

ROYAL COMMISSION INTO VICTORIA'S MENTAL HEALTH SYSTEM

Melbourne Town Hall, Yarra Room,  
90-130 Swanston Street,  
Melbourne, Victoria

On Tuesday, 2 July 2019 at 10.00am

(Day 1)

Before: Ms Penny Armytage (Chair)  
Professor Allan Fels AO  
Dr Alex Cockram  
Professor Bernadette McSherry

Counsel Assisting:  
Ms Lisa Nichols SC  
Ms Fiona Batten  
Ms Georgina Coghlan

1 CHAIR: Thank you for joining us on this first day of our  
2 public hearings. I am Penny Armytage, the Chair of the  
3 Royal Commission into Victoria's mental health system.  
4 I am joined by my fellow Commissioners: Professor Allan  
5 Fels, Dr Alex Cockram and Professor Bernadette McSherry.  
6

7 On behalf of the Commission I acknowledge the  
8 traditional owners of the land on which we meet, the people  
9 of the Kulin Nation. I also pay respects to Elders past  
10 and present and extend that to Elders joining us here  
11 today.  
12

13 I deliberately begin by acknowledging and recognising  
14 Aboriginal and Torres Strait Island Victorians and  
15 reflecting on Aboriginal understanding of social and  
16 emotional wellbeing. My fellow Commissioners and I are  
17 committed to ongoing and thoughtful engagement with  
18 Aboriginal Victorians, to learn from their wisdom, build on  
19 existing knowledge and best practice, and embrace  
20 self-determination.  
21

22 As expressed in Balit Murrup, Victoria's First Peoples  
23 share a rich culture and history that extends back tens of  
24 thousands of years and continues to be practised now. This  
25 modern history is characterised by resistance, reclamation  
26 of rights, and community and personal resilience. It is a  
27 history that seeks to re-establish self-determination.  
28

29 The long-standing leadership of Aboriginal communities  
30 and Elders in Victoria is recognised as crucial to  
31 improving outcomes for Aboriginal adults, children and  
32 families. Also to be acknowledged is the devastating  
33 impact of trauma across generations as a result of  
34 colonisation, genocide, discrimination, racism and the  
35 violent dispossession of land and children.  
36

37 The work of this Royal Commission will be underpinned  
38 by self-determination, in recognition that Aboriginal-led  
39 responses are central to improving outcomes for Aboriginal  
40 people. Our work will be built on strong community voices  
41 and community-led approaches that reflect the diversity of  
42 Aboriginal communities throughout Victoria.  
43

44 Together, we have a challenge ahead. As one person  
45 told the Commission, "The mental health system has been set  
46 up from a white world, not inclusive of Aboriginal and  
47 Torres Strait Islander participation."

1  
2 But it is a challenge we commit to taking up alongside  
3 Aboriginal Victorians.  
4

5 We know that we have much to learn from Aboriginal  
6 perspectives on mental health - encompassing the social,  
7 emotional and cultural wellbeing of the individual and the  
8 wider community.  
9

10 We respect the powerful Aboriginal understanding of  
11 social and emotional wellbeing and its relevance to all of  
12 the Commission's work.  
13

14 Before the hearings begin, I want to speak briefly  
15 about what we have heard and learnt so far and our  
16 aspirations for better mental health services.  
17

18 It is estimated that 20 per cent of Victorians, that  
19 is, more than 1.2 million people, experience a mental  
20 health condition in any given year. And nearly half of all  
21 Victorians - well over 3 million people - will experience a  
22 mental health condition in their lifetime.  
23

24 Think for a moment about what these numbers actually  
25 mean: when it comes to our families and loved ones, there  
26 is a one in two chance they will experience a mental health  
27 condition during their lifetime.  
28

29 It is estimated that mental health conditions are more  
30 prevalent in our community than all cancers combined.  
31 Nearly half of the people living in our own neighbourhood  
32 will experience challenges to their mental health.  
33

34 Mental health is experienced in many different ways by  
35 different people. Some of us live with ongoing challenges  
36 to our mental health; some of us might experience those  
37 challenges for a brief period. Regardless, we are all  
38 entitled to live fulfilling and contributing lives,  
39 thriving in our communities and having access to the  
40 services and treatments we want and need.  
41

42 There are many types of mental health challenges and  
43 their impacts vary: we might experience difficulties as  
44 parents caring for our children, as siblings being with our  
45 brothers and sisters when they are in pain, as loved ones  
46 of friends who want to help but don't know how, and as  
47 workers who try to do their best in an overwhelmed mental

1 health system.

2

3 Some people experience mental health conditions when  
4 they are alone, feeling ashamed, helpless and isolated. We  
5 know how dangerous these feelings can be and how important  
6 it is for us to make connections with others on a  
7 human-to-human level.

8

9 I have been struck by the trends in diagnosis of  
10 mental illness. We have been hearing about higher rates of  
11 youth suicide attempts; higher rates of young children  
12 experiencing severe distress; higher rates of people  
13 diagnosed with mental illness going to Emergency  
14 Departments; higher rates of mental illness relating to  
15 alcohol and drug use, particularly ice; a higher incidence  
16 of eating disorders. The list goes on.

17

18 The data appears to support what we've been hearing.  
19 Young people are more likely to die by suicide than in a  
20 road accident. The Australian Institute of Health and  
21 Welfare has estimated that nearly 14 per cent of children  
22 and adolescents aged between 4 and 17 years have  
23 experienced a mental health disorder in 2013-14.

24

25 We find this evidence confronting - that our young  
26 people, our very young people, are not enjoying good mental  
27 health and are increasingly experiencing high levels of  
28 distress. We need to examine this and try to understand  
29 what is happening so that together we can do something  
30 about it.

31

32 A clear message emerges: doing more of the same will  
33 not be enough.

34

35 The calling of this Royal Commission is also an  
36 acknowledgment that the mental health system is broken.  
37 Indeed, the Premier said so very plainly when establishing  
38 this Commission.

39

40 But this Commission was established not only to look  
41 at the shortcomings of the current mental health system,  
42 but also to envisage what mental health services might look  
43 like in the future.

44

45 In this, we cannot only consider what we need now: we  
46 must form a view about what our community will look like in  
47 generations to come.

1  
2           Although previously there have been reviews of various  
3 aspects of the mental health system, this Royal Commission  
4 offers a once-in-a-generation opportunity to review mental  
5 health services at the systematic and universal level in  
6 Victoria.

7  
8           The remit is necessarily broad. We will examine  
9 services and opportunities across the continuum of mental  
10 health, from primary to acute care, regardless of who uses  
11 the services and who funds them.

12  
13           The remit also extends beyond what many would think of  
14 as the specific domain of the Health system: individuals  
15 who look to our mental health services for support are  
16 often also in contact with many other services and parts of  
17 government.

18  
19           People experiencing challenges to their mental health  
20 might be in school, where the school counsellor could be  
21 the first place they seek help. They might be in custody,  
22 looking for support in prison, or they might be homeless or  
23 in inadequate accommodation and looking for housing  
24 support.

25  
26           They might have experienced family violence and be in  
27 contact with our evolving family violence services. They  
28 might be in out-of-home care, or they might be an asylum  
29 seeker, a WorkCover claim recipient, an emergency services  
30 worker or a school principal. They might be a veteran, a  
31 pensioner or a recipient of Centrelink benefits. They can  
32 be any one of us.

33  
34           To consider the entirety of the mental health system  
35 in Victoria, we need to think beyond what is technically  
36 the Health system and also think about services from the  
37 perspective of the people using them. This really is a  
38 whole-of-society challenge.

39  
40           We Commissioners know we have been given a rare gift  
41 of time and independence within which to deliberate. As  
42 well as having the benefit of the community's  
43 participation, we have a chance to harness the Victorian  
44 Government's leadership and interest and to capitalise on  
45 the Commonwealth Government's attention - particularly  
46 through the Productivity Commission's current inquiry into  
47 the effects of mental health on Australia's economy and

1 productivity.

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

32

33

34

35

36

37

38

39

40

41

42

43

44

45

46

47

48

49

50

51

52

53

54

55

56

57

58

1 in regional centres and in rural and regional locations.

2

3 We have also visited frontline services, where we have  
4 gained insights into the dedication of the workforce, the  
5 challenges they face and the trends they have seen.

6

7 So far, we have spoken to over 1,600 people and have  
8 received more than 1,000 brief comments and written  
9 submissions. This is in addition to the 8,000  
10 contributions during summer, when our terms of references  
11 were being developed.

12

13 The willingness and strength of people to share their  
14 personal and often painful stories has had a deep impact on  
15 me and the Commissioners. While the humanity and goodwill  
16 of people often shine through, we have been told of  
17 tragedies that bring alive what it means to have a broken  
18 system, and raises issues for all of us to consider  
19 further.

20

21 To name just a few, we have heard about people wanting  
22 to get help, to be told that they were not sick enough or  
23 not suicidal enough to receive care; the desperation of  
24 carers, especially young carers who struggle to stand in  
25 the gaps between services and providing support for their  
26 loved ones; the disparity in support for those with  
27 physical health needs and those with mental health needs.  
28 One parent told us about the stark difference in support  
29 they received for one child with cancer and one with a  
30 mental health condition.

31

32 The extreme consequences of suicide or intimidation  
33 and harm to others and one's self, and the unforgettable  
34 effects this has across families, friends and communities.

35

36 In these stories there is often an acknowledgment  
37 that, while sometimes our health is a lottery, our mental  
38 health system should not be. These hearings present an  
39 opportunity to explore what lies at the heart of individual  
40 experience, and what can be changed.

41

42 As I said, we are all likely either to experience  
43 challenges to our own mental health or to know someone who  
44 is dealing with such challenges.

45

46 We must ask: how would we want to be treated? How  
47 would we want our loved ones to be treated? Fairly,

1 respectfully and decently, I imagine, so we all have the  
2 opportunity to live the best lives possible.

3  
4 We, as Commissioners, need to take a thoughtful  
5 approach to understanding the realities of people's  
6 experiences as well as thinking about the role of  
7 attitudes, both helpful and unhelpful, in reducing stigma  
8 and prejudice.

9  
10 What has struck us, though, has been the shared hope  
11 and the selflessness and courage of people who have  
12 detailed their experiences in an attempt to reduce the pain  
13 for others.

14  
15 We have heard of people losing loved ones to suicide  
16 or families suffering the consequences of violent crimes.  
17 These people came to us and spoke of their pain, determined  
18 to contribute and help prevent these things happening to  
19 someone else. We have a moral obligation to pay heed and  
20 to put forward ideas aimed at preventing further suffering.

21  
22 On the positive side, we have also heard of  
23 inspirational instances where current services are  
24 operating well and where communities have come together to  
25 provide a united response.

26  
27 There are people who have built restorative, trusting  
28 relationships with mental health supports, enabling them to  
29 live fulfilling and contributing lives. There are people  
30 who have been fortunate to experience high quality,  
31 integrated care, supporting them in multiple dimensions of  
32 their lives to great effect.

33  
34 And, of course, there are many examples of the  
35 workforce providing outstanding support and care, despite  
36 the constraints and pressures of the system. It is not  
37 easy to dedicate yourself to a sector that you know is  
38 overwhelmed. That speaks of the ethos of people who are  
39 determined to improve the lives of those they work with  
40 every day.

41  
42 So far, our consultations and research have underlined  
43 the Commission's responsibility to hear these personal  
44 stories, to think hard about what is at stake and to use  
45 this information to generate change.

46  
47 This Royal Commission is not here to provide a

1 patchwork of possible solutions to a broken system: we are  
2 here to envisage and design a system for the future. One  
3 participant put it eloquently:  
4

5 "We don't want to fill in the potholes, we want a new  
6 road."  
7

8 As we reflect on what we have heard and read so far,  
9 there emerges a number of ideas that are shaping our  
10 thinking about Victoria's mental health services.  
11

12 First, we recognise that mental health is shaped by  
13 the social, economic and physical environments in which  
14 people live and it is a shared responsibility of society.  
15

16 The current mental health system, which is extremely  
17 complex, rooted in historical cultural preconceptions and  
18 underpinned by a multitude of legislative frameworks cannot  
19 be changed overnight. But we must always be mindful of the  
20 community voice that inspired us in the first place and  
21 continue to respect these aspirations.  
22

23 So, although it is part of our work to examine the  
24 failures of the current mental health system, it is also  
25 our task to imagine what effective and valued services look  
26 like so that we can design methods for the future.  
27

28 Being independent of Government, this Royal Commission  
29 offers a tremendous opportunity to stand back and  
30 methodically examine how the whole system operates in its  
31 current form. Our terms of reference require us to make  
32 practical and sustainable recommendations, so that people  
33 can optimise their mental health now and into the future.  
34

35 We are thinking about what can be achieved in the  
36 short, medium and long-term, and how we can best work  
37 alongside friends, families, loved ones, communities and  
38 the workforce to develop and achieve reform.  
39

40 Today is the first day of our public hearings. These  
41 hearings offer an opportunity to examine the complex  
42 considerations that have been emerging in our consultations  
43 and research thus far. We intend to further explore the  
44 range of ways people experience the mental health system,  
45 and we look forward to hearing from experts in the field.  
46

47 It is also important to note that it is not the

1 Commission's intention to make any findings in relation to  
2 the conduct of service providers in individual cases.

3  
4 Many people have made the effort to participate in our  
5 hearings and share their personal experiences, expertise  
6 and ideas. We ask that these people be accorded the  
7 respect they deserve.

8  
9 My fellow Commissioners and I approach these hearings  
10 and our roles throughout the Royal Commission's operations  
11 with truly open minds - eager to investigate new ideas and  
12 assumptions and keen to listen to and learn from the  
13 various views put forward.

14  
15 Just as many people we have heard from wear multiple  
16 hats, we too have very personal and professional expertise  
17 and experiences across government, healthcare and academia.  
18 Over the course of our careers, we have had professional  
19 relationships with some of the witnesses that we will hear  
20 from during these hearings, and our witnesses may talk  
21 about services Commissioners have worked in or alongside.

22  
23 We acknowledge these experiences and are drawing on  
24 them to craft curious lines of enquiry. However, we  
25 consider bringing open minds to this work as one of the  
26 most critical things we can do. We are and will continue  
27 to test the ideas that are put to us, regardless of the  
28 reputation, level of expertise or experience of the person  
29 in front of us.

30  
31 We are looking into particularly important topics  
32 during these hearings, but we do know that we can't  
33 consider everything in four weeks. We will need to pursue  
34 other topics in different ways - examples are the forensic  
35 mental health system, community safety, quality of care,  
36 the workforce, human rights, homelessness and inadequate  
37 accommodation.

38  
39 Our hearings are an important part of our research,  
40 but they are just one part. We have already heard from  
41 many people through the community consultations and our  
42 engagement and research continues. Written submissions and  
43 brief comments are currently open on our website, and we  
44 encourage all of you to make a contribution.

45  
46 We are impressed by the generosity of those who have  
47 already contributed, and we are grateful to the people who

1 have shared information about their personal, and often  
2 painful, experiences. We admire their strength and  
3 purpose.  
4

5 My fellow Commissioners and I are conscious of our  
6 responsibility to listen to and respect what you have to  
7 say. We are mindful of what one person said with lived  
8 experience of mental illness:  
9

10 "As consumers, all we have is hope; hope  
11 for real change."  
12

13 There is no greater, more pressing challenge than  
14 realising this hope.  
15

16 In conclusion, I say again that we have a once in a  
17 lifetime opportunity ahead of us, to reform the mental  
18 health system so that future generations do not experience  
19 the unnecessary and aggravated pain we have heard of time  
20 and time again.  
21

22 But, more than that, we must be aspirational. We must  
23 design a contemporary mental health system that will meet  
24 the needs of the coming generations and is yet again  
25 world-leading. This is our task.  
26

27 We thank Counsel Assisting for their work in devising  
28 the structure of the hearings and identifying and  
29 questioning witnesses.  
30

31 In her opening address, Senior Counsel Assisting,  
32 Ms Lisa Nichols, will say more about the structure and  
33 content of the public hearings.  
34

35 MS NICHOLS: Thank you, Commissioner. I appear as Counsel  
36 Assisting with Ms Georgina Coghlan and Ms Fiona Batten.  
37

38 Over the next 19 hearing days, we will ask 91  
39 witnesses about how and where the mental health system is  
40 broken and about how it should work. We're doing this  
41 because there's a singular power in collective and public  
42 story telling, and publicly and collaboratively examining  
43 why things are not as they should be.  
44

45 We start these hearings, which come partway through  
46 the Commission's work, at the edge of a well travelled  
47 field: much is known about the limitations and difficulties

1 of the system. We acknowledge the weight of expectations  
2 and trust placed in this Royal Commission that we will  
3 unlock the leaders for generational change.  
4

5 In gathering the evidence since the commencement of  
6 the Commission's work some months ago, we have sensed a  
7 resolute, if cautious, optimism about the future. That is  
8 why people will come to this Town Hall and give their  
9 accounts of their lived experience and of working in and  
10 for the mental health system in diverse capacities.  
11

12 Optimism is a companion of courage, and it takes a  
13 measure of courage for a community, through its leaders, to  
14 say in an unvarnished way, that something so important is  
15 not and no longer working, and to commit to changing it.  
16

17 We have identified ten areas for exploration in this  
18 round of the Commission's hearings. We are directed to  
19 each of these issues by the terms of reference and each has  
20 featured strongly in these submissions given to the  
21 Commission to date and in community consultations.  
22

23 The issues with which the mental health system must  
24 grapple are complex and inter-connected. The excavation  
25 that we will commence over the next month may seem at first  
26 to generate questions as much as answers. But the  
27 objective is to lay bare the current state of the system  
28 and, by so doing, to unearth the seeds for change.  
29

30 We start these hearings with a wide lens. Not in  
31 hospitals or clinics, but in our homes, our sporting fields  
32 and our workplaces. We will start a conversation about the  
33 stigma that still attaches to mental illness and presents a  
34 whole-of-society opportunity to do better for each other.  
35

36 Wayne Schwass, our first witness, will say:

37  
38 "My journey through health and wellbeing  
39 has shown me that discrimination is alive  
40 and well. Stigma is a word we use, but I  
41 don't think it's strong enough or accurate  
42 enough."  
43

44 You will hear evidence that stigma deeply affects  
45 families and stops people seeking help. And some members  
46 of some communities suffer double stigma.  
47

1           We will ask about the trends in stigma which, it  
2 seems, are improving for depression but not so much for  
3 schizophrenia.  
4

5           A nuanced conversation is required and will be  
6 explored in a later phase of this Commission's work about  
7 the relationship between fear of violence, crime, and  
8 serious and complex mental illness.  
9

10          Next, we will pose another set of whole-of-society  
11 questions: how can Victorians build resilience and mental  
12 wellbeing; prevent mental illness from occurring and, where  
13 it does occur, intervene early to prevent escalation and  
14 crisis?  
15

16          Witnesses from whom you will hear very shortly will  
17 give their opinions that the greatest unrealised  
18 opportunity in Victoria's public mental health system is to  
19 reduce the mortality and morbidity caused by mental  
20 illness.  
21

22          You will hear that, in contrast to improvements for  
23 example in cancer and cardiovascular disease, improvements  
24 in mental health by these metrics have been negligible in  
25 recent decades; indeed, there is evidence that by these  
26 measures it's getting worse.  
27

28          You will hear that there is a strong correlation  
29 between socio-economic factors, including poverty,  
30 unemployment, housing and education and the development of  
31 mental illness. This Royal Commission is of course for all  
32 Victorians, but that striking fact means that it is  
33 particularly for the most disadvantaged of Victorians.  
34

35          The best time to build resilience, which is the  
36 ability to recover and thrive even in adversity, is in  
37 childhood. You will hear that half of all lifelong mental  
38 health issues emerge before the age of 14.  
39

40          You will also hear that, although there is much work  
41 to be done, Victoria is the home of some world-leading,  
42 respected and progressive programs, particularly with  
43 youth.  
44

45          Next, we will ask, are Victorians getting access to  
46 the services they need? And how are they navigating  
47 through the mental health system?

1  
2           In this context, we will be asking leaders of key  
3 parts of the mental health system, what are the most  
4 significant challenges facing the system?  
5

6           What will strike you about the evidence you will hear  
7 is that what consumers and their carers have to say about  
8 their experiences of the mental health system is largely  
9 mirrored by the views of those who work in and have  
10 responsibility for that system.  
11

12           In broad compass, among many other things, you will  
13 hear the following: supply is not keeping up with demand;  
14 the system has not kept up with population growth on a per  
15 capita basis; there is an overwhelming consensus that the  
16 clinical mental health services are increasingly  
17 crisis-driven and reactive; the greater the demand for  
18 services, the higher the thresholds have to be raised for  
19 admission to services. The thresholds are higher than  
20 services would want. The amount of service is capped by  
21 the funding available, creating a form of rationed service.  
22

23           The pressure for throughput means that often people  
24 arrive when very unwell, but also leave before they are  
25 adequately stabilised and before factors that will assist  
26 in community stability (for example, accommodation and  
27 discharge planning) are finalised.  
28

29           The gap between indexed funding and actual cost  
30 increases has meant that year-on-year, services are forced  
31 to find savings.  
32

33           It is estimated that 3 per cent of Victoria's  
34 population have severe mental illnesses that should be  
35 catered for by the publicly funded mental health services;  
36 but just over 1 per cent are being treated.  
37

38           This puts pressure on other parts of the system, such  
39 as prisons and crisis accommodation services.  
40

41           The mental health system is complex and fragmented and  
42 even clinicians find it hard to navigate.  
43

44           Community-based mental health clinical services act as  
45 the prevention end of the acute mental health system and  
46 this part of the clinical mental health system is most in  
47 need. When that sector functions well, it has the

1 opportunity to prevent the revolving door phenomenon of  
2 people coming in and out of crisis.

3  
4 Several witnesses will speak about the so-called  
5 "missing middle": the many thousands of Victorians whose  
6 needs are too complex for primary care alone, but who are  
7 not sick enough to obtain access to specialist mental  
8 health services. They are, in the words of one witness,  
9 the unsung heroes, who often live with severe symptoms,  
10 hold down jobs and run families.

11  
12 There is a huge demand for private practitioners with  
13 expertise in mental health, but ten sessions per  
14 calendar year is usually insufficient to provide adequate  
15 support to people with enduring conditions.

16  
17 You will hear that across the system there are  
18 significant workforce shortages, gaps and pressure.

19  
20 You will also hear that there are some real and very  
21 promising pockets of creativity and innovation.

22  
23 Witnesses will say that a key driver of unmet need is  
24 the loss of well-funded community mental health recovery  
25 support services. Several witnesses will speak about the  
26 central role of non-clinical, psycho-social supports and  
27 disruptions to that sector in the wake of funding changes.

28  
29 One witness, a mother of a 22-year-old son who became  
30 seriously ill, spending time in and out of hospital,  
31 including as an involuntary patient, will say this:

32  
33 "My experience of the mental health system  
34 felt like opening a door and seeing a  
35 yawning abyss, because of the lack of  
36 support and help."

37  
38 Another witness, a very experienced general  
39 practitioner, will say this:

40  
41 "A touchstone of how well the system is  
42 functioning is to ask: if this was a  
43 physical problem, what would happen? I  
44 always wonder, is this person who has a  
45 mental health problem getting at least as  
46 good a deal as the person with physical  
47 problems? And the answer is almost always,

1 no."

2

3 A number of witnesses who you will be hearing from are  
4 thought leaders in their fields. We will be asking them:  
5 how has the system got to where it is now? What  
6 demographic and other changes should be considered to  
7 future-proof the system? What are the critical elements of  
8 a well-functioning mental health system?

9

10 We will devote time in the hearings specifically to  
11 the role of carers and families.

12

13 About 60,000 Victorians support family members and  
14 friends who are living with mental health challenges.

15

16 Before these hearings commenced, over 430 carers and  
17 family members took the time to speak to the Commission at  
18 community consultations.

19

20 Carers, of course, do what they do without complaint,  
21 but they're forced to speak, when the system makes things  
22 much harder than they should be.

23

24 The breadth of responsibilities that carers assume is  
25 striking. They are primary carers, caseworkers,  
26 councillors, researchers, advocates, cooks, cleaners,  
27 financial managers.

28

29 You will hear from young adults who, as children as  
30 young as 5 and 10, cared for their unwell parents:  
31 shopping, cleaning, cooking, worrying.

32

33 Carers and families will say that they often feel  
34 excluded from the system which at the same time expects  
35 them to bear a heavy load.

36

37 One thing that has emerged and is for later  
38 exploration after this round of hearings, is the  
39 interaction between privacy legislation that may prohibit  
40 the sharing of information and the concerns that carers  
41 have about gaining access to information that would allow  
42 them to assist their loved ones.

43

44 You will hear about the importance of peer support  
45 programs for carers and about effective models for the  
46 inclusion of families and carers in treatment and system  
47 design.

1  
2           And the evidence will raise a very confronting  
3 question for the Commission (and indeed for our community),  
4 and that's this: what happens when carers are no longer  
5 there or are no longer able to care for their loved ones?  
6

7           Next, the Commission will travel to and sit in  
8 Maryborough, where we will shift our focus to the  
9 particular challenges and strengths of rural communities in  
10 managing mental health.  
11

12           We will ask about the mental health needs of rural  
13 communities and what can be done better to meet them.  
14

15           Then you will hear about some innovative programs,  
16 including the "ripple effect" - a digital intervention  
17 program focusing on reducing the stigma associated with  
18 suicide within rural and farming communities. You will  
19 also hear about "look over the farm gate" which is about  
20 looking after our own wellbeing and ensuring that our  
21 neighbours are okay.  
22

23           Next, we will specifically enquire about and learn  
24 from leaders of Victorian Aboriginal and Torres Strait  
25 Islander communities.  
26

27           You will hear about social and emotional wellbeing as  
28 understood by Aboriginal people; about the significance and  
29 effect of historical and intergenerational trauma, about  
30 the hallmarks of culturally competent and culturally safe  
31 service delivery.  
32

33           You will hear evidence that Aboriginal people are  
34 disproportionately exposed to risk factors for mental  
35 illness, and that Aboriginal people in Victoria have very  
36 high rates of psychological distress.  
37

38           You will hear about how culture is protective.  
39

40           We will call evidence about four important two-year  
41 trials currently underway to document Aboriginal mental  
42 health models.  
43

44           The Commission will also examine how the mental health  
45 system engages with and responds to the needs of diverse  
46 communities.  
47

1           In these hearings, the Commission will specifically  
2 examine mental health outcomes and access to services among  
3 lesbian, gay, bisexual, transgender, intersex and queer  
4 people.

5  
6           The evidence will include studies that show that the  
7 LGBTI community experiences worse mental health outcomes  
8 than the general population, and that trans and gender  
9 diverse people experience even worst mental health  
10 outcomes.

11  
12           We will ask about what systemic changes would address  
13 barriers to accessing mental health services, and about  
14 what can ensure an understanding of diverse sexualities and  
15 genders is better reflected in mental health system design.

16  
17           We will also examine the responsiveness of the mental  
18 health system to culturally and linguistically diverse  
19 communities.

20  
21           Victoria is, of course, Australia's most culturally  
22 diverse state, with almost one quarter of its population  
23 born overseas.

24  
25           We will present evidence that shows that there are  
26 significant barriers that exist for people seeking  
27 culturally responsive healthcare, and we will ask how  
28 things can be done better.

29  
30           We will then turn to the question of resilience again  
31 and seek out some particularly interesting examples of  
32 innovation and creativity, including some clinically proven  
33 app-based therapies being delivered in schools.

34  
35           Suicide prevention is a significant and complex topic  
36 for this Royal Commission. Victoria lost 600 lives to  
37 suicide in 2017, and for every death there are family,  
38 friends, carers and colleagues who are affected.

39  
40           We will present current data from the Coroner's Court  
41 and recent analysis of risk factors for suicide in the  
42 Victorian context.

43  
44           We will hear about global best practice on suicide  
45 prevention and Victorian initiatives including place-based  
46 trials.

1 Through the evidence, we will seek to explore why it  
2 is that reduction in the suicide rate has proved so  
3 difficult and what it might take to shift this.

4  
5 We will say more about this when we come to consider  
6 this topic specifically.

7  
8 Finally, evidence about the state of things will lead  
9 us to pose questions to those who have had or now have  
10 leadership of and responsibility for the mental health  
11 system; about the prioritisation of mental health within  
12 government; about the funding of mental health; and about  
13 what mechanisms for accountability and transparency do and  
14 should exist. Finally, we will ask why it is that mental  
15 health reform appears to be so difficult to implement.

16  
17 As the Chairman said, the work done in these hearings  
18 will be complemented by other streams of work that are  
19 already in progress and that will occur in the months to  
20 come.

21  
22 Some of the complex issues that we will be  
23 interrogating later on or in other forums, once we have  
24 explored the existing state of affairs, will include:  
25 interactions between the mental health system and the  
26 criminal justice system; human rights frameworks and issues  
27 including in relation to compulsory treatment; the  
28 challenges and opportunities for the mental health  
29 workforce; the interaction between mental illness and  
30 alcohol and other drugs; the importance of housing; and  
31 funding and policy design.

32  
33 Now, that's a relatively long but not comprehensive  
34 list. We have our work cut out for us, and so,  
35 Commissioners, we will shortly commence the evidence.

36  
37 Before we do that, there are some appearances from the  
38 parties who have leave to appear.

39  
40 MS HARRIS: Commissioners, I appear for Morgan McLay for  
41 the Victorian Government.

42  
43 CHAIR: Yes, Mr Star.

44  
45 MR STAR: Thank you, Commissioners. I appear for 20  
46 organisations, 17 of which are designated mental health  
47 services, two public health services, and one public

1 hospital. I will, for the transcript, read their names,  
2 but for the convenience of the Commissioners, I'll hand up  
3 a list which has them on it.

4  
5 The organisations are: Albury Wodonga Health,  
6 Alfred Health, Austin Health, Ballarat Health Services,  
7 Barwon Health, Bendigo Health Care Group, Eastern Health,  
8 Goulburn Valley Health, Latrobe Regional Hospital,  
9 Maryborough District Health Service, Melbourne Health,  
10 Mercy Hospitals Victoria Limited, Monash Health, Northern  
11 Health, Peninsula Health, South West Healthcare mental  
12 health services, St Vincent's Hospital (Melbourne) Limited,  
13 the Royal Children's Hospital Melbourne, the Victorian  
14 Institute of Forensic Mental Health and Western Health.

15  
16 Thank you.

17  
18 MS NICHOLS: Commissioners, before the first witness, may  
19 we take a short adjournment?

20  
21 CHAIR: Yes.

22  
23 SHORT ADJOURNMENT

24  
25 MS NICHOLS: Commissioners, the first witness is Mr Wayne  
26 Schwass. I call Mr Schwass.

27  
28 **<WAYNE ROMAN SCHWASS, affirmed and examined: [11.02 am]**

29  
30 MS NICHOLS: Q. Mr Schwass, have you, with the  
31 assistance of the Royal Commission, made a statement about  
32 your experiences with mental health and your work in mental  
33 health?

34 A. Yes, I have.

35  
36 Q. I tender the statement, Commissioner.  
37 [WIT.0001.0006.0001] Were you, between 1988 and 1997, an  
38 AFL footballer for North Melbourne?

39 A. Yes.

40  
41 Q. What was your career highlight in playing for North?

42 A. The 1996 Premiership.

43  
44 Q. After that highlight, where would you go? Didn't you  
45 play with the Sydney Swans?

46 A. Oh, sorry, yes. I moved to Sydney, joined the team  
47 there, and finished my career with the Sydney Swans.

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
47

Q. When you retired from the AFL, how many games did you play?

A. 282.

Q. Are you now the CEO of PukaUp?

A. I am.

Q. I'm going to ask you about PukaUp in a little while, but I'd like to take you back to 1993, if I may. In July 1993, what happened on that Monday afternoon after training?

A. It was 26 July, I finished my training commitments with the North Melbourne football club, and started my journey home, which was a 20 minute trip, and halfway home - it was dark, it was about 8 or 9 clock at night - I was waiting at a set of traffic lights for the lights to go green to resume my journey and I broke down and had a nervous breakdown in the car.

Q. Did you feel you could tell anyone about that?

A. No, I didn't, and I didn't. My immediate response to being very emotional was confusion, uncertainty, but the overwhelming and overriding experience was shame and guilt, and embarrassment because I was a male, I was emotional, I was crying, and I felt ashamed of not having control of my emotions, so I managed to make my way back home.

I was engaged for six months to my wife, Rachel. I parked the car outside the front of the house and sat in the car for an hour because I couldn't bring myself to take myself inside and show my feelings, say my vulnerability and emotions because my mentality and my thinking which had been ingrained in me for a long period of time was that, this is not how a man's meant to behave and that vulnerability and emotion was associated with weakness, and to show that vulnerability and emotion to my fiancé, she'd lose respect and I'd lose that relationship, so I sat in the car until I stopped crying.

Q. Did you receive a diagnosis sometime shortly after that?

A. Yeah, two weeks after that I was diagnosed with depression on 9 August 1993.

Q. What did you do to try and help at that point?

A. I'd like to have that time again. I used alcohol and

1 drugs to self-medicate for the following six years in a  
2 desperate attempt to deal with a really complex mental  
3 health condition, and I used those substances because I had  
4 no other tools or emotional intelligence or courage to be  
5 able to ask for help, because asking for help as a male in  
6 the environment that I was in was weak, so I chose not to.

7  
8 Q. When you say "asking for help as a male was weak",  
9 what had you learned from your environment about men who  
10 need to ask for help?

11 A. I mirrored the behaviour of other influential males in  
12 my life from a young age, and that's not to waive or put  
13 any responsibility to those people, because it's not. But  
14 I grew up with this mentality that men aren't meant to cry  
15 and show emotion, and men that do cry and show emotion and  
16 vulnerability are weak, they're soft, and you can't trust  
17 them. And those feelings and that narrative was magnified  
18 once I started to play football.

19  
20 We were conditioned to be incredibly strong athletes,  
21 and we were, and I was one of those. But we were also  
22 conditioned to disconnect emotionally because of the  
23 association to weakness and the loss of respect. In an  
24 elite sporting environment, if people see it as weak, if  
25 they don't trust you, they won't play with you. So, I was  
26 trained to be a very good athlete. I wasn't trained to be  
27 a well-balanced individual.

28  
29 Q. Mr Schwass, about six years later, fast-forwarding,  
30 did you decide to do something different?

31 A. Yeah, I did something, I decided to do something very  
32 differently. Six years after diagnosis, I was now playing  
33 with the Sydney Swans, it was June 1999. At the age of 29,  
34 after being diagnosed at the age of 23, I had an epiphany  
35 during a training session, and it was a realisation that  
36 I've done nothing to help myself in regards to what I was  
37 living with and what I was hiding. So, I made a decision  
38 at that moment to complete my training commitments. I  
39 walked casually into the doctor's room, closed the door and  
40 I locked it because of fear of teammates and coaches seeing  
41 me like this, it was a risk of losing the things that were  
42 important, and for the first time in six years I sat in  
43 front of a doctor and I started crying again and said, "I'm  
44 sick and these are the conditions that I'm living with.  
45 Can you help me?"

46  
47 Q. Did you get some help?

1 A. Immediately.

2

3 Q. Fast-forwarding a bit further, after you got that  
4 help, did it take you some time still before you told  
5 family and friends what was happening?

6 A. Yeah, regrettably it did, it took a long time. There  
7 were four people that knew the truth of what I was living  
8 with over a 12-year period: three professionals and my  
9 wife. I never spoke to any family members, my father, my  
10 mother, teammates, coaches, friends, supporters. I didn't  
11 talk to anybody because of this paralysing fear that the  
12 risk of disclosing that you have a mental health condition,  
13 and the genuine fear of what the reaction would be kept me  
14 paralysed to not tell the people outside of the four people  
15 that had to know out of necessity. So, 12 years after I  
16 was diagnosed I made a decision to finally tell my family  
17 for the first time in that time that I was living with  
18 three concurrent mental health conditions, and up until  
19 that moment I had invested every single waking day, outside  
20 of the four people that knew, lying, hiding, pretending  
21 that I was happy and healthy, when in actual fact I wasn't,  
22 I was really sick and I was quite unwell.

23

24 But that decision to finally tell my family was - it  
25 took a tremendous weight off my shoulders, because it  
26 allowed me to be myself without having to invest any time  
27 or energy into pretending or hiding. But importantly, it  
28 also gave those closest to me, the people that I loved the  
29 most and they loved me, an opportunity to understand the  
30 challenge that I had been living with.

31

32 One of the things that was interesting about that  
33 conversation, was that, I finally gave those people who  
34 cared for me the most the opportunity to understand the  
35 challenges, but then make more informed decisions about how  
36 they would choose to support me.

37

38 Q. And, after that, did you decide to go even more public  
39 following that decision?

40 A. I did.

41

42 Q. What did you do?

43 A. Six months later I - I've always had a desire to want  
44 to do things to help people and I don't know the reason  
45 why. But once I decided to bring my family into my life  
46 and receive the support that I never thought that I'd get,  
47 it gave me the confidence of perhaps - I'm not comfortable

1 using the word "courage", but perhaps at that time it did  
2 give me some initial courage to make a bigger decision, and  
3 that was to share my story publicly, which I did on 1 March  
4 2006, and it was one of three life-changing decisions that  
5 I made because it was the beginning of me actually getting  
6 my life back and living my life the way that I choose to  
7 live it with the experiences that I've gone through.

8  
9 Q. Why was it that it gave you your life back?

10 A. Because, for 12 and a half years I had compromised my  
11 health and wellbeing to protect the things that I thought  
12 were more important: the thoughts, opinions and behaviours  
13 of other people. And I lived in fear every day - and I  
14 don't overstate that - but I lived in fear, paralysing fear  
15 for 12 and a half years of what people would say, what  
16 they'd do and how would they react if they knew that I had  
17 mental health conditions. That fear kept me paralysed to  
18 the point where I compromised my health and wellbeing every  
19 single day for that whole time in order to protect what I  
20 thought was more important: relationships and the respect  
21 of other people.

22  
23 And the decision to go public was liberating because I  
24 didn't have to pretend any more, I didn't have to keep  
25 lying to myself or anybody else; that I had lived with  
26 mental health conditions, and it gave me control of my  
27 life. It put me in charge of my story. I write my future  
28 chapters.

29  
30 But for the 12 and a half years prior to that, I was a  
31 prisoner to the experience and I lived with so much shame,  
32 guilt and embarrassment for such a long period of time that  
33 it almost destroyed me.

34  
35 Q. What kind of response did you get to your public  
36 statement?

37 A. Unbelievable, overwhelming. It was a frightening  
38 experience, because I had no control over the outcome.  
39 Once the story was in the paper, it was out. But I'd like  
40 to say that in 99.9 per cent of cases the response has been  
41 incredible.

42  
43 It was liberating for me, but what it allowed me to  
44 understand was, when you shared your stories in an honest  
45 and open way, you actually give other people permission to  
46 do the same thing. What I didn't understand or appreciate  
47 at that time was how my story - and it's only my story,

1 which is no better or worse than anyone else who's gone  
2 through these conditions - but by sharing my story it gave  
3 people a sense of hope and a sense of connection; that, if  
4 someone like myself can live with these conditions, achieve  
5 what he's achieved on a football field, yet gone through  
6 all of that and now managed to take control of his life  
7 again and re-engage, be happy and feel good about who he is  
8 and what he does, that gave so many other people that I  
9 could never have expected or anticipated the same  
10 opportunity.

11  
12 Q. In December 2017, did you process a tweet?

