to respond and improve on this year's results. Plans are in place to hold a series of CEO round tables to provide staff the opportunity to shape solutions and improvements that will be rolled out in the coming year.



	Statement of Priorities Target	2019	2018	2017	Comparator organisations Average 2019
Patient care errors are handled appropriately in my work area	80%	66%	71%	67%	73%
This health service does a good job of training new and existing staff	80%	47%	56%	61%	62%
I am encouraged by my colleagues to report any patient safety concerns I may have	80%	73%	81%	75%	84%
The culture in my work area makes it easy to learn from the errors of others	80%	56%	63%	57%	70%
Trainees in my discipline are adequately supervised	80%	52%	62%	64%	64%
My suggestions about patient safety would be acted on if I expressed them to my manager	80%	63%	75%	62%	73%
Management is driving us to be a safety-centred organisation	80%	51%	68%	54%	79%
l would recommend a friend to be treated as a patient here	80%	43%	52%	49%	76%
My organisation provides a safe work environment	80%	52%	63%	59%	81%

Table 6: Results of the organisational culture questions of the People Matters Survey 2017-19





REFLECTIVE PRACTICE

In July 2019 Thomas Embling Hospital will launch a Reflective Practice and Wellbeing framework for staff, under the management of the Hospital Principal Psychologist and Reflective Practice Co-ordinator. Reflective practice is the ability to reflect on one's actions and engage in a process of continuous learning. It is associated with enhanced wellbeing, including increased job satisfaction and selfefficacy and reductions in stress, burnout and vicarious trauma. The framework was rolled out in a phased approach, with each of the eight hospital units receiving a monthly reflective practice or general wellbeing session. Wellbeing sessions had the intended purpose of assisting staff to build skills to help them flourish both personally and professionally. After three months of implementation and a review of the service provided, it is intended that each unit will receive both a reflective practice and wellbeing session on a monthly basis.

The Reflective Practice Program was developed in response to feedback from the People Matter Survey, where it was recognised staff wanted to feel more supported, empowered and resilient in the workplace. For the first time, in a significant demonstration of the organisation's commitment to wellbeing, staff on each unit are being backfilled to attend their scheduled sessions. Facilitators of the reflective practice and wellbeing sessions are senior psychologists and a senior occupational therapist who are employed by Forensicare but work outside of Thomas Embling Hospital. The framework is being formally evaluated by the Centre for Forensic Behavioural Science. "Accreditation is public recognition by a healthcare accreditation body of the achievement of accreditation standards by a healthcare organisation, demonstrated through an independent external peer assessment of that organisation's level of performance in relation to the standards."

"Forensicare continues to work with their partners to progress the improvement of access to compulsory acute mental care at Thomas Embling Hospital under the Victorian *Mental Health Act 2014.*"

Accreditation

The Australian Council on Healthcare Standards officially confirmed Forensicare has retained its accreditation status against the National Safety and Quality Health Service Standards, and the National Standards for Mental Health Services, through to March 2022.

The assessors recognised the organisation had adequately evidenced their work with partners to establish and progress improvement in access to TEH for the prisoner population and as such closed the recommendation.

Forensicare reported it had successfully secured funding for two additional beds in the Barossa Acute Women's Unit at TEH and commenced planning for construction. It had also completed construction work on ten additional 'infill' beds on Atherton (2), Argyle (2), Bass (4) and Canning (2) Units at TEH and continued construction of eight bed Apsley Unit ('High Dependency Unit') at TEH. With the opening of the new men's prison services at Ravenhall Correctional Centre and Port Phillip Prison and the temporary closure of the Acute Assessment Unit at Melbourne Assessment Prison, Forensicare continued to work closely with Justice Health and Corrections Victoria to monitor and improve patient flow within the prison system and to TEH including fortnightly meetings with Justice Health and Corrections' Sentence Management Division.

In addition, assessors were impressed by the breadth of consumer and carer partnership in strategic and operational planning, describing the partnerships as well embedded into the culture of Forensicare services.

The service also received a 'Met with Merit' rating for the item relating to Consumer Partnership in Planning, further showcasing the work done by our Lived Experience Team's Senior Consumer Consultant Julie Dempsey.

Whilst most of the assessor feedback was extremely positive, four of the 209 core action items being reviewed were assessed as not meeting the required standards. These comprised of linen and goods storage, aspects of medication safety and handover processes. The organisation was given 90 days within which to rectify the issues identified. Policies and procedures were updated; action plans and audits were implemented. When two assessors returned in March 2019 to assess the changes they were impressed by what was achieved in such a short time, and accreditation status was awarded.



"The high quality of clinical care provided to some of the most marginalised consumers in our society, and the commitment to recovery principles of care was evident across all services at Thomas Embling Hospital, the Community Forensic Mental Health Service, and each prison visited."

"Achieving the good consumer outcomes that Forensicare is delivering, given the very complex legal and correctional restrictions in which the service operates, is remarkable."

Incident management

At Forensicare, we encourage staff to report any incidents as well as 'near misses'. Incident reporting allows the opportunity to identify preventable factors or themes that may be addressed to improve consumer safety. Learning from these incidents is a critical element of the incident review process.

When incidents are entered by staff, they are assigned an incident rating. Incidents are classified according to the level of harm and/or care required as a result of the adverse event.

During 2018-19, there were 2,614 clinical incidents reported across Forensicare services, averaging 218 incidents per month. This indicates good uptake of reporting by staff.

Of the total number of clinical incidents recorded in 2018-19, two per cent were identified as 'adverse events' whilst 98 per cent resulted in minor or no harm to the consumer. Of the serious events recorded, 66 per cent related to prison services, 32 per cent to Thomas Embling Hospital and one per cent to the Community Forensic Mental Health Service. No events resulted in serious harm.

Incident review process

Forensicare's incident review process was further enhanced during 2018 with the establishment of a 'Serious Incident Review Committee' (SIRC) which meets monthly. Its purpose is to provide a multidisciplinary forum to consider and discuss incident reviews undertaken. The SIRC ensures all issues are adequately addressed and that proposed recommendations which result from the review are appropriate. Some of the improvements that have been made following the incident review process include:

- provision of basic emergency equipment in all prison services to enable CPR to commence whilst awaiting arrival of medical healthcare provider
- modification to discharge summary process to ensure endorsement by supervising consultant psychiatrist
- development of procedure to ensure timely follow up for patients who do not attend outpatient mental health appointments
- installation by Justice Health contractor, of smoke detectors covers in all prison cells (including mainstream) to remove hanging point
- updating of referral processes
- introduction of an 'on-call' arrangement for senior managerial staff to assist with out of hours emergencies.

