

between the lines

edition one
february 2011



'top blokes talk' kicks a goal for MensLine Australia

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Dr Andrew Rochford



Tim Mathieson

On Friday, November 12, the MensLine Australia (MLA) Top Blokes Talk Business Luncheon was held at Etihad Stadium. 190 business and community leaders sat down to lunch at the Medallion Club to learn about the secrets to good health, business and family relationships.

Master of Ceremonies Dr Andrew Rochford of the 7pm Project kept the crowd smiling while MLA caller Josh Einam delivered a moving account of his experience using the MLA call back service. Men's Health Ambassador Tim Mathieson shared some advice for employers, and Crisis Support Services (CSS) chairman Dr Nicholas Voudouris detailed the valuable services that MLA and CSS provide.

CEO Alyson Miller said the feedback from the luncheon was overwhelmingly positive and many interesting contacts were made during this networking event.

"I was delighted to see the formal feedback that stated 100 per cent of respondents thought attending the event was worthwhile. In addition, 96 per cent said they looked forward to future events and would recommend the event to others.

"The event has helped to raise the profile of MLA throughout Melbourne's corporate and community organisations. It has also opened many doors for CSS, enabling broader reach of our services, training and corporate partnerships," Alyson said.

Work on developing these potential partnerships is well underway.

CSS was pleased to have the opportunity to present a certificate of partnership to Salvation Army Employment Plus in recognition of the new Memoriam of Understanding with MensLine Australia and CSS.

number crunch

Calls received year to date
(January 2011):

MensLine Australia	3872
Suicide Services (SCBS and SLV)	1539
<i>beyondblue</i> info line	4230
Veterans Line and ASL	500



MensLine Australia hits the big screen

From left to right:
Dr Nicholas
Voudouris,
Major Ritchie
Watson,
Alyson Miller, Viktor
Urjanko, Randal
Newton-John



CEO's column

Welcome to the first edition of *Between the Lines* for 2011. It's my great pleasure to re-introduce you to CSS' bi-monthly newsletter as I'm sure you'll find it an informative update about many of the key projects happening across our bustling organisation.

The 2010 year was an extremely busy and challenging time for everyone at CSS, as we strove towards reshaping and bolstering our organisation. As the result of the hard work of our dedicated staff team we secured several contract extensions and renewed our

focus for the future of CSS.

2011 will bring more challenges as we focus on achieving stability and sustainability. Suicide Call Back Service, ATAPS and MensLine Australia contracts will be under review, and we will embark on a major IT project to develop our infrastructure, capability and security. We look forward to the culmination of our EBA negotiations, an extensive process involving people from all levels of CSS to ensure we reach an agreement that will see our professional counselling staff

rewarded for the great work they do, and better off overall.

In this edition we look at our new strategic plan and organisational values which will guide our evolution. We take pride in profiling three successful projects, including Veteran's Line – an often unsung hero, responsible for supporting the wellbeing of thousands of veterans and their families every year.

I would like to thank everyone at CSS and our partners for your support over the past 12 months. I look forward to working with you all on the new challenges of the coming year.



Alyson Miller

Alyson Miller
CEO

a word from our callers

"A few months ago I went through a bad break-up and I was really down. I think I would've lost it completely without getting help from MensLine Australia. Counselling has taught me better ways to handle and cope with difficult situations. MensLine really turned me around with advice and just listening to me. I was pulled through a hard time and supported. I wouldn't be here otherwise, I honestly believe that. I can't say enough about the service."

Josh
MensLine Australia caller



Josh

"Thank you to all the MensLine counsellors who have supported me over the past few months. I've gained strength and confidence from the service and having someone to listen to me has been particularly important. The service has enable me to challenge myself and try harder to get through difficult times, always knowing that I can call MensLine again. I'm a bit like the Little Red Engine in the way I now have the personal strength to say to myself "I think I can, I think I can..."

Warren
MensLine Australia caller

"I work in mental health and my whole business was lost in the floods. I'd like to thank the *beyondblue* info line for everything you do, including the wonderful resources. I use them constantly with my clients. The new batch of resources you are sending will give me hope that my business is slowly coming back to life. They will be put to good use when my office is rebuilt. "

beyondblue info line caller



strategic plan guides CSS into 2011

Much work was done in 2010 to reshape the CSS strategic plan to guide our business through this exciting period of rapid change and growth.

The CSS board of directors ensure that the plan and the vision it supports is being well executed by working closely with our management team.

The strategic plan enables everyone to work together so that the professionalism and expertise of CSS staff is brought to our services, allowing us to deliver the best possible service to the community.

The following is a snapshot of the new CSS strategic plan.

In the current financial year, CSS is working towards building the strong foundation required to achieve its strategic vision of being universally recognised as Australia's leading professional telephone and online counselling provider.