13 A. Yes, I did.  
14

15 Q. Now, you are shown there waving your arms in the air.  
16 What's going on in the picture? [RES.0001.0020.0003]

17 A. That's 27 July 1996, and that's the Premiership dais,  
18 and I've just collected the Premiership medal from Jack  
19 Dyer and Ross Oakley. And, that looks to be a really  
20 happy, exuberant AFL Premiership player and to everybody  
21 else, bar two people who were at the ground watching that  
22 game on this particular day, they would have rightly  
23 assumed that that was the case but that wasn't the case.  
24

25 Q. So, you say in your tweet: "This is what suicidal  
26 looks like."

27 A. Yep, I did.  
28

29 Q. What did you mean by that?

30 A. I was three and a half years into my mental health  
31 journey and battle. I was living with - not well and  
32 hiding three concurrent mental health conditions. I had  
33 anxiety, depression, and obsessive compulsive disorder, and  
34 during that Premiership I felt emotionally lost, I was  
35 spiritually bankrupt, just tired, that Premiership, that's  
36 the greatest sporting achievement of my entire sporting  
37 career, but at that particular moment I was thinking about  
38 how I could end my life because I didn't think that I had  
39 the capacity or the tools or other options to find my way  
40 through this incredibly insidious and invasive set of  
41 conditions, and I wanted to kill myself, even though I was  
42 a Premiership player.  
43

44 Q. Mr Schwass, can I ask you about what your journey  
45 through wellbeing has taught you about discrimination and  
46 stigma?  
47

1 A. Yes. It's taught me a lot but it's also challenged me  
2 to reflect and think about and question my own attitudes  
3 and perceptions towards mental health and emotional  
4 wellbeing. And, if I'm - stigma is a word that is often  
5 used, but it's not strong enough and it's not accurate  
6 enough. It's discrimination and it's the judgment, the  
7 criticism, the labelling, the ostracising and the  
8 marginalising, the judgment of people who have legitimate  
9 sets of mental conditions, and mental health conditions are  
10 legitimate. The evidence is unavoidable.

11  
12 And I think it is grossly unfair, I think that it is  
13 uneducative, and in some instances it's ignorant; that,  
14 worthy and deserving people who live with these conditions  
15 are being discriminated against because of their  
16 conditions. And unfortunately, in a great country like  
17 Australia, stigma is alive, and people are being  
18 discriminated against every day around this great country  
19 of ours.

20  
21 My experience has given me the opportunity and the  
22 privilege where I can make a decision, which I have: I  
23 either choose to say nothing and I'm complicit with the  
24 discrimination, or I can choose to make a different  
25 decision, which I have, and that is that I choose to speak  
26 up about discrimination and stigma because it's grossly  
27 unfair; it has the potential of preventing people from  
28 actively seeking help, which they deserve to and need to.

29  
30 And, unfortunately I'm not clinically trained, but in  
31 my experience I've worked in this field for a long time, it  
32 has the potential of being a contributing factor while we  
33 still continue to lose so many Australians every day in  
34 everyday Australia.

35  
36 Q. Do you think we do enough to champion people with  
37 mental health issues?

38 A. No, I don't. I think this is a great start. I think  
39 that individually and collectively and as a community, one  
40 of the great - it's part of our DNA in Australia - one of  
41 the great things that I really admire and love about this  
42 country is that we help people out in need.

43  
44 And, we have breast cancer - these are only examples  
45 by the way - breast cancer, bowel cancer, cancer, asthma,  
46 diabetes, and in the game of AFL we have a wonderful round  
47 which is the Pink Lady Game, and it's in response to breast

1 cancer, and individually and collectively we support those  
2 people who are living with those conditions and by  
3 extension their families who are going through some often  
4 really difficult potentially life-threatening situations,  
5 as we should.

6  
7 But when I sit back and I look at the way that the  
8 response is given to people who live with another  
9 legitimate set of conditions - mental health conditions -  
10 it's vastly different, and I think that's unfair and I  
11 think it needs to change and it needs to change drastically  
12 and radically.

13  
14 Because, in my experience, I see no difference between  
15 any person now, who is living with asthma, diabetes, breast  
16 cancer, bowel cancer or anxiety, depression, schizophrenia  
17 or bipolar: what is different are the attitudes of  
18 perceptions; what is not different is that we're talking  
19 about human beings, human beings that deserve our support,  
20 deserve our understanding and deserve the opportunity as a  
21 basic fundamental right of a human being to step forward  
22 and seek professional help irrespective of what the  
23 condition is.

24  
25 Q. You have founded PukaUp, I will ask you what it does,  
26 but before I do, what is the vision of PukaUp?

27 A. Our vision is to create the environments that allows  
28 every person to have authentic and genuine conversations  
29 about mental health and emotional wellbeing.

30  
31 Q. Is part of that conversation a discussion about  
32 masculinity?

33 A. Yes, it's a personal crusade of mine, and I'm trying  
34 to challenge the current narrative that has been allowed to  
35 perpetuate itself through generations for decades.  
36 Because, (a) it didn't serve me and it almost cost me my  
37 life, but I see it causing a lot of damage and anguish and  
38 pain for a lot of men and boys right throughout our  
39 country, and I see that regularly, because of the  
40 expectation of what is meant to be a man and what you're  
41 not expected to be. And it's damaging and sometimes it's  
42 dangerous.

43  
44 Q. What do you not expect it to be?

45 A. I can't speak on behalf of any other man, I'll speak  
46 on behalf of my experience. A man is meant to be strong,  
47 stoic, resilient, tough, hardworking, loyal, an influencer,

1 a role model, decisive, business owner, amongst other  
2 things. But a man's not expected to be emotional, not  
3 expected to be vulnerable, not expected to talk and ask for  
4 help, not expected to show emotions and, most important,  
5 not expected to cry.

6  
7 When you're conditioned to disconnect emotionally,  
8 when life invariably wants to challenge you, with sometimes  
9 really complex, difficult challenges, experiences or  
10 conditions, when you disconnect emotionally you don't have  
11 the ability to think, feel and then communicate what you're  
12 thinking or feeling, and I didn't have that ability and  
13 that did not serve me, so I've reflected a lot on what it  
14 means to be a man.

15  
16 I've reflected a lot on the notion of masculinity, and  
17 in my opinion, and it's only my opinion, we need to reframe  
18 it, because I see too many examples of men and boys who are  
19 hurting, who are in pain or living in fear, scared of being  
20 judged and don't do anything, and they should be encouraged  
21 and supported to be able to do it. And I see no reason why  
22 males of all ages and all backgrounds can't have the  
23 traditional male characteristics and traits.

24  
25 But at the same time either incorporate or reconnect  
26 with the characteristics and traits that we associate with  
27 women of all ages and all backgrounds: loving, caring,  
28 nurturing, empathetic, understanding, have the ability to  
29 talk, have the ability to cry, have the ability to ask for  
30 help, have the ability to connect physically, emotionally  
31 and spiritually because that empowers an individual when  
32 life is challenging to tap into their emotional toolbox and  
33 communicate what is going on in their life so that they can  
34 get the support and help that they need.

35  
36 Q. Have you founded PukaUp in part because you want to  
37 change the conversation about mental wellbeing? How are  
38 you doing that?

39 A. Yeah, I realised two years ago that I'm here to fulfil  
40 this role that I now fulfil. Football is a chapter that  
41 I'm incredibly proud of, but that's not my purpose. My  
42 purpose is to lead PukaUp, because we believe that every  
43 life matters.

44  
45 And our vision, as I said before, is to create the  
46 environments for safe spaces that invite people into those  
47 conversations when they're ready. It's not our job to tell

1           them, it's not our job to fix it. Our job is to create  
2           these environments and these conversations in every  
3           activity that we do, internally/externally, so that people  
4           start to understand, through our values and our behaviours  
5           and our actions, that we are serious about this.

6  
7           When we create a safe space that invite people into  
8           those discussions, we're giving them permission and the  
9           opportunity for them to talk to us about what support they  
10          would like, what challenges that they are going through,  
11          and how we can potentially help them through a really  
12          difficult situation.

13  
14          We focus on mental health and emotional wellbeing, but  
15          we are unapologetic about our mission, which is to  
16          eliminate suicide and if we get the first two parts right,  
17          we believe we'll help prevent people from, unfortunately  
18          and tragically, taking their life.

19  
20          Q.    What do you believe is so important about talking  
21          about suicide?

22          A.    It's a really interesting question because there's two  
23          trains of thought, and I've considered this a lot over the  
24          journey. There's one side of that equation or that  
25          question that would suggest that, if we talk about it, then  
26          potentially we're contributing or encouraging other people  
27          to end their life, and I respect that.

28  
29          But the other side of that same question, which is  
30          where I comfortably sit, we don't talk about it enough and  
31          we're losing more Australians than we ever have before and  
32          more Victorians than we ever have before. We have more  
33          people in crisis. We have more people who are thinking  
34          about contemplating taking their life, and we have more  
35          people tragically taking their life.

36  
37          My view is - and I've consulted a lot of experts in  
38          this field with regards to the position that I now adopt -  
39          we have a responsibility and obligation to shine the  
40          brightest light on the biggest epidemic in this state, in  
41          our country, which is suicide. Because, if we don't change  
42          the way that we have approached this, how can we  
43          realistically expect that we'll have less people, fewer  
44          people, getting into crisis, thinking about ending their  
45          life or tragically taking their life?

46  
47          Because of our reluctance in not talking about it,

1 it's not changing this. I think we need to do it in a  
2 constructive, respectful, considered and empathetic manner  
3 so that we honour the people who have tragically taken  
4 their lives, the loss and the devastation that the families  
5 live with once that person is no longer part of their  
6 family and their community, and we do it in a way that  
7 invites the entire community into this conversation,  
8 because we all individually and collectively as a state  
9 have an opportunity to change the way people respond and  
10 react, but also we offer tremendous hope and a sense of  
11 connection to thousands of Victorians today who are living  
12 with these conditions but are also in crisis and thinking  
13 about ending their life.

14  
15 Q. Is one of the ways you've done that, to drive a black  
16 truck through country Victoria?

17 A. Yes, it is.

18  
19 Q. Can you talk about that?

20 A. Yes, it was an idea, so we conducted an annual suicide  
21 prevention bike ride. The bike ride's an interesting  
22 vehicle because it naturally gets people inquisitive about,  
23 why are you riding, where are you riding to? And our view  
24 is, once someone asks one question, the conversation  
25 begins, then we can create dialogue, we engage with that  
26 person.

27  
28 And, I'm always looking at ways and trying to explore  
29 ways of, what else can we do that engages more people? We  
30 had a truck which carried all of our supplies and came up  
31 with the idea of putting black decal on two sides and the  
32 back and on each of the three sides we had a simple message  
33 in bold white colour and it said, "I'm signing this truck  
34 to start a suicide prevention conversation."

35  
36 We started here in Melbourne and the truck was  
37 completely empty with no signatures. Ten days later, by  
38 the time we got back to Melbourne, it was completely  
39 covered. And the powerful and inspiring thing that this  
40 truck did, and I witnessed it every day, was it invited  
41 people - a truck with one simple message - parked on the  
42 side of the road at a town that we were having a break at,  
43 gave people permission to walk up and ask a question.

44  
45 The question led to a conversation: how can we support  
46 PukaUp, we'd like to donate you money. We don't want your  
47 money. What do you mean by that? We just want you to sign

1 the truck. What else do you want me to do? Please take  
2 this conversation back home to your family, your friends  
3 and your community; be prepared to have these discussions,  
4 because these conversations can change a life and these  
5 conversations can save a life.

6  
7 Q. Was there a documentary that screened last year about  
8 your annual bike ride?

9 A. Yes.

10  
11 Q. What kind of response did you get to the documentary?

12 A. So, the bike ride documentary followed the journey of  
13 conversations that we created. We were fortunate enough to  
14 get the documentary aired on Channel 9 about three months  
15 ago on a Sunday night. The response was overwhelming -  
16 overwhelming, humbling and inspiring, because clearly the  
17 documentary spoke to a lot of people. And I think  
18 importantly, it gave people that perhaps aren't in a  
19 position where they feel that they can speak up and find  
20 their voice, I think it gave them the sense that there are  
21 other people out there in the community that are willing to  
22 champion for them and on their behalf.

23  
24 The power of the documentary is about the power of the  
25 conversation, having open and honest discussions with  
26 people in a non-judgmental, supportive, respectful,  
27 accepting environment, where we're willing to talk about  
28 challenging issues and do it in a way that is respectful of  
29 the person talking, giving them the support, but allowing  
30 them to tell their story, and it was something that we were  
31 incredibly proud of.

32  
33 Q. Did you get personal messages about the documentary  
34 from people who watched it?

35 A. I was inundated - inundated and again overwhelmed by  
36 the response. This is not about me. This might be my  
37 story, but it's about the conversations and the sheer  
38 number of people that messaged me directly was  
39 unfathomable.

40  
41 Q. Can I return to the question of mental health and men.  
42 Do you think the pendulum is shifting?

43 A. Slowly. It's too slow.

44  
45 Q. Does it help that people like you are being public  
46 about this issue?

47 A. I'm a little uncomfortable when it's directed at me.

1 I'm just playing a role, but it most definitely helps when  
2 Alex Fasolo and Travis Cloke, Tom Boyd, Lance Franklin,  
3 Greg Inglis, Libby Trickett, Caitlin Thwaites, Osher  
4 Gunsberg, Andrew Robb. When we have high profile people  
5 who are willing to share their story, the ripple effect  
6 into the broader community is life-changing. I think it's  
7 never been more important that we allow more people,  
8 whether they're high profile or they're members of our  
9 community and everybody else in between the same  
10 opportunity, because unfortunately these conditions don't  
11 discriminate.

12  
13 Q. Do you still see men that need medical help because  
14 they can't talk to anyone?

15 A. Yes, I do, absolutely. I see it, I see it all the  
16 time. I deliver countless presentations all across the  
17 country, and during those opportunities where I get the  
18 privilege of engaging with audiences, I get so many men  
19 coming up to me in tears, in front of a stranger they've  
20 never met, all they've done is be part of a conversation  
21 which I've been a part of. And because I am prepared to be  
22 vulnerable, because I'm prepared to be authentic and  
23 genuine and I've stopped worrying about what people think  
24 and the expectations others might have, what that does is  
25 it's giving other men who are going through similar  
26 experiences permission to come up and talk to me about  
27 that.

28  
29 And those conversations can be challenging sometimes,  
30 but I'm happy and comfortable sitting in that space. And I  
31 ask often to the men who talk to me about what it is that's  
32 bothering them and what it is that's upsetting them: who  
33 have you talked to? And the most common answer I get back  
34 is, no one. Why? Because I can't or I'll lose respect.  
35 That's why I fundamentally believe the narrative needs to  
36 change for men and women of all ages, but especially for  
37 men. We need to empower males to be connected emotionally  
38 so they have the ability to be able to think, feel and  
39 communicate, to ask for help. But currently there's a  
40 significant percentage of the population, male-specific -  
41 and I'm not trying to make it a male/female thing because  
42 it's not - but there are far too many men and boys who are  
43 hurting and in pain that choose to say nothing because of  
44 fear of losing respect and being judged and that's got to  
45 stop.

46  
47 Q. How optimistic are you that we can start to change

1 that?  
2 A. I'm an optimistic person otherwise I wouldn't invest  
3 my professional life into this work but I'm also optimistic  
4 because we're sitting here in a Royal Commission. This is  
5 a very significant and important moment in Victoria's  
6 history and it gives me great courage and confidence that  
7 this is the beginning of a journey which has the potential  
8 of reforming, revitalising and revolutionising the way that  
9 we approach and apply mental health for the people that  
10 deserve this. I think this is an exciting moment in our  
11 history. My optimism continues to grow.

12  
13 MS NICHOLS: Chairman and Commissioner, do have any  
14 questions of Mr Schwass?

15  
16 CHAIR: No.

17  
18 MS NICHOLS: Thank you very much for giving your evidence  
19 today, Mr Schwass. May he be excused?

20  
21 CHAIR: Thank you.

22  
23 <THE WITNESS WITHDREW

24  
25 MS NICHOLS: Commissioners, the next witness is Nicole  
26 Juniper. I call Nicole Juniper.

27  
28 <NICOLE JUNIPER, affirmed and examined: [11.35am]

29  
30 MS NICHOLS: Q. Ms Juniper, have you made a statement  
31 about your journey with mental health and through the  
32 mental health system?

33 A. Yes, I have.

34  
35 Q. I tender that statement. [WIT.0001.0011.0001].  
36 Ms Juniper, are you now 22 years old?

37 A. That's correct.

38  
39 Q. And you study nutrition at university?

40 A. Yes.

41  
42 Q. What would you like to do when you finish your  
43 university course?

44 A. I hope to work with young people, work as a  
45 nutritionist, but also focus on mental health and wellbeing  
46 and improve our lives.

47

1 Q. Terrific. Now, can I take you back to when you were  
2 quite a bit younger, to about the age of 13, when you were  
3 transitioning between Grade 6 and Year 7, living at home  
4 with mum and dad and your siblings. How were things at  
5 school for you?

6 A. I think - I feel like the move from Year 6 to Year 7  
7 is really weird and hard for everyone. It's strange and  
8 it's icky, and you go from the big fish in the pond to that  
9 little fish, and I didn't quite know how to cope with it.

10  
11 I was very, very bright and happy and bubbly growing  
12 up, but once I got into Year 7 and I was around people that  
13 I didn't feel comfortable with, I felt like I didn't have  
14 too many friends, I found myself slowly beginning to  
15 withdraw and isolate myself and I slowly found that I was  
16 experiencing difficulties with my mental health.

17  
18 Q. Were you missing class a bit?

19 A. Yes. I went from being a very good student to  
20 skipping classes. I would quite often spend classes with  
21 my head on the desk either sleeping or crying, and I would  
22 find any way to get out of school.

23  
24 Q. How did you feel you were relating to the people  
25 around you at school?

26 A. I didn't know how to talk to anybody about what was  
27 going on. I feel like I had a lot - there was a lot in my  
28 head: young people go through - we have a lot on our plate  
29 to deal with, family and friends, school and relationships  
30 and identity, and we're just coming to terms with  
31 everything in life and everything happening at once gets  
32 really hard, and I couldn't quite cope with a lot of it.  
33 The school wasn't really helping, but I did end up - you  
34 know, teachers could tell, people could obviously tell, and  
35 I did end up getting help after that.

36  
37 Q. How did you get help? Did someone intervene?

38 A. My home room teacher, she noticed that I was quite  
39 often late to class and sent me to the school therapist.

40  
41 Q. Did the school therapist talk to you about telling  
42 your parents about what was happening?

43 A. The school therapist, she immediately noticed that I  
44 was having issues with self-harm, and that was - there's a  
45 duty of care there where she had to tell my parents, and I  
46 wasn't prepared for that conversation; it was distressing  
47 and awkward, very uncomfortable. I became very good at

1           hiding what I was feeling.

2

3           Even as a young person it was easy to fake being  
4 happy, to make people think that I was doing well and it  
5 definitely shocked my family. They didn't know that I was  
6 struggling so severely. They didn't understand why I would  
7 want to hurt myself and it was incredibly, incredibly  
8 difficult to actually even think about talking about it. I  
9 wouldn't have done it if I hadn't have been pushed to.

10

11          Q.    Were you referred somewhere to get some help?

12          A.    The school counsellor referred me onto Headspace.

13

14          Q.    What did Headspace try and do for you?

15          A.    Yeah. I think that, the first time when I went to  
16 Headspace, I didn't know anything about it really. I  
17 always thought that therapy was for people who had, you  
18 know, really, really severe stuff going on and I didn't  
19 consider myself to have really bad issues. It was  
20 difficult to come to terms with the fact that I was  
21 struggling and, you know, I never thought that what I was  
22 going through even - I didn't think that I deserved help.

23

24                So, going to Headspace, I didn't understand what they  
25 could do, what I needed. I was very disengaged, I didn't  
26 think people could help, yeah.

27

28          Q.    Did you miss a fair bit of school, going backwards and  
29 forwards for treatment?

30          A.    Yes, yes. My school was very accommodating. They  
31 gave me the option of three year VCE, but constantly being  
32 out of class and, yeah, missing so much, not spending time  
33 with my friends, I felt so isolated; I felt like it was  
34 obvious to everybody around me that I had stuff going on.

35

36          Q.    Did you eventually stop going to school?

37          A.    Yes. I believe it would have been the start of  
38 Year 11, I stopped going to school altogether.

39

40          Q.    Were you referred onto another clinic and where was  
41 that?

42          A.    So, I was - after Headspace I was referred onto Orygen  
43 Youth Health. I had my initial assessment there, my mother  
44 took me, I sat in the room alone. It was very - it was  
45 very difficult. It's very difficult to talk to a therapist  
46 especially in the initial intake. It's uncomfortable, I  
47 sit there and I cry and shake. I wasn't able to express

1 what was going on, and they did say that I - I didn't meet  
2 the requirements of the service, so I was sent back to  
3 Headspace.

4  
5 I don't remember a lot of what was happening, and  
6 being young I know that a lot of it happened behind the  
7 scenes with my mother, but from my understanding the  
8 clinicians at Orygen came to understand that I had  
9 attempted to take my life at some point and, once they had  
10 that - once that came into play, they realised that I  
11 needed that support and I was led into that service.

12  
13 Q. So, once you got back to Orygen, what kind of people  
14 did you see?

15 A. Throughout my time at Orygen I had two case managers,  
16 I saw psychologists, psychiatrists, I saw a vocational  
17 worker, I saw support teachers, lots of people.

18  
19 Q. How important was it for you to get vocational help  
20 and help at school?

21 A. Well, school is - it's the number one thing in a young  
22 person's life sometimes: it's where we make our friends and  
23 we learn, we grow. Leaving school was really hard. I felt  
24 like a failure, that I wouldn't achieve anything, and being  
25 able to go to Orygen and speak about possibilities for  
26 jobs, possibilities for study, it was empowering.

27  
28 I didn't really know what they could provide me, and I  
29 know that they did a lot there: there were a lot of phone  
30 calls that happened. They were, while I was still in high  
31 school, they were liaising on my behalf, getting things  
32 done, organising plans. And, after I left high school,  
33 they were calling around to universities to see if there  
34 were programs or opportunities, and they did eventually get  
35 me into study and it's taken longer, but I'm in university  
36 and back at it.

37  
38 Q. Did you join some social groups at Orygen?

39 A. Yeah. There was one group that I joined where we  
40 would go out and we'd do things like bowling and laser tag,  
41 or every now and then we'd stay in, we'd bake stuff or just  
42 have a picnic. We were able to get together as young  
43 people and just talk, just experience things. You know, I  
44 didn't - I wasn't really able to go to the movies with my  
45 mates because I wasn't really talking to anybody, so having  
46 the opportunity to actually have fun, just experience life  
47 and do normal young people things was very validating.

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
47

Q. You had a caseworker at Orygen; how important was your caseworker to you?

A. Yeah, extremely important. My second caseworker, I do credit her to a lot of my recovery. The story that I always tell, is that, I - I love dogs a lot, I love dogs, I've got a gorgeous Golden Retriever, and we would always share pictures of our dogs at the end of our sessions. And it didn't matter if I was crying or shaking or on the verge of, like, screaming, she'd still show me pictures of her dogs.

There was one day where she took me to a dog shelter, I was taken to it by my carer so that I could play with dogs. And, you know, I never expected to have an experience like that going to therapy, and it's not the kind of thing that you would generally hear, but I respect that woman so much. You know, just being able to do that was incredible. She thought of me as the person and took into consideration my likes and we just, we had fun that day. I was able to just have fun.

Q. Was it important to you that you had the same caseworker for a long period of time?

A. M'mm, yes. It's very difficult to be continuously telling the same story over and over and over again. I used to count how many people I'd spoken to and told my story to, but I can't remember at this point. You know, having been to multiple services, multiple hospitals, I've spoken to a lot of people, and nobody knows my full story. It gets to points where you selectively tell people some things because you know they can help you, but you don't have time to talk about everything else so you have to hold it back.

I'd love the experience to be able to share everything with one person and have that just collectively put together, but I don't even know my whole story any more.

Q. While you were at Orygen, did you have some periods being in hospital?

A. Yes, I did.

Q. Did you also feel that you made some good progress while you were there?

A. Absolutely.

1 Q. Were you able to stay receiving Orygen services for as  
2 long as you needed?

3 A. No. Orygen - the time that I was there, they had: you  
4 were able to spend up to two years receiving treatment, and  
5 after that time you would be either referred on to another  
6 service at the choice of your treating team. And the two  
7 years, it goes very quickly.

8

9 Being very young and having a lot, a lot going on, I  
10 don't remember a lot of what happened in those sessions,  
11 but I could see somebody briefly, I could see somebody that  
12 I trusted. I was able to spend time doing social things  
13 and working out my future, and being around people, I was -  
14 I forgot the question.

15

16 Q. That's all right, I think you answered it. After your  
17 two years came to an end, you went back to Headspace?

18

A. Yes.

19

20 Q. Did you see the same caseworker who happened to now be  
21 at Headspace?

22

A. I was very lucky, my caseworker at Orygen was also  
23 working at Headspace. That's not the usual thing, I was  
24 lucky.

25

26 Q. After some time going back to Headspace, did you start  
27 doing volunteer work there?

28

A. Yes. I joined their youth advisory group, so that's  
29 consumer advocacy, it's young people who are using the  
30 service, they're able to volunteer their time, and work  
31 towards, I guess, creating a better service for future  
32 young people. I was involved with being a Headspace  
33 representative at events, so all the people in the green  
34 shirts saying hi to people. I was able to interview new  
35 clinicians, sit on the panels and make decisions about who  
36 is working within these services. I was able to provide  
37 training to staff and go into schools and talk to young  
38 people, share my story. I've been able to do some pretty,  
39 pretty incredible things both at Headspace and Orygen;  
40 that's very important.

41

42 Q. Did you find at some point that it wasn't quite right  
43 for you to be both a consumer and a worker at Headspace?

44

A. Yeah, it's strange; after volunteering at Headspace  
45 for, say, about a year, I got a casual position running the  
46 [REDACTED], and I worked  
47 alongside people that were treating me. And, it's weird,

1 it's strange, I didn't like my co-workers knowing or even  
2 thought that they might know what's happened to me or what  
3 I've gone through, so I made the choice to find somewhere  
4 else.

5

6 Q. Having stayed with the volunteer work at Headspace,  
7 did you seek treatment from a different clinic?

8 A. Yes. At the age of 21, I started going to an adult  
9 clinic.

10

11 Q. How did you find your experience there?

12

13 A. Not what I - I guess, not what I was expecting, but at  
14 the same time I'd heard other people's experiences, and I -  
15 I'll admit, I wasn't the most hopeful going to an adult  
16 service. You know, family and friends of mine have tried  
17 to get support and sometimes you just - you just hit a wall  
18 and nothing happens. I was very lucky to get into the  
19 service that I did. Again, I've always felt like, you  
20 know, my problems are - they're not severe enough to be  
21 - I'm not severe enough to be in hospital, but quite often  
22 I am struggling. It's - I need support. I can function, I  
23 can work, I can volunteer, I can study, but I still need  
24 support.

24

25

26 And going to this adult service, I felt like they  
27 weren't really prepared for somebody that can function like  
28 I do, and they weren't able to give me what I needed.

28

29

29 Q. After a while, were you discharged from the service?

30

30 A. Yes.

31

32

33 Q. I was with the service for about a year. Throughout  
34 that year I asked for a lot, I feel. I wanted to be  
35 involved, I wanted to do groups and all the things that I'd  
36 done with other services. It took about six months for me  
37 to actually join a group: I guess - I don't know why that  
38 took so long. But I was persistent and eventually got into  
39 the - it was an acceptance and commitment therapy group,  
40 and it was the best thing that I got. I was able to talk  
41 to other consumers, share my experiences with them. It's  
42 extremely, extremely validating to talk to other people  
43 that have similar experiences to share and heal together.  
44 That was an incredible experience, but my sessions, they  
45 just weren't - I found that a couple of - it would have  
46 been a couple of weeks before I was formally discharged,  
47 and I had no idea that I was going to be discharged at this  
point, where I - one of the things that I do is training

1 staff.

2

3 And there's this training called "the seven deadly  
4 sins" where we give recommendations for clinicians about  
5 how to work with young people, and one of the things that  
6 has been talked about was not keeping young people in the  
7 dark. And I was thinking about it, I'd just started  
8 training, and I'd gone to my clinician afterwards at the  
9 adult clinic and I spoke to her - there was a doctor in the  
10 room as well who I'd seen maybe once before - and I told  
11 her, look, I understand that I've been diagnosed with  
12 anxiety and depression, I've had these diagnosis for a  
13 considerable amount of time.

14

15 I find it not quite - I find it atypical that my  
16 symptoms have been so persistent for so long and I'd like  
17 to discuss diagnosis. And she gave me - the doctor,  
18 sorry - gave me a bit of a spiel about how, you know, we  
19 don't need diagnoses, it's not important, we don't like to  
20 label people.

21

22 And again, I persisted, I said, "No, I'd like to know  
23 and discuss this," and she let me know that I had been  
24 diagnosed with borderline personality disorder. I asked  
25 her if that was in my notes, and she said, "Yes." From my  
26 understanding, they at that clinic, they were under the  
27 assumption that I knew that I had that diagnosis, although  
28 nobody told me. I have no idea who made that decision, or  
29 when or why. I - it was a shock.

30

31 The whole thing has been quite a bit of a shock, and  
32 it's not the diagnosis, I don't mind; it's the process.  
33 You know, I've got the right to have a second opinion. I  
34 can't get a second opinion if I don't even know what I've  
35 got.

36

37 Q. Soon after you finished treatment with that clinic,  
38 have you been able to obtain treatment since?

39 A. Yes. Currently, I am seeing a psychologist. We try  
40 to meet as regularly as possible, but we do get the ten  
41 sessions a year, so that leaves me with not quite one a  
42 month. You have to really choose when to have your  
43 sessions because, if something difficult happens at the  
44 start of the year and you need to use extra, then you're  
45 left at the end with no support.

46

47 I'm able to see my current psychologist, I'm lucky to

1 get an hour a month. I also see my university psychologist  
2 to get a little bit extra in there. She's been very  
3 helpful, things like keeping me in university, she helps me  
4 with physical health and all sorts of stuff. I also do  
5 see - I mean, I still see the doctor at Headspace  
6 occasionally, because I know that those doctors have  
7 experience working with young people, I know that I can  
8 trust them, yes.

9  
10 Q. Can you afford to pay for private care?

11 A. No.

12  
13 Q. If there was anything that you'd like to see done  
14 differently in the mental health system, what would that  
15 be?

16 A. I suppose there would be a few things. Services: in  
17 my opinion, services need to be accessible and holistic;  
18 that would be free for everybody that would need it. I  
19 don't think that mental health services should be focused  
20 purely around mental health because, our health in general,  
21 it's all connected: so things like physical health, sexual  
22 health, mental health, social health, as well as vocation  
23 and housing are all important things that need to be in one  
24 place preferably. You know, I shouldn't have to go and see  
25 four different services that don't communicate with each  
26 other whatsoever to work out what I need. It would be  
27 incredible to have it in one place, one team, it would be  
28 amazing.

29  
30 We need to focus on young people. We need to change  
31 attitudes and I think that education is the way to do that.  
32 I've spoken a lot with my peers and other consumers, young  
33 people, and we need to start early, as early as possible.  
34 We need to talk about wellbeing, self-care, the resilience  
35 and vulnerability, and have these discussions.

36  
37 We need to employ people that have experience. I'm a  
38 peer worker myself and being able to share my stories with  
39 other young people especially, and have them tell me that  
40 they connected with something that I said, is incredible.  
41 You know, to share to a whole school and then have one  
42 student come up to you afterwards and give you a hug, it's  
43 amazing.

44  
45 Peer work to me really is the future. I don't think  
46 you can connect with clinicians in the same way as young  
47 people who have had this experience because, even if

1 clinicians have gone through the exact same thing, there's  
2 that power imbalance that will be there, whereas I can go  
3 to somebody and say, "Yeah, I've gone through that" or  
4 "Yeah, I know what this stuff is like."  
5

6 My final thing would be to keep us involved. This is  
7 an incredible step, the Royal Commission. This is amazing,  
8 I'm honoured to be here and share my story today. But we  
9 need to keep people with lived experience, consumers,  
10 carers, families, marginalised communities that are going  
11 to experience these things, we need to be at the forefront  
12 and the centre of our own treatment, and these questions  
13 need - we need to keep asking these questions.  
14

15 Once this is all done, whatever happens, whatever  
16 recommendations or implementation or review is going to be  
17 done, consumers, people with lived experience need to be  
18 there; we need to be involved with what's going to be  
19 happening with these services, and I think that we should  
20 be paid for our contributions quite a lot of the time,  
21 because it's not easy doing this, yeah.  
22

23 MS NICHOLS: Thank you very much, Ms Juniper. Chairman,  
24 do the Commission have any questions?  
25

26 COMMISSIONER McSHERRY: Q. Thank you, Nicole, for  
27 telling us about your experiences. Just a quick question.  
28 When you went to Orygen and then to the adult mental health  
29 service, was it always on a voluntary basis?  
30

31 A. Yes, throughout my whole treatment I've been  
32 voluntary, I've been hospitalised voluntarily. I have been  
33 very consistent, and I've always been very happy to receive  
34 help.  
35

36 COMMISSIONER McSHERRY: Thanks very much.  
37

38 CHAIR: No other questions.  
39

40 MS NICHOLS: May Ms Juniper be excused?  
41

42 CHAIR: Yes, thank you very much.  
43

44 **<THE WITNESS WITHDREW**  
45

46 MS NICHOLS: Commissioner, before the next witness  
47 arrives, may we have a short break? Okay, I'm told that we

1 will be returning at 2 o'clock. Excuse me a moment.

2

3 Sorry for the confusion. We do have one more witness  
4 before the long break, Mr Robb, but we might just take a  
5 short break before he comes. Is that okay?

6

7 CHAIR: Yes.

8

9 MS NICHOLS: Thank you.

10

11 SHORT ADJOURNMENT

12

13 MS NICHOLS: Commissioners, the next witness is Mr Andrew  
14 Robb. I call Andrew Robb.

15

16 **<ANDREW JOHN ROBB, sworn and examined: [12.21pm]**

17

18 MS NICHOLS: Mr Robb, have you, with the assistance of the  
19 Royal Commission, prepared a statement about your  
20 experiences with mental health?

21

A. Yes, I have.

22

23 Q. I tender the statement. [WIT.0001.0004.0001].

24

Mr Robb, were you the Federal Member of Parliament for  
25 Goldstein between 2004 and 2016?

26

A. I was.

27

28 Q. As a Member of Parliament, what positions did you  
29 hold?

30

A. There was quite a lot.

31

32 Q. The most importance ones perhaps?

33

A. Yes, well, the ones in opposition are perhaps less  
34 important, so I'll avoid those. But I was the Minister  
35 for - Assistant Minister now they call it, for Immigration.  
36 Then I was the Minister for Vocational Education. Then  
37 went into six years of Opposition and came back as the  
38 Cabinet Minister for Trade and Investment.

39

40 Q. Prior to becoming an MP, did you have a number of  
41 positions in the Liberal Party, including Chief of Staff to  
42 the Leader of the Opposition and Federal Director?

43

A. I did, yes.

44

45 Q. Were you an agricultural economist before that?

46

A. Before that, I was. I've had an eclectic career  
47 really, yes.

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
47

Q. Are you a currently a board member of Kidman Cattle Enterprise, the Chair of Asialink Business, and the Chair of CNS Dose?

A. I am, yes.

Q. Can I take you back to quite some time ago to about the age of 12 and ask you, did you at about that age start to experience what you called black moods in the mornings?

A. Yes, I did. I was about 12 or 13, I'm not sure what led to that. I'd had a very happy childhood as one of nine. In fact, my mother subsequently said I was the happiest amongst the nine in childhood, but yes, it changed.

We moved from a farm to the city and I had two years of frightening teachers really. So, the nuns and the brothers can be very frightening when they try. I don't know what caused it, but I had some changes.

I started to - later on called it my little black dog in the morning, it grew to a bigger black dog over the next 40 years. But, yes, I would go to sleep taking on the world, satisfied with my night's homework or whatever it was, but I'd wake up just drained of any confidence immediately I woke.

Q. You said that stayed with you for about the next 40 years. What sorts of things did you do to try and manage that for yourself?

A. Well, I mean, I denied that I had a depressive condition even to myself for a long time. I've got the best collection of self-help books that - if anyone wants some self-help books, I can help you with it.

Ironically when I did finally confront it and start to get to know more about it, most of what's in the self-help books are in the depression books, but through most of my life I never would have picked up a book on depression. I think, like so many people, and especially men, but I think it's women as well, many, many women, they don't wish to admit, even to themselves, and even if they do that it's then a very close circle of loved ones that they might relate to. So, yeah, I would do all sorts of things.

I thought initially that - I'd read books on self-help and they said endorphins help you, so for 30 years I chased

1           endorphins, to be honest. When I subsequently wrote a book  
2 after I confronted it and found myself back in the  
3 Parliament, which I was surprised that that was going to  
4 happen, and it does show we're progressing, I think, but  
5 when that happened I did feel that - sorry, I've lost my  
6 train of thought for a second. After 40 years, I did feel,  
7 when I was writing the book, that I'd been chasing  
8 adrenaline all my life. Because, when I had the adrenaline  
9 pumping, I was in a much better space, even if it was in  
10 the mornings.

11  
12           And my condition, which turned out to have a name  
13 which was comforting, but diurnal variation, and I differ  
14 from many who have got depression, in that, in the mornings  
15 it seems like I've got no serotonin in my system for about  
16 five or six hours, it's later than most other people, and  
17 during that period I've got a depressive condition, but  
18 then I would come out of it. So, I spent my life waiting  
19 for this cloud to lift in the mornings and I had lots of  
20 strategies to try and, not engage with people, was the  
21 issue really.

22  
23           Even with my kids; I mean, I wasn't grumpy, I just had  
24 not even the confidence to properly engage with my  
25 children. I'd just get through that process. I often left  
26 relatively early so I could get past that barrier with just  
27 some normal, good morning and whatever. They did say over  
28 the years that, "You never asked dad for money before 8.30,  
29 9 o'clock", and my wife said, "We never discussed the state  
30 of our marriage before that hour either." So, it was sort  
31 of understood that I was not in a good place, but we never  
32 really talked about it and I would be chasing adrenaline.

33  
34           I noticed, all the positions I took led me to public -  
35 often led me to public engagement, where the adrenaline's  
36 pumping, and you can hear your voice and it's normal. So,  
37 that was an interesting factor.

38  
39           Q.    So when you got to, say, around your mid-50s and you  
40 were doing a very high profile and high pressured job, did  
41 you find you had to structure your day around this  
42 condition?

43           A.    Very much so. Invariably, with my PA, my personal  
44 assistant, I'd get an understanding that, you know, do the  
45 best not to have meetings before 9.30. It got later and  
46 later, this was the problem for me, but initially 9.30,  
47 10 o'clock.

1  
2           There were things I could do, and I could read, so you  
3 know, in politics you read ten papers a day, or you used  
4 to. There were lots of things, some correspondence, but  
5 engaging with people seemed to be the problem in particular  
6 and I avoided that. But, as I say, I had some help with  
7 PAs, and I'd just say, "Look, I'm not a good morning  
8 person." That's all I thought it was for a long time, but  
9 this condition must be what, when people say they're not a  
10 good morning person, must be what it's like.

11  
12 Q.   At some point, when it was taking longer and longer  
13 during the day for you to feel okay, did you decide that  
14 you should reach out for some help?

15 A.   No. Increasingly, I suppose by the time I was late  
16 40s, early 50s, I was thinking this is not normal. You  
17 know, I'd be driving to work, we lived out at Canberra  
18 earlier on and, when you look at the sun - or some people,  
19 if they look at the sun, they sneeze and that releases  
20 endorphins.