Safety

Preventing Falls and Harm from Falls

Quarterly audits found that over 90 per cent of patients in Forensicare's bed-based services had a Falls Risk Assessment Screen completed by their treating team. Of patients screened, 70 per cent were identified as low risk of falls.

Continuing our focus on preventing falls and harm from falls, this year the Forensicare Occupational Therapy team reviewed the location and time of day of all recorded falls hoping to identify any patterns or high-risk areas. The review led to a campaign promoting awareness of the dynamic risks associated with falling (such as changes in physical health or mobility) and modifications to the Healthstream gym and Kangan bathrooms.


73% OF CONSUMERS AT THOMAS EMBLING HOSPITAL RECEIVED A FLU VAX THIS YEAR.

Hand hygiene compliance

Forensicare has an established hand hygiene program consistent with the National Hand Hygiene Initiative and the National Safety and Quality Health Services Standards.

Hand Hygiene Australia acknowledges that routine hand hygiene compliance auditing (using the 5 Moments for Hand Hygiene) is not an achievable outcome measure in mental health settings. The recommendation is to use alternative evaluation tools. Forensicare developed an on-line training program based on the Hand Hygiene Australia Mental Health training module that clinical staff are required to complete annually. In 2018-19, we achieved 83 per cent compliance, exceeding the Department of Health and Human Services (DHHS) annual target of 80 per cent.

Rate of healthcare worker influenza vaccination

Forensicare runs a comprehensive Flu Vax Program and encourages all staff to take the opportunity to be vaccinated against the seasonal flu virus. This year the Forensicare Flu Vax Program commenced in mid-April and continued through to the end of June. The DHHS immunisation target for 2019 was set at 80 per cent. Figure 2 shows a steady increase in the size of the workforce over the past three years with a considerable increase in the last 12 months. Last year we vaccinated 428 staff and this year we vaccinated 541. With staff increases, the uptake across the organisation remains the same at 66 per cent.

Figure 3 shows almost half of Forensicare employees are in the prison and community services. Uptake for each of these services falls below target. The uptake at Thomas Embling Hospital (TEH) exceeded the target achieving 81 per cent. This is an improvement on last year's figures of 76 per cent.

The increase in uptake at TEH is most likely the result of having a qualified immunisation nurse (from our existing staff) 'roving' as well as providing fixed immunisation clinics throughout the flu vax campaign (April-July). This was implemented following a recommendation from the 2018 report.

We were also active in our efforts to engage hospital consumers. Canning reported 100 per cent patient uptake following their Flu Vax Party – a great initiative to encourage consumers to be immunised with many staff also taking the opportunity to be 'vaxed' while enjoying a sausage sizzle. All units at TEH will be encouraged adopt this approach in 2020.



Figure 2: Hand hygiene training completion rates 2016-2019

(Note: Reporting period changed from calendar year to fiscal year in July 2018)



Figure 3: Flu vax uptake by staff

Figure 4: Flu vax Uptake by Site



Restrictive interventions

In late 2018, Forensicare commissioned a review of restrictive practices at Thomas Embling Hospital. The review included external panel members with clinical, consumer and occupational health and safety expertise. The action plan, tabled in June, makes recommendations across a range of domains including governance, clinical practice, security and training issues. The issue of a lack of a high dependency environment was highlighted in this review and, encouragingly, the new Apsley unit has stressed the critical nature of this missing aspect at the hospital.

During 2018-19, the average number of seclusion episodes per 1000 bed days significantly reduced particularly after the opening of Apsley. This was particularly pronounced on the male acute units Argyle and Atherton. While the number of seclusion episodes decreased the length of seclusion episodes remained stable (see Table 7). The duration of seclusions is complex and are influenced by a number of factors including acuity, consumer mix and profile.

The reduction in seclusions are well received and are having a positive effect on consumers and staff.

In March 2019, the opening of the new Apsley secure intensive care unit provided accommodation for our most acutely unwell security patients. Its carefully thought out design and model of care provides the treating team with a choice of spaces for engagement and allows for more appropriate separation of acutely agitated patients. This has led to a rapid reduction in the number of incidents of seclusion across the hospital. The Reducing Restrictive Intervention Committee (RRIC) has continued to oversee and support a range of developments including:

- auditing and review of Personal Safety Plans
- review of M4 aggression management training
- the ongoing expansion of the Safewards program into the acute unit
- the introduction of Positive Behavioural Support Plan for consumers on the Apsley unit
- the trial and planned expansion of the use of the eDASA.

The RRIC will play a key role in actioning the recommendations of the Seclusion Review project.

Introduction of a Positive Behavioural Support Model

The Positive Behaviour Support (PBS) model was introduced on the Apsley in March 2019. Staff on the unit were trained in PBS to better understand the underlying causes of behaviour and how to develop proactive strategies to support consumers to engage in less harmful behaviours.

Staff on the Apsley unit use PBS principles in their care for all patients. Some patients may be referred for a more detailed PBS plan if the team feel it is helpful in supporting their recovery journey. Resources to support staff have been developed and can be found around the unit. The training in PBS was evaluated and will be reviewed later in 2019.

4()

Unit	2018-19	2017-18	2016-17	2015-16
Unit	2010-13	2017-10	2010-17	2013-10
Apsley*	2:07:29	N/A	N/A	N/A
Argyle	2:00:43	2:03:55	2:08:38	3:13:42
Atherton	3:17:25	5:02:13	3:03:56	3:06:22
Barossa	3:02:43	0:23:45	1:12:05	6:20:13
Bass	3:02:49	0:06:01	0	0:08:26
Canning	3:07:03	1:17:02	1:08:07	0:14:13
Average all units	2:46:22	1:23:13	2:04:13	4:04:36

Table 7: Average duration of each episode of seclusion (days: hours: minutes) 2015-16 to 2018-19

Figure 5: Episodes of Bodily Restraint at Thomas Embling Hospital by month 2018-19



Bodily restraint includes physical and/or mechanical restraint. Rates of mechanical restraint at Thomas Embling Hospital are generally very low and episodes usually relate to leave for medical purposes.