Our Vision

All people are heard and helped in their time of need.

Our Purpose

To support people to manage crisis and develop wellbeing by providing specialist, professional counselling and referral services.

Our Values

Professionalism

We are a team of qualified professionals, drawing on our specialised skills and experience, to provide expert solutions and effective services to the Australian community.

Integrity

We strive to provide quality services while upholding the highest ethical and moral standards, with a commitment to honesty, transparency and accountability.

Leadership

We strive to be the national leaders in the field of professional telephone and online counselling, committed to best practice, continuous quality improvement, and advocacy for the people we serve.

Compassion

We show compassion and empathy for every individual, offering support and understanding in the face of life's greatest challenges.

Excellence

We demonstrate professional excellence by consistently going above and beyond to achieve exceptional results in all that we do.

Our goal is to be known for:

- Delivering excellence and setting the benchmark for the delivery of quality telephone and online counselling services.
- Being an expert voice and valued partner for government, corporate and community organisations striving to improve mental health outcomes.

To achieve this goal we are focused on achieving five key objectives. They are to:

01 Build our profile and position – with the public as well as government, corporate and community organisations.

02 Strengthen our evidence base – by investing in the organisation's reporting, research and evaluation capabilities.

03 Create new partnerships – through the further delivery of our services, such as industry carelines and training, and the development of philanthropic and corporate-community partnerships.

04 Develop our professional culture – by investing in improved corporate systems and processes that support the growth and development of our organisation.

05 Lead with excellence – by ensuring good governance, mentoring and development of our people and a proactive, informed approach to social issues and the community's needs.



spotlight on Information Communications Technology (ICT)



The CSS ICT team is a small but powerful one, consisting of James Traficante, General Manager ICT and John Athanasiou, ICT Administrator.

James and John are coming into busy and exciting times as they rebuild the entire IT environment, expected to bring about many positive changes for staff.

ICT are about to undertake the massive task of replacing all old hardware including servers, desktops and laptops with the help of a managed service provider. Only a small amount of HP equipment that is relatively new will remain, with most other equipment due for an upgrade.



John and James

Greater service will come about through partnering with external data centre Sonnet Systems who will host CSS servers externally and provide a 24/7 help desk for all staff enquires.

“Staff will notice an increase in speed, security, service and accessibility of files no matter what your location,” said James. “There will be a slight change in the way we do things with some new applications put in place but we know the changes will be overwhelmingly positive.”

These improvements are part of an infrastructure

replacement project set by the Board of Directors in December 2010, with an expected completion date of April 30, 2011. This project ensures that CSS can continue to service the community with the support of the best systems available.

Development of a new database is also in the conceptual stage. This will result in a central model where users will automatically be logged into the databases they work on. Like the other changes, this is expected to greatly improve the user experience.

our supporters



Left to right: Maurice Golotta, initiator of “I’m Possible” project, Susan Doyle-Hosie, CSS General Manager Commercial Activities, and Chris Lutz, Design A Space Director.

I’m Possible – Design A Space

On Thursday November 11, 2010, Design A Space Retail Gallery launched the “I’m Possible” Project, showcasing the artwork of eight independent Australian designers tasked with transforming the word “Impossible” to “I’m Possible”. The final designs were printed on t-shirts and made available to purchase for \$65.00. A generous \$50.00 from the sale of each t shirt was donated to SuicideLine Victoria. So far, \$1765 has been raised. T-shirts are still available, contact Donna Gross, Business Development Manager.

Everyday Hero Cindy Finch

This year Cindy Finch is trekking the Kokoda Track to raise funds for MensLine Australia. “For years I have been trying to encourage men to speak up if they feel down, before they get too low. Unfortunately men struggle to speak up and see it as a sign of weakness. It’s not weak, we are all human and at some point in our life we feel depressed and lost,” said Cindy. Please visit <http://www.everydayhero.com.au/cinders> for more information or post this link to your Facebook page to encourage your friends to support MLA.

more calls to Veterans Line during Christmas period



Christmas is the busiest time for Veterans Line with the line receiving a huge increase in calls for December 2010.

Veterans Line program leader, Lynda Oates, said the Christmas period is generally a tough time for veterans.

"It's a hard time as they remember mates and family they've lost. We do find that they are really pleased and genuinely thankful that we've called them back," Lynda said.

Veterans Line introduced a call back component in October last year when CSS won a new three-year contract.

"A call back service was seen as worthwhile and added into the new contract following a pilot between May and August. We provided more than 40 call backs between the 24th of December and the 4th of January while the WVCS (Veterans and Veterans Families Counselling Service) was closed".

"The open lines were still busy answering 400 calls in December, up from a normal month where Veterans Line receives between 280-350 calls," Lynda said.