21  
22           Canberra having a lot of sunny hours was a good  
23 advantage for me: I'd stop two or three times on the way to  
24 work and look at the sun and had all these crazy things  
25 that I was doing. When your face forms the shape of a  
26 smile, evidently, according to literature, it does release  
27 endorphins. (Witness demonstrates with pen.) So, I'd  
28 drive to work with a pen in my mouth, trying to make my  
29 face - or tricked the brain into thinking that I was  
30 smiling.

31  
32           It got to that point, which is pretty sad when you  
33 think about some of those things. Anyway, they were the  
34 sorts of things that was driving me too, and after a while  
35 I thought, this is not right.

36  
37           I did start to talk to my wife about it, and so, that  
38 was helpful but it was only when I came into a situation  
39 where the consequence of not finding out what I've got and  
40 whether I can do something about it would have been too  
41 great. I was --

42  
43 Q.   We'll come to that in just a moment but, before we do,  
44 did you see a general practitioner to try and get some  
45 answers?

46 A.   I did, yeah, that was the first step. I had a chap  
47 that I'd been seeing for all sorts of other things and very

1           satisfactorily for a long time, and then I raised it and he  
2           sort of almost you know, not took fright, but he was  
3           certainly not wanting to engage on that topic. And he  
4           said, he leaned over and got a card and said, "I always  
5           refer anyone with any sort of mental health problem to this  
6           person nearby in one of the outer suburbs."  
7

8           So I made an appointment a couple of weeks later and  
9           went into this house and got put on a couch, which is a bad  
10          start to be honest, because I didn't - I was still not  
11          fully confident about the fact that I had depression.  
12          Anyway, it was, you know, the whole stigma thing, it's  
13          just, you live with it all your life. You used to hear  
14          about Mary who had nerves, you know, and found out 20 years  
15          later that she actually had breakdowns and all the rest of  
16          it; people didn't want to talk about it, and I was still in  
17          that frame of mind.  
18

19          But I laid on the couch and she started, said, "Tell  
20          me your story", so I started. After about seven minutes  
21          she leant across and said in a whisper almost, "Tell me,  
22          were you loved by your mother and father as a child?" And  
23          I thought, I can't handle this, this is ridiculous. I'd  
24          hardly got into a 43-year condition, and so, a few minutes  
25          later I made an excuse and left, paid her the bill and  
26          didn't - so I just went home and said, wake up to yourself,  
27          slap yourself on the cheek and man up sort of thing, this  
28          is ridiculous, you can manage this, until the next time  
29          when I got forced to confront it really.  
30

31          Q. After you had taken yourself back and told yourself to  
32          toughen up, did you get to a period, in about the middle of  
33          2009, where things in the Federal Liberal Party were pretty  
34          turbulent and were colleagues approaching you to consider  
35          whether you'd take the leadership?

36          A. Yes. This is the thing: every time I had to perform,  
37          I'd have the adrenaline pumping, and even if I was in a bad  
38          place - I had a lot going on and there was all that climate  
39          change, emissions trading schemes with Prime Minister Rudd,  
40          so it was a high-energy time and I was the Shadow Minister  
41          for Climate Change, and the Prime Minister, Malcolm  
42          Turnbull, it was a subject that he had often talked about  
43          and was committed to.  
44

45          Anyway, we'd been going apart in terms of our views,  
46          how to get a price on carbon in particular, and it was very  
47          tense; months of tenseness. Then, unfortunately for

1 Malcolm, he had the God and Grech moment, and a few other  
2 things didn't go his way, and colleagues, Peter Costello  
3 who was still in Parliament, and others approached me to  
4 consider challenging for the leadership and I said, "Well,  
5 I'm very interested but I'll think about it", and I was.  
6

7 I mean, there's a lot of people there that, whether  
8 they can or can't, they still might have an ambition for  
9 it. I didn't think the timing was very good for me, but  
10 often you only get one shot at these things. So, I was  
11 interested, but when I said "I'll think about it", what I  
12 was thinking about was, can I manage the responsibilities?  
13

14 Until that point in time, all the jobs that I'd had,  
15 I'd been able to cover up the mornings, and I'd felt I'd  
16 been able to, not just preclude people from knowing that I  
17 had a problem, but also, it hadn't really greatly affected  
18 my performance; I'd compensated for that.  
19

20 But I knew, having been 15 years before the Chief of  
21 Staff to Andrew Peacock through a campaign, and then  
22 running all the campaigns for nearly eight years, I  
23 understood just, that you had to be 24/7, and really, it's  
24 a huge - a very stimulating job but it's enormous pressure.  
25

26 I respond to the pressure, which is again the thing  
27 that's always annoyed me about this stigma, that people  
28 think you're under the table and you've lost control in a  
29 crisis; it was the crises I loved because they would get me  
30 going and I'd be in a good place, I could be for 33 days of  
31 a campaign making decisions as the campaign director for  
32 the party.  
33

34 So it's, yeah, I think I've drifted from your original  
35 question, but it was that pressure of having to make a  
36 decision and I kept delaying it and they'd keep asking. It  
37 got to a point where it was, I knew I couldn't without  
38 finding out what was wrong. Once I got to that decision,  
39 it was sort of one step at a time.  
40

41 Q. So, once you got to that decision, did you make a  
42 phone call to a friend of yours to see if you could get  
43 some help?

44 A. Yes, the former Premier who was chairman of Beyond  
45 Blue who is a friend, and I said to him - I gave him a very  
46 quick synopsis of my problem and the context of it and all  
47 the rest of it, and he said, "Look, I'm no expert on mental

1 health", but he said, "I'll get someone for you."  
2

3 So it was the next Wednesday morning when I was  
4 sitting in front of one of our most experienced  
5 professionals in that space and psychiatrist, and yeah, it  
6 was a fascinating experience.  
7

8 Q. Did he tell you that he could help you?

9 A. Well, it was interesting, because it was - he said,  
10 "Sit down", I wasn't lying down, I'm sitting on a sit which  
11 was a good start. Then he said to me, "Tell me your  
12 story", so I started and after about ten minutes he said,  
13 "Could I stop you?" And I thought, oh no, not do I love my  
14 mother or father or vice versa again. Then he said, "Sorry  
15 to stop you, I just want to tell you, I know what this is  
16 and it's fixable", but he also put a couple of riders on  
17 it, which was, it's going to take patience and there could  
18 be some side-effects.  
19

20 Well, I didn't hear the last two. We had another hour  
21 or two but I still didn't hear the last two qualifications.  
22 I thought, how good's this, I can take a tablet and in  
23 three weeks I'll know whether that's the right one, and of  
24 course it will be, and then I can make a clear eye decision  
25 about the other issue on the leadership.  
26

27 Q. And the experience of taking the drugs that were  
28 prescribed to you, how was that?

29 A. That was the worst time of my life, to be honest,  
30 especially some of the earlier ones; they didn't get any  
31 better. It took me six months is the bottom line, and  
32 nothing seemed to do anything until then, except made me  
33 worse.  
34

35 The first one, which is a fairly common one, so it's  
36 okay for lots of people, but it does say on the box "could  
37 make you suicidal", which it did and my wife had to keep an  
38 eye on me for the three and a half weeks or whatever it  
39 was.  
40

41 I was depressed, deeply depressed, 24/7 with that.  
42 And it's no wonder, 70 per cent of people, as I understand  
43 who do confront it - and it's difficult enough to get  
44 people to go and seek professional advice, but 70 per cent  
45 of those that do, as I understand it, walk away from it  
46 within three to four weeks.  
47

1           You know, if I hadn't been through 43 years and all  
2 sorts of issues and wasn't at that stage of my life, it was  
3 a sequence of events which probably made me - I'd made the  
4 decision that, if it didn't work for me, I've gotta fix it,  
5 and that I'd go public, so I'd crossed a few bridges by  
6 then.

7  
8           But, yeah, it was very bad and I went back after three  
9 or four weeks and told him how I'd been and all that and  
10 said, "What do we do now?" And he said, "We double the  
11 dose." I said, "Is it possible I'll get those same  
12 side-effects again?" He said, "It is possible", and of  
13 course by the next Tuesday - I'd been trying to go under  
14 the radar and get an answer and not tell anybody - but by  
15 next Tuesday I was in a really bad state again.

16  
17           Parliament was sitting again and I got into the party  
18 room, which is a three-hour meeting every Tuesday when  
19 you're sitting, and my stomach was in my boots, I was just  
20 really bad. I could see it was sunny outside, so I left  
21 and I sat in the sun for about an hour down there in one of  
22 the gardens and then my phone rang and one of my staff said  
23 the Leader of the Opposition wants me in the party room and  
24 usually that only happens, you know, you're called back in  
25 if there's something obviously particular to my portfolio.

26  
27           Anyway, I got back and, sure enough, there was a real  
28 bun fight on about emissions trading and whatever,  
29 whatever, and Malcolm Turnbull was looking to me to sum up.  
30 He said, "Sum up", "There's five more speakers", he said.  
31 So I'm sitting there and, if the floor had opened up I  
32 would have been really grateful, but it didn't.

33  
34           Anyway, I entered up in the front, but as I walked to  
35 the front of the room to make my little presentation, I  
36 could feel the adrenaline coming up, and I'm listening to  
37 myself and I saw my voice was normal, and I nailed it,  
38 whatever that - I won't bore you with it, but I did the  
39 job. People were saying to me, "Good on you, Robbie", you  
40 know, because it settled the issue down for that day at  
41 least.

42  
43           Then I sat down, and normally if you've done something  
44 which your colleagues themselves are pleased about, you're  
45 usually pretty pumped, you know, you're pleased about it.  
46 I sat down and my stomach, it just went again; I was so  
47 depressed and I just, after three or four minutes I went

1 off to my office. Actually, I sat there, I missed Question  
2 Time, I sat there for five hours looking at the wall and  
3 working through all the possibilities: what I could do,  
4 should do, what would happen, you know.

5  
6 Anyway, conclusion: by 5 o'clock I decided I have to  
7 confront it. If I'm going to confront it, I can't be  
8 telling a whole lot of fibs to try and stay under the  
9 radar, that never works, so I decided, I'll have to tell  
10 and asked for three months leave from Cabinet at least -  
11 not from Parliament, but from Cabinet - just to get the  
12 pressure off and see if I can find the right medication.  
13 And I went and spoke to Malcolm Turnbull who was very  
14 gracious about it and that's what happened.

15  
16 Q. And you told your story to some journalists, Laurie  
17 Oakes and Neil Mitchell?

18 A. Yeah. I wanted it, you know, because of the stigma  
19 and the view that lots of people have, I didn't want people  
20 hearing that I'd taken three months leave from Cabinet with  
21 mental health problems; I wanted them to know what it was.  
22 And I thought, I could write a piece, but the journalists  
23 are much better capturing the essence of these things.

24  
25 So I went and saw Laurie Oakes who had then a weekly  
26 column around Australia and told him the story and said,  
27 "Would you like to present this?", which he said he would  
28 and he did a super job with the piece, and then I  
29 approached Neil Mitchell the following Monday, and again he  
30 did a very good interview, and we talked about the sorts of  
31 things I'm mentioning now.

32  
33 I wanted it out there in a form which was factual. To  
34 be honest, I wanted to be able to say, you know, I think  
35 this is beatable and I thought, if I could do that, this  
36 would be an encouragement at least, something out of this  
37 ordeal. So, I did those two and then said, "I'm not doing  
38 any more media", because that would just put pressure - I  
39 just wanted to get that story out and that's how it was  
40 until I finally got the answer.

41  
42 Q. You've talked about "the answer", and you had called  
43 your problem for quite a number of years your "morning  
44 problem". Was it a challenge to embrace the word  
45 "depression"?

46 A. Not once I'd gone public on it; I thought this is - I  
47 mean, that was the bridge that I had to - had to cross, and

1 then I just focused on getting better, right. But I had  
2 some rocky times through that six months, to be honest.  
3 Sometimes it made me very tired.  
4

5 There was also the change of leadership in the middle  
6 of it, which I won't bore you with, but it was - I ended up  
7 being dragged out of whatever state I was in to make a  
8 contribution there because of the previous responsibility.  
9 Yeah, so there was all sorts of things still happening,  
10 even though I was supposedly stepping aside. But largely I  
11 was left to my own devices to see if I could nail this  
12 thing, except I had a request in the middle of it to write  
13 a book.  
14

15 Q. I'll go there in just a moment, but you've mentioned  
16 "stigma" a few times. What was your impression when you  
17 were trying to grapple with all of this, about how you  
18 might be perceived, or even how you perceived people with  
19 mental health issues?

20 A. Well, the trouble was, I'd assumed - once around, in  
21 the 50s, that you know, I still didn't want to have dealt  
22 with depression on a CV. A lot of people have asked me  
23 subsequently, because I've spent time going around the  
24 Lions Clubs and all these sorts of things, just again  
25 telling my story because, as I've discovered, I think it  
26 helps.  
27

28 It is difficult, but once you've made that decision,  
29 you try to make the most of it. I started to say to people  
30 that my aim is to get back and demonstrate that you can  
31 hold the same position that you held before you confronted  
32 it, that you held while you were fooling everybody about  
33 what was in your head and your moods, and that, you can  
34 actually - it's a chemical issue in the brain and, if you  
35 can correct that chemical imbalance by whatever means -  
36 usually it's a bunch of things that will, it's not just  
37 medication which is just part of the answer I think - then  
38 I want to be able to demonstrate that you can get it.  
39

40 As it turned out, I had far more responsibility than  
41 I'd had in my life when I did get back. You know, I was  
42 Trade and Investment Minister and succeeded in concluding a  
43 range of major trade agreements for Australia, and some of  
44 those I'd be there until 3 or 4 in the morning, in Belgium  
45 or New York or wherever it was negotiating with people, and  
46 lawyers all around you. I mean, I had lots of pressure on  
47 but I was revelling in it and it was after I dealt with it.

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
47

Q. You were asked to write a book?

A. Yes.

Q. And being initially reluctant, what prompted you to agree to do that?

A. It was about two months after I'd gone public, and whatever I was on at that stage, it still wasn't making me feel very agreeable. The publisher at Melbourne University Press was very - was, not there now - she rang and was vivacious, and "Andrew, Andrew", and I'm feeling down in the dumps and this voice is jumping out of the phone saying, "This is a great story, everyone would love to hear about what you spoke about a couple of months ago."

Anyway, I said to her, "Look, I'm interested, but I'll think about it." This time it was a different attitude, "I'm interested." I really wasn't, I'd never thought of writing a book about anything, but certainly at that stage it was the last thing. And I thought, oh, yeah, you'll be very lucky - I didn't say that of course, but I'm thinking - that's the last thing I want to think about or even possibly do.

Anyway, about a week later I met my psychiatrist for a regular visit, and he said to me, he said at the end of our chat, he said, "Last weekend, I think it's once a year the Victorian, a lot of Victorian psychiatrists get together for a weekend just to compare notes." He said, "Last weekend they did all that and on the Saturday morning someone stood up and said she didn't know what was going on, but she'd had a surge of executive men mainly over 40 in the last two months, and someone else stood up and said the same thing. Anyway, in the end they concluded that it was the coverage of what was going on in my life.

And the thing is, I didn't think there was that much - I mean, it's appropriate, but it wasn't like front page news or whatever, it was covered, but you know, it wasn't of an order that I thought's going to reach a lot of people and that they could think about it. But when I thought about it I thought, if that's how much influence you can have with just the story of one person that's not front page and all the rest of it, then I rang Louise up and said, "Louise, if I beat this and I'm back in Parliament, I'll write the book. If I don't beat it, I won't."

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
47

Q. And you did?

A. And I did.

Q. Can I ask you, Mr Robb, thinking about the experiences that you've gone through and what it was that helped you along the way, what would you like to see change in the mental health system to help people in a similar position?

A. I'm not - you've heard - I heard two very outstanding contributions this morning from those that preceded me and they had some excellent ideas.

Look, I still feel that the thing that is holding back the prospect of, you know, anywhere near like the numbers that have got a problem - in fact, I think there's hundreds of thousands that have just lived with it and die with it, and in many cases no one really knows about it, right. And they're all levels and all different types and all the rest of it, but it's that stigma, you know.

And I still do a lot of work in the region, trade-related work and investment-related work, but I find in the Asian region it's like we were 40 years ago in Australia; you know, they don't even tell their spouse they've got a problem and it's ten times harder than it is here.

And yet here, okay, there's a greater awareness and I think some very good things have happened in the last few years, but we're still just scratching the surface because I don't think people are confronting it and when they do, as I say, three weeks later 70 per cent of them, at least those who have gone to a psychiatrist, 70 per cent have given up on that because they feel they're poisoning their body because they have side-effects which are unpleasant, and it's understandable.

The thing is, so little has been spent on the science of the brain, because I think of the stigma over the decades. You know, I saw it - I was a Member of Parliament for 12 years, and with 150,000 constituents, and every three or four weeks probably there would be, a group of people would come in representing a particular - you know, heart disease, diabetes, all these very legitimate and undesirable conditions, looking and making a case for more public monies; and as a politician, knowing that I'd be in there voting for these things, seeking my support

1 obviously.

2

3 And I think it was at least seven years, might have  
4 been eight, but it was at least seven years before I had  
5 one visit from anyone concerned with mental health. And  
6 then they didn't have celebrities, all the others would  
7 have celebrities, right.

8

9 This reluctance for people to identify, it's changing,  
10 but that reluctance. I think there's lots of other things  
11 that are very important and probably part of that solution,  
12 but that should be front and square, I think: how do we  
13 talk about that stigma? And really nail it, you know, how  
14 do we have people talk about it in a way that - that's that  
15 stigma and it's false because it's just another - you know,  
16 I learned, even though I didn't want to admit to it, that  
17 it is just another medical condition, and I think I'm proof  
18 positive. You know, you still manage it, I still manage  
19 it, but I've managed it to the point where I could do  
20 basically any job, right, if I'd been asked. That's number  
21 one by a long shot, I think.

22

23 Flowing from that, there is the money that's spent on  
24 it. Now, that's changing significantly. But again, you  
25 know how systems work: you get a system within the medical  
26 fraternity that's got the equipment and all that to do lots  
27 of good work on different things, and I think for decades  
28 the mind has missed out; right. And we are making up, but  
29 nowhere near as quickly as possible.

30

31 I'm involved in a couple of organisations and chairman  
32 of a company that we're trying to target that problem of  
33 trial and error for the drugs, and it's only through that  
34 process how much I'm finding how little they still know  
35 about any of those things, even though there's a  
36 significant increase in the monies going there.

37

38 Do you want me to keep going through a couple more or  
39 what?

40

41 Q. Is there one more thing?

42 A. Yeah. I had a lot to do with Headspace as a member  
43 and I used to visit - this is before anyone knew I had a  
44 problem - but I would visit and sometimes talk to the  
45 clients, you know, privately. I thought Headspace was  
46 fantastic, some of the kids that I spoke to. And, if you  
47 can nail the problem early - that was like me, I thought

1 about it, I was 13, it only started for me in a small way  
2 and it just got bigger and bigger and bigger over 40 years.  
3 So, it would have saved me a lot of angst if I'd have  
4 tackled it at 13 than at 50 or 53, whatever it was.

5  
6  
7  
8  
9

Q. Thank you very much, Mr Robb, for sharing your  
evidence with us. Commissioners, do you have any  
questions?

10 CHAIR: I just have one, Mr Robb. In terms of the  
11 research that you said you're involved in, in terms of  
12 trying to understand the impact of pharmaceuticals and  
13 medications, can you give us a little bit more sense of  
14 what you're actually trying to do through that work?

15 A. I'm chairman of a start-up. The work was done at  
16 Melbourne University in Geelong by a psychiatrist who  
17 practises in Geelong. It's pharmacogenetics, so it takes  
18 the gene sequencing of the liver and the gene sequencing of  
19 the blood brain barrier, they're the two areas of the body  
20 which accept or reject chemicals.

21 [REDACTED]  
22 [REDACTED]  
23 [REDACTED]  
24 [REDACTED]  
25 [REDACTED]  
26 [REDACTED]  
27 [REDACTED]  
28 [REDACTED]

29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39

Now, that correlation between those things, it's just  
a test, and what we've found is that - this chap has  
identified the algorithm that works; we're getting  
80 per cent in trials, 80 per cent success in nominating  
what is the right - you know, there's dozens of potential  
candidates for that, but we're getting 80 per cent success  
in identifying that a certain drug is the one that you  
should be, and not only the right drug but the level: low,  
medium or high.

40 The Ramsay company is now doing an independent study  
41 across all of their mental health facilities to test the  
42 work that we'd done in the field, so in a few months' time,  
43 if that confirms what we are seeing - the test, we've  
44 launched it, but it's been a quiet launch because we're  
45 really waiting for the Ramsay work to conclude that there  
46 is something that can be used, and it's a very simple DNA  
47 mouth test, you know, takes nothing. You just then send it

1 off to a laboratory and a few days later you get a  
2 one-paged report on what to do.

3  
4 CHAIR: Thank you.

5  
6 MS NICHOLS: Thank you, Mr Robb. May Mr Robb be excused?

7  
8 CHAIR: Yes. Thank you very much, Mr Robb, for your time  
9 today.

10  
11 **<THE WITNESS WITHDREW**

12  
13 MS NICHOLS: Commissioners, we have one more witness today  
14 who will appear after the lunch break.

15  
16 CHAIR: Thank you, adjourn.

17  
18 LUNCHEON ADJOURNMENT

19  
20 MS COGHLAN: Commissioners, the next witness this  
21 afternoon is Daniel Bolger. I call him now.

22  
23 **<DANIEL JAMES BOLGER, affirmed and examined: [2.00 pm]**

24  
25 MS COGHLAN: Q. Thanks, Daniel. I'll get you to sit  
26 forward a little bit so the Commissioners can hear what  
27 you're saying. You've provided a statement that's been  
28 prepared with the help of the Commission?

29 A. Yes, that's correct.

30  
31 Q. I tender that statement. [WIT.0001.0008.0001] You're  
32 here today to tell the Commissioners about your  
33 experiences?

34 A. Yes.

35  
36 Q. How old are you now?

37 A. I'm 27 years old.

38  
39 Q. You've had some mental health issues over really a  
40 number of years?

41 A. Yes. Since I was about 16 years old, very minor, and  
42 then obviously it developed into my teenage years quite  
43 severely.

44  
45 Q. Alright. Can I just take you back then to a time when  
46 you're 14/15 years old and really focus on what was going  
47 on for you at that time in your life and what you were

1 doing?

2 A. Okay. So, when I was 14/15 I grew up in a very good  
3 family, my parents didn't drink, went to a good school and  
4 things were going really well. I was playing high level  
5 football, I represented Victoria when I was younger, I was  
6 playing sport and I had all these good support networks,  
7 but I also had this other side where I was hanging around  
8 negative people and I'd go on the weekends and drink and  
9 use marijuana and sort of have that life as well, but  
10 football sort of kept me on the right and narrow. But when  
11 I was 16 I had a knee reconstruction and it felt like a big  
12 part of me was taken away, something that I thought I was  
13 gonna do for the rest of my life and it really had a big  
14 impact on me mentally. I look back now and I definitely  
15 started to get some mild signs of depression, which led to  
16 me drinking more and using marijuana and just living -  
17 trying other drugs a handful of times, and prescription  
18 medications, Valium and Xanax was a really big problem for  
19 me when I was 16/17, and then my life, yeah, took a real  
20 bad turn where I started to become violent. I'd have real  
21 bad anger issues where I'd drink and use prescription  
22 medications. I'd just completely fly off the rails. It  
23 could be okay on a Saturday night, and then later on in the  
24 night I might just completely flip out and, if my parents  
25 said what are you doing like drinking all the time, I might  
26 just say "stuff you" and then go to a friend's house for a  
27 few days and just drink.

28

29 Q. Can I stop you there and ask you to slow down a little  
30 bit?

31 A. Yeah.

32

33 Q. Can I ask you about this time you're talking about  
34 when you were 17, and to give the Commissioners an idea of  
35 what a weekend would look like for you, what would you be  
36 doing?

37 A. Yeah, so say on a weekend on a Friday I'd be hanging  
38 around with people and would just, yeah, start drinking  
39 real heavily, and this would sort of carry on to Saturday  
40 night and Sunday night, and then Sunday was the big trigger  
41 for me where I'd feel the hangovers for the weekend and I'd  
42 feel really depressed and a handful of times when I was 17,  
43 I indicated to my friends when I was drunk or - that I  
44 wanted to end my own life.

45

46 So, on the surface I was a big strong dude and I  
47 looked happy, I was confident at parties, I would talk a

1 lot. I was playing - I used to play football and all this  
2 sort of stuff, but deep down I was struggling with my  
3 issues going on, and that led me to, again, use  
4 prescription drugs and try speed a number of times,  
5 ecstasy, and yeah, on those Sundays I would feel real  
6 depressed where I could - I could start, like, getting  
7 emotional crying, or I would have done that the night  
8 before drinking.

9  
10 Q. What did your family and friends say to you about  
11 that, about what was going on?

12 A. So, a few times when I flew completely off the rails,  
13 where I might do something at a party or, like, make a fool  
14 of myself or be abusive to my family really bad and they'd  
15 ask me to leave and, you know, I'd smash some furniture or  
16 something, when I was sober during the week I'd have, like,  
17 an intervention with my friends and family saying, you  
18 know, you need to seek help because something's going on  
19 with you, you have severe, like, anger issues, and  
20 obviously they knew mental health issues.

21  
22 Q. And how did you respond to that ?

23 A. And I just didn't - I didn't want any - I didn't wanna  
24 seek any treatment because, as a guy, a 17-year-old guy who  
25 was at an all boys school, played football, I just didn't  
26 want to associate myself with the label of having mental  
27 health issues. I was a strong dude, I felt like it was a  
28 weakness at that age.

29  
30 Q. You mentioned earlier about how at 17 things took a  
31 really bad turn for you, and in fact you ended up in a  
32 psychiatric ward at that age?

33 A. Yeah. So, one weekend, it was a Saturday or roughly  
34 something like that I was drinking during the day and my  
35 dad came home and same thing, he said, "You can't drink  
36 here, what are you doing?" I just said, "Stuff you, I can  
37 drink" or whatever, no respect whatsoever.

38  
39 I was with my friend and then I got quite abusive to  
40 him on the front lawn and police were called, and then my  
41 mate got in the middle of us and I was pushing him and then  
42 basically the police came and they didn't, like, arrest me  
43 essentially, they just said, "Come with us." I went in the  
44 divvy van with them, like, no problem and that was the  
45 first time I went to the psychiatric ward.

46  
47 I knew when I arrived that was what was going on and I

1 got assessed pretty fairly quickly by someone and they just  
2 sort of - once I sobered up they just, like, a doctor,  
3 psychologist, psychiatrist, some guy, he asked me what was  
4 going on with my mental health, I explained what was  
5 happening and he sort of left it into my own hands to seek  
6 treatment, but there was definitely no follow-up from a  
7 worker or any phone call or anything like that.

8  
9 Q. You just described your first contact with the mental  
10 health system as a 17-year-old.

11 A. Yeah.

12  
13 Q. How long did you spend at the psych ward at that time?

14 A. It was no more than six hours. It was very brief. It  
15 was, I sobered up and I said, "Yeah", I carried on like an  
16 idiot, sort of thing. It wasn't severe enough to put me in  
17 a place like that; essentially it would have made my mental  
18 health worse if they put me in a place like that or started  
19 pumping medication in me, because at the same time my  
20 mental - it wasn't as worse as what it was leading to in  
21 the future, but um --

22  
23 Q. So you left that time without further treatments in  
24 place?

25 A. Yeah, more or less, left that time, further treatment  
26 in place, and then I - I actually got - I dropped out of  
27 football altogether. I got cut from my development  
28 representative team for behaviour issues, drinking and all  
29 sorts of stuff which they knew I was doing, and from there,  
30 months, three months later, dropped out of - I got expelled  
31 from school the year before and then I went to another  
32 school in Year 12 to do my VCE and just completely dropped  
33 out of that altogether and from there life took a turn  
34 definitely for the worst. It was just, I started trying  
35 ice a few times and just started using speed a lot more,  
36 smoking speed, using ecstasy, using more prescription  
37 drugs.

38  
39 Q. During that time there was a two-week period where you  
40 stayed at your friend's house, can you describe what  
41 happened in that two-week period?

42 A. Yeah, so leading up to that event I was just smoking  
43 weed every day, drinking every day, and my friend's mum  
44 went away for two weeks, so I was predominantly staying  
45 there, and there was just parties there all the time and,  
46 yeah, smoking weed, drinking, prescription pills, using  
47 speed, and not much sleep and just all the drugs and not

1           answering calls from my family, and the paranoia of my  
2           mental health getting worse.

3  
4           I remember, it was a Sunday, we'd been partying all  
5           weekend and I was just in the bathroom and the sun was  
6           coming up and I got a bunch of missed calls from my family  
7           for the whole weekend, and even my other friends who were  
8           good guys, and they were worried and concerned about me,  
9           and that wasn't definitely the reason, but I just remember  
10          having a panic attack or something, but it was different  
11          than anything I experienced. I felt very scared, I started  
12          crying, and I felt very paranoid, like, I just was scared.  
13          I was scared. And yeah, lack of sleep, drug usage and more  
14          or less after that I --

15  
16         Q.    Did you go back to your dad's place after that?

17         A.    Yeah, I went back to my dad's place and he had - it  
18          was night-time Sunday, and he just said, "You can't - you  
19          know, we don't want you around the house, I can't see you  
20          like this any more, it's hurting me." My little sister at  
21          the time was in high school, and "It's a bad influence, and  
22          we don't want drugs around the house", etc, etc. I said  
23          "Stuff you, I've got nowhere else to go."

24  
25          So I went upstairs. About 15 minutes later three  
26          police cars came to the front of the house, they came in,  
27          they actually came into the lounge room, my dad invited  
28          them in. I went downstairs and was just real abusive, "Get  
29          out of the house", like dogs and all this sort of stuff and  
30          it sort of broke into an altercation verbally and then  
31          physically and I was cuffed, and from there that's when -  
32          that was when things got real bad, I was cuffed.

33  
34          But I remember blowing in my lounge room floor and  
35          something was different, like, I just completely flipped  
36          out. Before I had times where I would get angry and flip  
37          out but this time I was full of rage, full of anger and got  
38          taken into the divvy van, got placed into the psych ward  
39          again and I was transitioned over.

40  
41         Q.    I'll just stop you there, Daniel, I'll just take this  
42          through step-by-step. So, you just described this second  
43          occasion where you were taken to hospital?

44         A.    Yeah.

45  
46         Q.    You're 18 years old by now ?

47         A.    Yeah.

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
47

Q. You describe things getting pretty bad when you get there?

A. Yeah.

Q. Can we just focus at the moment, like, when you first arrived. Describe what happens there?

A. So, I first arrived and they more or less were saying, you have to remain calm and I sort of just went along with that. And then, when I got transitioned over to the security guards, I lost my cool again with the way they were grabbing me and like putting me in this room. As soon as I saw them putting me in a white padded room I completely flipped out again, I just didn't want to be in that room alone and I just got into - I just got physical with them, started grabbing them and stuff and got pinned down to the ground by six or eight of them. One of them injected me in the butt cheek with something and I felt real groggy for a bit and then just passed out and woke up later.

But I want to make it clear, like, it wasn't - I was being aggressive towards them as well. So, I do understand that side of things as well, but I woke up hours later and I was in a white padded room, and there was a window and I saw this clock, and I was just really, really tripped out, like. And I saw these three nurses and they just had their paper and their note pads and I said, "Where am I, what's going on?" And they didn't explain anything, and I was just super scared. Like, felt, never been in this headspace before and just, yeah, the feeling is, like, it's very hard to explain, and essentially that was when I had my first psychotic episode through drug induced psychosis.

Q. Who first spoke to you about the fact that that was what was happening for you?

A. So, before that, I remember being in the room and the three nurses weren't talking to me, and I was getting aggressive again, like yelling out the window, "What's going on, tell me where you are?" And a security guard who previously pinned me down said, "You're in the hospital", like, "Hey how about I get you a bottle of Coke and some chips. If you calm down someone will see you in the morning", and just having that conversation and considering what happened hours before. He opened up the door and just gave me the Coke and chips, and it immediately made me feel, like, a human, just having that human interaction.

1 And he explained it, and I said, "Okay, okay." Then when I  
2 got to see the doctor, psychiatrist, psychologist, whatever  
3 it was, he said to me I had a drug-induced psychosis and  
4 from there I was in a halfway hub for 48 hours.

5

6 Q. Can I take you back to, you've been told you have a  
7 drug-induced psychosis, so how did that make you feel then?

8 A. Yeah, very, very confused. Like, very - yeah, it's  
9 not ideal, you don't want to hear that as an 18-year-old  
10 guy, but I definitely felt, like, something was different.  
11 I was very anxious and jumpy and paranoid and scattered  
12 from just being on drugs and all the mental health side of  
13 things and, yeah.

14

15 Q. So you're just going on to talk about being in like a  
16 halfway hub kind of area of the hospital?

17 A. Yeah.

18

19 Q. Did you spend 48 hours there?

20 A. Yeah. Yeah, so I spent 48 hours there and there was  
21 about six other people in the room and I was given my  
22 medication, but there was just no communication from the  
23 staff, like, what was really happening. No, like, this is  
24 what's gonna happen, this is the process, it was just  
25 like - so that was one thing that really made things worse,  
26 the uncertainty of what was happening and I just wanted to  
27 have answers and, as soon as you wanted to ask something to  
28 the staff, they would just - it would look - it would - it  
29 seems like you were asking the wrong - a bad question,  
30 like, what's going on with me and stuff, they weren't too  
31 kindly about that. And then from there --

32

33 Q. Can I ask you a couple of questions about the halfway  
34 hub. How many other people were there with you?

35 A. About six, male and female, all ages.

36

37 Q. So, not just young people?

38 A. Nah. And people that looked like, severe mental  
39 health issues and as a young 18-year-old I had never been  
40 in a system like that so it was pretty confronting. I  
41 wouldn't say it was scary, it wasn't like, physically  
42 intimidating but very confronting and - yeah.

43

44 Q. Were you allowed to have visitors there?

45 A. No, but then - yeah, and then I was transitioned into  
46 the main ward, and from there, yeah, you get, like, you  
47 have your medication which you don't really know what it

1 is, they tell you what it is and they tell you what it's  
2 for and that you have to have them three times a day, you  
3 have your meals, the food there is very average. And my  
4 dad came in first and just said he was there for me and  
5 everything, and then my mum came in and she just - it was  
6 very hard for her, she started crying and stuff, like,  
7 seeing me, I lost a lot of weight and I was just a  
8 different person and that. Even the 17-year-old me when I  
9 was still a healthy enough guy, to see her son just  
10 completely destroy his life, and considering my dad's  
11 brother - my uncle ended his own life in his 20s, when he  
12 was roughly 25 or something, through - ended his own life.

13  
14 So, with schizophrenia, [REDACTED]  
15 [REDACTED]  
16 [REDACTED], so they were very concerned that I was going to  
17 have those severe mental health issues in the future, and  
18 no parent should have to go through that, to see their kid  
19 go through, like - it was more hard on them than it was on  
20 me, put it that way.

21  
22 Q. You spent two weeks there?

23 A. Yeah, in total.

24  
25 Q. And you were an involuntary patient?

26 A. Involuntary patient, yep.

27  
28 Q. What did that mean in terms of being able to go out  
29 and things like that?

30 A. After a week or so I was giving a few leaves, but I  
31 didn't care about changing my behaviour. I remember going  
32 out and I had some weed in my room, smoked weed when I left  
33 the place, and I actually brang weed in there and started  
34 smoking in there a few times, but they caught me. So, yes,  
35 no - didn't help myself one bit, didn't want to change at  
36 all.

37  
38 Q. What happened then when you ultimately finished that  
39 two weeks and you were back out in the community?

40 A. For another month I was out just doing - doing bits  
41 and pieces, smoking weed, drinking, using drugs, going in  
42 and out of this psychosis. It was so much more prominent  
43 then. As soon as I'd get on speed and weed and drinking  
44 I'd go into that spiral, like, psychotic stages, and yeah,  
45 it just completely changed my personality.

46  
47 Q. What about, was there a treatment regime for you

1 whilst you were in the community?  
2 A. I had nurses and there was a few security with them to  
3 come and inject me with my medication, because I was on a  
4 CTO, and there was other medication that I was meant to  
5 take orally, which I did off and on take.

6  
7 And yeah, but the medication I was on in the psych  
8 ward and even then, it was very heavy, pretty much knocked  
9 me out for 12, 14 hours a day, but it wasn't even  
10 necessarily a bad thing while I was in there because I was  
11 in such a living hell.

12  
13 I remember, I would just be - I would just go to my  
14 room and put on my music and just start crying, and it was  
15 different than having depression, which I'll explain later,  
16 years later, but this was just a different sense of, am I  
17 going to be stuck like this forever? Like, I've completely  
18 changed my personality and I'm a different person.

19  
20 And the shame of running into people in the community  
21 that I would have been friends with and stuff is, like,  
22 very overwhelming and, like, I shouldn't have been doing  
23 VCE, playing footy and doing all these things, I just  
24 destroyed my life.

25  
26 Q. You ended up spending another two-week stint in a  
27 psych ward?

28 A. Yeah.

29  
30 Q. That was the same one as last time?

31 A. Yes, yeah, same one.

32  
33 Q. What was the circumstance that you'd been taken back  
34 into the psych ward?

35 A. Okay. I got a knock on the door. I opened the  
36 window, I could see police there, so I pretty much just ran  
37 out the back and on the back fence there was a bunch of  
38 police there with people with white uniforms, and they  
39 said, "Daniel Bolger" and I just ran across the side. I  
40 got to the side and the policeman had a Taser gun pointed  
41 at me, and more or less said, "Don't move, you've broken  
42 your Community Treatment Order."

43  
44 But he made it clear that I wasn't under arrest, I was  
45 going into there, which again, immediately makes you feel  
46 more calmer and stuff. Yeah, then I was taken to the psych  
47 ward and the same process over again. I wasn't in that

1 halfway hub though, I was more or less put in straight away  
2 because it wasn't as bad. But same thing, didn't wanna  
3 change or anything; just, yeah, was in a cycle.

4  
5 Q. So you've spent another two-week stint then in the  
6 same psych ward?

7 A. Yeah.

8  
9 Q. And then, after that, your behaviour continued really  
10 to spiral out of control once you're back in the community?

11 A. Yeah, but um, when I was in the psych ward both those  
12 times, I remember there was a lack of structure, there was  
13 no programs run whatsoever, the boredom was huge. You had  
14 a TV with a few DVDs, there was nothing to do. The food  
15 was rubbish, it wasn't even healthy, it was just cookies  
16 and cereal and, like, unhealthy food options and vending  
17 machines, and there was just no outlets. Like, you'd speak  
18 to - they'd say, "You're gonna speak to the psychologist or  
19 the psychiatrist and that", and then you'd ask them when  
20 and they'd say, "In the afternoon", and sometimes they'd  
21 say, "Oh, he's all busy today, you'll see him tomorrow."  
22 And there was no direct communication. It's literally  
23 like, while they're walking, "Oh, you'll see them tomorrow,  
24 they've been busy today." That's just very unassuring.

25  
26 They let me into this little gym they had for half an  
27 hour a day, it had a boxing bag, didn't have weights or  
28 anything. But even just having that release.

29  
30 I got along with this nurse, male nurse there, and  
31 just having that someone to talk too and that release, but  
32 even he was limited in what he could offer me, and there  
33 was just no programs available and I think that's a big  
34 lack in the public mental health system, that there's no  
35 structure, there's no routine, people were bored in there,  
36 makes their mental health worse, especially in that initial  
37 period when they are going through a psychotic episode or a  
38 nervous breakdown or something, they need to be engaged  
39 with programs, they need to be talking about it in a group  
40 setting with other issues, and they need to have activities  
41 that they can do to get their mind feeling better and  
42 making themselves feel better, not just being loaded up  
43 with medication and given the ten hours to yourself.