Quality Improvements

Model of Care: Forensicare 2020

The Forensicare 2020 project aims to improve the organisation-wide model of care service delivery.

In the first half of 2019 the project reviewed restrictive practices at Thomas Embling Hospital (TEH), revisited the organisation's values, mapped clinical pathways and introduced training to support the implementation of the DUNDRUM Toolkit.

Reducing restrictive interventions

The review of seclusion practices at TEH was conducted by external clinical experts and consumer and carer advocates. It provided an important opportunity to analyse the use of seclusion and identify ways of improving and reducing the use of restrictive practices. Consumers and carers were consulted about their experience and suggestions for improvement. All recommendations from the review have been accepted and will be implemented in 2019-20.

Establishing our core values

Over 300 staff from all units and programs took part in workshops that identified four core values – Respect, Integrity, Accountability and Leadership – whilst maintaining Human Rights as a principle.

An important feature of the workshops was the development of a set of behaviours associated with each of the core values. These will form the foundation for the culture and approach to the delivery of care across Forensicare. This work links closely with the Best Care Quality Framework.

Mapping clinical pathways

A number of workshops were held with staff and consumers to gain insights into improving the clinical pathways across Forensicare's services.

Preparing to Introduce the DUNDRUM across Forensicare

In January 2019, Professor Harry Kennedy from the Central Hospital at Dundrum in Ireland, conducted a two-day workshop for senior clinical staff on the DUNDRUM Toolkit. The DUNDRUM Toolkit is a four-part structured professional judgement tool for admission triage, treatment completion and recovery assessments. Professor Kennedy is the lead author of the toolkit and he provided a comprehensive overview of the use of the tools to commence the process of implementing the toolkit across the organisation over the next two years.

The DUNDRUM (Dangerous, Understanding, Recovery and Urgency Manual) assists in decision making about the appropriate level of therapeutic security required for consumers entering TEH, and the prioritisation of waiting lists. In preparation for the implementation of the DUNDRUM, 167 clinical staff from prison, hospital and community services have undertaken the training to date. Our aim is to train 80 per cent of clinical staff.

Trauma Informed Care

In 2018-19 Forensicare's Trauma Informed Care Working Party focused on teaching staff about trauma and its impact on the type of care that should be offered to patients.

Sessions are now delivered to Thomas Embling Hospital staff as part of regular M4 training (M4 covers prevention, early intervention and management of aggression) and have been delivered at Ballerrt Yeram-boo-ee as part of ongoing professional development sessions.

Safewards

A refresher course is currently underway in Barossa, Bass, Canning, Daintree and Jardine units. The project is being expanded into the male acute units (Argyle and Atherton) and the new Apsley Unit. As a result, the time frame for its implementation has been extended to December 2019.

Safewards training sessions for staff are continuing across units. A dedicated nursing resource is also assisting units with practical aspects of the model including:

- working with patients and staff on their Get to Know You profiles
- formulating clear and mutual expectations
- conducting informal conversation-style education sessions on the model and how it applies in a forensic mental health setting

Feedback from staff and patients participating in the program has been extremely positive, with many experiencing a greater sense of safety and satisfaction. A particular highlight was the inclusion of the program in the commissioning of the new Apsley Unit, enabling it to be a Safewards unit as soon as it opened. Bass patients reflect on Safewards:

"As a Safeward representative, it is an honor to work with staff and patients"

"I found it interesting to find out information about staff (through Getting To Know You). It is good to know what is going on in the unit and that there is support from other patients too if needed".

"I like having photos of myself and the other guys up on the unit wall, it makes it feel like we have a good community".



Expansion of Neuropsychology Services across Forensicare

The neuropsychology team at Forensicare has tripled in size over the past two years and covers the three arms of Forensicare's service: hospital, community and prisons.

The neuropsychology service at Thomas Embling Hospital began in early 2018. It focuses on working with patients and teams to understand individuals' cognitive strengths and weaknesses, and using this information to help guide their rehabilitation throughout their stay.

Neuropsychology at the Community Forensic Mental Health Service services supports the needs of clients of the Problem Behaviour Program, offering direct assessment of clients and consultation with other staff and referrers. The role also includes provision of neuropsychological reports to external bodies such as Corrections Victoria and the Adult Parole Board.

Neuropsychology within the Mobile Forensic Mental Health Service (MobileFMHS) aims to create a more responsive environment to improve consumers' mental health and ability to cope in custody. The role was the first neuropsychology role in Victoria's prison systems.

Neuropsychology services at Ravenhall Correctional Centre (RCC) are available to mainstream prison communities and to the Forensic Mental Health units. Neuropsychological services currently include cognitive assessments (to support rehabilitation or diagnostic clarification), as well as secondary consultation (to the Forensicare multidisciplinary team and to GEO corrections staff). A cognitive skills group education program is in development.

Forensic Leave Panel Review

The Forensic Leave Panel (the Panel), is an independent statutory tribunal established under the *Crimes (Mental Impairment and Unfitness to be Tried) Act 1997*. The primary role of the Panel is to hear applications for leave of absence from forensic patients. The Panel is chaired by a Supreme or County Court Judge and is bound by the rules of natural justice (procedural fairness).

Leave of absence enables forensic patients to leave Thomas Embling Hospital to participate in a range of activities in the community. Leave may be granted for a maximum period of six months at any one time. The purpose of leave is to contribute to rehabilitation and skills development by providing opportunities to engage in community activities consistent with the needs of the individual and community safety.

The Forensic Leave Panel Reform Project was established in late 2018 to improve management of leave of absence at the hospital. The project aims to:

- Improve the efficiency and effectiveness of leave of absence processes
- Improve consumers' participation in, and experience of, Panel processes
- Enhance consumers' and carers' knowledge and understanding of Panel processes and their rights and responsibilities
- Strengthen and promote the rehabilitative purpose of leave throughout all stages of the forensic leave process
- Enhance security and safety measures during Panel hearings.