Veterans Line provides professional counselling and crisis support to Australian veterans of war and peacekeeping operations, and their families. The line provides the after-hours component of the WVCS.

JIGSAW improves counsellor and caller satisfaction

The JIGSAW referral database launched by CSS in June 2010 has had a great impact on CSS counsellors' ability to provide quick, accurate and comprehensive referrals.

Since its inception, more than 40,000 JIGSAW searches

have been made, with around 55,000 page views. This figure includes more than 1,000 visitors referred from the Suicide Call Back Service website and nearly 2,500 from MensLine, illustrating that it isn't just CSS counsellors who are accessing the search engine.

CSS web development manager Pierz Newton-John, said the response from counsellors to the new system had been very positive.

"Overall it's been received very well. Counsellors appear to find it much easier to use than the previous systems, and I think the ability to view the location of services in Google Maps is appreciated. They can rely on the data to be accurate, since we only have one data set to maintain.

"The system was refined with input from CSS counsellors with functionalities like the multiple keyword search, clear search button, an improved system for finding CAT teams and the addition of a home marker on the map, hopefully making their jobs that little bit easier," explained Pierz.

Recent results from a MensLine Australia caller satisfaction survey revealed the new system is making a significant difference. Caller satisfaction with the quality of referrals provided had risen close to 99 per cent (94 out of 95 callers), compared with 89 per cent prior to the implementation of JIGSAW.

JIGSAW is available at: <http://www.crisissupport.org.au/jigsaw/>



beyondblue counsellor uses JIGSAW

counselling corner

supporting victims of natural disaster

Thousands of Australians' lives have been turned upside down, following the devastating floods and cyclone on the east coast. Despite the multitude of community services on offer, the devastation is likely to take a long-term toll, affecting many for years to come.

CSS' Clinical Services General Manager, Chris Groot, said easily accessible, 24 hour, national services like MensLine Australia and Suicide Call Back Service are likely to be key resources for support over the coming months.

"CSS counsellors are trained professionals, equipped to provide vital support to those affected through counselling and psychological first aid, to reduce distress caused by the traumatic event, and to foster adaptive functioning and coping," he said.

Drawing on empirical evidence and the recommendations of the Australian Psychological Society, CSS supports the use of psychological first aid by appropriately trained professionals as a therapeutic strategy following acute natural disasters.

An insight into Psychological First Aid

<p>1</p> <p>Promote safety</p> <ul style="list-style-type: none"> • Help people meet basic needs for food and shelter, and obtain emergency medical attention. • Provide repeated, simple and accurate information on how to get these basic needs. 	<p>2</p> <p>Promote calm</p> <ul style="list-style-type: none"> • Listen to people who wish to share their stories and emotions, understanding there is no right or wrong way to feel. • Be friendly and compassionate even if people are being difficult. • Offer accurate information about the disaster or trauma and the relief efforts underway to help victims understand the situation. 	<p>3</p> <p>Promote connectedness</p> <ul style="list-style-type: none"> • Help people contact friends and loved ones. • Keep families together, Keep children with parents or other close relatives whenever possible. 	<p>4</p> <p>Promote self-efficacy</p> <ul style="list-style-type: none"> • Engage people in meeting their own needs by helping them regain their confidence and ability to manage their current and future situations. 	<p>5</p> <p>Promote help</p> <ul style="list-style-type: none"> • Find out the types and locations of government and non-government services and direct people to the range of services that are available during and after the disaster. • When they express fear or worry, remind people (if you know) that more help and services are on the way.
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(Adapted from Substance Abuse and Mental Health Services Administration (SAMHSA)(2007). Psychological first aid: A guide for emergency and disaster response workers. Washington, DC: U.S. Department of Health and Human Services)

what's on



Hyde Street Staff Connect representatives, Liz Slattery and Rhona Rees with Australia Day cake baker, Ellise McLoughlan

The Staff Connect team helped staff celebrate our wonderful country with an Aussie feast of sausage rolls, vegemite sandwiches, and lamingtons on Tuesday 25 January.

event	what's happening?	when
Pizza Night	Enjoy a variety of hot and yummy pizzas.	6pm Friday 25 February
Luck o' the Irish Lunch	St Patrick's Day Lunch with green food and drinks (bring a plate of green food to share!)	12pm Thursday 17 March
Easter Eggstravaganza!	Hot Cross Buns, Easter Eggs, and a giant Easter Egg Raffle!	11am Thursday 21 April
High Tea	Mini cakes, fancy biscuits, scones, cucumber sandwiches, and tea!	2pm Wednesday 25 May
Fish & Chips Night	A fresh fish & chips feast for all.	6pm Tuesday 21 June

five minutes with Vic Walmsley

Vic joined the organisation as a volunteer in 1991.
He is now a clinical assessor and counselling manager.