44  
45 Q. After that second time in the psych ward, things are  
46 spiralling out of control for you, and you ended up being  
47 arrested a few times?

1 A. Yes, yeah. So, I was arrested a bunch of times and I  
2 was put into the - I was arrested and I was in the holding  
3 police cells for a few days over the weekend and then taken  
4 to the Melbourne Magistrates' Court. I was sent to the  
5 Melbourne Assessment Prison for two weeks, and then I was  
6 in the Melbourne Remand Centre for six weeks.

7  
8 Q. Then you ended up being bailed to Bunjilwarra Koori  
9 Youth Healing Centre?

10 A. Yeah, and when I was in the Melbourne Assessment  
11 Prison and Remand Centre the structure and everything is so  
12 much different: you're told when you have an appointment,  
13 you're told when you're going to have your medication,  
14 they've got programs, they've got support, they've got all  
15 these other things that the public mental health system  
16 doesn't have that it should have, because they want to keep  
17 you busy so, you know, you're mentally more well.

18  
19 But, yeah, and then, so ten weeks, eight weeks later,  
20 I was at the Melbourne Magistrates' Court and I got bailed.  
21 A worker came down to see me, and I was given bail to the  
22 Koori Youth Healing Centre, Bunjilwarra, which was run by  
23 Craig Holloway at the time. I spent six months there.  
24 Fantastic place. I just didn't wanna change my behaviour,  
25 but yet I still stayed at the program which, like, gives  
26 great credit to it.

27  
28 It was the first time for nearly my whole life I felt  
29 accepted, apart from my friends and family, but I actually  
30 felt accepted from - the workers were fantastic, I still  
31 have contact with them to this day, a handful of workers  
32 which I call and speak to and we consider ourselves  
33 friends, and yeah, the whole system was set up really well  
34 and yeah, just can't speak highly enough of having more  
35 youth services, rehabilitation services there in Victoria.  
36 It's so important, young people are so vulnerable to mental  
37 health issues these days and there's just a big gap, there  
38 shouldn't be waiting lists to get into places like that  
39 because, yeah, young people - the suicide rate is too high,  
40 mental health issues; again, no parent should have to go  
41 through that to see their kids or their young - yeah, their  
42 kids go through that as well.

43  
44 Q. You said you spent six months there, can you describe  
45 then what happened really the week after you left?

46 A. More or less a week later, started hanging around my  
47 so-called friends that I was hanging around with and got

1 back on the drugs and stuff again and the cycle continued  
2 for another 12 months roughly, 14 months, and arrested  
3 again and given bail to my dad's house.  
4

5 I remember in that timeframe I was facing some serious  
6 charges and I had three or four months roughly on bail and  
7 I said to myself, like, I just didn't - I wanted to change  
8 myself. That was the first time I ever, myself, wanted to  
9 make some changes.  
10

11 So I got a job at a factory, like, stocking shelves.  
12 I started decreasing my drug use, I started doing a  
13 pre-season with my footy mates when I was younger, positive  
14 people in my life, and yeah, my life improved, I really  
15 started to notice my mental health issues.  
16

17 I was on my CTO still, that continued for years, and  
18 they actually reduced my medication dramatically in stages,  
19 yeah, because my mental health was improving dramatically.  
20 And then I got - went to court when I was - I mean, I went  
21 to court when I was 20 years old and I still fitted the  
22 criteria to be selected to go to the youth justice system.  
23 I remember being in the County Court and I was in the room  
24 and there was guys getting seven-year, eight-year  
25 sentences, five-year sentences, and I just remember  
26 thinking, shit, like this is where I'm gonna end up, you  
27 know, because of all the decisions I made. And at the same  
28 time I took ownership and I wanted to accept what was going  
29 to happen to me, but at the same time I just wanted to do  
30 my time and move on.  
31

32 I was lucky enough, I turned 21 on the Wednesday, on  
33 my official hearing day, and I was in custody for two days  
34 prior to that, and the judge gave me three years at  
35 Malmsbury Detention Centre and I was told I was going to be  
36 out in 18 months, ended up serving 12 months there. But in  
37 that police van, in the custody van going to Malmsbury, I  
38 just saw my parents in the courtroom and crying and stuff,  
39 and I was just sick of what I was doing and ending up in  
40 the system, the court rooms, police, psych ward.  
41

42 So in that place, the custody van, I just said I'm  
43 never gonna end up in here, I need to do everything to  
44 straighten up my life. Whatever challenges are thrown at  
45 me in the system, I'm coming out to my family and to live a  
46 better life for myself. So, yeah, I spent 12 months there  
47 and that time was a very positive time in my life. Learnt

1 a lot about myself. Had a lot of times where there was so  
2 much programs, sporting programs and a lot of support.

3  
4 I got an Aboriginal worker, connected back with my  
5 culture, found some identity, and just talking about life,  
6 what I was gonna do in the future, talking about footy,  
7 talking about issues that was going on with me, and just  
8 that connection was unbelievable in there; he's a fantastic  
9 worker. Clay Nixon is his name and he helped me a lot in  
10 there.

11  
12 Just the structure of it all: there's programs,  
13 there's people coming in to speak to us that have had lived  
14 experience, we had Andrew Krakouer come in and talk about  
15 his time, and just things like that are pivotal for young  
16 people to make change in their life. We need to hear more  
17 real life stories. I think the schooling system and the  
18 youth system at the moment lack programs being run in  
19 schools where people with lived experience are talking  
20 about mental health issues, drug addiction, rather than  
21 just having a psychologist on every school which, 99.99  
22 per cent of the students don't access because, no one wants  
23 to be seen in there anyway as a young person, but yeah,  
24 everyone knows when they had, like, a program run at their  
25 school that was really awesome, so yeah.

26  
27 Q. Can I just stop you there. You've talked about, I  
28 think you said you ended up spending 12 months in  
29 Malmsbury?

30 A. Correct.

31  
32 Q. Can you just describe the time straight after you left  
33 there and how things were for you?

34 A. So, with good behaviour I was out, I was actually  
35 doing a prerelease work program and, yeah, I started  
36 playing football at the Dingley Football Club, and the  
37 community there, yeah, they really gave me a second chance,  
38 felt accepted, started enjoying my life outside of  
39 Malmsbury, started working full-time, hanging around with  
40 good people, not using drugs and alcohol and things were  
41 really good.

42  
43 Q. What about towards the end of 2014 and then --

44 A. Towards the end of 2014 and 2015 was a different thing  
45 for my mental health. I started to experience real bad  
46 depression.

1 I remember 2014 at the end, it was a Sunday, I was  
2 just sitting there on my couch and I just started crying  
3 for ten minutes. Then I looked on my phone and I rang up  
4 Beyond Blue and they said you're going through some form of  
5 depression, speak to someone about it, and I just clamped  
6 up instantly and gave them a fake name and everything and  
7 just said, nah, like, I didn't cry once when I was in  
8 custody, this can't be right, something's happening to my  
9 body or something.

10  
11 Because again, I was ashamed, I didn't want to seek  
12 help about it. I had all these people saying how good I  
13 was doing, working, behaving well and everything, and I  
14 just felt like I was letting people down, and that was  
15 something I had to deal with in 2015.

16  
17 There was a handful of times where I got really close  
18 to ending my own life. It started off once a month I'd  
19 have these episodes, once every fortnight, once a week and  
20 every day I just battled through depression, 2014/2015.

21  
22 I worked full-time in Aboriginal health, which is  
23 something I wanted to do when I left Malmsbury but, yeah, I  
24 just really battled. Like, going into the toilet for  
25 15 minutes and just crying, pulling over in my car and  
26 balling my eyes out, having these nervous breakdowns,  
27 having anxieties, I just would want to get out of social  
28 situations. There were times where I couldn't - didn't  
29 want to leave my bed, I was just so flat and had no energy.  
30 That was a living hell, that was the worst stage of my  
31 life, 2015, and this went on for the whole year.

32  
33 Went into 2016, January, where I had definitely the  
34 worst - like, it was just the whole time, the year leading  
35 up to that event. And my dad went out for the day and more  
36 or less I decided that was the day I was going to take my  
37 own life. As I said, a handful of times I really  
38 considered it but I called Lifeline and got out of it but  
39 with this one I just said, nah, today's the day, I just  
40 can't, this has been going on for 16 months, this is  
41 torture, and I just swallowed a cocktail of prescription  
42 medication and messaged my two mates who were playing  
43 cricket that day, so I thought, it was a Saturday. Said,  
44 thanks for your support, a bit of a goodbye note, and by  
45 the time it sort of sent, the drugs were kicking in,  
46 medication.

47

1 My mate rang me, rang me, I didn't answer. I finally  
2 picked up, he said, "Where are you?" Knew something was  
3 wrong straight away. I said, "It's too late." He said,  
4 "Are you at your dad's?" I said, "Yep". He just drove,  
5 sped there the whole time. The front door was locked,  
6 snuck around the back door, opened the back door. I was in  
7 my bed vomiting. He just came in and rolled me over to my  
8 side and called the ambulance when he was on the way there,  
9 so the ambulance rocked up five or ten minutes later. I  
10 just can't remember much then.

11  
12 Then I woke up in the hospital with my dad and him at  
13 the end of the bed and I just started crying and, like,  
14 that's how close I got to ending my own life and the pain  
15 it would have left my family and friends and just, yeah, it  
16 was a sense of regret instantly. I thought, geez, this is  
17 next level, just the pain I was going through. So, from  
18 there I was --

19  
20 Q. How long did you stay there?

21 A. I was overnight at the hospital for one night and then  
22 I spent another night at the psychiatric ward and then the  
23 next day I saw the psychiatrist, psychologist, and they  
24 said, you've got - no, I said, I work in Aboriginal health,  
25 I'm studying a diploma of counselling, like, I've got  
26 mental health issues, but I'm not using drugs or anything,  
27 so pretty much just let me go then and there.

28  
29 From there I sought my own help, went to my own family  
30 doctor, got a referral into a - I had private health  
31 insurance at the time. I got referred to a private mental  
32 health facility where I was there for two weeks, but I'll  
33 take it back a little bit.

34  
35 In that time, the five days from when I left the psych  
36 ward to the private hospital, I remember being in the same  
37 bed where I attempted my life and I just had an immense  
38 panic attack, and same thing, and I called my mate, I said,  
39 "Man, this is like, I've spent two weeks here and even  
40 though things have improved in that place, I got - no  
41 sorry, take it back. I got a bit confused there.

42  
43 So I spent the two weeks in the private facility, I  
44 was then diagnosed as having slight bipolar disorder, put  
45 on a mood stabiliser, started doing talking therapy there,  
46 we had structured programs, the food was better, the staff  
47 were a lot nicer, there was so many more options,

1 activities to do, you had freedom to walk around if you  
2 wanted to and go for nature walks and all sorts of stuff  
3 and my mental health improved there.  
4

5 If the public health sector, public mental health  
6 sector could mimic the private mental health sector, the  
7 mental health facilities would be so much better off.  
8

9 From there I got discharged on my own accord, the  
10 psychiatrist said it was fine and everything. Went back to  
11 my dad's house, and more or less the day of my release or  
12 whatever, I was in the same bed, had a panic attack, and  
13 called my mate and said, "Look, even though I've been here  
14 for two weeks, this is the real world again", and I felt  
15 bad, real bad.  
16

17 He said to call my ex-coach, Shane Morwood and he  
18 picked me up from the house, we went to the beach and we  
19 were sitting in the carpark at the beach and I will never  
20 forget that night. We sat there for hours and hours and  
21 hours and I just expressed everything I'd never said to  
22 anyone. He just said, you can't undo the past, there's no  
23 point living in shame and guilt. There's your friends,  
24 your family and the community around know you're a good  
25 person, like, the future is now, sort of thing. He said,  
26 "I'm with you every step of the way, call me whenever you  
27 want and we're doing this together."  
28

29 From there, my life slowly but surely - I had a lot of  
30 hiccups still, but my life improved dramatically. I  
31 completed my diploma of counselling and wanted to work in  
32 the field. I got a job at Bunjilwarra Youth Centre where I  
33 was there for six months and managed to get my working with  
34 children check and from there my life took a really good  
35 positive turn.  
36

37 It was in 2016, the Beyond Blue round at the footy,  
38 the footy league that I was playing with at the time -  
39 well, I wasn't playing that year but I'd played two years  
40 previously - a bunch of guys around the club in that  
41 12-month span took their own life and I just thought, I'm  
42 gonna share my own story with it, so I told the Football  
43 Record, they wrote an article and I presented my story in  
44 front of the guys on a Thursday night, and just having that  
45 open discussion, it got the guys and it got really  
46 emotional and my coach there, Shane, was talking about it,  
47 it was just the most powerful thing, had guys in there

1 talking about their own mental health and what they've  
2 faced and it ignited something I really wanted to do.

3  
4 So I spoke at a lunch that weekend and another footy  
5 club, and I started doing footy clubs, talking to footy  
6 clubs, particularly males, because of how men have the  
7 highest rates of suicide with six a day, and I believe  
8 there's a big gap in the mental health system with men,  
9 since we're more prone to suicide, I believe that there's a  
10 big gap.

11  
12 If a man calls Beyond Blue and has issues and is  
13 struggling, he will not take it into his own hands to seek  
14 help because, as men, we're not taught that. So, he'll  
15 brush it aside, so the next day he'll feel better, maybe  
16 the next day he might feel better, maybe the next day he  
17 might feel better, and then all of a sudden he comes  
18 crashing down again. The cycle continues hence why guys  
19 take their own life.

20  
21 There should be support structures set in place for  
22 men to access male workers that can come to their  
23 workplace, they can help them get mental health plans to  
24 take them physically with them to the doctor, take them to  
25 psychologists and just offer support because, yeah, we're  
26 losing too many males around Australia each day, yeah, it's  
27 real bad.

28  
29 Q. Daniel, you felt that as a young man being able to  
30 talk to another man could have helped you?

31 A. Exactly, yeah. I feel like, yeah, when I was younger  
32 and also, with that support I got from my ex-coach, like,  
33 having that support of someone you can relate to is  
34 pivotal. If I had workers coming in when I was at school  
35 working with me, it could have been something that really  
36 changed my life.

37  
38 And yeah, from there I just started moving into  
39 schools, youth groups, I've been to prisons, I've been to  
40 psychiatric wards, community groups doing programs,  
41 presentations, workshops, on mental health, drugs and  
42 alcohol, and all sorts of things, identity and wellbeing,  
43 to young people. Because again, I felt a big lack and I  
44 just thought, if I was young, I would have wanted someone  
45 like myself to talk about the dangers of drugs and alcohol  
46 because maybe I would have listened.

1 I did a talk two weeks ago and after the talk had  
2 eight, ten young men coming up to me in a circle discussing  
3 their mental health and drugs and alcohol, and like, the  
4 issues they face being young guys and it was just, like,  
5 it's very powerful and even they said, you know, they just  
6 don't access services because of that and --

7  
8 Q. That's part of the business that you're now doing,  
9 that you will go and tell people about your story?

10 A. Yeah, I run programs in schools and everything. So  
11 yeah, just to cap it off, yeah, I had Julia Gillard come  
12 listen to one of my presentations because of the work, she  
13 heard about the work that I was doing and got a reference  
14 and everything, and been able to travel around the world  
15 for 12 months, seen many cool things, do volunteering in  
16 South America as well, and now this, and happily married to  
17 my wife and I couldn't have done this without all those  
18 people I mentioned but especially my mum and dad who  
19 supported me every step of the way and my friends that I  
20 developed later in life, and all the support I've done now.

21  
22 But it's not so much like I've done all this stuff  
23 when I was younger and went through the mental health and  
24 that's how I end my conversation with these young people  
25 and these men, I use it as a way of showing that, you can  
26 actually come out and you can live a good life. Like, when  
27 I was younger I never would have thought I'd be able to do  
28 counselling and do these talks and have these  
29 opportunities, but that's the sort of things you can sort  
30 of achieve.

31  
32 So, yeah, I guess I am a success story, I could have  
33 easily not been here today, and yeah, it's something that I  
34 take great pride about, is just encouraging anyone out  
35 there that is struggling to put their hand up and seek  
36 help. It's nothing to be ashamed of.

37  
38 I'm covered in tattoos, I'm a young guy, I use my  
39 story as a way for people to relate and people not to feel  
40 embarrassed or shamed about seeking help. That is my  
41 mission to do that, to help as much people as possible to  
42 seek help and not feel ashamed about it, and they can live  
43 a good life even if they're not feeling well at the moment.  
44 So, that's my mission and I'll continue doing that and  
45 opportunities like this are fantastic to talk about my  
46 thing.

1           So the three things I wanted to address was the more  
2 programs being run in schools and youth groups that are  
3 relatable, not just a psychologist's office, but programs  
4 with people with lived experience that are engaging, that  
5 are fun, that make people talk about what's going on and  
6 listened and engaged.

7  
8           Second, is more support for men, but third as well,  
9 being a proud Aboriginal man, working in Aboriginal health  
10 to this day is something that there should be more  
11 culturally appropriate services for Aboriginal people to  
12 access, with Aboriginal people having some of the highest  
13 rates of mental health issues and suicide than anywhere  
14 else in the world. They're the three things that I'm  
15 really passionate about and I'll keep pursuing them  
16 forever.

17  
18           Yeah, that's pretty much my story in a nutshell.

19  
20 MS COGHLAN: Thank you, Daniel. Chair, are there any  
21 questions from the Commissioners?

22  
23 CHAIR: No questions. Thank you very much, Daniel, for  
24 your presentation today.

25 A. It's all good. Thanks for your time. I appreciate  
26 you listening to my story.

27  
28 MS COGHLAN: Can Daniel be excused?

29  
30 CHAIR: Yes.

31  
32 <THE WITNESS WITHDREW

33  
34 MS NICHOLS: Commissioners, that concludes the evidence  
35 for today, and we'll start tomorrow with a further  
36 consideration of the question of stigma.

37  
38 CHAIR: Thank you, we're adjourned.

39  
40 **AT 2.42PM THE COMMISSION WAS ADJOURNED TO**  
41 **WEDNESDAY, 3 JULY 2019 AT 10.00AM**

<p style="text-align: center;"><b>1</b></p> <p>1 [3] - 1:20, 14:36, 24:3  <b>1,000</b> [1] - 7:8  <b>1,600</b> [1] - 7:7  <b>1.2</b> [1] - 3:19  <b>10</b> [2] - 16:30, 45:47  <b>10.00</b> [1] - 75:41  <b>10.00am</b> [1] - 1:18  <b>11</b> [1] - 35:38  <b>11.02</b> [1] - 20:28  <b>11.35am</b> [1] - 33:28  <b>12</b> [14] - 23:15, 24:10, 24:15, 24:30, 44:8, 44:10, 54:41, 60:32, 65:9, 68:2, 68:36, 68:46, 69:28, 74:15  <b>12-month</b> [1] - 72:41  <b>12-year</b> [1] - 23:8  <b>12.21pm</b> [1] - 43:16  <b>13</b> [4] - 34:2, 44:10, 56:1, 56:4  <b>14</b> [4] - 4:21, 13:38, 65:9, 68:2  <b>14/15</b> [2] - 57:46, 58:2  <b>15</b> [3] - 48:20, 61:25, 70:25  <b>150,000</b> [1] - 54:41  <b>16</b> [3] - 57:41, 58:11, 70:40  <b>16/17</b> [1] - 58:19  <b>17</b> [5] - 4:22, 19:46, 58:34, 58:42, 59:30  <b>17-year-old</b> [3] - 59:24, 60:10, 64:8  <b>18</b> [2] - 61:46, 68:36  <b>18-year-old</b> [2] - 63:9, 63:39  <b>19</b> [1] - 11:38  <b>1988</b> [1] - 20:37  <b>1993</b> [3] - 21:10, 21:11, 21:44  <b>1996</b> [2] - 20:42, 25:17  <b>1997</b> [1] - 20:37  <b>1999</b> [1] - 22:33</p>	<p><b>2014</b> [3] - 69:43, 69:44, 70:1  <b>2014/2015</b> [1] - 70:20  <b>2015</b> [3] - 69:44, 70:15, 70:31  <b>2016</b> [3] - 43:25, 70:33, 72:37  <b>2017</b> [2] - 18:37, 25:12  <b>2019</b> [2] - 1:18, 75:41  <b>20s</b> [1] - 64:11  <b>21</b> [2] - 39:8, 68:32  <b>22</b> [1] - 33:36  <b>22-year-old</b> [1] - 15:29  <b>23</b> [1] - 22:34  <b>24/7</b> [2] - 48:23, 49:41  <b>25</b> [1] - 64:12  <b>26</b> [1] - 21:13  <b>27</b> [2] - 25:17, 57:37  <b>282</b> [1] - 21:4  <b>29</b> [1] - 22:33</p>	<p style="text-align: center;"><b>7</b></p> <p>7 [3] - 34:3, 34:6, 34:12  <b>70</b> [4] - 49:42, 49:44, 54:32, 54:33</p>	<p>68:28  <b>acceptance</b> [1] - 39:38  <b>accepted</b> [3] - 67:29, 67:30, 69:38  <b>accepting</b> [1] - 31:27  <b>access</b> [9] - 3:39, 13:45, 15:7, 16:41, 18:2, 69:22, 73:22, 74:6, 75:12  <b>accessible</b> [1] - 41:17  <b>accessing</b> [1] - 18:13  <b>accident</b> [1] - 4:20  <b>accommodating</b> [1] - 35:30  <b>accommodation</b> [4] - 5:23, 10:37, 14:26, 14:39  <b>accord</b> [1] - 72:9  <b>accorded</b> [1] - 10:6  <b>according</b> [1] - 46:26  <b>accountability</b> [1] - 19:13  <b>accounts</b> [1] - 12:9  <b>accurate</b> [2] - 12:41, 26:5  <b>achieve</b> [4] - 9:38, 25:4, 36:24, 74:30  <b>achieved</b> [2] - 9:35, 25:5  <b>achievement</b> [1] - 25:36  <b>acknowledge</b> [3] - 2:7, 10:23, 12:1  <b>acknowledged</b> [1] - 2:32  <b>acknowledging</b> [1] - 2:13  <b>acknowledgment</b> [2] - 4:36, 7:36  <b>act</b> [1] - 14:44  <b>actions</b> [1] - 29:5  <b>actively</b> [1] - 26:28  <b>activities</b> [2] - 66:40, 72:1  <b>activity</b> [1] - 29:3  <b>actual</b> [2] - 14:29, 23:21  <b>acute</b> [2] - 5:10, 14:45  <b>addiction</b> [1] - 69:20  <b>addition</b> [1] - 7:9  <b>address</b> [3] - 11:31, 18:12, 75:1  <b>adequate</b> [1] - 15:14  <b>adequately</b> [1] - 14:25  <b>adjourn</b> [1] - 57:16  <b>adjourned</b> [1] - 75:38  <b>ADJOURNED</b> [1] - 75:40  <b>adjournment</b> [1] - 20:19</p>	<p><b>ADJOURNMENT</b> [3] - 20:23, 43:11, 57:18  <b>admire</b> [2] - 11:2, 26:41  <b>admission</b> [1] - 14:19  <b>admit</b> [3] - 39:14, 44:42, 55:16  <b>adolescents</b> [1] - 4:22  <b>adopt</b> [1] - 29:38  <b>adrenaline</b> [5] - 45:8, 45:32, 47:37, 50:36  <b>adrenaline's</b> [1] - 45:35  <b>adult</b> [5] - 39:8, 39:14, 39:25, 40:9, 42:28  <b>adults</b> [2] - 2:31, 16:29  <b>advantage</b> [1] - 46:23  <b>adversity</b> [1] - 13:36  <b>advice</b> [1] - 49:44  <b>Advisory</b> [1] - 6:9  <b>advisory</b> [1] - 38:28  <b>advocacy</b> [1] - 38:29  <b>advocates</b> [2] - 6:25, 16:26  <b>affairs</b> [1] - 19:24  <b>affected</b> [2] - 18:38, 48:17  <b>affects</b> [1] - 12:44  <b>affirmed</b> [3] - 20:28, 33:28, 57:23  <b>afford</b> [1] - 41:10  <b>AFL</b> [4] - 20:38, 21:2, 25:20, 26:46  <b>afternoon</b> [3] - 21:11, 57:21, 66:20  <b>afterwards</b> [2] - 40:8, 41:42  <b>age</b> [10] - 13:38, 22:12, 22:33, 22:34, 34:2, 39:8, 44:8, 59:28, 59:32  <b>aged</b> [1] - 4:22  <b>ages</b> [4] - 28:22, 28:27, 32:36, 63:35  <b>aggravated</b> [1] - 11:19  <b>aggressive</b> [2] - 62:23, 62:39  <b>ago</b> [7] - 12:6, 28:39, 31:15, 44:7, 53:14, 54:23, 74:1  <b>agree</b> [1] - 53:6  <b>agreeable</b> [1] - 53:9  <b>agreements</b> [1] - 52:43  <b>agricultural</b> [1] - 43:45  <b>ahead</b> [2] - 2:44, 11:17  <b>aim</b> [1] - 52:30  <b>aimed</b> [1] - 8:20</p>
<p style="text-align: center;"><b>2</b></p> <p>2 [2] - 1:18, 43:1  <b>2.00</b> [1] - 57:23  <b>2.42</b> [1] - 75:40  <b>20</b> [5] - 3:18, 19:45, 21:15, 47:14, 68:21  <b>2004</b> [1] - 43:25  <b>2006</b> [1] - 24:4  <b>2009</b> [1] - 47:33  <b>2013-14</b> [1] - 4:23</p>	<p style="text-align: center;"><b>3</b></p> <p>3 [4] - 3:21, 14:33, 52:44, 75:41  <b>30</b> [1] - 44:47  <b>33</b> [1] - 48:30</p>	<p style="text-align: center;"><b>8</b></p> <p>8 [1] - 21:16  <b>8,000</b> [1] - 7:9  <b>8.30</b> [1] - 45:28  <b>80</b> [3] - 56:33, 56:35</p>	<p style="text-align: center;"><b>9</b></p> <p>9 [4] - 21:16, 21:44, 31:14, 45:29  <b>9.30</b> [2] - 45:45, 45:46  <b>90-130</b> [1] - 1:12  <b>91</b> [1] - 11:38  <b>99.9</b> [1] - 24:40  <b>99.99</b> [1] - 69:21</p>	<p style="text-align: center;"><b>A</b></p> <p><b>ability</b> [8] - 13:36, 28:11, 28:12, 28:28, 28:29, 28:30, 32:38  <b>able</b> [31] - 17:5, 22:5, 28:21, 32:38, 35:47, 36:25, 36:42, 36:44, 37:18, 37:21, 37:36, 38:1, 38:4, 38:12, 38:30, 38:34, 38:36, 38:38, 39:27, 39:39, 40:38, 40:47, 41:38, 48:15, 48:16, 51:34, 52:38, 64:28, 73:29, 74:14, 74:27  <b>Aboriginal</b> [24] - 2:14, 2:15, 2:18, 2:29, 2:31, 2:38, 2:39, 2:42, 2:46, 3:3, 3:5, 3:10, 17:24, 17:28, 17:33, 17:35, 17:41, 69:4, 70:22, 71:24, 75:9, 75:11, 75:12  <b>Aboriginal-led</b> [1] - 2:38  <b>absolutely</b> [2] - 32:15, 37:46  <b>abusive</b> [3] - 59:14, 59:39, 61:28  <b>abyss</b> [1] - 15:35  <b>academia</b> [1] - 10:17  <b>accept</b> [2] - 56:20,</p>
	<p style="text-align: center;"><b>4</b></p> <p>4 [2] - 4:22, 52:44  <b>40</b> [6] - 44:23, 44:29, 45:6, 53:32, 54:23, 56:2  <b>40s</b> [1] - 46:16  <b>43</b> [1] - 50:1  <b>43-year</b> [1] - 47:24  <b>430</b> [1] - 16:16  <b>48</b> [3] - 63:4, 63:19, 63:20</p>	<p style="text-align: center;"><b>5</b></p> <p>5 [2] - 16:30, 51:6  <b>50</b> [1] - 56:4  <b>50s</b> [2] - 46:16, 52:21  <b>53</b> [1] - 56:4</p>	<p style="text-align: center;"><b>6</b></p> <p>6 [2] - 34:3, 34:6  <b>60,000</b> [1] - 16:13  <b>600</b> [1] - 18:36</p>	

<p><b>air</b> [1] - 25:15  <b>aired</b> [1] - 31:14  <b>Albury</b> [1] - 20:5  <b>alcohol</b> [7] - 4:15, 19:30, 21:47, 69:40, 73:42, 73:45, 74:3  <b>Alex</b> [3] - 1:28, 2:5, 32:2  <b>Alfred</b> [1] - 20:6  <b>algorithm</b> [1] - 56:32  <b>alive</b> [3] - 7:17, 12:39, 26:17  <b>Allan</b> [2] - 1:27, 2:4  <b>allow</b> [2] - 16:41, 32:7  <b>allowed</b> [4] - 23:26, 24:43, 27:34, 63:44  <b>allowing</b> [1] - 31:29  <b>allows</b> [1] - 27:27  <b>almost</b> [6] - 15:47, 18:22, 24:33, 27:36, 47:2, 47:21  <b>alone</b> [4] - 4:4, 15:6, 35:44, 62:15  <b>alongside</b> [5] - 3:2, 6:36, 9:37, 10:21, 38:47  <b>alright</b> [1] - 57:45  <b>altercation</b> [1] - 61:30  <b>altogether</b> [3] - 35:38, 60:27, 60:33  <b>AM</b> [1] - 75:41  <b>amazing</b> [3] - 41:28, 41:43, 42:7  <b>ambition</b> [1] - 48:8  <b>ambulance</b> [2] - 71:8, 71:9  <b>America</b> [1] - 74:16  <b>amount</b> [2] - 14:20, 40:13  <b>analysis</b> [1] - 18:41  <b>Andrew</b> [7] - 32:4, 43:13, 43:14, 48:21, 53:11, 69:14  <b>ANDREW</b> [1] - 43:16  <b>anger</b> [3] - 58:21, 59:19, 61:37  <b>angry</b> [1] - 61:36  <b>angst</b> [1] - 56:3  <b>anguish</b> [1] - 27:37  <b>annoyed</b> [1] - 48:27  <b>annual</b> [2] - 30:20, 31:8  <b>answer</b> [7] - 15:47, 32:33, 50:14, 51:40, 51:42, 52:37, 71:1  <b>answered</b> [1] - 38:16  <b>answering</b> [1] - 61:1  <b>answers</b> [3] - 12:26, 46:45, 63:27  <b>anticipated</b> [1] - 25:9</p>	<p><b>anxieties</b> [1] - 70:27  <b>anxiety</b> [3] - 25:33, 27:16, 40:12  <b>anxious</b> [1] - 63:11  <b>anyway</b> [10] - 46:33, 47:12, 47:45, 50:27, 50:34, 51:6, 53:16, 53:25, 53:34, 69:23  <b>AO</b> [1] - 1:27  <b>apart</b> [2] - 47:45, 67:29  <b>app</b> [1] - 18:33  <b>app-based</b> [1] - 18:33  <b>appear</b> [5] - 11:35, 19:38, 19:40, 19:45, 57:14  <b>appearances</b> [1] - 19:37  <b>apply</b> [1] - 33:9  <b>appointment</b> [2] - 47:8, 67:12  <b>appreciate</b> [2] - 24:46, 75:25  <b>approach</b> [3] - 8:5, 10:9, 33:9  <b>approached</b> [3] - 29:42, 48:3, 51:29  <b>approaches</b> [1] - 2:41  <b>approaching</b> [1] - 47:34  <b>appropriate</b> [2] - 53:38, 75:11  <b>area</b> [1] - 63:16  <b>areas</b> [2] - 12:17, 56:19  <b>arms</b> [1] - 25:15  <b>Armytage</b> [2] - 1:26, 2:2  <b>arrest</b> [2] - 59:42, 65:44  <b>arrested</b> [4] - 66:47, 67:1, 67:2, 68:2  <b>arrive</b> [1] - 14:24  <b>arrived</b> [3] - 59:47, 62:7, 62:8  <b>arrives</b> [1] - 42:47  <b>article</b> [1] - 72:43  <b>ashamed</b> [5] - 4:4, 21:26, 70:11, 74:36, 74:42  <b>Asialink</b> [1] - 44:3  <b>Asian</b> [1] - 54:23  <b>aside</b> [2] - 52:10, 73:15  <b>aspects</b> [1] - 5:3  <b>aspirational</b> [1] - 11:22  <b>aspirations</b> [2] - 3:16, 9:21  <b>assessed</b> [1] - 60:1</p>	<p><b>assessment</b> [1] - 35:43  <b>Assessment</b> [2] - 67:5, 67:10  <b>assist</b> [2] - 14:25, 16:42  <b>assistance</b> [2] - 20:31, 43:18  <b>Assistant</b> [1] - 43:35  <b>assistant</b> [1] - 45:44  <b>Assisting</b> [4] - 1:33, 11:27, 11:31, 11:36  <b>associate</b> [2] - 28:26, 59:26  <b>associated</b> [2] - 17:17, 21:36  <b>association</b> [1] - 22:23  <b>assume</b> [1] - 16:24  <b>assumed</b> [2] - 25:23, 52:20  <b>assumption</b> [1] - 40:27  <b>assumptions</b> [1] - 10:12  <b>asthma</b> [2] - 26:45, 27:15  <b>asylum</b> [1] - 5:28  <b>AT</b> [2] - 75:40, 75:41  <b>athlete</b> [1] - 22:26  <b>athletes</b> [1] - 22:20  <b>attaches</b> [1] - 12:33  <b>attack</b> [3] - 61:10, 71:38, 72:12  <b>attempt</b> [2] - 8:12, 22:2  <b>attempted</b> [2] - 36:9, 71:37  <b>attempts</b> [1] - 4:11  <b>attention</b> [1] - 5:45  <b>attitude</b> [1] - 53:17  <b>attitudes</b> [4] - 8:7, 26:2, 27:17, 41:31  <b>atypical</b> [1] - 40:15  <b>audiences</b> [1] - 32:18  <b>August</b> [1] - 21:44  <b>Austin</b> [1] - 20:6  <b>Australia</b> [7] - 26:17, 26:34, 26:40, 51:26, 52:43, 54:24, 73:26  <b>Australia's</b> [2] - 5:47, 18:21  <b>Australian</b> [1] - 4:20  <b>Australians</b> [2] - 26:33, 29:31  <b>authentic</b> [2] - 27:28, 32:22  <b>available</b> [2] - 14:21, 66:33  <b>average</b> [1] - 64:3</p>	<p><b>avoid</b> [1] - 43:34  <b>avoided</b> [1] - 46:6  <b>awareness</b> [2] - 6:16, 54:28  <b>awesome</b> [1] - 69:25  <b>awkward</b> [1] - 34:47</p>	<p><b>begin</b> [3] - 2:13, 3:14, 6:30  <b>beginning</b> [3] - 24:5, 33:7, 34:14  <b>begins</b> [1] - 30:25  <b>behalf</b> [5] - 2:7, 27:45, 27:46, 31:22, 36:31  <b>behave</b> [1] - 21:35  <b>behaving</b> [1] - 70:13  <b>behaviour</b> [6] - 22:11, 60:28, 64:31, 66:9, 67:24, 69:34  <b>behaviours</b> [2] - 24:12, 29:4  <b>behind</b> [1] - 36:6  <b>beings</b> [2] - 27:19  <b>Belgium</b> [1] - 52:44  <b>Bendigo</b> [1] - 20:7  <b>benefit</b> [1] - 5:42  <b>benefits</b> [1] - 5:31  <b>Bernadette</b> [2] - 1:29, 2:5  <b>best</b> [9] - 2:19, 3:47, 8:2, 9:36, 13:35, 18:44, 39:39, 44:33, 45:45  <b>better</b> [19] - 3:16, 12:34, 17:13, 18:15, 18:28, 25:1, 38:31, 45:9, 49:31, 51:23, 52:1, 66:41, 66:42, 68:46, 71:46, 72:7, 73:15, 73:16, 73:17  <b>between</b> [14] - 4:22, 7:25, 13:7, 13:29, 14:29, 16:39, 19:25, 19:29, 20:37, 27:14, 32:9, 34:3, 43:25, 56:30  <b>beyond</b> [2] - 5:13, 5:35  <b>Beyond</b> [4] - 48:44, 70:4, 72:37, 73:12  <b>big</b> [11] - 34:8, 58:11, 58:13, 58:18, 58:40, 58:46, 66:33, 67:37, 73:8, 73:10, 73:43  <b>bigger</b> [5] - 24:2, 44:22, 56:2  <b>biggest</b> [1] - 29:40  <b>bike</b> [4] - 30:21, 31:8, 31:12  <b>bill</b> [1] - 47:25  <b>bipolar</b> [2] - 27:17, 71:44  <b>bisexual</b> [1] - 18:3  <b>bit</b> [15] - 23:3, 34:2, 34:18, 35:28, 40:18, 40:31, 41:2, 56:13, 57:26, 58:30, 62:19,</p>
<b>B</b>				
<p><b>backgrounds</b> [3] - 6:10, 28:22, 28:27  <b>backwards</b> [1] - 35:28  <b>bad</b> [20] - 35:19, 47:9, 47:37, 50:8, 50:15, 50:20, 58:20, 58:21, 59:14, 59:31, 61:21, 61:32, 62:2, 63:29, 65:10, 66:2, 69:45, 72:15, 73:27  <b>bag</b> [1] - 66:27  <b>bail</b> [3] - 67:21, 68:3, 68:6  <b>bailed</b> [2] - 67:8, 67:20  <b>bake</b> [1] - 36:41  <b>balanced</b> [1] - 22:27  <b>Balit</b> [1] - 2:22  <b>Ballarat</b> [1] - 20:6  <b>balling</b> [1] - 70:26  <b>bankrupt</b> [1] - 25:35  <b>bar</b> [1] - 25:21  <b>bare</b> [1] - 12:27  <b>barrier</b> [2] - 45:26, 56:19  <b>barriers</b> [2] - 18:13, 18:26  <b>Barwon</b> [1] - 20:7  <b>based</b> [3] - 14:44, 18:33, 18:45  <b>basic</b> [1] - 27:21  <b>basis</b> [2] - 14:15, 42:29  <b>bathroom</b> [1] - 61:5  <b>Batten</b> [2] - 1:35, 11:36  <b>battle</b> [1] - 25:31  <b>battled</b> [2] - 70:20, 70:24  <b>beach</b> [2] - 72:18, 72:19  <b>bear</b> [1] - 16:35  <b>beat</b> [2] - 53:45, 53:46  <b>beatable</b> [1] - 51:35  <b>became</b> [2] - 15:29, 34:47  <b>become</b> [1] - 58:20  <b>becoming</b> [1] - 43:40  <b>bed</b> [5] - 70:29, 71:7, 71:13, 71:37, 72:12  <b>began</b> [1] - 6:28</p>				