The project is due for completion in March 2020.



Improved Environments and Facilities

Opening of the new Apsley Unit at Thomas Embling Hospital

In March 2019, Thomas Embling Hospital officially welcomed its first patients into the new Apsley Unit. The eight-bed secure intensive psychiatric care unit provides short-term treatment for severely unwell prisoners. The unit is integral in reducing wait times for male prisoners recommended for compulsory treatment under the *Mental Health Act 2014*.

Apsley features state-of-the-art contemporary designs, providing patients with a safe, recoveryfocused, highly-secure therapeutic environment. It also offers a separate calming space to assist patients in their mental health recovery journey.

Apsley patients are treated by an experienced team of specialist multi-disciplinary clinicians, using positive behaviour support treatment programs.

The new unit was delivered as part of a package of works at Thomas Embling Hospital funded by the Victorian Government to provide additional beds to the hospital. An additional 10 beds and expanded living spaces were also delivered across existing units at the hospital late 2018 and a further two beds will be completed early in the next financial year.

The expansion was delivered in partnership with the Department of Justice and Community Safety and the Department of Health and Human Services, Victorian Health and Human Services Building Authority.

Apsley is Thomas Embling Hospital's first major service expansion since its opening in 2000.

The new Marrmak Unit at the Dame Phyllis Frost Centre

The newly built Marrmak Unit at the Dame Phyllis Frost Centre was opened in December 2018. Funded by the Department of Justice and Community Safety, the new Marrmak is a purpose-built unit, featuring 20 beds, as well as two observation cells and two independent living cells.

The new unit complements the work we are doing with the women, and is a safe, therapeutic environment to promote recovery. The upgrades have enhanced patient well-being, made them feel safer, and improved their communication with staff. Staff have noted the space has helped the women feel more settled and less frustrated – the increased space provides supports patients to feel more relaxed

The new unit's 20 beds are currently organised as ten high acuity and ten low acuity; however, if required, the beds have the capacity to change into 14 low and six high acuity. The new unit also includes an observation suite, two zone out rooms, two quiet rooms, as well as an improved staff room and work station area. An additional five interview rooms with teleconference facilities, a huge bookable conference room.

Reopening of the Acute Assessment Unit at the Melbourne Assessment Prison

The Acute Assessment Unit closed in December 2017 for refurbishment and reopened in mid-June 2019. The refurbishment included improved office space and an additional room to meet with patients. During the unit's closure, staff developed a robust outpatient service providing specialised services that included the multidisciplinary team and increased support to corrections staff. The reopening of the unit included an update to the model of care that aims for a length of stay time of two weeks. It is envisaged the new model will ensure more men receive mental health care.

The program is continuing to work closely with forensic clinical specialists and Area Mental Health Services to ensure a continuity of care for the men in custody.

Port Phillip Prison upgrade

At the end of 2018, St Paul's psycho-social rehabilitation program relocated to a mainstream unit for three months to allow for necessary improvements to patient and staff amenities. The program continued to deliver high quality care during this time despite the disruption.

Refurbishment of client areas at the Community Forensic Mental Health Service

Forensicare successfully obtained a capital works grant through the Victorian Government's Health Service Violence Prevention Fund for the redevelopment of the ground floor of the Community Forensic Mental Health Service office in Clifton Hill. The design and project works were developed after extensive staff consultation with staff and CFMHS Consumer Advisory Group and has been reviewed and endorsed by an independent security advisor.

The refurbishment provided:

- an increase in the number of interview rooms, designed and constructed to high level safety standards
- an increase in secure observation locations into new and existing interview rooms
- improvements in the safety of existing interview rooms
- expansion of the size of the client waiting area, with improved visibility
- installation of additional CCTV in multiple locations.

PROVIDING BEST CARE AND MENTAL HEALTH SUPPORT WITHIN A COURT SETTING:

In July 2018, Forensicare's Mental Health Advise and Response Service (MHARS) was expanded by amalgamating the Mental Health Court Liaison Service with the Community Correctional Service Court Advice Mental Health Enhancement Pilot. MHARS provides responsive, timely and expert mental health advice service to Courts and Community Corrections where the interface between mental health and offending behavior is considered in sentencing.

As an MHARS Clinician with Forensicare, my role in the Magistrate Court is not only to provide psychiatric assessment for consumers' but to provide consistent support and ongoing treatment for the consumers when they are at court. Appearing in court is daunting for most people and for people experiencing mental illness, it is can be even more stressful.

I am part of a team who work relentlessly in providing clinical mental health advice within the court. We help to reduce delays in proceedings and remands and to improve the appropriateness of mental health interventions and referrals for people appearing at court. Our program enables clinical services to intervene early in the criminal justice process by identifying where individuals charged with an offence have a mental illness, and by providing timely advice and linkage with treatment providers.

As a senior mental health clinician with Forensicare, my role is to meet with clients experiencing mental distress, acute or severe mental health issues and facing criminal justice matters. I feel privileged to have the opportunity to contribute positively to their day at court and support their mental wellbeing.

Where needed, immediate psychiatric intervention is provided and referral made to appropriate mental health services. Priority is given to providing prompt responses to those presenting to the court who are acutely mentally unwell.

My colleagues and I also provide specialist clinical mental health advice to Magistrates, Community Correctional Services (CCS) and court users to ensure adequate assessment, treatment and management. We also ensure court processes are applied while accounting for community safety and the mental health needs of the individual.

The program also supports the court to understand mental health, including (but not limited to) in the context of offending. It does this through consultation and education to CCS, Magistrates and users of the court on mental health services and mental health issues.

Our doors are open to anyone who uses the court service, we accept walk-in from clients directly, family members who are concerned about their loved ones, AMHS (Area Mental Health Services) who have patients coming to the court, GPs, legal representatives, or individuals who need information and support regarding their mental health issues.

My personal goal (and where I find the most joy) is working alongside consumers and support the best outcome for their mental health needs.

I love what I do, appreciate my team and most of all I enjoy being part of a patient's and consumer's journey.

Senior Forensic Mental Health Clinician for Forensicare's Mental Health Advice and Response Service.