What is your earliest memory?

Riding with my grandfather in an old Vauxhall in what was then country north of Preston. I was about 4 or 5 I think.

When I was younger I wanted to be...

A pilot because my dad was a flying instructor in the Air Force during the war.

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

Jean Claude Killy, a French skier, who won gold medals and World Cups in the late '60s and revolutionised skiing at the time.

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

The drinks.

What do you enjoy about working at CSS?

The fascinating mix of people, the constantly changing work and the challenge of managing myself within it.

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

I can't pick any one moment but the opportunity to work or train with a number of inspiring people will stay with me.

What's your favourite Melbourne place to visit?

At the moment it is Preston Market, getting to know some of the stall holders, and having gozleme for breakfast at the caravan stall.

What are three things you can't live without?

Hope in visiting Paris again, my Citroen, my partner Chris, in no particular order.



Vic Walmsley

five minutes with Seán Hogan

Seán is a Director of CSS and joined the board in 2005

What is your earliest memory?

Long summers usually spent at the Coburg Pool.

When I was younger I wanted to be...

A sailor (like my father and grandfather).

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

Geoffrey Robertson QC.

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

Stir fry for the vegetarians and a roast for the carnivores.

What do you enjoy about being on the CSS board?

It's never dull and always challenging.

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

There have been many over the years but most recently seeing the positive mood and connectedness of the management team at Management/Board Christmas dinner last year was a highlight.

What's your favourite Melbourne place to visit?

Difficult to decide between cycling Beach Road when the sun is out and the wind is low or a picnic at the Botanical Gardens with my family; or the Flower Gardens as my three year old daughter calls it.

What are three things you can't live without?

Apart from my wife and two children:

- coffee
- my bicycles
- my iPad



Seán Hogan

hatches & matches



Kirsteen and Toby
Image by Ann Niddrie

Kirsteen Moss married Toby on the 10th of December at Milton Park in Bowral NSW. Despite threats of thunderstorms, it turned out to be a beautiful day for a garden wedding. An Alice in Wonderland meets geek theme at the reception saw tables decorated with Lego as well as assorted tea cups and cupcakes.

Kirsteen described the day as "awesome fun!"

"Toby and I met online, which is apt considering he is a software developer and I spend way too much of my life on my laptop."

They spent a week-long honeymoon in Byron Bay swimming, eating, reading, and being indulgent.



Jody and Keith
Image by Liz Slattery

Jody Pederson and Keith Berry enjoyed an evening wedding on November 26, 2010 at the beautiful Quat Quatta mansion in Ripponlea.

"I would have to say that my favourite part of the day was when I caught my first glimpse of Keith as I walked down the aisle, arm in arm, with my brother and mother. I had butterflies all over again," Jody said.

Jody's time as a dance teacher in her early 20s came in handy for choreographing their bridal waltz to Nick Cave's Into My Arms."

Jody and Keith will honeymoon around Finland, Sweden, Norway, England, Scotland and Germany in the coming year.



Archie James

Natalie O'Connor and family welcomed baby boy Archie James on November 11, 2010 weighing 4kg. Archie is a little brother for Oliver.



Laura and Noah

Laura Kennan and husband Geoff proudly announced the safe and healthy arrival of Noah James Ellis at 10.36 am on January 5, 2011 weighing 3.20kg.

welcome to the team

There have been plenty of new faces join the team at CSS recently. Here is a list of those who began between October 2010 and January 2011.

Jeff Forsyth
Counsellor – *beyondblue*

Lisa-Rose Ciantar
Office Administrator

Sharyn Bunn
Counsellor – *beyondblue*

Wendy Kurka
Counsellor – *beyondblue*

Gregory Stent
Counsellor – MensLine Australia

Pamela Williams
Counsellor – MensLine Australia

John Athanasiou
ICT Administrator

Russell Smith
Counsellor – MensLine Australia

Gagan Sodha
Finance Officer

Kirsten Forgione
Counsellor – *beyondblue*

Amy Williams
Counsellor – *beyondblue*

Kerry Arrow
Counsellor – *beyondblue*

Catherine Reynolds
Counsellor – SuicideLine (VIC)

Priyanka Dhairawan
Counsellor – *beyondblue*

Georgiana Cameron
Counsellor – *beyondblue*

Christina Rainbow
Workforce Planning Manager

Dimitri Hawa
Counsellor – MensLine Australia

Jaelyn Danaher
Counsellor – *beyondblue*

Ignacio Jimenez
Clinical Supervisor

next edition

Please send ideas for the next edition (April) of **Between the Lines** to Courtney Collier (ccollier@crisissupport.org.au) or Ellise McLoughlan (emcloughlan@crisissupport.org.au) by Friday March 18 2011.



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