<p>64:35, 70:44, 71:33, 71:41</p> <p><b>bits</b> [1] - 64:40</p> <p><b>black</b> [5] - 30:15, 30:31, 44:9, 44:21, 44:22</p> <p><b>blood</b> [1] - 56:19</p> <p><b>blowing</b> [1] - 61:34</p> <p><b>Blue</b> [4] - 48:45, 70:4, 72:37, 73:12</p> <p><b>board</b> [1] - 44:2</p> <p><b>body</b> [3] - 54:35, 56:19, 70:9</p> <p><b>bold</b> [1] - 30:33</p> <p><b>Bolger</b> [2] - 57:21, 65:39</p> <p><b>BOLGER</b> [1] - 57:23</p> <p><b>book</b> [7] - 44:39, 45:1, 45:7, 52:13, 53:2, 53:19, 53:46</p> <p><b>books</b> [5] - 44:33, 44:34, 44:38, 44:46</p> <p><b>boots</b> [1] - 50:19</p> <p><b>borderline</b> [1] - 40:24</p> <p><b>bore</b> [2] - 50:38, 52:6</p> <p><b>bored</b> [1] - 66:35</p> <p><b>boredom</b> [1] - 66:13</p> <p><b>born</b> [1] - 18:23</p> <p><b>bothering</b> [1] - 32:32</p> <p><b>bottle</b> [1] - 62:42</p> <p><b>bottom</b> [1] - 49:31</p> <p><b>bowel</b> [2] - 26:45, 27:16</p> <p><b>bowling</b> [1] - 36:40</p> <p><b>box</b> [1] - 49:36</p> <p><b>boxing</b> [1] - 66:27</p> <p><b>Boyd</b> [1] - 32:2</p> <p><b>boys</b> [4] - 27:38, 28:18, 32:42, 59:25</p> <p><b>brain</b> [4] - 46:29, 52:34, 54:39, 56:19</p> <p><b>brang</b> [1] - 64:33</p> <p><b>breadth</b> [1] - 16:24</p> <p><b>break</b> [5] - 30:42, 42:47, 43:4, 43:5, 57:14</p> <p><b>breakdown</b> [2] - 21:19, 66:38</p> <p><b>breakdowns</b> [2] - 47:15, 70:26</p> <p><b>breast</b> [4] - 26:44, 26:45, 26:47, 27:15</p> <p><b>bridge</b> [1] - 51:47</p> <p><b>bridges</b> [1] - 50:5</p> <p><b>brief</b> [4] - 3:37, 7:8, 10:43, 60:14</p> <p><b>briefly</b> [2] - 3:14, 38:11</p> <p><b>bright</b> [1] - 34:11</p> <p><b>brightest</b> [1] - 29:40</p>	<p><b>bring</b> [3] - 7:17, 21:31, 23:45</p> <p><b>bringing</b> [1] - 10:25</p> <p><b>broad</b> [2] - 5:8, 14:12</p> <p><b>broader</b> [1] - 32:6</p> <p><b>broke</b> [2] - 21:18, 61:30</p> <p><b>broken</b> [5] - 4:36, 7:17, 9:1, 11:40, 65:41</p> <p><b>brother</b> [1] - 64:11</p> <p><b>brothers</b> [2] - 3:45, 44:18</p> <p><b>brush</b> [1] - 73:15</p> <p><b>bubbly</b> [1] - 34:11</p> <p><b>build</b> [5] - 2:18, 6:5, 6:13, 13:11, 13:35</p> <p><b>built</b> [2] - 2:40, 8:27</p> <p><b>bun</b> [1] - 50:28</p> <p><b>bunch</b> [5] - 52:36, 61:6, 65:37, 67:1, 72:40</p> <p><b>Bunjilwarra</b> [3] - 67:8, 67:22, 72:32</p> <p><b>business</b> [2] - 28:1, 74:8</p> <p><b>Business</b> [1] - 44:3</p> <p><b>busy</b> [3] - 66:21, 66:24, 67:17</p> <p><b>butt</b> [1] - 62:18</p>	<p><b>carbon</b> [1] - 47:46</p> <p><b>card</b> [1] - 47:4</p> <p><b>cardiovascular</b> [1] - 13:23</p> <p><b>care</b> [12] - 5:10, 5:28, 7:23, 8:31, 8:35, 10:35, 15:6, 17:5, 34:45, 41:10, 41:34, 64:31</p> <p><b>Care</b> [1] - 20:7</p> <p><b>cared</b> [2] - 16:30, 23:34</p> <p><b>career</b> [4] - 20:41, 20:47, 25:37, 43:46</p> <p><b>careers</b> [1] - 10:18</p> <p><b>carer</b> [1] - 37:14</p> <p><b>carers</b> [18] - 6:14, 6:24, 6:41, 7:24, 14:7, 16:11, 16:16, 16:20, 16:24, 16:25, 16:33, 16:40, 16:45, 16:46, 17:4, 18:38, 42:10</p> <p><b>caring</b> [2] - 3:44, 28:27</p> <p><b>carpark</b> [1] - 72:19</p> <p><b>carried</b> [2] - 30:30, 60:15</p> <p><b>carry</b> [1] - 58:39</p> <p><b>cars</b> [1] - 61:26</p> <p><b>case</b> [4] - 25:23, 36:15, 54:45</p> <p><b>cases</b> [3] - 10:2, 24:40, 54:17</p> <p><b>caseworker</b> [6] - 37:2, 37:3, 37:4, 37:24, 38:20, 38:22</p> <p><b>caseworkers</b> [1] - 16:25</p> <p><b>casual</b> [1] - 38:45</p> <p><b>casually</b> [1] - 22:39</p> <p><b>catered</b> [1] - 14:35</p> <p><b>Cattle</b> [1] - 44:2</p> <p><b>caught</b> [1] - 64:34</p> <p><b>caused</b> [2] - 13:19, 44:19</p> <p><b>causing</b> [1] - 27:37</p> <p><b>cautious</b> [1] - 12:7</p> <p><b>celebrities</b> [2] - 55:6, 55:7</p> <p><b>cells</b> [1] - 67:3</p> <p><b>cent</b> [13] - 3:18, 4:21, 14:33, 14:36, 24:40, 49:42, 49:44, 54:32, 54:33, 56:33, 56:35, 69:22</p> <p><b>central</b> [2] - 2:39, 15:26</p> <p><b>Centre</b> [6] - 67:6, 67:9, 67:11, 67:22, 68:35,</p>	<p>72:32</p> <p><b>centre</b> [1] - 42:12</p> <p><b>Centrelink</b> [1] - 5:31</p> <p><b>centres</b> [1] - 7:1</p> <p><b>CEO</b> [1] - 21:6</p> <p><b>cereal</b> [1] - 66:16</p> <p><b>certain</b> [1] - 56:36</p> <p><b>certainly</b> [2] - 47:3, 53:19</p> <p><b>Chair</b> [5] - 1:26, 2:2, 44:3, 75:20</p> <p><b>CHAIR</b> [15] - 2:1, 19:43, 20:21, 33:16, 33:21, 42:38, 42:42, 43:7, 56:10, 57:4, 57:8, 57:16, 75:23, 75:30, 75:38</p> <p><b>chairman</b> [5] - 33:13, 42:23, 48:44, 55:31, 56:15</p> <p><b>Chairman</b> [1] - 19:17</p> <p><b>challenge</b> [8] - 2:44, 3:2, 5:38, 11:13, 23:30, 27:34, 28:8, 51:44</p> <p><b>challenged</b> [1] - 26:1</p> <p><b>challenges</b> [17] - 3:32, 3:35, 3:37, 3:42, 5:19, 6:36, 7:5, 7:43, 7:44, 14:4, 16:14, 17:9, 19:28, 23:35, 28:9, 29:10, 68:44</p> <p><b>challenging</b> [4] - 28:32, 31:28, 32:29, 48:4</p> <p><b>champion</b> [2] - 26:36, 31:22</p> <p><b>chance</b> [3] - 3:26, 5:43, 69:37</p> <p><b>Change</b> [1] - 47:41</p> <p><b>change</b> [22] - 6:26, 8:45, 11:11, 12:3, 12:28, 27:11, 28:37, 29:41, 30:9, 31:4, 32:36, 32:47, 41:30, 47:39, 52:5, 54:7, 64:35, 66:3, 67:24, 68:7, 69:16</p> <p><b>changed</b> [6] - 7:40, 9:19, 44:14, 64:45, 65:18, 73:36</p> <p><b>changes</b> [5] - 15:27, 16:6, 18:12, 44:19, 68:9</p> <p><b>changing</b> [7] - 12:15, 24:4, 30:1, 32:6, 55:9, 55:24, 64:31</p> <p><b>Channel</b> [1] - 31:14</p> <p><b>chap</b> [2] - 46:46, 56:31</p> <p><b>chapter</b> [1] - 28:40</p>	<p><b>chapters</b> [1] - 24:28</p> <p><b>characterised</b> [1] - 2:25</p> <p><b>characteristics</b> [2] - 28:23, 28:26</p> <p><b>charge</b> [1] - 24:27</p> <p><b>charges</b> [1] - 68:6</p> <p><b>chased</b> [1] - 44:47</p> <p><b>chasing</b> [2] - 45:7, 45:32</p> <p><b>chat</b> [1] - 53:27</p> <p><b>check</b> [1] - 72:34</p> <p><b>cheek</b> [2] - 47:27, 62:18</p> <p><b>chemical</b> [2] - 52:34, 52:35</p> <p><b>chemicals</b> [1] - 56:20</p> <p><b>Chief</b> [2] - 43:41, 48:20</p> <p><b>child</b> [2] - 7:29, 47:22</p> <p><b>childhood</b> [3] - 13:37, 44:11, 44:13</p> <p><b>children</b> [8] - 2:31, 2:35, 3:44, 4:11, 4:21, 16:29, 45:25, 72:34</p> <p><b>Children's</b> [1] - 20:13</p> <p><b>chips</b> [2] - 62:43, 62:46</p> <p><b>choice</b> [2] - 38:6, 39:3</p> <p><b>choose</b> [7] - 23:36, 24:6, 26:23, 26:24, 26:25, 32:43, 40:42</p> <p><b>chose</b> [1] - 22:6</p> <p><b>circle</b> [2] - 44:43, 74:2</p> <p><b>circumstance</b> [1] - 65:33</p> <p><b>city</b> [2] - 6:47, 44:16</p> <p><b>claim</b> [1] - 5:29</p> <p><b>clamped</b> [1] - 70:5</p> <p><b>class</b> [3] - 34:18, 34:39, 35:32</p> <p><b>classes</b> [2] - 34:20</p> <p><b>Clay</b> [1] - 69:9</p> <p><b>cleaners</b> [1] - 16:26</p> <p><b>cleaning</b> [1] - 16:31</p> <p><b>clear</b> [4] - 4:32, 49:24, 62:22, 65:44</p> <p><b>clearly</b> [1] - 31:16</p> <p><b>clients</b> [1] - 55:45</p> <p><b>climate</b> [1] - 47:38</p> <p><b>Climate</b> [1] - 47:41</p> <p><b>clinic</b> [6] - 35:40, 39:7, 39:9, 40:9, 40:26, 40:37</p> <p><b>clinical</b> [4] - 14:16, 14:44, 14:46, 15:26</p> <p><b>clinically</b> [2] - 18:32, 26:30</p> <p><b>clinician</b> [1] - 40:8</p>
<b>C</b>				
<p><b>Cabinet</b> [4] - 43:38, 51:10, 51:11, 51:20</p> <p><b>Caitlin</b> [1] - 32:3</p> <p><b>calendar</b> [1] - 15:14</p> <p><b>calm</b> [2] - 62:9, 62:43</p> <p><b>calmer</b> [1] - 65:46</p> <p><b>campaign</b> [3] - 48:21, 48:31</p> <p><b>campaigns</b> [1] - 48:22</p> <p><b>Canberra</b> [2] - 46:17, 46:22</p> <p><b>cancer</b> [9] - 7:29, 13:23, 26:44, 26:45, 27:1, 27:16</p> <p><b>cancers</b> [1] - 3:30</p> <p><b>candidates</b> [1] - 56:35</p> <p><b>cannot</b> [2] - 4:45, 9:18</p> <p><b>cap</b> [1] - 74:11</p> <p><b>capacities</b> [1] - 12:10</p> <p><b>capacity</b> [1] - 25:39</p> <p><b>capita</b> [1] - 14:15</p> <p><b>capitalise</b> [1] - 5:44</p> <p><b>capped</b> [1] - 14:20</p> <p><b>capturing</b> [1] - 51:23</p> <p><b>car</b> [5] - 21:19, 21:30, 21:31, 21:39, 70:25</p>				

<p><b>clinicians</b> [6] - 14:42, 36:8, 38:35, 40:4, 41:46, 42:1</p> <p><b>clinics</b> [1] - 12:31</p> <p><b>clock</b> [2] - 21:16, 62:26</p> <p><b>Cloke</b> [1] - 32:2</p> <p><b>close</b> [3] - 44:43, 70:17, 71:14</p> <p><b>closed</b> [1] - 22:39</p> <p><b>closest</b> [1] - 23:28</p> <p><b>cloud</b> [1] - 45:19</p> <p><b>Club</b> [1] - 69:36</p> <p><b>club</b> [3] - 21:14, 72:40, 73:5</p> <p><b>clubs</b> [2] - 73:5, 73:6</p> <p><b>Clubs</b> [1] - 52:24</p> <p><b>CNS</b> [1] - 44:4</p> <p><b>co</b> [1] - 39:1</p> <p><b>co-workers</b> [1] - 39:1</p> <p><b>coach</b> [3] - 72:17, 72:46, 73:32</p> <p><b>coaches</b> [2] - 22:40, 23:10</p> <p><b>Cockram</b> [2] - 1:28, 2:5</p> <p><b>cocktail</b> [1] - 70:41</p> <p><b>COGHLAN</b> [4] - 57:20, 57:25, 75:20, 75:28</p> <p><b>Coghlan</b> [2] - 1:36, 11:36</p> <p><b>Coke</b> [2] - 62:42, 62:46</p> <p><b>collaboratively</b> [1] - 11:42</p> <p><b>colleagues</b> [4] - 18:38, 47:34, 48:2, 50:44</p> <p><b>collected</b> [1] - 25:18</p> <p><b>collection</b> [1] - 44:33</p> <p><b>collective</b> [1] - 11:41</p> <p><b>collectively</b> [4] - 26:39, 27:1, 30:8, 37:37</p> <p><b>colonisation</b> [1] - 2:34</p> <p><b>colour</b> [1] - 30:33</p> <p><b>column</b> [1] - 51:26</p> <p><b>combined</b> [1] - 3:30</p> <p><b>comfortable</b> [3] - 23:47, 32:30, 34:13</p> <p><b>comfortably</b> [1] - 29:30</p> <p><b>comforting</b> [1] - 45:13</p> <p><b>coming</b> [10] - 11:24, 15:2, 32:19, 34:30, 50:36, 61:6, 68:45, 69:13, 73:34, 74:2</p> <p><b>commence</b> [2] - 12:25, 19:35</p> <p><b>commenced</b> [1] -</p>	<p>16:16</p> <p><b>commencement</b> [1] - 12:5</p> <p><b>comments</b> [2] - 7:8, 10:43</p> <p><b>COMMISSION</b> [2] - 1:5, 75:40</p> <p><b>Commission</b> [27] - 2:3, 2:7, 2:37, 2:45, 4:35, 4:38, 4:40, 5:3, 6:19, 6:28, 8:47, 9:28, 12:2, 12:21, 13:31, 16:17, 17:3, 17:7, 17:44, 18:1, 18:36, 20:31, 33:4, 42:7, 42:24, 43:19, 57:28</p> <p><b>Commission's</b> [9] - 3:12, 5:46, 8:43, 10:1, 10:10, 11:46, 12:6, 12:18, 13:6</p> <p><b>COMMISSIONER</b> [2] - 42:26, 42:36</p> <p><b>Commissioner</b> [4] - 11:35, 20:36, 33:13, 42:46</p> <p><b>Commissioners</b> [24] - 2:4, 2:16, 5:40, 7:15, 8:4, 10:9, 10:21, 11:5, 19:35, 19:40, 19:45, 20:2, 20:18, 20:25, 33:25, 43:13, 56:7, 57:13, 57:20, 57:26, 57:32, 58:34, 75:21, 75:34</p> <p><b>commit</b> [2] - 3:2, 12:15</p> <p><b>commitment</b> [2] - 6:13, 39:38</p> <p><b>commitments</b> [2] - 21:13, 22:38</p> <p><b>committed</b> [2] - 2:17, 47:43</p> <p><b>Committee</b> [1] - 6:9</p> <p><b>common</b> [2] - 32:33, 49:35</p> <p><b>Commonwealth</b> [1] - 5:45</p> <p><b>communicate</b> [4] - 28:11, 28:33, 32:39, 41:25</p> <p><b>communication</b> [2] - 63:22, 66:22</p> <p><b>communities</b> [15] - 2:29, 2:42, 3:39, 6:6, 7:34, 8:24, 9:37, 12:46, 17:9, 17:13, 17:18, 17:25, 17:46, 18:19, 42:10</p> <p><b>Community</b> [1] -</p>	<p>65:42</p> <p><b>community</b> [33] - 2:26, 2:40, 2:41, 3:8, 3:30, 4:46, 6:24, 6:30, 9:20, 10:35, 10:41, 12:13, 12:21, 14:26, 14:44, 15:24, 16:18, 17:3, 18:7, 26:39, 30:6, 30:7, 31:3, 31:21, 32:6, 32:9, 64:39, 65:1, 65:20, 66:10, 69:37, 72:24, 73:40</p> <p><b>community's</b> [1] - 5:42</p> <p><b>community-based</b> [1] - 14:44</p> <p><b>community-led</b> [1] - 2:41</p> <p><b>companion</b> [1] - 12:12</p> <p><b>company</b> [2] - 55:32, 56:40</p> <p><b>compare</b> [1] - 53:29</p> <p><b>compass</b> [1] - 14:12</p> <p><b>compensated</b> [1] - 48:18</p> <p><b>competent</b> [1] - 17:30</p> <p><b>complaint</b> [1] - 16:20</p> <p><b>complemented</b> [1] - 19:18</p> <p><b>complete</b> [1] - 22:38</p> <p><b>completed</b> [1] - 72:31</p> <p><b>completely</b> [1] - 30:37, 30:38, 58:22, 58:24, 59:12, 60:32, 61:35, 62:14, 64:10, 64:45, 65:17</p> <p><b>complex</b> [10] - 9:17, 9:41, 12:24, 13:8, 14:41, 15:6, 18:35, 19:22, 22:2, 28:9</p> <p><b>complicit</b> [1] - 26:23</p> <p><b>comprehensive</b> [1] - 19:33</p> <p><b>compromised</b> [2] - 24:10, 24:18</p> <p><b>compulsive</b> [1] - 25:33</p> <p><b>compulsory</b> [1] - 19:27</p> <p><b>concerned</b> [3] - 55:5, 61:8, 64:16</p> <p><b>concerns</b> [1] - 16:40</p> <p><b>conclude</b> [1] - 56:45</p> <p><b>concluded</b> [1] - 53:34</p> <p><b>concludes</b> [1] - 75:34</p> <p><b>concluding</b> [1] - 52:42</p> <p><b>conclusion</b> [2] - 11:16, 51:6</p> <p><b>concurrent</b> [2] -</p>	<p>23:18, 25:32</p> <p><b>condition</b> [14] - 3:20, 3:22, 3:27, 7:30, 22:3, 23:12, 27:23, 44:32, 45:12, 45:17, 45:42, 46:9, 47:24, 55:17</p> <p><b>conditioned</b> [3] - 22:20, 22:22, 28:7</p> <p><b>conditions</b> [22] - 3:29, 4:3, 15:15, 22:44, 23:18, 24:17, 24:26, 25:2, 25:4, 25:32, 25:41, 26:9, 26:14, 26:16, 27:2, 27:9, 28:10, 30:12, 32:10, 54:45</p> <p><b>conduct</b> [1] - 10:2</p> <p><b>conducted</b> [1] - 30:20</p> <p><b>confidence</b> [4] - 23:47, 33:6, 44:25, 45:24</p> <p><b>confident</b> [2] - 47:11, 58:47</p> <p><b>confirms</b> [1] - 56:43</p> <p><b>confront</b> [5] - 44:36, 47:29, 49:43, 51:7</p> <p><b>confronted</b> [2] - 45:2, 52:31</p> <p><b>confronting</b> [5] - 4:25, 17:2, 54:31, 63:40, 63:42</p> <p><b>confused</b> [2] - 63:8, 71:41</p> <p><b>confusion</b> [2] - 21:23, 43:3</p> <p><b>connect</b> [2] - 28:30, 41:46</p> <p><b>connected</b> [5] - 12:24, 32:37, 41:21, 41:40, 69:4</p> <p><b>connection</b> [3] - 25:3, 30:11, 69:8</p> <p><b>connections</b> [1] - 4:6</p> <p><b>conscious</b> [1] - 11:5</p> <p><b>consensus</b> [1] - 14:15</p> <p><b>consequence</b> [1] - 46:39</p> <p><b>consequences</b> [2] - 7:32, 8:16</p> <p><b>consider</b> [10] - 4:45, 5:34, 7:18, 10:25, 10:33, 19:5, 35:19, 47:34, 48:4, 67:32</p> <p><b>considerable</b> [1] - 40:13</p> <p><b>consideration</b> [2] - 37:20, 75:36</p> <p><b>considerations</b> [1] - 9:42</p>	<p><b>considered</b> [4] - 16:6, 29:23, 30:2, 70:38</p> <p><b>considering</b> [3] - 6:5, 62:44, 64:10</p> <p><b>consistent</b> [1] - 42:33</p> <p><b>constantly</b> [1] - 35:31</p> <p><b>constituents</b> [1] - 54:41</p> <p><b>constraints</b> [1] - 8:36</p> <p><b>constructive</b> [1] - 30:2</p> <p><b>consultations</b> [6] - 6:30, 8:42, 9:42, 10:41, 12:21, 16:18</p> <p><b>consulted</b> [1] - 29:37</p> <p><b>consumer</b> [2] - 38:29, 38:43</p> <p><b>consumers</b> [9] - 6:14, 6:24, 6:40, 11:10, 14:7, 39:40, 41:32, 42:9, 42:17</p> <p><b>contact</b> [5] - 5:16, 5:27, 6:46, 60:9, 67:31</p> <p><b>contemplating</b> [1] - 29:34</p> <p><b>contemporary</b> [1] - 11:23</p> <p><b>content</b> [1] - 11:33</p> <p><b>context</b> [3] - 14:2, 18:42, 48:46</p> <p><b>continue</b> [4] - 9:21, 10:26, 26:33, 74:44</p> <p><b>continued</b> [3] - 66:9, 68:1, 68:17</p> <p><b>continues</b> [4] - 2:24, 10:42, 33:11, 73:18</p> <p><b>continuously</b> [1] - 37:25</p> <p><b>continuum</b> [1] - 5:9</p> <p><b>contrast</b> [1] - 13:22</p> <p><b>contribute</b> [1] - 8:18</p> <p><b>contributed</b> [1] - 10:47</p> <p><b>contributing</b> [4] - 3:38, 8:29, 26:32, 29:26</p> <p><b>contribution</b> [2] - 10:44, 52:8</p> <p><b>contributions</b> [3] - 7:10, 42:20, 54:10</p> <p><b>control</b> [7] - 21:26, 24:26, 24:38, 25:6, 48:28, 66:10, 66:46</p> <p><b>convenience</b> [1] - 20:2</p> <p><b>conversation</b> [15] - 12:32, 13:5, 23:33, 27:31, 28:37, 30:7, 30:24, 30:34, 30:45, 31:2, 31:25, 32:20,</p>
---	---	---	--	--

<p>34:46, 62:44, 74:24  <b>conversations</b> [8] - 27:28, 28:47, 29:2, 31:4, 31:5, 31:13, 31:37, 32:29  <b>cookies</b> [1] - 66:15  <b>cooking</b> [1] - 16:31  <b>cooks</b> [1] - 16:26  <b>cool</b> [2] - 62:11, 74:15  <b>cope</b> [2] - 34:9, 34:32  <b>Coroner's</b> [1] - 18:40  <b>correct</b> [4] - 33:37, 52:35, 57:29, 69:30  <b>correlation</b> [2] - 13:28, 56:30  <b>correspondence</b> [1] - 46:4  <b>corridors</b> [1] - 6:47  <b>cost</b> [2] - 14:29, 27:36  <b>Costello</b> [1] - 48:2  <b>couch</b> [3] - 47:9, 47:19, 70:2  <b>councillors</b> [1] - 16:26  <b>Counsel</b> [4] - 1:33, 11:27, 11:31, 11:35  <b>counselling</b> [3] - 71:25, 72:31, 74:28  <b>counsellor</b> [2] - 5:20, 35:12  <b>count</b> [1] - 37:27  <b>countless</b> [1] - 32:16  <b>country</b> [7] - 26:16, 26:18, 26:42, 27:39, 29:41, 30:16, 32:17  <b>County</b> [1] - 68:23  <b>couple</b> [8] - 39:44, 39:45, 47:8, 49:16, 53:14, 55:31, 55:38, 63:33  <b>courage</b> [7] - 8:11, 12:12, 12:13, 22:4, 24:1, 24:2, 33:6  <b>course</b> [9] - 8:34, 10:18, 13:31, 16:20, 18:21, 33:43, 49:24, 50:13, 53:21  <b>court</b> [3] - 68:20, 68:21, 68:40  <b>Court</b> [4] - 18:40, 67:4, 67:20, 68:23  <b>courtroom</b> [1] - 68:38  <b>cover</b> [1] - 48:15  <b>coverage</b> [1] - 53:35  <b>covered</b> [3] - 30:39, 53:39, 74:38  <b>craft</b> [1] - 10:24  <b>Craig</b> [1] - 67:23  <b>crashing</b> [1] - 73:18  <b>crazy</b> [1] - 46:24  <b>create</b> [5] - 27:27,</p>	<p>28:45, 29:1, 29:7, 30:25  <b>created</b> [1] - 31:13  <b>creating</b> [2] - 14:21, 38:31  <b>creativity</b> [2] - 15:21, 18:32  <b>credit</b> [2] - 37:5, 67:26  <b>cricket</b> [1] - 70:43  <b>crime</b> [1] - 13:7  <b>crimes</b> [1] - 8:16  <b>criminal</b> [1] - 19:26  <b>crises</b> [1] - 48:29  <b>crisis</b> [8] - 13:14, 14:17, 14:39, 15:2, 29:33, 29:44, 30:12, 48:29  <b>crisis-driven</b> [1] - 14:17  <b>criteria</b> [1] - 68:22  <b>critical</b> [2] - 10:26, 16:7  <b>criticism</b> [1] - 26:7  <b>cross</b> [1] - 51:47  <b>crossed</b> [1] - 50:5  <b>crucial</b> [1] - 2:30  <b>crusade</b> [1] - 27:33  <b>cry</b> [6] - 22:14, 22:15, 28:5, 28:29, 35:47, 70:7  <b>crying</b> [13] - 21:26, 21:39, 22:43, 34:21, 37:9, 59:7, 61:12, 64:6, 65:14, 68:38, 70:2, 70:25, 71:13  <b>CTO</b> [2] - 65:4, 68:17  <b>cuffed</b> [2] - 61:31, 61:32  <b>cultural</b> [2] - 3:7, 9:17  <b>culturally</b> [6] - 17:30, 18:18, 18:21, 18:27, 75:11  <b>culture</b> [3] - 2:23, 17:38, 69:5  <b>curious</b> [1] - 10:24  <b>current</b> [10] - 4:41, 5:46, 8:23, 9:16, 9:24, 9:31, 12:27, 18:40, 27:34, 40:47  <b>custody</b> [5] - 5:21, 68:33, 68:37, 68:42, 70:8  <b>cut</b> [2] - 19:34, 60:27  <b>CV</b> [1] - 52:22  <b>cycle</b> [3] - 66:3, 68:1, 73:18</p>	<p><b>D</b></p>	<p>49:41  <b>definitely</b> [8] - 32:1, 35:5, 58:14, 60:6, 60:34, 61:9, 63:10, 70:33  <b>delaying</b> [1] - 48:36  <b>deliberate</b> [1] - 5:41  <b>deliberately</b> [1] - 2:13  <b>deliver</b> [1] - 32:16  <b>delivered</b> [1] - 18:33  <b>delivery</b> [1] - 17:31  <b>demand</b> [4] - 6:6, 14:13, 14:17, 15:12  <b>demographic</b> [1] - 16:6  <b>demonstrate</b> [2] - 52:30, 52:38  <b>demonstrates</b> [1] - 46:27  <b>denied</b> [1] - 44:31  <b>Departments</b> [1] - 4:14  <b>depressed</b> [5] - 49:41, 50:47, 58:42, 59:6  <b>depression</b> [16] - 13:2, 21:44, 25:33, 27:16, 40:12, 44:38, 44:39, 45:14, 47:11, 51:45, 52:22, 58:15, 65:15, 69:46, 70:5, 70:20  <b>depressive</b> [2] - 44:31, 45:17  <b>describe</b> [5] - 60:40, 62:2, 62:7, 67:44, 69:32  <b>described</b> [2] - 60:9, 61:42  <b>deserve</b> [6] - 10:7, 26:28, 27:19, 27:20, 33:10  <b>deserved</b> [1] - 35:22  <b>deserving</b> [1] - 26:14  <b>design</b> [7] - 6:4, 9:2, 9:26, 11:23, 16:47, 18:15, 19:31  <b>designated</b> [1] - 19:46  <b>designing</b> [1] - 6:42  <b>desire</b> [1] - 23:43  <b>desk</b> [1] - 34:21  <b>desperate</b> [1] - 22:2  <b>desperation</b> [1] - 7:23  <b>despite</b> [1] - 8:35  <b>destroy</b> [1] - 64:10  <b>destroyed</b> [2] - 24:33, 65:24  <b>detailed</b> [1] - 8:12  <b>details</b> [1] - 6:20  <b>Detention</b> [1] - 68:35  <b>determination</b> [3] -</p>	<p>2:20, 2:27, 2:38  <b>determined</b> [2] - 8:17, 8:39  <b>devastating</b> [1] - 2:32  <b>devastation</b> [1] - 30:4  <b>develop</b> [1] - 9:38  <b>developed</b> [3] - 7:11, 57:42, 74:20  <b>development</b> [2] - 13:30, 60:27  <b>devices</b> [1] - 52:11  <b>devising</b> [1] - 11:27  <b>devote</b> [1] - 16:10  <b>diabetes</b> [3] - 26:46, 27:15, 54:44  <b>diagnosed</b> [7] - 4:13, 21:43, 22:34, 23:16, 40:11, 40:24, 71:44  <b>diagnoses</b> [1] - 40:19  <b>diagnosis</b> [7] - 4:9, 21:41, 22:32, 40:12, 40:17, 40:27, 40:32  <b>dialogue</b> [1] - 30:25  <b>die</b> [2] - 4:19, 54:16  <b>differ</b> [1] - 45:13  <b>difference</b> [2] - 7:28, 27:14  <b>different</b> [22] - 3:34, 3:35, 10:34, 22:30, 26:24, 27:10, 27:17, 27:18, 39:7, 41:25, 53:17, 54:18, 55:27, 61:10, 61:35, 63:10, 64:8, 65:15, 65:16, 65:18, 67:12, 69:44  <b>differently</b> [2] - 22:32, 41:14  <b>difficult</b> [13] - 19:3, 19:15, 27:4, 28:9, 29:12, 35:8, 35:20, 35:45, 37:25, 40:43, 49:43, 52:28  <b>difficulties</b> [3] - 3:43, 11:47, 34:16  <b>digital</b> [1] - 17:16  <b>dimensions</b> [1] - 8:31  <b>Dingley</b> [1] - 69:36  <b>diploma</b> [2] - 71:25, 72:31  <b>direct</b> [1] - 66:22  <b>directed</b> [2] - 12:18, 31:47  <b>directly</b> [2] - 6:31, 31:38  <b>director</b> [1] - 48:31  <b>Director</b> [1] - 43:42  <b>disadvantaged</b> [1] - 13:33  <b>discharge</b> [1] - 14:27  <b>discharged</b> [4] -</p>
--	--	-----------------	--	--

<p>39:29, 39:45, 39:46, 72:9</p> <p><b>disclosing</b> [1] - 23:12</p> <p><b>disconnect</b> [3] - 22:22, 28:7, 28:10</p> <p><b>discovered</b> [1] - 52:25</p> <p><b>discriminate</b> [1] - 32:11</p> <p><b>discriminated</b> [2] - 26:15, 26:18</p> <p><b>discrimination</b> [6] - 2:34, 12:39, 25:45, 26:6, 26:24, 26:26</p> <p><b>discuss</b> [2] - 40:17, 40:23</p> <p><b>discussed</b> [1] - 45:29</p> <p><b>discussing</b> [1] - 74:2</p> <p><b>discussion</b> [2] - 27:31, 72:45</p> <p><b>discussions</b> [4] - 29:8, 31:3, 31:25, 41:35</p> <p><b>disease</b> [2] - 13:23, 54:44</p> <p><b>disengaged</b> [1] - 35:25</p> <p><b>disorder</b> [4] - 4:23, 25:33, 40:24, 71:44</p> <p><b>disorders</b> [1] - 4:16</p> <p><b>disparity</b> [1] - 7:26</p> <p><b>dispossession</b> [1] - 2:35</p> <p><b>disproportionately</b> [1] - 17:34</p> <p><b>disruptions</b> [1] - 15:27</p> <p><b>distress</b> [3] - 4:12, 4:28, 17:36</p> <p><b>distressing</b> [1] - 34:46</p> <p><b>District</b> [1] - 20:9</p> <p><b>diurnal</b> [1] - 45:13</p> <p><b>diverse</b> [6] - 12:10, 17:45, 18:9, 18:14, 18:18, 18:22</p> <p><b>diversity</b> [1] - 2:41</p> <p><b>divvy</b> [2] - 59:44, 61:38</p> <p><b>DNA</b> [2] - 26:40, 56:46</p> <p><b>doctor</b> [8] - 22:43, 40:9, 40:17, 41:5, 60:2, 63:2, 71:30, 73:24</p> <p><b>doctor's</b> [1] - 22:39</p> <p><b>doctors</b> [1] - 41:6</p> <p><b>document</b> [1] - 17:41</p> <p><b>documentary</b> [7] - 31:7, 31:11, 31:12, 31:14, 31:17, 31:24, 31:33</p> <p><b>dog</b> [3] - 37:13, 44:21,</p>	<p>44:22</p> <p><b>dogs</b> [6] - 37:6, 37:8, 37:11, 37:15, 61:29</p> <p><b>domain</b> [1] - 5:14</p> <p><b>donate</b> [1] - 30:46</p> <p><b>done</b> [20] - 13:41, 17:13, 18:28, 19:17, 22:36, 30:15, 32:20, 35:9, 36:32, 39:35, 41:13, 42:15, 42:17, 50:43, 56:15, 56:42, 59:7, 74:17, 74:20, 74:22</p> <p><b>door</b> [8] - 15:1, 15:34, 22:39, 62:45, 65:35, 71:5, 71:6</p> <p><b>Dose</b> [1] - 44:4</p> <p><b>dose</b> [1] - 50:11</p> <p><b>double</b> [2] - 12:46, 50:10</p> <p><b>down</b> [17] - 15:10, 21:18, 49:10, 50:21, 50:40, 50:43, 50:46, 53:11, 58:29, 59:2, 62:17, 62:41, 62:43, 67:21, 70:14, 73:18</p> <p><b>downstairs</b> [1] - 61:28</p> <p><b>dozens</b> [1] - 56:34</p> <p><b>Dr</b> [2] - 1:28, 2:5</p> <p><b>dragged</b> [1] - 52:7</p> <p><b>drained</b> [1] - 44:25</p> <p><b>dramatically</b> [3] - 68:18, 68:19, 72:30</p> <p><b>drastically</b> [1] - 27:11</p> <p><b>draw</b> [1] - 6:9</p> <p><b>drawing</b> [1] - 10:23</p> <p><b>drifted</b> [1] - 48:34</p> <p><b>drink</b> [6] - 58:3, 58:8, 58:21, 58:27, 59:35, 59:37</p> <p><b>drinking</b> [10] - 58:16, 58:25, 58:38, 59:8, 59:34, 60:28, 60:43, 60:46, 64:41, 64:43</p> <p><b>drive</b> [2] - 30:15, 46:28</p> <p><b>driven</b> [1] - 14:17</p> <p><b>driver</b> [1] - 15:23</p> <p><b>driving</b> [2] - 46:17, 46:34</p> <p><b>dropped</b> [3] - 60:26, 60:30, 60:32</p> <p><b>drove</b> [1] - 71:4</p> <p><b>drug</b> [9] - 4:15, 56:36, 56:37, 61:13, 62:33, 63:3, 63:7, 68:12, 69:20</p> <p><b>drug-induced</b> [2] - 63:3, 63:7</p> <p><b>drugs</b> [18] - 19:30, 22:1, 49:27, 55:33,</p>	<p>58:17, 59:4, 60:37, 60:47, 61:22, 63:12, 64:41, 68:1, 69:40, 70:45, 71:26, 73:41, 73:45, 74:3</p> <p><b>drunk</b> [1] - 58:43</p> <p><b>dude</b> [2] - 58:46, 59:27</p> <p><b>dumps</b> [1] - 53:12</p> <p><b>during</b> [12] - 3:27, 7:10, 10:20, 10:32, 22:35, 25:34, 32:17, 45:17, 46:13, 59:16, 59:34, 60:39</p> <p><b>duty</b> [1] - 34:45</p> <p><b>DVDs</b> [1] - 66:14</p> <p><b>Dyer</b> [1] - 25:19</p>	<p><b>elite</b> [1] - 22:24</p> <p><b>eloquently</b> [1] - 9:3</p> <p><b>embarrassed</b> [1] - 74:40</p> <p><b>embarrassment</b> [2] - 21:25, 24:32</p> <p><b>embrace</b> [2] - 2:19, 51:44</p> <p><b>emerge</b> [1] - 13:38</p> <p><b>emerged</b> [1] - 16:37</p> <p><b>emergency</b> [1] - 5:29</p> <p><b>Emergency</b> [1] - 4:13</p> <p><b>emerges</b> [2] - 4:32, 9:9</p> <p><b>emerging</b> [1] - 9:42</p> <p><b>eminent</b> [1] - 6:10</p> <p><b>emissions</b> [2] - 47:39, 50:28</p> <p><b>emotion</b> [4] - 21:36, 21:37, 22:15</p> <p><b>emotional</b> [14] - 2:16, 3:7, 3:11, 17:27, 21:23, 21:25, 22:4, 26:3, 27:29, 28:2, 28:32, 29:14, 59:7, 72:46</p> <p><b>emotionally</b> [6] - 22:22, 25:34, 28:7, 28:10, 28:30, 32:37</p> <p><b>emotions</b> [3] - 21:27, 21:33, 28:4</p> <p><b>empathetic</b> [2] - 28:28, 30:2</p> <p><b>employ</b> [1] - 41:37</p> <p><b>empower</b> [1] - 32:37</p> <p><b>empowering</b> [1] - 36:26</p> <p><b>empowers</b> [1] - 28:31</p> <p><b>empty</b> [1] - 30:37</p> <p><b>enabling</b> [1] - 8:28</p> <p><b>encompassing</b> [1] - 3:6</p> <p><b>encourage</b> [1] - 10:44</p> <p><b>encouraged</b> [1] - 28:20</p> <p><b>encouragement</b> [1] - 51:36</p> <p><b>encouraging</b> [2] - 29:26, 74:34</p> <p><b>end</b> [18] - 14:45, 25:38, 29:27, 34:33, 34:35, 37:8, 38:17, 40:45, 53:26, 53:34, 58:44, 68:26, 68:43, 69:43, 69:44, 70:1, 71:13, 74:24</p> <p><b>ended</b> [9] - 52:6, 59:31, 64:11, 64:12, 65:26, 66:46, 67:8, 68:36, 69:28</p>	<p><b>ending</b> [5] - 29:44, 30:13, 68:39, 70:18, 71:14</p> <p><b>endorphins</b> [4] - 44:47, 45:1, 46:20, 46:27</p> <p><b>enduring</b> [1] - 15:15</p> <p><b>energy</b> [3] - 23:27, 47:40, 70:29</p> <p><b>engage</b> [5] - 25:7, 30:25, 45:20, 45:24, 47:3</p> <p><b>engaged</b> [3] - 21:29, 66:38, 75:6</p> <p><b>engagement</b> [3] - 2:17, 10:42, 45:35</p> <p><b>engages</b> [2] - 17:45, 30:29</p> <p><b>engaging</b> [3] - 32:18, 46:5, 75:4</p> <p><b>enjoying</b> [2] - 4:26, 69:38</p> <p><b>enormous</b> [1] - 48:24</p> <p><b>enquire</b> [1] - 17:23</p> <p><b>enquiry</b> [1] - 10:24</p> <p><b>ensure</b> [1] - 18:14</p> <p><b>ensuring</b> [1] - 17:20</p> <p><b>entered</b> [1] - 50:34</p> <p><b>Enterprise</b> [1] - 44:3</p> <p><b>entire</b> [2] - 25:36, 30:7</p> <p><b>entirety</b> [1] - 5:34</p> <p><b>entitled</b> [1] - 3:38</p> <p><b>environment</b> [4] - 22:6, 22:9, 22:24, 31:27</p> <p><b>environments</b> [4] - 9:13, 27:27, 28:46, 29:2</p> <p><b>envisage</b> [2] - 4:42, 9:2</p> <p><b>epidemic</b> [1] - 29:40</p> <p><b>epiphany</b> [1] - 22:34</p> <p><b>episode</b> [2] - 62:33, 66:37</p> <p><b>episodes</b> [1] - 70:19</p> <p><b>equation</b> [1] - 29:24</p> <p><b>equipment</b> [1] - 55:26</p> <p><b>error</b> [1] - 55:33</p> <p><b>escalation</b> [1] - 13:13</p> <p><b>especially</b> [8] - 7:24, 32:36, 35:46, 41:39, 44:40, 49:30, 66:36, 74:18</p> <p><b>essence</b> [1] - 51:23</p> <p><b>essentially</b> [3] - 59:43, 60:17, 62:32</p> <p><b>establish</b> [1] - 2:27</p> <p><b>established</b> [1] - 4:40</p> <p><b>establishing</b> [1] - 4:37</p> <p><b>estimated</b> [4] - 3:18,</p>
<b>E</b>				
<p><b>eager</b> [1] - 10:11</p> <p><b>early</b> [6] - 13:13, 41:33, 45:26, 46:16, 55:47</p> <p><b>easily</b> [1] - 74:33</p> <p><b>Eastern</b> [1] - 20:7</p> <p><b>easy</b> [3] - 8:37, 35:3, 42:21</p> <p><b>eating</b> [1] - 4:16</p> <p><b>eclectic</b> [1] - 43:46</p> <p><b>economic</b> [2] - 9:13, 13:29</p> <p><b>economist</b> [1] - 43:45</p> <p><b>economy</b> [1] - 5:47</p> <p><b>ecstasy</b> [2] - 59:5, 60:36</p> <p><b>edge</b> [1] - 11:46</p> <p><b>Education</b> [1] - 43:36</p> <p><b>education</b> [2] - 13:30, 41:31</p> <p><b>effect</b> [4] - 8:32, 17:16, 17:29, 32:5</p> <p><b>effective</b> [2] - 9:25, 16:45</p> <p><b>effects</b> [5] - 5:47, 7:34, 49:18, 50:12, 54:35</p> <p><b>effort</b> [1] - 10:4</p> <p><b>eight</b> [6] - 48:22, 55:4, 62:17, 67:19, 68:24, 74:2</p> <p><b>eight-year</b> [1] - 68:24</p> <p><b>either</b> [6] - 7:42, 26:23, 28:25, 34:21, 38:5, 45:30</p> <p><b>Elders</b> [3] - 2:9, 2:10, 2:30</p> <p><b>elements</b> [1] - 16:7</p> <p><b>eliminate</b> [1] - 29:16</p>				