Forensicare services Overview 2018-19





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SUPPORTING COMMUNITY TREATMENT AND REHABILITATION

323

clients seen by the Problem Behaviour Program

The delivery of the Problem Behaviour Program has remained unchanged with:

1

Handling Anger Wisely' group program completed

60

referrals accepted by the new Victorian Fixated Threat Assessment Centre

Forensicare provided support and capacity building to:

Forensic Clinical Specialists embedded within 17 (80 per cent) Victorian Area Mental Health Services



SUPPORTING THE JUSTICE SYSTEM

4232 court liaison assessments

3583

assessments completed for individuals being considered for a mental health treatment and rehabilitation condition on a community correction order

400%

increase in court assessments

The Mental Health Court Liaison Service and the Community Corrections Mental Health Advice Service were merged to in 2017-18 to form the Mental Health Advice and Response Service. This has led to significant growth in court assessments 123 pre-sentence court reports for people on bail, a 14 per cent increase since last year

pre-sentence court reports for people in custody, a 13 per cent increase since last year

72 court reports prepared for criminal trials (Office of Public Prosecutions), a 7 per cent reduction on the previous year

1420

The new Forensicare Serious Offender Consultation Service has generated 1420 contacts with Community Correctional Services for case management support and mental health assessment advice

PROVIDING MENTAL HEALTH ASSESSMENT, CARE AND TREATMENT TO CONSUMERS IN PRISON

Dame Phyllis Frost Centre Melbourne Assessment Prison Metropolitan Remand Centre and Mobile Forensic Mental Health Service

1,214

assessments

3,748

occasions of service by the Mobile Forensic Mental Health Service

782

clients seen by the Mobile Forensic Mental Health Service

Compulsory treatment is not administered in prisons in Victoria. Those waiting for beds at Thomas Embling Hospital are either unwilling or unable to accept treatment in prison. While they wait they are cared for by Forensicare clinicians in prison until a bed is made available at the hospital.

50

In 2018-19 prisoner numbers continued to rise across the state.

Male: 7527 6 per cent increase from 2017-18

Female: 575 1.6 per cent increase from 2017-18 142 admissions to the Marrmak Unit

43.74

days average length of stay in the Marrmak Unit

92%

occupancy rate in the Marrmak Unit

9,063 reception

assessments

admissions to the Acute Assessment Unit

7.5

days average length of stay in the Acute Assessment Unit

30.89%

occupancy rate in the Acute Assessment Unit

Note: The Acute Assessment Unit was closed for refurbishment works from December 2017 and reopened in June 2019 Port Phillip Prison Ravenhall Correctional Centre

37 admissions to the St Paul's Unit

204.67

days average length of stay in the St Paul's Unit

86.35%

occupancy rate in the St Paul's Unit

916 occasions of service (outpatients) 915 reception

assessments

375 admissions to Ballerrt Yeram-boo-ee Forensic

Yeram-boo-ee Forensic Mental Health Service

45.14

days average length of stay in the Aire Unit

66.37

days average length of stay in the Erskine Unit

119.69

days average length of stay in the Moroka Unit

330 outpatient specialist consultations 97.50%

occupancy rate in the Aire Unit

95.45%

occupancy rate in the Erskine Unit

86.05%

occupancy rate in the Moroka Unit

57.40%

occupancy rate in the Tambo Unit

151.50

days average length of stay in the Tambo Unit

440

outpatient intensive case management

100%

All remandees found not guilty by reason mental impairment and waiting for a custodial supervision order at Thomas Embling Hospital were offered mental health treatment by Forensicare while they remained in prison.

Rural prison clinical services: Psychiatric clinics were regularly held at 10 regional prisons. Nurse practitioner clinics were held at 3 regional prisons.

Tambo Unit offers a bed-based, specialist psychosocial rehabilitation program to prisoners with a mental illness. Low occupancy rates are being addressed through the expansion of referral pathways and providing education to a wider group of potential referrers.



PROVIDING MENTAL HEALTH TREATMENT, CARE AND REHABILITATION AT THOMAS EMBLING HOSPITAL



male security patients

admissions

female security

patients admissions

Forensic patients admissions

(58 per cent increase)

of patients identify

as Aboriginal and/or

Torres Strait Islander

total admissions (23 per cent increase)

94.83%

116-128

increased number of beds

at Thomas Embling hospital

Occupancy rate

3%

Admissions

Waiting times

38.8

days on average, wait time for male security patients to be admitted following recommendation for Secure Treatment Order

9

days on average, wait time for female security patients to be admitted following recommendation for Secure Treatment Order

319

days, on average, wait time for forensic patients in prison to be admitted following a recommendation to the court for a custodial supervision order

92.3%

of remanded prisoners who were waiting for a forensic patient bed at Thomas Embling Hospital on 30 June 2018 had been admitted by 30 June 2019

Longer waiting times for forensic patient admissions were due to a need to treat high numbers of acutely unwell security patients. Discharges

76.7 days average length of stay for male security patients discharged back to prison (12 per cent increase)

45 days average l

days average length of stay for female security patients discharged back to prison (45 per cent increase)

107 separations (patients discharged)

An increase in beds allowed for better treatment of patients with complex needs resulting in an increase in average length of stay.



SUPPORTING COMMUNITY TRANSITION AND REINTEGRATION



patients moved from Thomas Embling Hospital to live full time in the community on extended leave



people had their extended leave renewed by the court for a further 12 months



clients on non-custodial supervision orders (at 30 June 2019), an increase of 19 per cent since 30 June 2018

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reports prepared for the Adult Parole Board



long-term civil patients with complex needs were transitioned from Thomas Embling Hospital to community services in collaboration with Area Mental Health Services and the Office of the Chief Psychiatrist



extended leave clients (at 30 June 2019), an increase of 14 per cent since 30 June 2018



people on extended leave had their order varied to a non-custodial supervision order by the court



supervision orders revoked by the court compared with 16 in 2017-18. Revocation completes the order and means the person can live in the community without conditions



prison consumers accessed our Ballerrt Yeram-boo-ee Community Integration Program



. our Community Integration Program in prisons operated by Corrections Victoria

SUPERVISION ORDERS



patients on custodial supervision orders at Thomas Embling Hospital. Increase of 5 per cent

15 patients on a custodial supervision order

supervision order on extended leave. Increase of 8 per cent

57

clients on a non-custodial supervision order. Decrease of 9 per cent

As at 30 June 2019

Consumer status and discharges

Supervision Orders

In 2018-19 the number of consumers on any order under the *Crimes (Mental Impairment and Unfitness to be Tried) Act 1997* remained steady. The trend over the past three years continued with number of persons on Non-Custodial Supervision Orders decreasing, while the number of patients on Custodial Supervision Order increased.

Figure 6: Consumers on orders under the Crimes (Mental Impairment and Unfitness to be Tried) Act 1997 2015-2019.





Therapeutic Programs

Group program additions: highlights from across Forensicare

Consumer Rights and Responsibilities Sessions

This program features on-going open sessions in the communal area on the Apsley Unit. Sessions are facilitated by the unit social worker and Independent Mental Health Advocates each fortnight. The sessions are run flexibly and are tailored to the current consumers needs and interests with a focus on:

- understanding the Mental Health Act 2014
- providing feedback (Consumer Advisory Group)
- Advanced Statements and Nominated Persons
- accessing advocate and legal supports as well as internal and external complaint processes.

MFMHS Group Flip the Script

Flip the Script is a group program developed and delivered by Forensicare's Mobile Forensic Mental Health Service. Participants are mainstream prisoners at the Melbourne Remand Centre. Over seven sessions, participants learn to engage in relaxation, grounding and mindfulness exercises; and practice replacing aggressive thought (scripts) with non-aggressive alternatives. The group was evaluated as part of a research project this year and found to have potential to help break the cycle of aggression and violent offending.

Construction masters (Lego based therapy)

In February 2019, nine Forensicare staff attended a one-day training based on the theory, background and facilitation of LEGO® Based Therapy as a group intervention. Following this training, the program and the resources were adapted to suit the needs of Forensicare consumers and settings (and collected lots of Lego from generous community donations).

LEGO® Based Therapy is a 12-session program which focuses on collaborative, leisure based social skills intervention designed to improve social skills in people with social difficulties. The program utilises a participants' strengths to help overcome areas of difficulty and supports the development of social competence and social communication skills.

Over the 12 weeks we have been able to see an improvement in the confidence, collaboration and general social skills demonstrated in play/ leisure/peer interactions – all done via the shared experience of working together, listening and learning from each to build Lego kits and projects.

LEGO® Based Therapy has also inspired some of our patients and their families to use Lego as more than something from a group, and have found it a lovely way to connect, work together and share the memories of Lego building as a shared occupation during visits.



Canning Clay Group (Art Therapy)

The Canning Clay Group is a studio space that includes time to explore a range of ways to work with clay. This open, rolling group commenced in March 2019 on Canning Unit. Clay is used to develop mindfulness skills through reflection, being aware of how we feel and encourage calmness and using methods that sooth and connect the mind and body. Working with the same material in a shared space promotes cohesion amongst the group.

Pet Therapy at Forensicare

Pet therapy at Forensicare is supported by volunteers from the Delta Dogs program. The pet therapy sessions aim to engage consumers in activity, provide opportunities for social interaction, assist in fulfilling emotional needs, and promote positive attitudes and pro-social behaviour.

At Thomas Embling Hospital, pet therapy commenced on Barossa (Women's Unit) in April 2019. Beau and his handler visit the unit every Friday for an hour. Many patients look forward to the visits with some patients even rearranging their off-campus leave to accommodate pet therapy sessions. Anecdotally the program has been a huge success.

At Ballerrt Yeram-boo-ee, pet therapy was implemented on Moroka, Tambo and Erskine Units. Two volunteer teams composed of Duffy the border collie and Baz the greyhound visit the individual units weekly. All consumers and staff are given an opportunity to engage with the dogs to whatever level they are comfortable with.

Participants take responsibility for preparing resources. They walk the dog in the unit outdoor spaces and offer it treats, as well as lots of pats, play and cuddles. Feedback from staff and consumers has been highly positive, with consumers reporting an increase in mood following each visit. "With the clay, I started pushing it down for 2-3 minutes. It felt good – like I was building something. Hands are intelligent when you think about it. My mind was connected to my body, touching something, that's important".

"I suppose clay is a way for your mind to express itself through the body. Touch, Push. I started to see and sculpt a face, which I was pleased with. It looked crude, but I had made something I was proud of, I had produced something." Canning Patient

30

patients took part in art therapy programs in 2018-19 with an average attendance rate of 90.85 per cent

505

Individual art therapy sessions were offered with an average attendance rate of 97.6 per cent

58



Group Sessions with an average attendance of 64.5 per cent

Thomas Embling Hospital

Work is already underway to revitalise the therapeutic program offered at Thomas Embling Hospital. Existing programs have been reorganised to align with the 7 *pillars of care* in preparation for the rollout of the DUNDRUM Quartet across Forensicare in 2020. A new brochure has been developed to guide patients to enrol in therapeutic programs that address their individual treatment needs.

To prepare our workforce for a more programs-focused model of care, more than 50 staff completed training in group facilitation and group program development. The '*Getting Groups off the Ground*' workshops were delivered by the therapeutic programs coordinator in May and June 2019.

In 2018-19 we delivered over 50 programs at the hospital covering the following areas:

- physical health
- mental health
- substance use
- offending issues
- · elf-care and activities of daily living
- education, occupation and creativity
- spirituality, family and social networks.

Community Forensic Mental Health Service

The *Handling Anger Wisely Group* has been run at the Community Service since 2009. The group comprises of 16 sessions, run on a weekly basis covering the following areas:

- recognition of anger and when it is a problem
- anger triggers
- personal ways of expressing anger
- unhelpful thinking
- cognitive-behavioural skills (thinking and acting in more constructive ways)
- relaxation and anger reduction techniques
- assertiveness; problem-solving; and
- practice in managing anger.

The current group is smaller than previous years prompting plans for a renewed effort to promote the group before it is offered in 2020. To date, over 100 participants have attended the group.



Art Therapy at Thomas Embling Hospital

What is art therapy?