<p>3:29, 4:21, 14:33  <b>etc</b> [2] - 61:22  <b>ethos</b> [1] - 8:38  <b>event</b> [2] - 60:42, 70:35  <b>events</b> [2] - 38:33, 50:3  <b>eventually</b> [3] - 35:36, 36:34, 39:37  <b>everyday</b> [1] - 26:34  <b>evidence</b> [17] - 4:25, 12:5, 12:44, 13:25, 14:6, 17:2, 17:33, 17:40, 18:6, 18:25, 19:1, 19:8, 19:35, 26:10, 33:18, 56:7, 75:34  <b>evidently</b> [1] - 46:26  <b>evolving</b> [1] - 5:27  <b>ex</b> [2] - 72:17, 73:32  <b>ex-coach</b> [2] - 72:17, 73:32  <b>exact</b> [1] - 42:1  <b>exactly</b> [1] - 73:31  <b>examine</b> [8] - 4:28, 5:8, 9:23, 9:30, 9:41, 17:44, 18:2, 18:17  <b>examined</b> [4] - 20:28, 33:28, 43:16, 57:23  <b>examining</b> [1] - 11:42  <b>example</b> [2] - 13:23, 14:26  <b>examples</b> [5] - 8:34, 10:34, 18:31, 26:44, 28:18  <b>excavation</b> [1] - 12:24  <b>excellent</b> [1] - 54:11  <b>excel</b> [2] - 49:32, 52:12  <b>exciting</b> [1] - 33:10  <b>excluded</b> [1] - 16:34  <b>excuse</b> [2] - 43:1, 47:25  <b>excused</b> [4] - 33:19, 42:40, 57:6, 75:28  <b>executive</b> [1] - 53:32  <b>exist</b> [2] - 18:26, 19:14  <b>existing</b> [2] - 2:19, 19:24  <b>expect</b> [2] - 27:44, 29:43  <b>expectation</b> [1] - 27:40  <b>expectations</b> [2] - 12:1, 32:24  <b>expected</b> [8] - 25:9, 27:41, 28:2, 28:3, 28:4, 28:5, 37:15  <b>expecting</b> [1] - 39:12  <b>expects</b> [1] - 16:34</p>	<p><b>expelled</b> [1] - 60:30  <b>experience</b> [45] - 3:19, 3:21, 3:26, 3:32, 3:36, 3:43, 4:3, 6:20, 6:35, 7:40, 7:42, 8:30, 9:44, 10:28, 11:8, 11:18, 12:9, 15:33, 18:9, 21:24, 24:31, 24:38, 26:21, 26:31, 27:14, 27:46, 36:43, 36:46, 37:16, 37:36, 39:11, 39:43, 41:7, 41:37, 41:47, 42:9, 42:11, 42:17, 44:9, 49:6, 49:27, 69:14, 69:19, 69:45, 75:4  <b>experienced</b> [7] - 3:34, 4:23, 5:26, 6:36, 15:38, 49:4, 61:11  <b>experiences</b> [19] - 8:6, 8:12, 10:5, 10:17, 10:23, 11:2, 14:8, 18:7, 20:32, 24:7, 28:9, 32:26, 39:13, 39:40, 39:42, 42:27, 43:20, 54:5, 57:33  <b>experiencing</b> [4] - 4:12, 4:27, 5:19, 34:16  <b>expert</b> [1] - 48:47  <b>Expert</b> [1] - 6:9  <b>expertise</b> [5] - 6:8, 10:5, 10:16, 10:28, 15:13  <b>experts</b> [2] - 9:45, 29:37  <b>explain</b> [3] - 62:29, 62:32, 65:15  <b>explained</b> [2] - 60:4, 63:1  <b>exploration</b> [2] - 12:17, 16:38  <b>explore</b> [4] - 7:39, 9:43, 19:1, 30:28  <b>explored</b> [2] - 13:6, 19:24  <b>exposed</b> [1] - 17:34  <b>express</b> [1] - 35:47  <b>expressed</b> [2] - 2:22, 72:21  <b>extend</b> [1] - 2:10  <b>extends</b> [2] - 2:23, 5:13  <b>extension</b> [1] - 27:3  <b>extra</b> [2] - 40:44, 41:2  <b>extreme</b> [1] - 7:32  <b>extremely</b> [4] - 9:16, 37:4, 39:41</p>	<p><b>exuberant</b> [1] - 25:20  <b>eye</b> [2] - 49:24, 49:38  <b>eyes</b> [1] - 70:26</p> <p style="text-align: center;"><b>F</b></p> <p><b>face</b> [4] - 7:5, 46:25, 46:29, 74:4  <b>faced</b> [1] - 73:2  <b>facilities</b> [2] - 56:41, 72:7  <b>facility</b> [2] - 71:32, 71:43  <b>facing</b> [2] - 14:4, 68:5  <b>fact</b> [8] - 13:32, 23:21, 35:20, 44:12, 47:11, 54:15, 59:31, 62:35  <b>factor</b> [2] - 26:32, 45:37  <b>factors</b> [4] - 13:29, 14:25, 17:34, 18:41  <b>factory</b> [1] - 68:11  <b>factual</b> [1] - 51:33  <b>failure</b> [1] - 36:24  <b>failures</b> [2] - 6:37, 9:24  <b>fair</b> [1] - 35:28  <b>fairly</b> [3] - 7:47, 49:35, 60:1  <b>fake</b> [2] - 35:3, 70:6  <b>false</b> [1] - 55:15  <b>families</b> [15] - 2:32, 3:25, 6:14, 6:24, 7:34, 8:16, 9:37, 12:45, 15:10, 16:11, 16:33, 16:46, 27:3, 30:4, 42:10  <b>family</b> [27] - 5:26, 5:27, 6:40, 16:13, 16:17, 18:37, 23:5, 23:9, 23:16, 23:24, 23:45, 30:6, 31:2, 34:29, 35:5, 39:15, 58:3, 59:10, 59:14, 59:17, 61:1, 61:6, 67:29, 68:45, 71:15, 71:29, 72:24  <b>fantastic</b> [5] - 55:46, 67:24, 67:30, 69:8, 74:45  <b>far</b> [7] - 3:15, 7:7, 8:42, 9:8, 9:43, 32:42, 52:40  <b>farm</b> [2] - 17:19, 44:16  <b>farming</b> [1] - 17:18  <b>fascinating</b> [1] - 49:6  <b>Fasolo</b> [1] - 32:2  <b>fast</b> [2] - 22:29, 23:3  <b>fast-forwarding</b> [2] -</p>	<p>22:29, 23:3  <b>father</b> [3] - 23:9, 47:22, 49:14  <b>fear</b> [10] - 13:7, 22:40, 23:11, 23:13, 24:13, 24:14, 24:17, 28:19, 32:44  <b>featured</b> [1] - 12:20  <b>Federal</b> [3] - 43:24, 43:42, 47:33  <b>feelings</b> [3] - 4:5, 21:32, 22:17  <b>fellow</b> [4] - 2:4, 2:16, 10:9, 11:5  <b>Fels</b> [2] - 1:27, 2:5  <b>felt</b> [24] - 15:34, 21:26, 25:34, 34:13, 35:33, 36:23, 39:18, 39:25, 48:15, 58:11, 59:27, 61:11, 61:12, 62:18, 62:30, 63:10, 67:28, 67:30, 69:38, 70:14, 72:14, 73:29, 73:43  <b>female</b> [1] - 63:35  <b>fence</b> [1] - 65:37  <b>few</b> [18] - 7:21, 41:16, 47:24, 48:1, 50:5, 52:16, 54:30, 56:42, 57:1, 58:27, 59:12, 60:35, 64:30, 64:34, 65:2, 66:14, 66:47, 67:3  <b>fewer</b> [1] - 29:43  <b>fiancé</b> [1] - 21:37  <b>fibs</b> [1] - 51:8  <b>field</b> [7] - 9:45, 11:47, 25:5, 26:31, 29:38, 56:42, 72:32  <b>fields</b> [2] - 12:31, 16:4  <b>fight</b> [1] - 50:28  <b>fill</b> [1] - 9:5  <b>final</b> [1] - 42:6  <b>finalised</b> [1] - 14:27  <b>finally</b> [8] - 19:8, 19:14, 23:16, 23:24, 23:33, 44:36, 51:40, 71:1  <b>financial</b> [1] - 16:27  <b>findings</b> [1] - 10:1  <b>fine</b> [1] - 72:10  <b>finish</b> [1] - 33:42  <b>finished</b> [4] - 20:47, 21:13, 40:37, 64:38  <b>Fiona</b> [2] - 1:35, 11:36  <b>First</b> [1] - 2:22  <b>first</b> [24] - 2:1, 5:21, 9:12, 9:20, 9:40, 12:25, 12:36, 20:18, 20:25, 22:42, 23:17, 29:16, 35:15, 46:46,</p>	<p>49:35, 59:45, 60:9, 62:6, 62:8, 62:33, 62:35, 64:4, 67:28, 68:8  <b>fish</b> [2] - 34:8, 34:9  <b>fitted</b> [1] - 68:21  <b>five</b> [6] - 45:16, 50:30, 51:2, 68:25, 71:9, 71:35  <b>five-year</b> [1] - 68:25  <b>fix</b> [2] - 29:1, 50:4  <b>fixable</b> [1] - 49:16  <b>flat</b> [1] - 70:29  <b>flew</b> [1] - 59:12  <b>flip</b> [2] - 58:24, 61:36  <b>flipped</b> [2] - 61:35, 62:14  <b>floor</b> [2] - 50:31, 61:34  <b>flowing</b> [1] - 55:23  <b>fly</b> [1] - 58:22  <b>focus</b> [7] - 6:6, 17:8, 29:14, 33:45, 41:30, 57:46, 62:6  <b>focused</b> [2] - 41:19, 52:1  <b>focusing</b> [1] - 17:17  <b>follow</b> [1] - 60:6  <b>follow-up</b> [1] - 60:6  <b>followed</b> [1] - 31:12  <b>following</b> [4] - 14:13, 22:1, 23:39, 51:29  <b>food</b> [4] - 64:3, 66:14, 66:16, 71:46  <b>fool</b> [1] - 59:13  <b>fooling</b> [1] - 52:32  <b>Football</b> [2] - 69:36, 72:42  <b>football</b> [10] - 21:14, 22:18, 25:5, 28:40, 58:5, 58:10, 59:1, 59:25, 60:27, 69:36  <b>footballer</b> [1] - 20:38  <b>footy</b> [8] - 65:23, 68:13, 69:6, 72:37, 72:38, 73:4, 73:5  <b>forced</b> [3] - 14:30, 16:21, 47:29  <b>forefront</b> [1] - 42:11  <b>forensic</b> [1] - 10:34  <b>Forensic</b> [1] - 20:14  <b>forever</b> [2] - 65:17, 75:16  <b>forget</b> [1] - 72:20  <b>forgot</b> [1] - 38:14  <b>form</b> [5] - 4:46, 9:31, 14:21, 51:33, 70:4  <b>formally</b> [1] - 39:45  <b>former</b> [1] - 48:44  <b>forms</b> [1] - 46:25  <b>fortnight</b> [1] - 70:19</p>
---	--	---	---	---

<p><b>fortunate</b> [3] - 6:8, 8:30, 31:13</p> <p><b>forums</b> [1] - 19:23</p> <p><b>forward</b> [5] - 8:20, 9:45, 10:13, 27:21, 57:26</p> <p><b>forwarding</b> [2] - 22:29, 23:3</p> <p><b>forwards</b> [1] - 35:29</p> <p><b>founded</b> [2] - 27:25, 28:36</p> <p><b>four</b> [11] - 10:33, 17:40, 23:7, 23:14, 23:20, 41:25, 49:46, 50:9, 50:47, 54:42, 68:6</p> <p><b>fragmanted</b> [1] - 14:41</p> <p><b>frame</b> [1] - 47:17</p> <p><b>frameworks</b> [2] - 9:18, 19:26</p> <p><b>Franklin</b> [1] - 32:2</p> <p><b>fraternity</b> [1] - 55:26</p> <p><b>free</b> [1] - 41:18</p> <p><b>freedom</b> [1] - 72:1</p> <p><b>Friday</b> [1] - 58:37</p> <p><b>friend</b> [3] - 48:42, 48:45, 59:39</p> <p><b>friends</b> [3] - 58:26, 60:40, 60:43</p> <p><b>friends</b> [24] - 3:46, 7:34, 9:37, 16:14, 18:38, 23:5, 23:10, 31:2, 34:14, 34:29, 35:33, 36:22, 39:15, 58:43, 59:10, 59:17, 61:7, 65:21, 67:29, 67:33, 67:47, 71:15, 72:23, 74:19</p> <p><b>fright</b> [1] - 47:2</p> <p><b>frightening</b> [3] - 24:37, 44:17, 44:18</p> <p><b>front</b> [14] - 10:29, 21:30, 22:43, 32:19, 49:4, 50:34, 50:35, 53:38, 53:44, 55:12, 59:40, 61:26, 71:5, 72:44</p> <p><b>frontline</b> [1] - 7:3</p> <p><b>fulfil</b> [2] - 28:39, 28:40</p> <p><b>fulfilling</b> [2] - 3:38, 8:29</p> <p><b>full</b> [5] - 37:30, 61:37, 69:39, 70:22</p> <p><b>full-time</b> [2] - 69:39, 70:22</p> <p><b>fully</b> [1] - 47:11</p> <p><b>fun</b> [4] - 36:46, 37:20, 37:21, 75:5</p> <p><b>function</b> [2] - 39:21, 39:26</p>	<p><b>functioning</b> [2] - 15:42, 16:8</p> <p><b>functions</b> [1] - 14:47</p> <p><b>fundamental</b> [1] - 27:21</p> <p><b>fundamentally</b> [1] - 32:35</p> <p><b>funded</b> [2] - 14:35, 15:24</p> <p><b>funding</b> [5] - 14:21, 14:29, 15:27, 19:12, 19:31</p> <p><b>funds</b> [1] - 5:11</p> <p><b>furniture</b> [1] - 59:15</p> <p><b>future</b> [15] - 4:43, 9:2, 9:26, 9:33, 11:18, 12:7, 16:7, 24:27, 38:13, 38:31, 41:45, 60:21, 64:17, 69:6, 72:25</p> <p><b>future-proof</b> [1] - 16:7</p>	<p><b>gift</b> [1] - 5:40</p> <p><b>Gillard</b> [1] - 74:11</p> <p><b>given</b> [10] - 3:20, 5:40, 12:20, 26:21, 27:8, 54:34, 63:21, 66:43, 67:21, 68:3</p> <p><b>global</b> [1] - 18:44</p> <p><b>God</b> [1] - 48:1</p> <p><b>Golden</b> [1] - 37:7</p> <p><b>Goldstein</b> [1] - 43:25</p> <p><b>gonna</b> [7] - 58:13, 63:24, 66:18, 68:26, 68:43, 69:6, 72:42</p> <p><b>good's</b> [1] - 49:22</p> <p><b>goodbye</b> [1] - 70:44</p> <p><b>goodwill</b> [1] - 7:15</p> <p><b>gorgeous</b> [1] - 37:7</p> <p><b>gotta</b> [1] - 50:4</p> <p><b>Goulburn</b> [1] - 20:8</p> <p><b>Government</b> [2] - 9:28, 19:41</p> <p><b>government</b> [4] - 5:17, 6:23, 10:17, 19:12</p> <p><b>Government's</b> [2] - 5:44, 5:45</p> <p><b>government's</b> [1] - 6:6</p> <p><b>grabbing</b> [2] - 62:12, 62:16</p> <p><b>gracious</b> [1] - 51:14</p> <p><b>Grade</b> [1] - 34:3</p> <p><b>grapple</b> [2] - 12:24, 52:17</p> <p><b>grateful</b> [2] - 10:47, 50:32</p> <p><b>great</b> [11] - 8:32, 26:16, 26:18, 26:38, 26:40, 26:41, 33:6, 46:41, 53:13, 67:26, 74:34</p> <p><b>greater</b> [3] - 11:13, 14:17, 54:28</p> <p><b>greatest</b> [2] - 13:17, 25:36</p> <p><b>greatly</b> [1] - 48:17</p> <p><b>Grech</b> [1] - 48:1</p> <p><b>green</b> [2] - 21:18, 38:33</p> <p><b>Greg</b> [1] - 32:3</p> <p><b>grew</b> [3] - 22:14, 44:22, 58:2</p> <p><b>groggy</b> [1] - 62:19</p> <p><b>grossly</b> [2] - 26:12, 26:26</p> <p><b>ground</b> [3] - 6:34, 25:21, 62:17</p> <p><b>Group</b> [1] - 20:7</p> <p><b>group</b> [7] - 6:9, 36:39, 38:28, 39:36, 39:38, 54:42, 66:39</p> <p><b>groups</b> [5] - 36:38,</p>	<p>39:34, 73:39, 73:40, 75:2</p> <p><b>grow</b> [2] - 33:11, 36:23</p> <p><b>growing</b> [2] - 6:19, 34:11</p> <p><b>growth</b> [2] - 6:47, 14:14</p> <p><b>grumpy</b> [1] - 45:23</p> <p><b>guard</b> [1] - 62:40</p> <p><b>guards</b> [1] - 62:11</p> <p><b>guess</b> [4] - 38:31, 39:12, 39:36, 74:32</p> <p><b>guilt</b> [3] - 21:24, 24:32, 72:23</p> <p><b>gun</b> [1] - 65:40</p> <p><b>Gunsberg</b> [1] - 32:4</p> <p><b>guy</b> [6] - 59:24, 60:3, 63:10, 64:9, 74:38</p> <p><b>guys</b> [8] - 61:8, 68:24, 72:40, 72:44, 72:45, 72:47, 73:18, 74:4</p> <p><b>gym</b> [1] - 66:26</p>	<p>27:47</p> <p><b>harm</b> [2] - 7:33, 34:44</p> <p><b>harness</b> [1] - 5:43</p> <p><b>HARRIS</b> [1] - 19:40</p> <p><b>hat</b> [1] - 6:43</p> <p><b>hats</b> [1] - 10:16</p> <p><b>head</b> [3] - 34:21, 34:28, 52:33</p> <p><b>headspace</b> [1] - 62:31</p> <p><b>Headspace</b> [18] - 35:12, 35:14, 35:16, 35:24, 35:42, 36:3, 38:17, 38:21, 38:23, 38:26, 38:32, 38:39, 38:43, 38:44, 39:6, 41:5, 55:42, 55:45</p> <p><b>heal</b> [1] - 39:42</p> <p><b>Healing</b> [2] - 67:9, 67:22</p> <p><b>HEALTH</b> [1] - 1:5</p> <p><b>Health</b> [19] - 4:20, 5:14, 5:36, 20:5, 20:6, 20:7, 20:8, 20:9, 20:10, 20:11, 20:14, 35:43</p> <p><b>health</b> [167] - 2:3, 2:45, 3:6, 3:16, 3:20, 3:22, 3:26, 3:29, 3:32, 3:34, 3:36, 3:42, 4:1, 4:3, 4:23, 4:27, 4:36, 4:41, 4:42, 5:3, 5:5, 5:10, 5:15, 5:19, 5:34, 5:47, 6:15, 6:29, 6:32, 6:35, 6:37, 7:27, 7:30, 7:37, 7:38, 7:43, 8:28, 9:10, 9:12, 9:16, 9:24, 9:33, 9:44, 10:35, 11:18, 11:23, 11:39, 12:10, 12:23, 12:38, 13:18, 13:24, 13:38, 13:47, 14:3, 14:8, 14:16, 14:35, 14:41, 14:44, 14:45, 14:46, 15:8, 15:13, 15:24, 15:33, 15:45, 16:8, 16:14, 17:10, 17:12, 17:42, 17:44, 18:2, 18:7, 18:9, 18:13, 18:15, 18:18, 19:10, 19:11, 19:12, 19:15, 19:25, 19:28, 19:46, 19:47, 20:12, 20:32, 20:33, 22:3, 23:12, 23:18, 24:11, 24:17, 24:18, 24:26, 25:30, 25:32, 26:3, 26:9, 26:37, 27:9, 27:29, 29:14, 31:41,</p>
	<b>G</b>		<b>H</b>	
<p><b>gained</b> [1] - 7:4</p> <p><b>gaining</b> [1] - 16:41</p> <p><b>Game</b> [1] - 26:47</p> <p><b>game</b> [2] - 25:22, 26:46</p> <p><b>games</b> [1] - 21:2</p> <p><b>gap</b> [4] - 14:29, 67:37, 73:8, 73:10</p> <p><b>gaps</b> [2] - 7:25, 15:18</p> <p><b>gardens</b> [1] - 50:22</p> <p><b>gate</b> [1] - 17:19</p> <p><b>gathering</b> [1] - 12:5</p> <p><b>gay</b> [1] - 18:3</p> <p><b>Geelong</b> [2] - 56:16, 56:17</p> <p><b>geez</b> [1] - 71:16</p> <p><b>gender</b> [1] - 18:8</p> <p><b>genders</b> [1] - 18:15</p> <p><b>gene</b> [2] - 56:18</p> <p><b>general</b> [4] - 15:38, 18:8, 41:20, 46:44</p> <p><b>generally</b> [1] - 37:17</p> <p><b>generate</b> [2] - 8:45, 12:26</p> <p><b>generation</b> [1] - 5:4</p> <p><b>generational</b> [1] - 12:3</p> <p><b>generations</b> [5] - 2:33, 4:47, 11:18, 11:24, 27:35</p> <p><b>generosity</b> [1] - 10:46</p> <p><b>genocide</b> [1] - 2:34</p> <p><b>genuine</b> [3] - 23:13, 27:28, 32:23</p> <p><b>Georgina</b> [2] - 1:36, 11:36</p>		<p><b>half</b> [9] - 3:20, 3:31, 13:37, 24:10, 24:15, 24:30, 25:30, 49:38, 66:26</p> <p><b>halfway</b> [5] - 21:15, 63:4, 63:16, 63:33, 66:1</p> <p><b>Hall</b> [2] - 1:11, 12:8</p> <p><b>hallmarks</b> [1] - 17:30</p> <p><b>hand</b> [2] - 20:2, 74:35</p> <p><b>handful</b> [5] - 58:17, 58:42, 67:31, 70:17, 70:37</p> <p><b>handle</b> [1] - 47:23</p> <p><b>hands</b> [2] - 60:5, 73:13</p> <p><b>hanging</b> [5] - 58:7, 58:37, 67:46, 67:47, 69:39</p> <p><b>hangovers</b> [1] - 58:41</p> <p><b>happiest</b> [1] - 44:13</p> <p><b>happily</b> [1] - 74:16</p> <p><b>happy</b> [9] - 23:21, 25:7, 25:20, 32:30, 34:11, 35:4, 42:33, 44:11, 58:47</p> <p><b>hard</b> [8] - 8:44, 14:42, 34:7, 34:32, 36:23, 62:32, 64:6, 64:19</p> <p><b>harder</b> [2] - 16:22, 54:25</p> <p><b>hardly</b> [1] - 47:24</p> <p><b>hardworking</b> [1] -</p>		

<p>33:9, 33:31, 33:32, 33:45, 34:16, 41:4, 41:14, 41:19, 41:20, 41:21, 41:22, 42:28, 43:20, 47:5, 49:1, 51:21, 52:19, 54:8, 55:5, 56:41, 57:39, 59:20, 59:27, 60:4, 60:10, 60:18, 61:2, 63:12, 63:39, 64:17, 66:34, 66:36, 67:15, 67:37, 67:40, 68:15, 68:19, 69:20, 69:45, 70:22, 71:24, 71:26, 71:30, 71:32, 72:3, 72:5, 72:6, 72:7, 73:1, 73:8, 73:23, 73:41, 74:3, 74:23, 75:9, 75:13</p> <p><b>Healthcare</b> [1] - 20:11</p> <p><b>healthcare</b> [2] - 10:17, 18:27</p> <p><b>healthy</b> [3] - 23:21, 64:9, 66:15</p> <p><b>hear</b> [31] - 6:30, 6:40, 8:43, 10:19, 12:44, 13:16, 13:22, 13:28, 13:37, 13:40, 14:6, 14:13, 15:17, 15:20, 16:29, 16:44, 17:15, 17:19, 17:27, 17:33, 17:38, 18:44, 37:17, 45:36, 47:13, 49:20, 49:21, 53:13, 57:26, 63:9, 69:16</p> <p><b>heard</b> [13] - 3:15, 6:42, 7:21, 8:15, 8:22, 9:8, 10:15, 10:40, 11:19, 39:13, 54:9, 74:13</p> <p><b>hearing</b> [7] - 4:10, 4:18, 9:45, 11:38, 16:3, 51:20, 68:33</p> <p><b>hearings</b> [20] - 2:2, 3:14, 7:38, 9:40, 9:41, 10:5, 10:9, 10:20, 10:32, 10:39, 11:28, 11:33, 11:45, 12:18, 12:30, 16:10, 16:16, 16:38, 18:1, 19:17</p> <p><b>heart</b> [2] - 7:39, 54:44</p> <p><b>heavily</b> [1] - 58:39</p> <p><b>heavy</b> [2] - 16:35, 65:8</p> <p><b>heed</b> [1] - 8:19</p> <p><b>held</b> [2] - 52:31, 52:32</p> <p><b>hell</b> [2] - 65:11, 70:30</p> <p><b>help</b> [58] - 3:46, 5:21, 7:22, 8:18, 12:45, 15:36, 21:46, 22:5, 22:8, 22:10, 22:36,</p>	<p>22:45, 22:47, 23:4, 23:44, 26:28, 26:42, 27:22, 28:4, 28:30, 28:34, 29:11, 29:17, 31:45, 32:13, 32:39, 34:35, 34:37, 35:11, 35:22, 35:26, 36:19, 36:20, 37:32, 42:34, 44:33, 44:34, 44:37, 44:46, 44:47, 46:6, 46:14, 48:43, 49:8, 54:8, 57:28, 59:18, 64:35, 70:12, 71:29, 73:14, 73:23, 74:36, 74:40, 74:41, 74:42</p> <p><b>helped</b> [3] - 54:6, 69:9, 73:30</p> <p><b>helpful</b> [3] - 8:7, 41:3, 46:38</p> <p><b>helping</b> [1] - 34:33</p> <p><b>helpless</b> [1] - 4:4</p> <p><b>helps</b> [3] - 32:1, 41:3, 52:26</p> <p><b>hence</b> [1] - 73:18</p> <p><b>heroes</b> [1] - 15:9</p> <p><b>hi</b> [1] - 38:34</p> <p><b>hiccups</b> [1] - 72:30</p> <p><b>hiding</b> [5] - 22:37, 23:20, 23:27, 25:32, 35:1</p> <p><b>high</b> [14] - 4:27, 8:30, 17:36, 32:4, 32:8, 36:30, 36:32, 45:40, 47:40, 56:38, 58:4, 61:21, 67:39</p> <p><b>high-energy</b> [1] - 47:40</p> <p><b>higher</b> [7] - 4:10, 4:11, 4:12, 4:14, 4:15, 14:18, 14:19</p> <p><b>highest</b> [2] - 73:7, 75:12</p> <p><b>highlight</b> [2] - 20:41, 20:44</p> <p><b>highly</b> [1] - 67:34</p> <p><b>historical</b> [2] - 9:17, 17:29</p> <p><b>history</b> [5] - 2:23, 2:25, 2:27, 33:6, 33:11</p> <p><b>hit</b> [1] - 39:16</p> <p><b>hold</b> [4] - 15:10, 37:33, 43:29, 52:31</p> <p><b>holding</b> [2] - 54:13, 67:2</p> <p><b>holistic</b> [1] - 41:17</p> <p><b>Holloway</b> [1] - 67:23</p> <p><b>home</b> [10] - 5:28, 13:41, 21:15, 21:16, 21:27, 31:2, 34:3,</p>	<p>34:38, 47:26, 59:35</p> <p><b>homeless</b> [1] - 5:22</p> <p><b>homelessness</b> [1] - 10:36</p> <p><b>homes</b> [1] - 12:31</p> <p><b>homework</b> [1] - 44:24</p> <p><b>honest</b> [7] - 24:44, 31:25, 45:1, 47:10, 49:29, 51:34, 52:2</p> <p><b>honour</b> [1] - 30:3</p> <p><b>honoured</b> [1] - 42:8</p> <p><b>hope</b> [8] - 6:21, 8:10, 11:10, 11:14, 25:3, 30:10, 33:44</p> <p><b>hopeful</b> [1] - 39:14</p> <p><b>hospital</b> [10] - 15:30, 20:1, 37:41, 39:20, 61:43, 62:41, 63:16, 71:12, 71:21, 71:36</p> <p><b>Hospital</b> [3] - 20:8, 20:12, 20:13</p> <p><b>hospitalised</b> [1] - 42:32</p> <p><b>Hospitals</b> [1] - 20:10</p> <p><b>hospitals</b> [2] - 12:31, 37:29</p> <p><b>hour</b> [7] - 21:31, 41:1, 45:30, 49:20, 50:18, 50:21, 66:27</p> <p><b>hours</b> [14] - 45:16, 46:22, 51:2, 60:14, 62:24, 62:45, 63:4, 63:19, 63:20, 65:9, 66:43, 72:20, 72:21</p> <p><b>house</b> [11] - 21:30, 47:9, 58:26, 60:40, 61:19, 61:22, 61:26, 61:29, 68:3, 72:11, 72:18</p> <p><b>housing</b> [4] - 5:23, 13:30, 19:30, 41:23</p> <p><b>hub</b> [4] - 63:4, 63:16, 63:34, 66:1</p> <p><b>hug</b> [1] - 41:42</p> <p><b>huge</b> [3] - 15:12, 48:24, 66:13</p> <p><b>human</b> [9] - 4:7, 10:36, 19:26, 27:19, 27:21, 62:47</p> <p><b>human-to-human</b> [1] - 4:7</p> <p><b>humanity</b> [2] - 6:4, 7:15</p> <p><b>humbling</b> [1] - 31:16</p> <p><b>hundreds</b> [1] - 54:15</p> <p><b>hurt</b> [1] - 35:7</p> <p><b>hurting</b> [3] - 28:19, 32:43, 61:20</p>	<p style="text-align: center;"><b>I</b></p> <p><b>ice</b> [2] - 4:15, 60:35</p> <p><b>icky</b> [1] - 34:8</p> <p><b>idea</b> [5] - 30:20, 30:31, 39:46, 40:28, 58:34</p> <p><b>ideal</b> [1] - 63:9</p> <p><b>ideas</b> [6] - 8:20, 9:9, 10:6, 10:11, 10:27, 54:11</p> <p><b>identified</b> [2] - 12:17, 56:32</p> <p><b>identify</b> [1] - 55:9</p> <p><b>identifying</b> [2] - 11:28, 56:36</p> <p><b>identity</b> [3] - 34:30, 69:5, 73:42</p> <p><b>idiot</b> [1] - 60:16</p> <p><b>ignited</b> [1] - 73:2</p> <p><b>ignorant</b> [1] - 26:13</p> <p><b>ill</b> [1] - 15:30</p> <p><b>illness</b> [11] - 4:10, 4:13, 4:14, 11:8, 12:33, 13:8, 13:12, 13:20, 13:31, 17:35, 19:29</p> <p><b>illnesses</b> [1] - 14:34</p> <p><b>imagine</b> [2] - 8:1, 9:25</p> <p><b>imbalance</b> [2] - 42:2, 52:35</p> <p><b>immediate</b> [1] - 21:22</p> <p><b>immediately</b> [5] - 23:1, 34:43, 44:26, 62:46, 65:45</p> <p><b>immense</b> [1] - 71:37</p> <p><b>Immigration</b> [1] - 43:35</p> <p><b>impact</b> [4] - 2:33, 7:14, 56:12, 58:14</p> <p><b>impacts</b> [1] - 3:43</p> <p><b>implement</b> [1] - 19:15</p> <p><b>implementation</b> [1] - 42:16</p> <p><b>importance</b> [3] - 16:44, 19:30, 43:32</p> <p><b>important</b> [23] - 4:5, 9:47, 10:31, 10:39, 12:14, 17:40, 22:42, 24:12, 24:20, 28:4, 29:20, 32:7, 33:5, 36:19, 37:2, 37:4, 37:23, 38:40, 40:19, 41:23, 43:34, 55:11, 67:36</p> <p><b>importantly</b> [2] - 23:27, 31:18</p> <p><b>impressed</b> [1] - 10:46</p> <p><b>impression</b> [1] - 52:16</p> <p><b>improve</b> [2] - 8:39,</p>	<p>33:46</p> <p><b>improved</b> [4] - 68:14, 71:40, 72:3, 72:30</p> <p><b>improvements</b> [2] - 13:22, 13:23</p> <p><b>improving</b> [4] - 2:31, 2:39, 13:2, 68:19</p> <p><b>inadequate</b> [2] - 5:23, 10:36</p> <p><b>incidence</b> [1] - 4:15</p> <p><b>include</b> [2] - 18:6, 19:24</p> <p><b>including</b> [7] - 13:29, 15:31, 17:16, 18:32, 18:45, 19:27, 43:41</p> <p><b>inclusion</b> [1] - 16:46</p> <p><b>inclusive</b> [1] - 2:46</p> <p><b>incorporate</b> [1] - 28:25</p> <p><b>increase</b> [1] - 55:36</p> <p><b>increases</b> [1] - 14:30</p> <p><b>increasingly</b> [3] - 4:27, 14:16, 46:15</p> <p><b>incredible</b> [7] - 24:41, 37:19, 38:39, 39:43, 41:27, 41:40, 42:7</p> <p><b>incredibly</b> [6] - 22:20, 25:40, 28:41, 31:31, 35:7</p> <p><b>indeed</b> [3] - 4:37, 13:25, 17:3</p> <p><b>independence</b> [1] - 5:41</p> <p><b>independent</b> [2] - 9:28, 56:40</p> <p><b>indexed</b> [1] - 14:29</p> <p><b>indicated</b> [1] - 58:43</p> <p><b>individual</b> [5] - 3:7, 7:39, 10:2, 22:27, 28:31</p> <p><b>individually</b> [3] - 26:39, 27:1, 30:8</p> <p><b>individuals</b> [2] - 5:14, 6:14</p> <p><b>induced</b> [3] - 62:33, 63:3, 63:7</p> <p><b>influence</b> [2] - 53:42, 61:21</p> <p><b>influencer</b> [1] - 27:47</p> <p><b>influential</b> [1] - 22:11</p> <p><b>information</b> [4] - 8:45, 11:1, 16:40, 16:41</p> <p><b>informed</b> [1] - 23:35</p> <p><b>Inglis</b> [1] - 32:3</p> <p><b>ingrained</b> [1] - 21:34</p> <p><b>initial</b> [4] - 24:2, 35:43, 35:46, 66:36</p> <p><b>initiatives</b> [1] - 18:45</p> <p><b>inject</b> [1] - 65:3</p> <p><b>injected</b> [1] - 62:18</p>
---	---	---	--	--