Arts therapies are traditionally based on psychodynamic or psychoanalytic principles as well as current evidence- and practice-based theoretical frameworks. These include — but are not limited to — humanistic, behavioural, depth analytic, systematic and integrative approaches. In short, Art Therapy processes are based on counselling frameworks and incorporate art into the dialogue as a mechanism for working through the concepts that clients bring to the therapeutic relationship.

What isn't art therapy?

Arts Therapies differ from traditional artmaking in the sense that the emphasis is on the process of meaning-making and creating that occurs rather than on the aesthetics of the finished product. It is not an art lesson or a recreational activity, nor does it require any previous art experience. What Art Therapy can do is provide opportunities for clients to engage creatively with art materials, others and their own emotional and mental states when verbal interaction becomes difficult.

What does Art Therapy look like at Thomas Embling Hospital?

I provide many forms of art therapy to consumers (and staff), individual, open groups or closed using a range of art materials to help the process for example clay, craft, marbling and much more. I see my role to help my clients find a language in which they can communicate to their environment and to themselves. It's very easy for us to go around or avoid a problem when using words. Using art as a communication tool, however, bypasses this to get to issues that may be suppressed, allowing for access to implicit memories and thoughts. To put it simply – art doesn't judge

Art Therapist, Thomas Embling Hospital.

Mobile Forensic Mental Health Groups at the Metropolitan Remand Centre

The MobileFMHS continued to facilitate a suite of mental health group programs to meet the needs of clients. Programs are typically seven sessions in length.

The following group programs form part of the suite of interventions offered by psychology staff within the MobileFMHS, that we offered this year:

- Road to Recovery
 (stabilsation skills for trauma)
- Riding the Wave
 (emotional regulation)
- Improving Mood: Coping with Depression
- Taking action: Coping with Anxiety
- Mental Health Recovery (recovery from psychosis)
- Flip the Script (anger script intervention).

Ballerrt Yeram-boo-ee Forensic Mental Health Service

Highlights of the therapeutic programs delivered across the four bed-based programs include:

- Relaxation
- Healthy Eating and Cooking group
- Psychology skills group
- Communication and Interaction Skills
- Time Use
- Sensory group
- Art groups and therapies
- Coping Better
- Positive Relationships
- Mental Health Recovery
- Sunday lunch
- Dual diagnosis drug and alcohol group (delivered with GEO).



St Pauls

St Paul's Unit is a 30-bed psychosocial rehabilitation program which combines individual case management and therapy with a full program of therapeutic and activity-based groups.

Highlights from the group program calendar of 2018-19 included:

- Riding the wave (emotional regulation)
- Red hot chilli preppers (cooking group)
- Mindfulness
- Mental Health Recovery
- Morning meetings
- Positive Relationships
- Assertive Communication
- Relaxation
- Book Club
- Sensory Modulation
- Art Group.

Marrmak Unit

Highlights from the multidisciplinary group program for 2018-19 included:

- Emotion regulation group
- Cooking skills groups
- Living sensationally (sensory modulation)
- Mindfulness
- Doctors on the couch
- Drug Talk (Alcohol and Other Drugs Education)
- Frame of Mind (outpatients-psychology).



Vocational education and training programs

Consult, design, build, install: building and construction student projects 2018-19

In 2018-19 Building and Construction students began projects for the benefit of the patients and staff at the hospital. The Kangan Institute teacher and her students attended unit community meetings in Daintree and Canning to ask what item consumers and staff would like built for the use of the community.

Daintree consumers wanted new storage drawers for cutlery and crockery. Kangan Institute students designed the units to fit perfectly into the Daintree space and Kangan purchased all materials. The picture below shows the completed drawers and the drawers in-situ at the Daintree unit.

The teacher and students are now building a large storage unit and bookshelves for the Canning patients and staff. The arrangements going forward are that half the costs will come out of unit budgets and the other half will come from Kangan Institute. The Canning bookshelves will be completed in 2019.

Figure 7: Kangan Institute Enrolments by Course



Figure 8: Kangan Institute Module Completions by Course







Kangan Institute pop-up cafes

Through 2018-19 the Kangan Institute Bakery students at Thomas Embling studied the following modules:

- Provide assistance in cake, pastry and biscuit production
- Produce sponge cake products.

Two pop up cafés were held which were open to anyone in the hospital, one as the last event for Mental Health Awareness week, and the other as a fundraiser in response to the tragic events in Christchurch, New Zealand.

Students chose which causes to donate to for the October pop up café. Mental Health Awarenesss Week proceeds went to Mind Australia's Sprout program and Delta Therapy dogs. The April donations all went to the Christchurch Foundation.

While exhibiting the great work done by students is a priority, these pop up cafés give a chance for the hospital community to come together in a relaxed environment.

In the October café Kangan Institute's art teacher created a display of student art work (see below). Again this gave an opportunity for students to show case their work and for the community to see what is possible within Kangan Institute certificated courses.

Figure 9: Kangan Institute Module Withdrawals by Course



Figure 10: Kangan Institute Students by Unit





Wellness programs

Healthstream

Healthstream continued to deliver health education and promotion activities as well as a range of programs centered around the indoor swimming pool, sports hall, cardio and strength rooms located in the gymnasium in the secure campus of Thomas Embling Hospital.

Instructors offered unit based programs including specialist programs for women and a 10-session interactive education program focusing on health and wellbeing. The group education sessions are a fun and interactive way of providing more advice on setting health goals, and understanding more about health and nutrition.

This year there has been a growing emphasis on Healthstream providing individual programs and training sessions for consumers to provide further help with improved health and fitness. The individual training sessions have been successful in adding a higher emphasis of improving the consumers' physical abilities, as well as learning more about the positive effects physical training provides. Healthstream also coordinated numerous successful events throughout 2018-19 including:

- The annual Thomas Embling Tennis Open was participated by a record number of consumers and staff, who battled it out over the month of January, playing round-robin singles and doubles matches on a daily basis.
- The Aquatics programs were extremely popular over Summer and Autumn. Healthstream developed a challenge for consumers to swim as many laps of the pool as possible throughout the month of March. This was highly attended by consumers wanting to keep their fitness up with low impact to their bodies.
- In conjunction with Mental Health Week, Healthstream organised the inflatable *Tough Mudder* obstacle course in October 2018. The course is structured as a fun, but challenging apparatus that helps provide the sense of achievement to complete a challenging physical element.
- An indoor soccer team comprised of consumers and staff, played against a community Futsal team. This match enabled all involved to work together as a team, and promote fair play. The community Futsal team were also able to pass on some education on match tactics, and physical skills.