<p><b>innovation</b> [2] - 15:21, 18:32</p> <p><b>innovative</b> [1] - 17:15</p> <p><b>inquiry</b> [1] - 5:46</p> <p><b>inquisitive</b> [1] - 30:22</p> <p><b>inside</b> [1] - 21:32</p> <p><b>insidious</b> [1] - 25:40</p> <p><b>insights</b> [1] - 7:4</p> <p><b>inspirational</b> [1] - 8:23</p> <p><b>inspired</b> [1] - 9:20</p> <p><b>inspiring</b> [2] - 30:39, 31:16</p> <p><b>instances</b> [2] - 8:23, 26:13</p> <p><b>instantly</b> [2] - 70:6, 71:16</p> <p><b>Institute</b> [2] - 4:20, 20:14</p> <p><b>instrumental</b> [1] - 6:16</p> <p><b>insufficient</b> [1] - 15:14</p> <p><b>insurance</b> [1] - 71:31</p> <p><b>intake</b> [1] - 35:46</p> <p><b>integral</b> [1] - 6:41</p> <p><b>integrated</b> [1] - 8:31</p> <p><b>intelligence</b> [1] - 22:4</p> <p><b>intend</b> [1] - 9:43</p> <p><b>intention</b> [1] - 10:1</p> <p><b>inter</b> [1] - 12:24</p> <p><b>inter-connected</b> [1] - 12:24</p> <p><b>interaction</b> [3] - 16:39, 19:29, 62:47</p> <p><b>interactions</b> [1] - 19:25</p> <p><b>interest</b> [1] - 5:44</p> <p><b>interested</b> [4] - 48:5, 48:11, 53:16, 53:18</p> <p><b>interesting</b> [6] - 18:31, 23:32, 29:22, 30:21, 45:37, 49:9</p> <p><b>intergenerational</b> [1] - 17:29</p> <p><b>internally/externally</b> [1] - 29:3</p> <p><b>interrogating</b> [1] - 19:23</p> <p><b>intersex</b> [1] - 18:3</p> <p><b>intervene</b> [2] - 13:13, 34:37</p> <p><b>intervention</b> [2] - 17:16, 59:17</p> <p><b>interview</b> [2] - 38:34, 51:30</p> <p><b>intimidating</b> [1] - 63:42</p> <p><b>intimidation</b> [1] - 7:32</p> <p><b>INTO</b> [1] - 1:5</p> <p><b>inundated</b> [2] - 31:35</p>	<p><b>invariably</b> [2] - 28:8, 45:43</p> <p><b>invasive</b> [1] - 25:40</p> <p><b>invest</b> [2] - 23:26, 33:2</p> <p><b>invested</b> [1] - 23:19</p> <p><b>investigate</b> [1] - 10:11</p> <p><b>Investment</b> [2] - 43:38, 52:42</p> <p><b>investment</b> [1] - 54:22</p> <p><b>investment-related</b> [1] - 54:22</p> <p><b>invite</b> [2] - 28:46, 29:7</p> <p><b>invited</b> [2] - 30:40, 61:27</p> <p><b>invites</b> [1] - 30:7</p> <p><b>involuntary</b> [3] - 15:31, 64:25, 64:26</p> <p><b>involved</b> [6] - 38:32, 39:34, 42:6, 42:18, 55:31, 56:11</p> <p><b>ironically</b> [1] - 44:36</p> <p><b>irrespective</b> [1] - 27:22</p> <p><b>Island</b> [1] - 2:14</p> <p><b>Islander</b> [2] - 2:47, 17:25</p> <p><b>isolate</b> [1] - 34:15</p> <p><b>isolated</b> [2] - 4:4, 35:33</p> <p><b>issue</b> [5] - 31:46, 45:21, 49:25, 50:40, 52:34</p> <p><b>issues</b> [31] - 7:18, 12:19, 12:23, 13:38, 19:22, 19:26, 26:37, 31:28, 34:44, 35:19, 50:2, 52:19, 57:39, 58:21, 59:3, 59:19, 59:20, 59:27, 60:28, 63:39, 64:17, 66:40, 67:37, 67:40, 68:15, 69:7, 69:20, 71:26, 73:12, 74:4, 75:13</p> <p><b>itself</b> [1] - 27:35</p>	<p>36:39, 38:28</p> <p><b>joining</b> [2] - 2:1, 2:10</p> <p><b>journalists</b> [2] - 51:16, 51:22</p> <p><b>journey</b> [9] - 12:38, 21:15, 21:18, 25:31, 25:44, 29:24, 31:12, 33:7, 33:31</p> <p><b>journeys</b> [1] - 6:21</p> <p><b>judge</b> [1] - 68:34</p> <p><b>judged</b> [2] - 28:20, 32:44</p> <p><b>judgment</b> [2] - 26:6, 26:8</p> <p><b>judgmental</b> [1] - 31:26</p> <p><b>Julia</b> [1] - 74:11</p> <p><b>July</b> [4] - 1:18, 21:10, 21:13, 25:17</p> <p><b>JULY</b> [1] - 75:41</p> <p><b>jumping</b> [1] - 53:12</p> <p><b>jumpy</b> [1] - 63:11</p> <p><b>June</b> [1] - 22:33</p> <p><b>Juniper</b> [4] - 33:26, 33:30, 33:36</p> <p><b>juniper</b> [2] - 42:23, 42:40</p> <p><b>JUNIPER</b> [1] - 33:28</p> <p><b>justice</b> [2] - 19:26, 68:22</p>	<p>54:17, 69:24</p> <p><b>Koori</b> [2] - 67:8, 67:22</p> <p><b>Krakouer</b> [1] - 69:14</p> <p><b>Kulin</b> [1] - 2:9</p>	<p>19:38, 51:10, 51:20, 59:15, 70:29</p> <p><b>leaves</b> [2] - 40:41, 64:30</p> <p><b>leaving</b> [1] - 36:23</p> <p><b>led</b> [10] - 2:38, 2:41, 6:23, 30:45, 36:11, 44:11, 45:34, 45:35, 58:15, 59:3</p> <p><b>left</b> [15] - 36:32, 40:45, 45:25, 47:25, 50:20, 52:11, 60:5, 60:23, 60:25, 64:32, 67:45, 69:32, 70:23, 71:15, 71:35</p> <p><b>legislation</b> [1] - 16:39</p> <p><b>legislative</b> [1] - 9:18</p> <p><b>legitimate</b> [4] - 26:8, 26:10, 27:9, 54:44</p> <p><b>lens</b> [1] - 12:30</p> <p><b>lesbian</b> [1] - 18:3</p> <p><b>less</b> [10] - 29:43, 43:33, 60:25, 61:14, 62:8, 65:41, 66:1, 67:46, 70:36, 72:11</p> <p><b>letting</b> [1] - 70:14</p> <p><b>level</b> [6] - 4:7, 5:5, 10:28, 56:37, 58:4, 71:17</p> <p><b>levels</b> [2] - 4:27, 54:18</p> <p><b>LGBTI</b> [1] - 18:7</p> <p><b>liaising</b> [1] - 36:31</p> <p><b>Libby</b> [1] - 32:3</p> <p><b>Liberal</b> [2] - 43:41, 47:33</p> <p><b>liberating</b> [2] - 24:23, 24:43</p> <p><b>lies</b> [1] - 7:39</p> <p><b>life</b> [72] - 22:12, 23:45, 24:4, 24:6, 24:9, 24:27, 25:6, 25:38, 27:4, 27:37, 28:8, 28:32, 28:33, 28:43, 29:18, 29:27, 29:34, 29:35, 29:45, 30:13, 31:4, 31:5, 32:6, 33:3, 34:31, 36:9, 36:22, 36:46, 44:39, 45:8, 45:18, 47:13, 49:29, 50:2, 52:41, 53:35, 57:47, 58:9, 58:13, 58:19, 58:44, 60:33, 64:10, 64:11, 64:12, 65:24, 67:28, 68:14, 68:44, 68:46, 68:47, 69:5, 69:16, 69:17, 69:38, 70:18, 70:31, 70:37, 71:14, 71:37, 72:29, 72:30, 72:34, 72:41, 73:19,</p>
			<b>L</b>	
			<p><b>label</b> [2] - 40:20, 59:26</p> <p><b>labelling</b> [1] - 26:7</p> <p><b>laboratory</b> [1] - 57:1</p> <p><b>lack</b> [6] - 15:35, 61:13, 66:12, 66:34, 69:18, 73:43</p> <p><b>Lady</b> [1] - 26:47</p> <p><b>laid</b> [1] - 47:19</p> <p><b>Lance</b> [1] - 32:2</p> <p><b>land</b> [2] - 2:8, 2:35</p> <p><b>largely</b> [2] - 14:8, 52:10</p> <p><b>laser</b> [1] - 36:40</p> <p><b>last</b> [10] - 31:7, 49:20, 49:21, 53:20, 53:22, 53:27, 53:29, 53:33, 54:29, 65:30</p> <p><b>late</b> [3] - 34:39, 46:15, 71:3</p> <p><b>Latrobe</b> [1] - 20:8</p> <p><b>launch</b> [1] - 56:44</p> <p><b>launched</b> [1] - 56:44</p> <p><b>Laurie</b> [2] - 51:16, 51:25</p> <p><b>lawn</b> [1] - 59:40</p> <p><b>lawyers</b> [1] - 52:46</p> <p><b>lay</b> [1] - 12:27</p> <p><b>lead</b> [2] - 19:8, 28:42</p> <p><b>Leader</b> [2] - 43:42, 50:23</p> <p><b>leaders</b> [5] - 12:3, 12:13, 14:2, 16:4, 17:24</p> <p><b>leadership</b> [7] - 2:29, 5:44, 19:10, 47:35, 48:4, 49:25, 52:5</p> <p><b>leading</b> [5] - 11:25, 13:41, 60:20, 60:42, 70:34</p> <p><b>league</b> [1] - 72:38</p> <p><b>leaned</b> [1] - 47:4</p> <p><b>leant</b> [1] - 47:21</p> <p><b>learn</b> [5] - 2:18, 3:5, 10:12, 17:23, 36:23</p> <p><b>learned</b> [2] - 22:9, 55:16</p> <p><b>learnt</b> [3] - 3:15, 6:19, 68:47</p> <p><b>least</b> [7] - 15:45, 50:41, 51:10, 51:36, 54:33, 55:3, 55:4</p> <p><b>leave</b> [6] - 14:24,</p>	
		<b>K</b>		
		<p><b>keen</b> [1] - 10:12</p> <p><b>keep</b> [9] - 24:24, 42:6, 42:9, 42:13, 48:36, 49:37, 55:38, 67:16, 75:15</p> <p><b>keeping</b> [3] - 14:13, 40:6, 41:3</p> <p><b>kept</b> [5] - 14:14, 23:13, 24:17, 48:36, 58:10</p> <p><b>key</b> [2] - 14:2, 15:23</p> <p><b>kicking</b> [1] - 70:45</p> <p><b>kid</b> [1] - 64:18</p> <p><b>Kidman</b> [1] - 44:2</p> <p><b>kids</b> [4] - 45:23, 55:46, 67:41, 67:42</p> <p><b>kill</b> [1] - 25:41</p> <p><b>kind</b> [5] - 24:35, 31:11, 36:13, 37:17, 63:16</p> <p><b>kindly</b> [1] - 63:31</p> <p><b>knee</b> [1] - 58:11</p> <p><b>knock</b> [1] - 65:35</p> <p><b>knocked</b> [1] - 65:8</p> <p><b>knowing</b> [3] - 39:1, 48:16, 54:46</p> <p><b>knowledge</b> [1] - 2:19</p> <p><b>known</b> [1] - 11:47</p> <p><b>knows</b> [3] - 37:30,</p>		
	<b>J</b>			
	<p><b>Jack</b> [1] - 25:18</p> <p><b>JAMES</b> [1] - 57:23</p> <p><b>January</b> [1] - 70:33</p> <p><b>job</b> [10] - 28:47, 29:1, 45:40, 48:24, 50:39, 51:28, 55:20, 68:11, 72:32</p> <p><b>jobs</b> [3] - 15:10, 36:26, 48:14</p> <p><b>JOHN</b> [1] - 43:16</p> <p><b>join</b> [2] - 36:38, 39:36</p> <p><b>joined</b> [4] - 2:4, 20:46,</p>			

<p>73:36, 74:20, 74:26, 74:43  <b>life-changing</b> [2] - 24:4, 32:6  <b>life-threatening</b> [1] - 27:4  <b>Lifeline</b> [1] - 70:38  <b>lifelong</b> [1] - 13:37  <b>lifetime</b> [3] - 3:22, 3:27, 11:17  <b>lift</b> [1] - 45:19  <b>light</b> [1] - 29:40  <b>lights</b> [2] - 21:17  <b>likely</b> [2] - 4:19, 7:42  <b>limitations</b> [1] - 11:47  <b>Limited</b> [2] - 20:10, 20:12  <b>limited</b> [1] - 66:32  <b>line</b> [1] - 49:31  <b>lines</b> [1] - 10:24  <b>linguistically</b> [1] - 18:18  <b>Lions</b> [1] - 52:24  <b>Lisa</b> [2] - 1:34, 11:32  <b>list</b> [3] - 4:16, 19:34, 20:3  <b>listen</b> [3] - 10:12, 11:6, 74:12  <b>listened</b> [2] - 73:46, 75:6  <b>listening</b> [2] - 50:36, 75:26  <b>lists</b> [1] - 67:38  <b>literally</b> [1] - 66:22  <b>literature</b> [1] - 46:26  <b>live</b> [15] - 3:35, 3:38, 8:2, 8:29, 9:14, 15:9, 24:7, 25:4, 26:14, 27:8, 30:5, 47:13, 68:45, 74:26, 74:42  <b>lived</b> [14] - 6:20, 11:7, 12:9, 24:13, 24:14, 24:25, 24:31, 42:9, 42:17, 46:17, 54:16, 69:13, 69:19, 75:4  <b>liver</b> [1] - 56:18  <b>lives</b> [8] - 3:38, 8:2, 8:29, 8:32, 8:39, 18:36, 30:4, 33:46  <b>living</b> [18] - 3:31, 16:14, 22:37, 22:44, 23:7, 23:17, 23:30, 24:6, 25:31, 27:2, 27:15, 28:19, 30:11, 34:3, 58:16, 65:11, 70:30, 72:23  <b>load</b> [1] - 16:35  <b>loaded</b> [1] - 66:42  <b>locations</b> [1] - 7:1  <b>locked</b> [2] - 22:40,</p>	<p>71:5  <b>long-standing</b> [1] - 2:29  <b>long-term</b> [1] - 9:36  <b>Look</b> [1] - 72:13  <b>look</b> [19] - 4:40, 4:42, 4:46, 5:15, 9:25, 9:45, 17:19, 27:7, 40:11, 46:7, 46:18, 46:19, 46:24, 48:47, 53:16, 54:13, 58:14, 58:35, 63:28  <b>looked</b> [3] - 58:47, 63:38, 70:3  <b>looking</b> [8] - 5:22, 5:23, 10:31, 17:20, 30:28, 50:29, 51:2, 54:45  <b>looks</b> [2] - 25:19, 25:26  <b>lose</b> [4] - 21:38, 26:33, 32:34  <b>losing</b> [5] - 8:15, 22:41, 29:31, 32:44, 73:26  <b>loss</b> [3] - 15:24, 22:23, 30:4  <b>lost</b> [6] - 18:36, 25:34, 45:5, 48:28, 62:11, 64:7  <b>lottery</b> [1] - 7:37  <b>Louise</b> [2] - 53:44, 53:45  <b>lounge</b> [2] - 61:27, 61:34  <b>love</b> [6] - 26:41, 37:6, 37:36, 49:13, 53:13  <b>loved</b> [13] - 3:25, 3:45, 7:26, 7:47, 8:15, 9:37, 16:42, 17:5, 23:28, 23:29, 44:43, 47:22, 48:29  <b>loving</b> [1] - 28:27  <b>low</b> [1] - 56:37  <b>loyal</b> [1] - 27:47  <b>lucky</b> [6] - 38:22, 38:24, 39:17, 40:47, 53:21, 68:32  <b>lunch</b> [2] - 57:14, 73:4  <b>LUNCHEON</b> [1] - 57:18  <b>lying</b> [3] - 23:20, 24:25, 49:10</p>	<p>67:4, 67:20  <b>magnified</b> [1] - 22:17  <b>main</b> [1] - 63:46  <b>major</b> [1] - 52:43  <b>Malcolm</b> [4] - 47:41, 48:1, 50:29, 51:13  <b>male</b> [8] - 21:25, 22:5, 22:8, 28:23, 32:40, 63:35, 66:30, 73:22  <b>male-specific</b> [1] - 32:40  <b>male/female</b> [1] - 32:41  <b>males</b> [5] - 22:11, 28:22, 32:37, 73:6, 73:26  <b>Malmsbury</b> [5] - 68:35, 68:37, 69:29, 69:39, 70:23  <b>man</b> [10] - 27:40, 27:45, 27:46, 28:14, 47:27, 71:39, 73:12, 73:29, 73:30, 75:9  <b>man's</b> [2] - 21:35, 28:2  <b>manage</b> [5] - 44:30, 47:28, 48:12, 55:18  <b>managed</b> [4] - 21:27, 25:6, 55:19, 72:33  <b>managers</b> [2] - 16:27, 36:15  <b>managing</b> [1] - 17:10  <b>manner</b> [1] - 30:2  <b>March</b> [1] - 24:3  <b>marginalised</b> [1] - 42:10  <b>marginalising</b> [1] - 26:8  <b>marijuana</b> [2] - 58:9, 58:16  <b>marriage</b> [1] - 45:30  <b>married</b> [1] - 74:16  <b>Mary</b> [1] - 47:14  <b>Maryborough</b> [2] - 17:8, 20:9  <b>masculinity</b> [2] - 27:32, 28:16  <b>mate</b> [4] - 59:41, 71:1, 71:38, 72:13  <b>mates</b> [3] - 36:45, 68:13, 70:42  <b>matter</b> [1] - 37:9  <b>matters</b> [1] - 28:43  <b>McLay</b> [1] - 19:40  <b>McSherry</b> [4] - 1:29, 2:5, 42:26, 42:36  <b>meals</b> [1] - 64:3  <b>mean</b> [12] - 3:25, 25:29, 30:47, 41:5, 44:31, 45:23, 48:7, 51:47, 52:46, 53:38,</p>	<p>64:28, 68:20  <b>means</b> [5] - 7:17, 13:32, 14:23, 28:14, 52:35  <b>meant</b> [6] - 14:30, 21:35, 22:14, 27:40, 27:46, 65:4  <b>measure</b> [1] - 12:13  <b>measures</b> [1] - 13:26  <b>mechanisms</b> [1] - 19:13  <b>medal</b> [1] - 25:18  <b>media</b> [1] - 51:38  <b>medical</b> [3] - 32:13, 55:17, 55:25  <b>medicate</b> [1] - 22:1  <b>medication</b> [13] - 51:12, 52:37, 60:19, 63:22, 63:47, 65:3, 65:4, 65:7, 66:43, 67:13, 68:18, 70:42, 70:46  <b>medications</b> [3] - 56:13, 58:18, 58:22  <b>medium</b> [2] - 9:36, 56:38  <b>meet</b> [5] - 2:8, 11:23, 17:13, 36:1, 40:40  <b>meeting</b> [1] - 50:18  <b>meetings</b> [1] - 45:45  <b>Melbourne</b> [16] - 1:11, 1:13, 20:9, 20:12, 20:13, 20:38, 21:14, 30:36, 30:38, 53:9, 56:16, 67:4, 67:5, 67:6, 67:10, 67:20  <b>Melbourne's</b> [1] - 6:47  <b>Member</b> [3] - 43:24, 43:28, 54:40  <b>member</b> [2] - 44:2, 55:42  <b>members</b> [6] - 6:8, 12:45, 16:13, 16:17, 23:9, 32:8  <b>men</b> [22] - 22:9, 22:14, 22:15, 27:38, 28:18, 31:41, 32:13, 32:18, 32:25, 32:31, 32:36, 32:37, 32:42, 44:40, 53:32, 73:6, 73:8, 73:14, 73:22, 74:2, 74:25, 75:8  <b>MENTAL</b> [1] - 1:5  <b>Mental</b> [1] - 20:14  <b>mental</b> [167] - 2:3, 2:45, 3:6, 3:16, 3:19, 3:22, 3:26, 3:29, 3:32, 3:34, 3:36, 3:42, 3:47, 4:3, 4:10, 4:13, 4:14, 4:23,</p>	<p>4:26, 4:36, 4:41, 4:42, 5:3, 5:4, 5:9, 5:15, 5:19, 5:34, 5:47, 6:14, 6:29, 6:32, 6:35, 6:37, 7:27, 7:30, 7:37, 7:43, 8:28, 9:10, 9:12, 9:16, 9:24, 9:33, 9:44, 10:35, 11:8, 11:17, 11:23, 11:39, 12:10, 12:23, 12:33, 13:8, 13:11, 13:12, 13:18, 13:19, 13:24, 13:31, 13:37, 13:47, 14:3, 14:8, 14:16, 14:34, 14:35, 14:41, 14:44, 14:45, 14:46, 15:7, 15:13, 15:24, 15:33, 15:45, 16:8, 16:14, 17:10, 17:12, 17:34, 17:41, 17:44, 18:2, 18:7, 18:9, 18:13, 18:15, 18:17, 19:10, 19:11, 19:12, 19:14, 19:25, 19:28, 19:29, 19:46, 20:11, 20:32, 22:2, 23:12, 23:18, 24:17, 24:26, 25:30, 25:32, 26:3, 26:9, 26:37, 27:9, 27:29, 28:37, 29:14, 31:41, 33:9, 33:31, 33:32, 33:45, 34:16, 41:14, 41:19, 41:20, 41:22, 42:28, 43:20, 47:5, 48:47, 51:21, 52:19, 54:8, 55:5, 56:41, 57:39, 59:20, 59:26, 60:4, 60:9, 60:17, 60:20, 61:2, 63:12, 63:38, 64:17, 66:34, 66:36, 67:15, 67:36, 67:40, 68:15, 68:19, 69:20, 69:45, 71:26, 71:31, 72:3, 72:5, 72:6, 72:7, 73:1, 73:8, 73:23, 73:41, 74:3, 74:23, 75:13  <b>mentality</b> [2] - 21:33, 22:14  <b>mentally</b> [2] - 58:14, 67:17  <b>mentioned</b> [3] - 52:15, 59:30, 74:18  <b>mentioning</b> [1] - 51:31  <b>Mercy</b> [1] - 20:10  <b>message</b> [3] - 4:32, 30:32, 30:41  <b>messaged</b> [2] - 31:38,</p>
	<b>M</b>			
	<p><b>m'mm</b> [1] - 37:25  <b>machines</b> [1] - 66:17  <b>Magistrates'</b> [2] -</p>			

<p>70:42  <b>messages</b> [1] - 31:33  <b>met</b> [2] - 32:20, 53:25  <b>methodically</b> [1] - 9:30  <b>methods</b> [1] - 9:26  <b>metrics</b> [1] - 13:24  <b>mid-50s</b> [1] - 45:39  <b>middle</b> [5] - 15:5, 47:32, 52:5, 52:12, 59:41  <b>might</b> [24] - 3:36, 3:43, 4:42, 5:20, 5:21, 5:22, 5:26, 5:28, 5:30, 19:3, 31:36, 32:24, 39:2, 43:4, 44:43, 48:8, 52:18, 55:3, 58:24, 58:25, 59:13, 73:16, 73:17  <b>mild</b> [1] - 58:15  <b>million</b> [2] - 3:19, 3:21  <b>mimic</b> [1] - 72:6  <b>mind</b> [4] - 40:32, 47:17, 55:28, 66:41  <b>mindful</b> [2] - 9:19, 11:7  <b>minds</b> [2] - 10:11, 10:25  <b>mine</b> [2] - 27:33, 39:15  <b>Minister</b> [8] - 43:34, 43:35, 43:36, 43:38, 47:39, 47:40, 47:41, 52:42  <b>minor</b> [1] - 57:41  <b>minute</b> [1] - 21:15  <b>minutes</b> [8] - 47:20, 47:24, 49:12, 50:47, 61:25, 70:3, 70:25, 71:9  <b>mirrored</b> [2] - 14:9, 22:11  <b>miss</b> [1] - 35:28  <b>missed</b> [3] - 51:1, 55:28, 61:6  <b>missing</b> [3] - 15:5, 34:18, 35:32  <b>mission</b> [3] - 29:15, 74:41, 74:44  <b>Mitchell</b> [2] - 51:17, 51:29  <b>model</b> [1] - 28:1  <b>models</b> [2] - 16:45, 17:42  <b>modern</b> [1] - 2:25  <b>moment</b> [13] - 3:24, 22:38, 23:19, 25:37, 33:5, 33:10, 43:1, 46:43, 48:1, 52:15, 62:6, 69:18, 74:43  <b>Monash</b> [1] - 20:10</p>	<p><b>Monday</b> [2] - 21:11, 51:29  <b>money</b> [4] - 30:46, 30:47, 45:28, 55:23  <b>monies</b> [2] - 54:46, 55:36  <b>month</b> [5] - 12:25, 40:42, 41:1, 64:40, 70:18  <b>months</b> [28] - 12:6, 19:19, 21:29, 23:43, 31:14, 39:35, 47:47, 49:31, 51:10, 51:20, 52:2, 53:7, 53:14, 53:33, 60:30, 67:23, 67:44, 68:2, 68:6, 68:36, 68:46, 69:28, 70:40, 72:33, 74:15  <b>months'</b> [1] - 56:42  <b>mood</b> [1] - 71:45  <b>moods</b> [2] - 44:9, 52:33  <b>moral</b> [1] - 8:19  <b>morbidity</b> [1] - 13:19  <b>Morgan</b> [1] - 19:40  <b>morning</b> [10] - 44:22, 45:27, 46:7, 46:10, 49:3, 51:43, 52:44, 53:30, 54:10, 62:44  <b>mornings</b> [5] - 44:9, 45:10, 45:14, 45:19, 48:15  <b>mortality</b> [1] - 13:19  <b>Morwood</b> [1] - 72:17  <b>most</b> [18] - 10:26, 13:33, 14:3, 14:46, 18:21, 23:29, 23:34, 28:4, 32:1, 32:33, 39:14, 43:32, 44:37, 44:38, 45:16, 49:4, 52:29, 72:47  <b>mother</b> [7] - 15:29, 23:10, 35:43, 36:7, 44:12, 47:22, 49:14  <b>mouth</b> [2] - 46:28, 56:47  <b>move</b> [3] - 34:6, 65:41, 68:30  <b>moved</b> [2] - 20:46, 44:16  <b>movies</b> [1] - 36:44  <b>moving</b> [1] - 73:38  <b>MP</b> [1] - 43:40  <b>MS</b> [22] - 11:35, 19:40, 20:18, 20:25, 20:30, 33:13, 33:18, 33:25, 33:30, 42:23, 42:40, 42:46, 43:9, 43:13, 43:18, 57:6, 57:13, 57:20, 57:25, 75:20,</p>	<p>75:28, 75:34  <b>multiple</b> [4] - 8:31, 10:15, 37:29  <b>multitude</b> [1] - 9:18  <b>mum</b> [4] - 34:4, 60:43, 64:5, 74:18  <b>Murrup</b> [1] - 2:22  <b>music</b> [1] - 65:14  <b>must</b> [9] - 4:46, 6:13, 7:46, 9:19, 11:22, 12:23, 46:9, 46:10</p>	<p><b>negotiating</b> [1] - 52:45  <b>neighbourhood</b> [1] - 3:31  <b>neighbours</b> [1] - 17:21  <b>Neil</b> [2] - 51:17, 51:29  <b>nerves</b> [1] - 47:14  <b>nervous</b> [3] - 21:19, 66:38, 70:26  <b>networks</b> [1] - 58:6  <b>never</b> [19] - 23:9, 23:46, 25:9, 32:7, 32:20, 35:21, 37:15, 44:39, 45:28, 45:29, 45:31, 51:9, 53:18, 62:30, 63:39, 68:43, 72:19, 72:21, 74:27  <b>new</b> [3] - 9:5, 10:11, 38:34  <b>New</b> [1] - 52:45  <b>news</b> [1] - 53:39  <b>next</b> [21] - 11:38, 12:25, 13:10, 13:45, 17:7, 17:23, 33:25, 42:46, 43:13, 44:22, 44:28, 47:28, 49:3, 50:13, 50:15, 57:20, 71:17, 71:23, 73:15, 73:16  <b>nicer</b> [1] - 71:47  <b>Nichols</b> [2] - 1:34, 11:32  <b>NICHOLS</b> [17] - 11:35, 20:18, 20:25, 20:30, 33:13, 33:18, 33:25, 33:30, 42:23, 42:40, 42:46, 43:9, 43:13, 43:18, 57:6, 57:13, 75:34  <b>Nicole</b> [3] - 33:25, 33:26, 42:26  <b>NICOLE</b> [1] - 33:28  <b>night</b> [12] - 21:16, 31:15, 58:23, 58:24, 58:40, 59:7, 61:18, 71:21, 71:22, 72:20, 72:44  <b>night's</b> [1] - 44:24  <b>night-time</b> [1] - 61:18  <b>nine</b> [2] - 44:12, 44:13  <b>Nixon</b> [1] - 69:9  <b>nobody</b> [2] - 37:30, 40:28  <b>nominating</b> [1] - 56:33  <b>non</b> [2] - 15:26, 31:26  <b>non-clinical</b> [1] - 15:26  <b>non-judgmental</b> [1] - 31:26  <b>normal</b> [5] - 36:47,</p>	<p>45:27, 45:36, 46:16, 50:37  <b>normally</b> [1] - 50:43  <b>North</b> [3] - 20:38, 20:41, 21:14  <b>Northern</b> [1] - 20:10  <b>note</b> [3] - 9:47, 62:28, 70:44  <b>notes</b> [2] - 40:25, 53:29  <b>nothing</b> [8] - 22:36, 26:23, 32:43, 39:17, 49:32, 56:47, 66:14, 74:36  <b>notice</b> [1] - 68:15  <b>noticed</b> [3] - 34:38, 34:43, 45:34  <b>notion</b> [1] - 28:16  <b>nowhere</b> [2] - 55:29, 61:23  <b>nuanced</b> [1] - 13:5  <b>number</b> [9] - 9:9, 16:3, 31:38, 36:21, 43:40, 51:43, 55:20, 57:40, 59:4  <b>numbers</b> [2] - 3:24, 54:14  <b>nuns</b> [1] - 44:17  <b>nurse</b> [2] - 66:30  <b>nurses</b> [3] - 62:27, 62:38, 65:2  <b>nurturing</b> [1] - 28:28  <b>nutrition</b> [1] - 33:39  <b>nutritionist</b> [1] - 33:45  <b>nutshell</b> [1] - 75:18</p>
<b>N</b>				
<p><b>nah</b> [3] - 63:38, 70:7, 70:39  <b>nail</b> [3] - 52:11, 55:13, 55:47  <b>nailed</b> [1] - 50:37  <b>name</b> [4] - 7:21, 45:12, 69:9, 70:6  <b>names</b> [1] - 20:1  <b>narrative</b> [3] - 22:17, 27:34, 32:35  <b>narrow</b> [1] - 58:10  <b>Nation</b> [1] - 2:9  <b>naturally</b> [1] - 30:22  <b>nature</b> [1] - 72:2  <b>navigate</b> [1] - 14:42  <b>navigating</b> [1] - 13:46  <b>near</b> [2] - 54:14, 55:29  <b>nearby</b> [1] - 47:6  <b>nearly</b> [5] - 3:20, 3:31, 4:21, 48:22, 67:28  <b>necessarily</b> [2] - 5:8, 65:10  <b>necessity</b> [1] - 23:15  <b>need</b> [43] - 3:40, 4:28, 4:45, 5:35, 6:5, 8:4, 10:33, 13:46, 14:47, 15:23, 22:10, 26:28, 26:42, 28:17, 28:34, 30:1, 32:13, 32:37, 39:21, 39:22, 40:19, 40:44, 41:17, 41:18, 41:23, 41:26, 41:30, 41:33, 41:34, 41:37, 42:9, 42:11, 42:13, 42:17, 42:18, 59:18, 66:38, 66:39, 66:40, 68:43, 69:16  <b>needed</b> [5] - 6:40, 35:25, 36:11, 38:2, 39:27  <b>needs</b> [9] - 7:27, 11:24, 15:6, 17:12, 17:45, 27:11, 32:35  <b>negative</b> [1] - 58:8  <b>negligible</b> [1] - 13:24</p>	<p><b>nah</b> [3] - 63:38, 70:7, 70:39  <b>nail</b> [3] - 52:11, 55:13, 55:47  <b>nailed</b> [1] - 50:37  <b>name</b> [4] - 7:21, 45:12, 69:9, 70:6  <b>names</b> [1] - 20:1  <b>narrative</b> [3] - 22:17, 27:34, 32:35  <b>narrow</b> [1] - 58:10  <b>Nation</b> [1] - 2:9  <b>naturally</b> [1] - 30:22  <b>nature</b> [1] - 72:2  <b>navigate</b> [1] - 14:42  <b>navigating</b> [1] - 13:46  <b>near</b> [2] - 54:14, 55:29  <b>nearby</b> [1] - 47:6  <b>nearly</b> [5] - 3:20, 3:31, 4:21, 48:22, 67:28  <b>necessarily</b> [2] - 5:8, 65:10  <b>necessity</b> [1] - 23:15  <b>need</b> [43] - 3:40, 4:28, 4:45, 5:35, 6:5, 8:4, 10:33, 13:46, 14:47, 15:23, 22:10, 26:28, 26:42, 28:17, 28:34, 30:1, 32:13, 32:37, 39:21, 39:22, 40:19, 40:44, 41:17, 41:18, 41:23, 41:26, 41:30, 41:33, 41:34, 41:37, 42:9, 42:11, 42:13, 42:17, 42:18, 59:18, 66:38, 66:39, 66:40, 68:43, 69:16  <b>needed</b> [5] - 6:40, 35:25, 36:11, 38:2, 39:27  <b>needs</b> [9] - 7:27, 11:24, 15:6, 17:12, 17:45, 27:11, 32:35  <b>negative</b> [1] - 58:8  <b>negligible</b> [1] - 13:24</p>	<p><b>negotiating</b> [1] - 52:45  <b>neighbourhood</b> [1] - 3:31  <b>neighbours</b> [1] - 17:21  <b>Neil</b> [2] - 51:17, 51:29  <b>nerves</b> [1] - 47:14  <b>nervous</b> [3] - 21:19, 66:38, 70:26  <b>networks</b> [1] - 58:6  <b>never</b> [19] - 23:9, 23:46, 25:9, 32:7, 32:20, 35:21, 37:15, 44:39, 45:28, 45:29, 45:31, 51:9, 53:18, 62:30, 63:39, 68:43, 72:19, 72:21, 74:27  <b>new</b> [3] - 9:5, 10:11, 38:34  <b>New</b> [1] - 52:45  <b>news</b> [1] - 53:39  <b>next</b> [21] - 11:38, 12:25, 13:10, 13:45, 17:7, 17:23, 33:25, 42:46, 43:13, 44:22, 44:28, 47:28, 49:3, 50:13, 50:15, 57:20, 71:17, 71:23, 73:15, 73:16  <b>nicer</b> [1] - 71:47  <b>Nichols</b> [2] - 1:34, 11:32  <b>NICHOLS</b> [17] - 11:35, 20:18, 20:25, 20:30, 33:13, 33:18, 33:25, 33:30, 42:23, 42:40, 42:46, 43:9, 43:13, 43:18, 57:6, 57:13, 75:34  <b>Nicole</b> [3] - 33:25, 33:26, 42:26  <b>NICOLE</b> [1] - 33:28  <b>night</b> [12] - 21:16, 31:15, 58:23, 58:24, 58:40, 59:7, 61:18, 71:21, 71:22, 72:20, 72:44  <b>night's</b> [1] - 44:24  <b>night-time</b> [1] - 61:18  <b>nine</b> [2] - 44:12, 44:13  <b>Nixon</b> [1] - 69:9  <b>nobody</b> [2] - 37:30, 40:28  <b>nominating</b> [1] - 56:33  <b>non</b> [2] - 15:26, 31:26  <b>non-clinical</b> [1] - 15:26  <b>non-judgmental</b> [1] - 31:26  <b>normal</b> [5] - 36:47,</p>	<p>45:27, 45:36, 46:16, 50:37  <b>normally</b> [1] - 50:43  <b>North</b> [3] - 20:38, 20:41, 21:14  <b>Northern</b> [1] - 20:10  <b>note</b> [3] - 9:47, 62:28, 70:44  <b>notes</b> [2] - 40:25, 53:29  <b>nothing</b> [8] - 22:36, 26:23, 32:43, 39:17, 49:32, 56:47, 66:14, 74:36  <b>notice</b> [1] - 68:15  <b>noticed</b> [3] - 34:38, 34:43, 45:34  <b>notion</b> [1] - 28:16  <b>nowhere</b> [2] - 55:29, 61:23  <b>nuanced</b> [1] - 13:5  <b>number</b> [9] - 9:9, 16:3, 31:38, 36:21, 43:40, 51:43, 55:20, 57:40, 59:4  <b>numbers</b> [2] - 3:24, 54:14  <b>nuns</b> [1] - 44:17  <b>nurse</b> [2] - 66:30  <b>nurses</b> [3] - 62:27, 62:38, 65:2  <b>nurturing</b> [1] - 28:28  <b>nutrition</b> [1] - 33:39  <b>nutritionist</b> [1] - 33:45  <b>nutshell</b> [1] - 75:18</p>	
<b>O</b>				
<p><b>o'clock</b> [4] - 43:1, 45:29, 45:47, 51:6  <b>Oakes</b> [2] - 51:17, 51:25  <b>Oakley</b> [1] - 25:19  <b>objective</b> [1] - 12:27  <b>obligation</b> [2] - 8:19, 29:39  <b>obsessive</b> [1] - 25:33  <b>obtain</b> [2] - 15:7, 40:38  <b>obvious</b> [1] - 35:34  <b>obviously</b> [5] - 34:34, 50:25, 55:1, 57:42, 59:20  <b>occasion</b> [1] - 61:43  <b>occasionally</b> [1] - 41:6  <b>occur</b> [2] - 13:13, 19:19  <b>occurring</b> [1] - 13:12  <b>offer</b> [5] - 6:21, 9:41,</p>	<p><b>o'clock</b> [4] - 43:1, 45:29, 45:47, 51:6  <b>Oakes</b> [2] - 51:17, 51:25  <b>Oakley</b> [1] - 25:19  <b>objective</b> [1] - 12:27  <b>obligation</b> [2] - 8:19, 29:39  <b>obsessive</b> [1] - 25:33  <b>obtain</b> [2] - 15:7, 40:38  <b>obvious</b> [1] - 35:34  <b>obviously</b> [5] - 34:34, 50:25, 55:1, 57:42, 59:20  <b>occasion</b> [1] - 61:43  <b>occasionally</b> [1] - 41:6  <b>occur</b> [2] - 13:13, 19:19  <b>occurring</b> [1] - 13:12  <b>offer</b> [5] - 6:21, 9:41,</p>	<p><b>o'clock</b> [4] - 43:1, 45:29, 45:47, 51:6  <b>Oakes</b> [2] - 51:17, 51:25  <b>Oakley</b> [1] - 25:19  <b>objective</b> [1] - 12:27  <b>obligation</b> [2] - 8:19, 29:39  <b>obsessive</b> [1] - 25:33  <b>obtain</b> [2] - 15:7, 40:38  <b>obvious</b> [1] - 35:34  <b>obviously</b> [5] - 34:34, 50:25, 55:1, 57:42, 59:20  <b>occasion</b> [1] - 61:43  <b>occasionally</b> [1] - 41:6  <b>occur</b> [2] - 13:13, 19:19  <b>occurring</b> [1] - 13:12  <b>offer</b> [5] - 6:21, 9:41,</p>	<p><b>o'clock</b> [4] - 43:1, 45:29, 45:47, 51:6  <b>Oakes</b> [2] - 51:17, 51:25  <b>Oakley</b> [1] - 25:19  <b>objective</b> [1] - 12:27  <b>obligation</b> [2] - 8:19, 29:39  <b>obsessive</b> [1] - 25:33  <b>obtain</b> [2] - 15:7, 40:38  <b>obvious</b> [1] - 35:34  <b>obviously</b> [5] - 34:34, 50:25, 55:1, 57:42, 59:20  <b>occasion</b> [1] - 61:43  <b>occasionally</b> [1] - 41:6  <b>occur</b> [2] - 13:13, 19:19  <b>occurring</b> [1] - 13:12  <b>offer</b> [5] - 6:21, 9:41,</p>	