HEALTHSTREAM CONTINUED TO DELIVER HEALTH EDUCATION AND PROMOTION ACTIVITIES.





Figure 11: Total attendance of Healthstream Service

Figure 12: Total % of TEH population utilising Healthstream Service







Cultural and spiritual care

International Day Against Homophobia, Biphobia, Intersexism and Transphobia (IDAHOBIT)

IDAHOBIT Day is now a permanent day of celebration on the Forensicare special events calendar and this year staff and consumers at all sites shared rainbow cake to celebrate gender diversity and promote reflection on creating a safe and inclusive organisation. An email education campaign provided hints to help staff recognise discrimination in the form of homophobia, transphobia, intersexism or biphobia.

National Reconciliation Week

National Reconciliation Week 2019 was recognised through two very successful events at Thomas Embling Hospital.

Melbourne Indigenous Transition School

The Melbourne Indigenous Transition School visited Thomas Embling Hospital to share stories with staff on culture, understanding its importance, and strategies for dealing with trauma in culturally-sensitive situations.

Over 30 staff attended interactive Q&A, which explained the importance of cultural consideration, and recognising the additional issues that Aboriginal and Torres Strait Islander people face.

Indigenous Hip Hop Project

The Indigenous Hip Hop Project visited Thomas Embling Hospital and held a hugely successful hour-long program for staff and consumers.

The talented dancers began with a dynamic hip-hop demonstration. The audience was then invited to participate in a short routine where some showed serious skill and others just joined in for a bit of fun. Following the event, participants were treated to a delicious BBQ lunch.

NAIDOC

This year Forensicare held events and activities focused around this year's NAIDOC theme *'Voice. Treaty. Truth'* – the three key elements to the reforms set out in the Uluru Statement from the Heart. These reforms represent the unified position of First Nations Australians.

Welcome to Country and Djirri Djirri Dancers

The annual NAIDOC Welcome to Country event at Thomas Embling Hospital is an extremely popular event enjoyed by staff, consumers and carers together.

This year attendees were treated to a Welcome to Country and Smoking Ceremony by Wurunderji Elder Uncle Perry Wandin at the hospital's Bunjil Waa Wein fire pit. Uncle Perry was followed by a performance from the Djirri Djirri dancers. The female-only Wurunderji group danced stories of cultural significance, from the symbolic healing and cleansing of the gum leaves, to Bunjil, the creator of all.

Yarn bark

This year we invited William Austin, co-founder of Yarn Bark to provide cultural immersion presentation to Thomas Embling Hospital consumers, staff and carers. Yarn Bark provides cultural mentoring, teaching the art of traditional artefact creating, as well as educating the community on their vision of an inclusive Australia.

William performed songs with hand-crafted clap sticks, didgeridoo and boomerangs, instructing the audience to close their eyes to truly listen. He also shared the story of his father's experiences with the stolen generation, and his own story of slowly gaining cultural knowledge.

The event ended with a powerful introductory session of Wayapa, which translates to 'connect country' in the language of the Gunditjmara and Gunnai Peoples. Wayapa is a series of movements that focuses on the wellness of the mind, body, and spirit, as well as a strong emphasis on the environment.

THE AUDIENCE WAS INVITED TO PARTICIPATE IN A SHORT ROUTINE WHERE SOME SHOWED SERIOUS SKILL AND OTHERS JUST JOINED IN FOR A BIT OF FUN. Participants' feedback

"Seeing Paul (Buddhist Chaplain) helps me feel more hopeful about my situation"

"I feel spiritually uplifted when I am visited by Fr. Mile (Macedonian Orthodox Priest)"

"Visiting the prayer room helps me heal a little"

"The prayer group is good. It keeps me focused"

"Pastoral Care services' refer to one-to-one conversations of 20mins or more that explicitly explore questions of faith and meaning, identity, love and forgiveness, as well as specific religious questions."

Spiritual Care Program

The Spiritual Care Program at Thomas Embling Hospital continues to offer a meaningful response to those seeking spiritual support and growth. It provides patients with access to the wisdom and ritual practices of major religious traditions, as well as unit-based agnostic/multi faith spiritual discussion groups. All spiritual care services delivered in the hospital are open to all patients, regardless of religious affiliation. Positive experiences of spiritual care help provide consumers with the capacity to lead fulfilling and meaningful lives throughout their recovery journey.

Figure 14 below, shows how the spiritual care program is utilised in the hospital. It is based on the type of spiritual care provided and the number of spiritual care services delivered between January and June 2019. A 'spiritual service' refers to an explicitly spiritual engagement of at least 20 minutes and includes pastoral care, ritual services, prayer services, religious and cultural events, spiritual discussion groups and prayer room usage.

Recent engagement of a leader from within the Pagan Collective of Victoria to provide fortnightly support to two patients has been a small but new aspect to the program.

Figure 14: Spiritual care services delivered January-June 2019



Consumer Advisory Group Cultural-Spiritual Outings

This year we introduced a new Thomas Embling Hospital Consumer Advisory Group initiative: Spiritual-Cultural Outings. The outings provide professional development opportunities for CAG members, and explore the importance of spiritual and cultural diversity.

The first encounter was a visit with the Islamic Museum of Australia. The day after our visit to the Islamic Museum, the tragic Christchurch mosque shootings occurred. In response, patients were supported to write expressions of sympathy and solidarity in a card sent to our Muslim partners at Islamic Council of Victoria. The visit to the museum established a very real and meaningful connection with the wider local and global community.

The second visit was with the Tibetan Buddhist Society in Yuroke and CAG members are looking forward to two more visits in the second half of the year.

The purpose of the outings is to improve the understanding of the spiritual and cultural needs of our consumers, and their varied faiths. The two destinations so far confirmed have been chosen because of their already existing connections with Thomas Embling Hospital, and faith leaders in these religious communities.

The outings also assist in establishing social connections with the wider community, in hopes patients may one day return – or at least provide real-life advice to others on how they can pursue their faith outside the hospital.





Forensicare





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