<p>30:10, 66:32, 73:25  <b>offers</b> [2] - 5:4, 9:29  <b>office</b> [2] - 51:1, 75:3  <b>official</b> [1] - 68:33  <b>often</b> [19] - 5:16, 6:42, 7:14, 7:16, 7:36, 11:1, 14:23, 15:9, 16:33, 26:4, 27:3, 32:31, 34:20, 34:39, 39:20, 45:25, 45:35, 47:42, 48:10  <b>old</b> [7] - 33:36, 57:36, 57:37, 57:41, 57:46, 61:46, 68:21  <b>once</b> [27] - 5:4, 11:16, 19:23, 22:18, 23:45, 24:39, 30:5, 30:24, 34:12, 34:31, 36:9, 36:10, 36:13, 40:10, 42:15, 48:38, 48:41, 51:46, 52:20, 52:28, 53:27, 60:2, 66:10, 70:7, 70:18, 70:19  <b>once-in-a-generation</b> [1] - 5:4  <b>one</b> [67] - 2:44, 3:26, 5:32, 6:43, 7:28, 7:29, 9:2, 10:25, 10:40, 11:7, 15:8, 15:29, 16:37, 18:22, 19:47, 22:21, 23:32, 24:4, 26:39, 26:40, 29:24, 30:15, 30:24, 30:41, 32:34, 36:21, 36:39, 37:13, 37:37, 39:47, 40:5, 40:41, 41:23, 41:27, 41:41, 43:3, 44:11, 47:6, 48:10, 48:39, 49:4, 49:23, 49:35, 50:21, 50:22, 53:43, 54:17, 55:5, 55:21, 55:41, 56:10, 56:36, 57:2, 57:13, 59:33, 62:17, 63:25, 64:35, 65:30, 65:31, 69:22, 70:39, 71:21, 74:12  <b>one's</b> [1] - 7:33  <b>one-paged</b> [1] - 57:2  <b>ones</b> [12] - 3:25, 3:45, 7:26, 7:47, 8:15, 9:37, 16:42, 17:5, 43:32, 43:33, 44:43, 49:30  <b>ongoing</b> [2] - 2:17, 3:35  <b>open</b> [6] - 10:11, 10:25, 10:43, 24:45, 31:25, 72:45  <b>opened</b> [4] - 50:31,</p>	<p>62:45, 65:35, 71:6  <b>opening</b> [2] - 11:31, 15:34  <b>operates</b> [1] - 9:30  <b>operating</b> [1] - 8:24  <b>operations</b> [1] - 10:10  <b>opinion</b> [5] - 28:17, 40:33, 40:34, 41:17  <b>opinions</b> [2] - 13:17, 24:12  <b>opportunities</b> [6] - 5:9, 19:28, 32:17, 36:34, 74:29, 74:45  <b>opportunity</b> [19] - 5:4, 6:3, 7:39, 8:2, 9:29, 9:41, 11:17, 12:34, 13:18, 15:1, 23:29, 23:34, 25:10, 26:21, 27:20, 29:9, 30:9, 32:10, 36:46  <b>opposition</b> [1] - 43:33  <b>Opposition</b> [3] - 43:37, 43:42, 50:23  <b>optimise</b> [1] - 9:33  <b>optimism</b> [3] - 12:7, 12:12, 33:11  <b>optimistic</b> [3] - 32:47, 33:2, 33:3  <b>option</b> [1] - 35:31  <b>options</b> [3] - 25:39, 66:16, 71:47  <b>orally</b> [1] - 65:5  <b>ordeal</b> [1] - 51:37  <b>order</b> [2] - 24:19, 53:40  <b>Order</b> [1] - 65:42  <b>organisations</b> [4] - 6:25, 19:46, 20:5, 55:31  <b>organising</b> [1] - 36:32  <b>original</b> [1] - 48:34  <b>Orygen</b> [13] - 35:42, 36:8, 36:13, 36:15, 36:25, 36:38, 37:2, 37:40, 38:1, 38:3, 38:22, 38:39, 42:28  <b>Osher</b> [1] - 32:3  <b>ostracising</b> [1] - 26:7  <b>otherwise</b> [1] - 33:2  <b>ourselves</b> [1] - 67:32  <b>out-of-home</b> [1] - 5:28  <b>outcome</b> [1] - 24:38  <b>outcomes</b> [5] - 2:31, 2:39, 18:2, 18:7, 18:10  <b>outer</b> [1] - 47:6  <b>outlets</b> [1] - 66:17  <b>outside</b> [5] - 21:30, 23:14, 23:19, 50:20, 69:38</p>	<p><b>outstanding</b> [2] - 8:35, 54:9  <b>overnight</b> [2] - 9:19, 71:21  <b>overriding</b> [1] - 21:24  <b>overseas</b> [1] - 18:23  <b>overstate</b> [1] - 24:14  <b>overwhelmed</b> [3] - 3:47, 8:38, 31:35  <b>overwhelming</b> [6] - 14:15, 21:24, 24:37, 31:15, 31:16, 65:22  <b>own</b> [21] - 3:31, 7:43, 17:20, 26:2, 42:12, 52:11, 58:44, 60:5, 64:11, 64:12, 70:18, 70:37, 71:14, 71:29, 72:9, 72:41, 72:42, 73:1, 73:13, 73:19  <b>owner</b> [1] - 28:1  <b>owners</b> [1] - 2:8  <b>ownership</b> [1] - 68:28</p>	<p>50:17, 51:11, 53:46, 54:40  <b>part</b> [14] - 9:23, 10:39, 10:40, 14:46, 26:40, 27:31, 28:36, 30:5, 32:20, 32:21, 52:37, 55:11, 58:12, 74:8  <b>participant</b> [1] - 9:3  <b>participate</b> [1] - 10:4  <b>participation</b> [2] - 2:47, 5:43  <b>particular</b> [7] - 17:9, 25:22, 25:37, 46:5, 47:46, 50:25, 54:43  <b>particularly</b> [7] - 4:15, 5:45, 10:31, 13:33, 13:42, 18:31, 73:6  <b>parties</b> [3] - 19:38, 58:47, 60:45  <b>parts</b> [4] - 5:16, 14:3, 14:38, 29:16  <b>partway</b> [1] - 11:45  <b>Party</b> [2] - 43:41, 47:33  <b>party</b> [4] - 48:32, 50:17, 50:23, 59:13  <b>partying</b> [1] - 61:4  <b>PAs</b> [1] - 46:7  <b>passed</b> [1] - 62:19  <b>passionate</b> [1] - 75:15  <b>past</b> [3] - 2:9, 45:26, 72:22  <b>patchwork</b> [1] - 9:1  <b>patience</b> [1] - 49:17  <b>patient</b> [3] - 15:31, 64:25, 64:26  <b>pay</b> [3] - 2:9, 8:19, 41:10  <b>Peacock</b> [1] - 48:21  <b>peer</b> [5] - 6:15, 6:20, 6:25, 16:44, 41:38  <b>Peer</b> [1] - 41:45  <b>peers</b> [1] - 41:32  <b>pen</b> [2] - 46:27, 46:28  <b>pendulum</b> [1] - 31:42  <b>Peninsula</b> [1] - 20:11  <b>Penny</b> [2] - 1:26, 2:2  <b>pensioner</b> [1] - 5:31  <b>people</b> [187] - 2:8, 2:40, 3:19, 3:21, 3:31, 3:35, 4:3, 4:12, 4:19, 4:26, 5:19, 5:37, 6:10, 6:34, 6:41, 6:43, 6:46, 7:7, 7:13, 7:16, 7:21, 8:11, 8:15, 8:17, 8:27, 8:29, 8:38, 9:14, 9:32, 9:44, 10:4, 10:6, 10:15, 10:41, 10:47, 12:8,</p>	<p>12:45, 14:23, 15:2, 15:15, 17:28, 17:33, 17:35, 18:4, 18:9, 18:26, 22:13, 22:24, 23:7, 23:14, 23:20, 23:28, 23:33, 23:44, 24:13, 24:15, 24:21, 24:45, 25:3, 25:8, 25:21, 26:8, 26:14, 26:17, 26:27, 26:36, 26:42, 27:2, 27:8, 28:46, 29:3, 29:7, 29:17, 29:26, 29:33, 29:35, 29:43, 29:44, 30:3, 30:9, 30:22, 30:29, 30:41, 30:43, 31:17, 31:18, 31:21, 31:26, 31:34, 31:38, 31:45, 32:4, 32:7, 32:23, 33:9, 33:44, 34:12, 34:24, 34:28, 34:34, 35:4, 35:17, 35:26, 36:13, 36:17, 36:43, 36:47, 37:27, 37:30, 37:31, 38:13, 38:29, 38:32, 38:33, 38:34, 38:38, 38:47, 39:41, 40:5, 40:6, 40:20, 41:7, 41:30, 41:33, 41:37, 41:39, 41:47, 42:9, 42:17, 44:40, 45:16, 45:20, 46:5, 46:9, 46:18, 47:16, 48:7, 48:16, 48:27, 49:36, 49:42, 49:44, 50:39, 51:19, 52:18, 52:22, 52:29, 52:45, 53:41, 54:8, 54:31, 54:43, 55:9, 55:14, 58:8, 58:38, 63:21, 63:34, 63:37, 63:38, 65:20, 65:38, 66:35, 67:36, 67:39, 68:14, 69:13, 69:16, 69:19, 69:40, 70:12, 70:14, 73:43, 74:9, 74:18, 74:24, 74:39, 74:41, 75:4, 75:5, 75:11, 75:12  <b>people's</b> [2] - 8:5, 39:13  <b>Peoples</b> [1] - 2:22  <b>per</b> [15] - 3:18, 4:21, 14:14, 14:33, 14:36, 15:13, 24:40, 49:42, 49:44, 54:32, 54:33, 56:33, 56:35, 69:22  <b>perceived</b> [2] - 52:18  <b>percentage</b> [1] - 32:40  <b>perceptions</b> [2] - 26:3,</p>
<b>P</b>				
<p><b>PA</b> [1] - 45:43  <b>padded</b> [2] - 62:13, 62:25  <b>pads</b> [1] - 62:28  <b>page</b> [2] - 53:39, 53:44  <b>paged</b> [1] - 57:2  <b>paid</b> [2] - 42:20, 47:25  <b>pain</b> [9] - 3:45, 8:12, 8:17, 11:19, 27:38, 28:19, 32:43, 71:14, 71:17  <b>painful</b> [2] - 7:14, 11:2  <b>panels</b> [1] - 38:35  <b>panic</b> [3] - 61:10, 71:38, 72:12  <b>paper</b> [2] - 24:39, 62:28  <b>papers</b> [1] - 46:3  <b>paralysed</b> [2] - 23:14, 24:17  <b>paralysing</b> [2] - 23:11, 24:14  <b>paranoia</b> [1] - 61:1  <b>paranoid</b> [2] - 61:12, 63:11  <b>parent</b> [3] - 7:28, 64:18, 67:40  <b>parents</b> [7] - 3:44, 16:30, 34:42, 34:45, 58:3, 58:24, 68:38  <b>parked</b> [2] - 21:30, 30:41  <b>Parliament</b> [8] - 43:24, 43:28, 45:3, 48:3,</p>				

<p>27:18  <b>perform</b> [1] - 47:36  <b>performance</b> [1] - 48:18  <b>perhaps</b> [5] - 23:47, 24:1, 31:18, 43:32, 43:33  <b>period</b> [10] - 3:37, 21:34, 23:8, 24:32, 37:24, 45:17, 47:32, 60:39, 60:41, 66:37  <b>periods</b> [1] - 37:40  <b>permission</b> [4] - 24:45, 29:8, 30:43, 32:26  <b>perpetuate</b> [1] - 27:35  <b>persisted</b> [1] - 40:22  <b>persistent</b> [2] - 39:37, 40:16  <b>person</b> [22] - 2:44, 10:28, 11:7, 15:44, 15:46, 27:15, 27:28, 30:5, 30:26, 31:29, 33:2, 35:3, 37:19, 37:37, 46:8, 46:10, 47:6, 53:43, 64:8, 65:18, 69:23, 72:25  <b>person's</b> [1] - 36:22  <b>personal</b> [10] - 2:26, 6:43, 7:14, 8:43, 10:5, 10:16, 11:1, 27:33, 31:33, 45:43  <b>personality</b> [3] - 40:24, 64:45, 65:18  <b>perspective</b> [1] - 5:37  <b>perspectives</b> [3] - 3:6, 6:11, 6:44  <b>Peter</b> [1] - 48:2  <b>pharmaceuticals</b> [1] - 56:12  <b>pharmacogenetics</b> [1] - 56:17  <b>phase</b> [1] - 13:6  <b>phenomenon</b> [1] - 15:1  <b>phone</b> [6] - 36:29, 48:42, 50:22, 53:12, 60:7, 70:3  <b>physical</b> [7] - 7:27, 9:13, 15:43, 15:46, 41:4, 41:21, 62:15  <b>physically</b> [4] - 28:30, 61:31, 63:41, 73:24  <b>picked</b> [3] - 44:39, 71:2, 72:18  <b>picnic</b> [1] - 36:42  <b>picture</b> [1] - 25:16  <b>pictures</b> [2] - 37:8, 37:10  <b>piece</b> [2] - 51:22,</p>	<p>51:28  <b>pieces</b> [1] - 64:41  <b>pills</b> [1] - 60:46  <b>Pink</b> [1] - 26:47  <b>pinned</b> [2] - 62:16, 62:41  <b>pivotal</b> [2] - 69:15, 73:34  <b>place</b> [19] - 5:21, 9:20, 18:45, 41:24, 41:27, 45:31, 47:38, 48:30, 60:17, 60:18, 60:24, 60:26, 61:16, 61:17, 64:33, 67:24, 68:42, 71:40, 73:21  <b>place-based</b> [1] - 18:45  <b>placed</b> [2] - 12:2, 61:38  <b>places</b> [1] - 67:38  <b>plainly</b> [1] - 4:37  <b>planning</b> [1] - 14:27  <b>plans</b> [2] - 36:32, 73:23  <b>plate</b> [1] - 34:28  <b>play</b> [7] - 20:45, 21:3, 22:18, 22:25, 36:10, 37:14, 59:1  <b>played</b> [2] - 59:25, 72:39  <b>player</b> [2] - 25:20, 25:42  <b>playing</b> [11] - 20:41, 22:32, 32:1, 58:4, 58:6, 59:1, 65:23, 69:36, 70:42, 72:38, 72:39  <b>pleased</b> [2] - 50:44, 50:45  <b>pm</b> [1] - 57:23  <b>PM</b> [1] - 75:40  <b>pockets</b> [1] - 15:21  <b>point</b> [12] - 21:46, 24:18, 36:9, 37:28, 38:42, 39:47, 46:12, 46:32, 48:14, 48:37, 55:19, 72:23  <b>pointed</b> [1] - 65:40  <b>points</b> [1] - 37:31  <b>poisoning</b> [1] - 54:34  <b>police</b> [8] - 59:40, 59:42, 61:26, 65:36, 65:38, 67:3, 68:37, 68:40  <b>policeman</b> [1] - 65:40  <b>policy</b> [2] - 6:3, 19:31  <b>politician</b> [1] - 54:46  <b>politics</b> [1] - 46:3  <b>pond</b> [1] - 34:8  <b>population</b> [5] - 14:14,</p>	<p>14:34, 18:8, 18:22, 32:40  <b>portfolio</b> [1] - 50:25  <b>pose</b> [2] - 13:10, 19:9  <b>position</b> [5] - 29:38, 31:19, 38:45, 52:31, 54:8  <b>positions</b> [3] - 43:28, 43:41, 45:34  <b>positive</b> [5] - 8:22, 55:18, 68:13, 68:47, 72:35  <b>possibilities</b> [3] - 36:25, 36:26, 51:3  <b>possible</b> [8] - 8:2, 9:1, 40:40, 41:33, 50:11, 50:12, 55:29, 74:41  <b>possibly</b> [1] - 53:23  <b>potential</b> [4] - 26:27, 26:32, 33:7, 56:34  <b>potentially</b> [3] - 27:4, 29:11, 29:26  <b>potholes</b> [1] - 9:5  <b>poverty</b> [1] - 13:29  <b>power</b> [5] - 6:19, 11:41, 31:24, 42:2  <b>powerful</b> [4] - 3:10, 30:39, 72:47, 74:5  <b>practical</b> [1] - 9:32  <b>practice</b> [2] - 2:19, 18:44  <b>practised</b> [1] - 2:24  <b>practises</b> [1] - 56:17  <b>practitioner</b> [2] - 15:39, 46:44  <b>practitioners</b> [1] - 51:12  <b>pre</b> [1] - 68:13  <b>pre-season</b> [1] - 68:13  <b>preceded</b> [1] - 54:10  <b>preclude</b> [1] - 48:16  <b>preconceptions</b> [1] - 9:17  <b>predominantly</b> [1] - 60:44  <b>preferably</b> [1] - 41:24  <b>prejudice</b> [1] - 8:8  <b>Premier</b> [2] - 4:37, 48:44  <b>Premiership</b> [7] - 20:42, 25:17, 25:18, 25:20, 25:34, 25:35, 25:42  <b>prepared</b> [7] - 31:3, 32:21, 32:22, 34:46, 39:26, 43:19, 57:28  <b>pre-release</b> [1] - 69:35  <b>prescribed</b> [1] - 49:28  <b>prescription</b> [6] - 58:17, 58:21, 59:4,</p>	<p>60:36, 60:46, 70:41  <b>present</b> [5] - 2:10, 7:38, 18:25, 18:40, 51:27  <b>presentation</b> [2] - 50:35, 75:24  <b>presentations</b> [3] - 32:16, 73:41, 74:12  <b>presented</b> [1] - 72:43  <b>presents</b> [1] - 12:33  <b>Press</b> [1] - 53:10  <b>pressing</b> [1] - 11:13  <b>pressure</b> [9] - 14:23, 14:38, 15:18, 48:24, 48:26, 48:35, 51:12, 51:38, 52:46  <b>pressured</b> [1] - 45:40  <b>pressures</b> [1] - 8:36  <b>pretend</b> [1] - 24:24  <b>pretending</b> [2] - 23:20, 23:27  <b>pretty</b> [12] - 38:38, 38:39, 46:32, 47:33, 50:45, 60:1, 62:2, 63:40, 65:8, 65:36, 71:27, 75:18  <b>prevalent</b> [1] - 3:30  <b>prevent</b> [5] - 8:18, 13:12, 13:13, 15:1, 29:17  <b>preventing</b> [2] - 8:20, 26:27  <b>prevention</b> [5] - 14:45, 18:35, 18:45, 30:21, 30:34  <b>previous</b> [1] - 52:8  <b>previously</b> [3] - 5:2, 62:41, 72:40  <b>price</b> [1] - 47:46  <b>pride</b> [1] - 74:34  <b>primary</b> [3] - 5:10, 15:6, 16:25  <b>Prime</b> [2] - 47:39, 47:41  <b>principal</b> [1] - 5:30  <b>prioritisation</b> [1] - 19:11  <b>prison</b> [1] - 5:22  <b>Prison</b> [2] - 67:5, 67:11  <b>prisoner</b> [1] - 24:31  <b>prisons</b> [2] - 14:39, 73:39  <b>privacy</b> [1] - 16:39  <b>private</b> [7] - 15:12, 41:10, 71:30, 71:31, 71:36, 71:43, 72:6  <b>privately</b> [1] - 55:45  <b>privilege</b> [2] - 26:22, 32:18</p>	<p><b>problem</b> [15] - 15:43, 15:45, 45:46, 46:5, 47:5, 48:17, 48:46, 51:43, 54:15, 54:25, 55:32, 55:44, 55:47, 58:18, 59:44  <b>problem</b> [1] - 51:44  <b>problems</b> [3] - 15:47, 39:19, 51:21  <b>process</b> [6] - 25:12, 40:32, 45:25, 55:34, 63:24, 65:47  <b>Productivity</b> [1] - 5:46  <b>productivity</b> [1] - 6:1  <b>professional</b> [6] - 6:44, 10:16, 10:18, 27:22, 33:3, 49:44  <b>professionals</b> [2] - 23:8, 49:5  <b>Professor</b> [4] - 1:27, 1:29, 2:4, 2:5  <b>profile</b> [3] - 32:4, 32:8, 45:40  <b>program</b> [4] - 17:17, 67:25, 69:24, 69:35  <b>programs</b> [17] - 13:42, 16:45, 17:15, 36:34, 66:13, 66:33, 66:39, 67:14, 69:2, 69:12, 69:18, 71:46, 73:40, 74:10, 75:2, 75:3  <b>progress</b> [2] - 19:19, 37:44  <b>progressing</b> [1] - 45:4  <b>progressive</b> [1] - 13:42  <b>prohibit</b> [1] - 16:39  <b>prominent</b> [1] - 64:42  <b>promising</b> [1] - 15:21  <b>prompted</b> [1] - 53:5  <b>prone</b> [1] - 73:9  <b>proof</b> [2] - 16:7, 55:17  <b>properly</b> [1] - 45:24  <b>prospect</b> [1] - 54:14  <b>protect</b> [2] - 24:11, 24:19  <b>protective</b> [1] - 17:38  <b>proud</b> [3] - 28:41, 31:31, 75:9  <b>proved</b> [1] - 19:2  <b>proven</b> [1] - 18:32  <b>provide</b> [5] - 8:25, 8:47, 15:14, 36:28, 38:36  <b>provided</b> [1] - 57:27  <b>providers</b> [1] - 10:2  <b>providing</b> [2] - 7:25, 8:35  <b>psych</b> [11] - 60:13, 61:38, 65:7, 65:27,</p>
--	--	---	--	--

65:34, 65:46, 66:6, 66:11, 66:45, 68:40, 71:35 <b>psychiatric</b> [4] - 59:32, 59:45, 71:22, 73:40 <b>psychiatrist</b> [9] - 49:5, 53:25, 54:33, 56:16, 60:3, 63:2, 66:19, 71:23, 72:10 <b>psychiatrists</b> [2] - 36:16, 53:28 <b>psycho</b> [1] - 15:26 <b>psycho-social</b> [1] - 15:26 <b>psychological</b> [1] - 17:36 <b>psychologist</b> [8] - 40:39, 40:47, 41:1, 60:3, 63:2, 66:18, 69:21, 71:23 <b>psychologist's</b> [1] - 75:3 <b>psychologists</b> [2] - 36:16, 73:25 <b>psychosis</b> [4] - 62:33, 63:3, 63:7, 64:42 <b>psychotic</b> [3] - 62:33, 64:44, 66:37 <b>public</b> [21] - 2:2, 9:40, 11:33, 11:41, 13:18, 19:47, 23:38, 24:23, 24:35, 31:45, 45:34, 45:35, 50:5, 51:46, 53:7, 54:46, 66:34, 67:15, 72:5 <b>publicly</b> [3] - 11:42, 14:35, 24:3 <b>publisher</b> [1] - 53:9 <b>PukaUp</b> [7] - 21:6, 21:9, 27:25, 27:26, 28:36, 28:42, 30:46 <b>pulling</b> [1] - 70:25 <b>pumped</b> [1] - 50:45 <b>pumping</b> [4] - 45:9, 45:36, 47:37, 60:19 <b>purely</b> [1] - 41:20 <b>purpose</b> [3] - 11:3, 28:41, 28:42 <b>pursue</b> [1] - 10:33 <b>pursuing</b> [1] - 75:15 <b>pushed</b> [1] - 35:9 <b>pushing</b> [1] - 59:41 <b>put</b> [18] - 8:20, 9:3, 10:13, 10:27, 22:12, 24:27, 37:37, 47:9, 49:16, 51:38, 60:16, 60:18, 64:20, 65:14, 66:1, 67:2, 71:44, 74:35	<b>puts</b> [1] - 14:38 <b>putting</b> [3] - 30:31, 62:12, 62:13  <b>Q</b>  <b>qualifications</b> [1] - 49:21 <b>quality</b> [2] - 8:30, 10:35 <b>quarter</b> [1] - 18:22 <b>queer</b> [1] - 18:3 <b>questioning</b> [1] - 11:29 <b>questions</b> [12] - 12:26, 13:11, 19:9, 33:14, 42:12, 42:13, 42:24, 42:38, 56:8, 63:33, 75:21, 75:23 <b>quick</b> [2] - 42:27, 48:46 <b>quickly</b> [3] - 38:7, 55:29, 60:1 <b>quiet</b> [1] - 56:44 <b>quite</b> [17] - 23:22, 34:2, 34:9, 34:20, 34:32, 34:38, 38:42, 39:20, 40:15, 40:31, 40:41, 42:20, 43:30, 44:7, 51:43, 57:42, 59:39  <b>R</b>  <b>Rachel</b> [1] - 21:29 <b>racism</b> [1] - 2:34 <b>radar</b> [2] - 50:14, 51:9 <b>radically</b> [1] - 27:12 <b>rage</b> [1] - 61:37 <b>rails</b> [2] - 58:22, 59:12 <b>raise</b> [1] - 17:2 <b>raised</b> [2] - 14:18, 47:1 <b>raises</b> [1] - 7:18 <b>raising</b> [1] - 6:16 <b>Ramsay</b> [2] - 56:40, 56:45 <b>ran</b> [2] - 65:36, 65:39 <b>rang</b> [6] - 50:22, 53:10, 53:44, 70:3, 71:1 <b>range</b> [3] - 6:10, 9:44, 52:43 <b>rare</b> [1] - 5:40 <b>rate</b> [2] - 19:2, 67:39 <b>rates</b> [7] - 4:10, 4:11, 4:12, 4:14, 17:36, 73:7, 75:13	<b>rather</b> [1] - 69:20 <b>rational</b> [1] - 14:21 <b>re</b> [2] - 2:27, 25:7 <b>re-engage</b> [1] - 25:7 <b>re-establish</b> [1] - 2:27 <b>reach</b> [2] - 46:14, 53:40 <b>react</b> [2] - 24:16, 30:10 <b>reaction</b> [1] - 23:13 <b>reactive</b> [1] - 14:17 <b>read</b> [5] - 9:8, 20:1, 44:46, 46:2, 46:3 <b>ready</b> [1] - 28:47 <b>real</b> [15] - 11:11, 15:20, 50:27, 58:19, 58:20, 58:39, 59:5, 61:28, 61:32, 62:19, 69:17, 69:45, 72:14, 72:15, 73:27 <b>realisation</b> [1] - 22:35 <b>realised</b> [2] - 28:39, 36:10 <b>realising</b> [1] - 11:14 <b>realistically</b> [1] - 29:43 <b>realities</b> [1] - 8:5 <b>really</b> [65] - 5:37, 22:2, 23:22, 25:19, 26:41, 27:4, 28:9, 29:11, 29:22, 34:7, 34:32, 34:33, 35:16, 35:18, 35:19, 36:23, 36:28, 36:44, 36:45, 39:26, 40:42, 41:45, 43:47, 44:17, 45:21, 45:32, 50:15, 50:20, 50:32, 53:18, 54:17, 55:13, 56:45, 57:39, 57:46, 58:4, 58:13, 58:18, 58:42, 59:14, 59:31, 62:26, 63:23, 63:25, 63:47, 66:9, 67:33, 67:45, 68:14, 69:25, 69:37, 69:41, 70:17, 70:24, 70:37, 72:34, 72:45, 73:2, 73:35, 75:15 <b>reason</b> [3] - 23:44, 28:21, 61:9 <b>receive</b> [4] - 7:23, 21:41, 23:46, 42:33 <b>received</b> [2] - 7:8, 7:29 <b>receiving</b> [2] - 38:1, 38:4 <b>recent</b> [2] - 13:25, 18:41 <b>recipient</b> [2] - 5:29, 5:31 <b>reclamation</b> [1] - 2:25 <b>recognise</b> [2] - 6:13,	9:12 <b>recognised</b> [1] - 2:30 <b>recognising</b> [1] - 2:13 <b>recognition</b> [1] - 2:38 <b>recommendations</b> [3] - 9:32, 40:4, 42:16 <b>reconnect</b> [1] - 28:25 <b>reconstruction</b> [1] - 58:11 <b>Record</b> [1] - 72:43 <b>recover</b> [1] - 13:36 <b>recovery</b> [3] - 6:21, 15:24, 37:5 <b>reduce</b> [3] - 6:16, 8:12, 13:19 <b>reduced</b> [1] - 68:18 <b>reducing</b> [2] - 8:7, 17:17 <b>reduction</b> [1] - 19:2 <b>refer</b> [1] - 47:5 <b>reference</b> [3] - 9:31, 12:19, 74:13 <b>references</b> [1] - 7:10 <b>referral</b> [1] - 71:30 <b>referred</b> [6] - 35:11, 35:12, 35:40, 35:42, 38:5, 71:31 <b>reflect</b> [3] - 2:41, 9:8, 26:2 <b>reflected</b> [3] - 18:15, 28:13, 28:16 <b>reflecting</b> [2] - 2:15, 6:4 <b>reform</b> [5] - 6:17, 6:42, 9:38, 11:17, 19:15 <b>reforming</b> [1] - 33:8 <b>reframe</b> [1] - 28:17 <b>regardless</b> [3] - 3:37, 5:10, 10:27 <b>regards</b> [2] - 22:36, 29:38 <b>regime</b> [1] - 64:47 <b>region</b> [2] - 54:21, 54:23 <b>regional</b> [2] - 7:1 <b>Regional</b> [1] - 20:8 <b>regret</b> [1] - 71:16 <b>regrettably</b> [1] - 23:6 <b>regular</b> [1] - 53:26 <b>regularly</b> [2] - 27:39, 40:40 <b>rehabilitation</b> [1] - 67:35 <b>reject</b> [1] - 56:20 <b>relatable</b> [1] - 75:3 <b>relate</b> [3] - 44:44, 73:33, 74:39 <b>related</b> [2] - 54:22 <b>relating</b> [2] - 4:14, 34:24	<b>relation</b> [2] - 10:1, 19:27 <b>relationship</b> [2] - 13:7, 21:38 <b>relationships</b> [4] - 8:28, 10:19, 24:20, 34:29 <b>relatively</b> [2] - 19:33, 45:26 <b>release</b> [4] - 46:26, 66:28, 66:31, 72:11 <b>releases</b> [1] - 46:19 <b>relevance</b> [1] - 3:11 <b>reluctance</b> [3] - 29:47, 55:9, 55:10 <b>reluctant</b> [1] - 53:5 <b>remain</b> [1] - 62:9 <b>Remand</b> [2] - 67:6, 67:11 <b>remember</b> [16] - 36:5, 37:28, 38:10, 61:4, 61:9, 61:34, 62:37, 64:31, 65:13, 66:12, 68:5, 68:23, 68:25, 70:1, 71:10, 71:36 <b>remit</b> [2] - 5:8, 5:13 <b>report</b> [1] - 57:2 <b>representative</b> [2] - 38:33, 60:28 <b>represented</b> [1] - 58:5 <b>representing</b> [2] - 6:10, 54:43 <b>reputation</b> [1] - 10:28 <b>request</b> [1] - 52:12 <b>require</b> [1] - 9:31 <b>required</b> [1] - 13:5 <b>requirements</b> [1] - 36:2 <b>RES.0001.0020.0003</b> [1] - 25:16 <b>research</b> [5] - 8:42, 9:43, 10:39, 10:42, 56:11 <b>researchers</b> [1] - 16:26 <b>resilience</b> [5] - 2:26, 13:11, 13:35, 18:30, 41:34 <b>resilient</b> [1] - 27:47 <b>resistance</b> [1] - 2:25 <b>resolute</b> [1] - 12:7 <b>respect</b> [12] - 3:10, 9:21, 10:7, 11:6, 21:38, 22:23, 24:20, 29:27, 32:34, 32:44, 37:17, 59:37 <b>respected</b> [1] - 13:42 <b>respectful</b> [3] - 30:2, 31:26, 31:28 <b>respectfully</b> [1] - 8:1
---	--	---	---	--

<p><b>respects</b> [1] - 2:9  <b>respond</b> [3] - 30:9, 48:26, 59:22  <b>responds</b> [1] - 17:45  <b>response</b> [9] - 8:25, 21:22, 24:35, 24:40, 26:47, 27:8, 31:11, 31:15, 31:36  <b>responses</b> [1] - 2:39  <b>responsibilities</b> [2] - 16:24, 48:12  <b>responsibility</b> [9] - 8:43, 9:14, 11:6, 14:10, 19:10, 22:13, 29:39, 52:8, 52:40  <b>responsive</b> [1] - 18:27  <b>responsiveness</b> [1] - 18:17  <b>rest</b> [5] - 47:15, 48:47, 53:44, 54:18, 58:13  <b>restorative</b> [1] - 8:27  <b>result</b> [1] - 2:33  <b>resume</b> [1] - 21:18  <b>retired</b> [1] - 21:2  <b>Retriever</b> [1] - 37:7  <b>return</b> [1] - 31:41  <b>returning</b> [1] - 43:1  <b>revelling</b> [1] - 52:47  <b>review</b> [2] - 5:4, 42:16  <b>reviews</b> [1] - 5:2  <b>revitalising</b> [1] - 33:8  <b>revolutionising</b> [1] - 33:8  <b>revolving</b> [1] - 15:1  <b>rich</b> [1] - 2:23  <b>ride</b> [3] - 30:21, 31:8, 31:12  <b>ride's</b> [1] - 30:21  <b>riders</b> [1] - 49:16  <b>ridiculous</b> [2] - 47:23, 47:28  <b>riding</b> [2] - 30:23  <b>rightly</b> [1] - 25:22  <b>rights</b> [3] - 2:26, 10:36, 19:26  <b>ripple</b> [2] - 17:16, 32:5  <b>risk</b> [4] - 17:34, 18:41, 22:41, 23:12  <b>road</b> [4] - 4:20, 6:42, 9:6, 30:42  <b>ROBB</b> [1] - 43:16  <b>Robb</b> [12] - 32:4, 43:4, 43:14, 43:18, 43:24, 54:5, 56:6, 56:10, 57:6, 57:8  <b>Robbie</b> [1] - 50:39  <b>rocked</b> [1] - 71:9  <b>rocky</b> [1] - 52:2  <b>role</b> [6] - 8:6, 15:26, 16:11, 28:1, 28:40,</p>	<p>32:1  <b>roles</b> [1] - 10:10  <b>rolled</b> [1] - 71:7  <b>ROMAN</b> [1] - 20:28  <b>Room</b> [1] - 1:11  <b>room</b> [18] - 22:39, 34:38, 35:44, 40:10, 50:18, 50:23, 50:35, 61:27, 61:34, 62:12, 62:13, 62:15, 62:25, 62:37, 63:21, 64:32, 65:14, 68:23  <b>rooms</b> [1] - 68:40  <b>rooted</b> [1] - 9:17  <b>Ross</b> [1] - 25:19  <b>roughly</b> [4] - 59:33, 64:12, 68:2, 68:6  <b>round</b> [4] - 12:18, 16:38, 26:46, 72:37  <b>routine</b> [1] - 66:35  <b>ROYAL</b> [1] - 1:5  <b>Royal</b> [16] - 2:3, 2:37, 4:35, 5:3, 6:28, 8:47, 9:28, 10:10, 12:2, 13:31, 18:36, 20:13, 20:31, 33:4, 42:7, 43:19  <b>rubbish</b> [1] - 66:15  <b>Rudd</b> [1] - 47:39  <b>run</b> [7] - 15:10, 66:13, 67:22, 69:18, 69:24, 74:10, 75:2  <b>running</b> [3] - 38:45, 48:22, 65:20  <b>rural</b> [4] - 7:1, 17:9, 17:12, 17:18</p>	<p>62:27, 68:38, 71:23  <b>SC</b> [1] - 1:34  <b>scared</b> [5] - 28:19, 61:11, 61:12, 61:13, 62:30  <b>scary</b> [1] - 63:41  <b>scattered</b> [1] - 63:11  <b>scenes</b> [1] - 36:7  <b>schemes</b> [1] - 47:39  <b>schizophrenia</b> [3] - 13:3, 27:16, 64:14  <b>school</b> [30] - 5:20, 5:30, 34:5, 34:22, 34:25, 34:29, 34:33, 34:39, 34:41, 34:43, 35:12, 35:28, 35:30, 35:36, 35:38, 36:20, 36:21, 36:23, 36:31, 36:32, 41:41, 58:3, 59:25, 60:31, 60:32, 61:21, 69:21, 69:25, 73:34  <b>schooling</b> [1] - 69:17  <b>schools</b> [6] - 18:33, 38:37, 69:19, 73:39, 74:10, 75:2  <b>SCHWASS</b> [1] - 20:28  <b>Schwass</b> [8] - 12:36, 20:26, 20:30, 22:29, 25:44, 33:14, 33:19  <b>science</b> [1] - 54:38  <b>scratching</b> [1] - 54:30  <b>screaming</b> [1] - 37:10  <b>screened</b> [1] - 31:7  <b>season</b> [1] - 68:13  <b>second</b> [8] - 37:4, 40:33, 40:34, 45:6, 61:42, 66:45, 69:37, 75:8  <b>section</b> [1] - 6:46  <b>sector</b> [6] - 8:37, 14:47, 15:27, 72:5, 72:6  <b>security</b> [3] - 62:11, 62:40, 65:2  <b>see</b> [36] - 22:24, 27:14, 27:37, 27:39, 28:18, 28:21, 32:13, 32:15, 36:14, 36:33, 38:11, 38:20, 40:47, 41:1, 41:5, 41:13, 41:24, 46:44, 48:42, 50:20, 51:12, 52:11, 54:7, 61:19, 62:43, 63:2, 64:9, 64:18, 65:36, 66:21, 66:23, 67:21, 67:41  <b>seeds</b> [1] - 12:28  <b>seeing</b> [6] - 15:34, 22:40, 40:39, 46:47,</p>	<p>56:43, 64:7  <b>seek</b> [13] - 5:21, 18:31, 19:1, 27:22, 39:7, 49:44, 59:18, 59:24, 60:5, 70:11, 73:13, 74:35, 74:42  <b>seeked</b> [1] - 71:29  <b>seeker</b> [1] - 5:29  <b>seeking</b> [5] - 12:45, 18:26, 26:28, 54:47, 74:40  <b>seeks</b> [1] - 2:27  <b>seem</b> [1] - 12:25  <b>selected</b> [1] - 68:22  <b>selectively</b> [1] - 37:31  <b>self</b> [11] - 2:20, 2:27, 2:38, 7:33, 22:1, 34:44, 41:34, 44:33, 44:34, 44:37, 44:46  <b>self-care</b> [1] - 41:34  <b>self-determination</b> [3] - 2:20, 2:27, 2:38  <b>self-harm</b> [1] - 34:44  <b>self-help</b> [4] - 44:33, 44:34, 44:37, 44:46  <b>self-medicate</b> [1] - 22:1  <b>selflessness</b> [1] - 8:11  <b>send</b> [1] - 56:47  <b>Senior</b> [1] - 11:31  <b>sense</b> [7] - 25:3, 30:10, 31:20, 56:13, 65:16, 71:16  <b>sensed</b> [1] - 12:6  <b>sent</b> [4] - 34:39, 36:2, 67:4, 70:45  <b>sentences</b> [2] - 68:25  <b>sequence</b> [1] - 50:3  <b>sequencing</b> [2] - 56:18  <b>serious</b> [3] - 13:8, 29:5, 68:5  <b>seriously</b> [1] - 15:30  <b>serotonin</b> [1] - 45:15  <b>serve</b> [2] - 27:36, 28:13  <b>service</b> [15] - 10:2, 14:20, 14:21, 17:31, 36:2, 36:11, 38:6, 38:30, 38:31, 39:15, 39:18, 39:25, 39:29, 39:32, 42:29  <b>Service</b> [1] - 20:9  <b>services</b> [48] - 3:16, 3:40, 4:42, 5:5, 5:9, 5:11, 5:15, 5:16, 5:27, 5:29, 5:36, 6:32, 6:38, 7:3, 7:25, 8:23, 9:10, 9:25, 10:21, 13:46, 14:16,</p>	<p>14:18, 14:19, 14:20, 14:30, 14:35, 14:39, 14:44, 15:8, 15:25, 18:2, 18:13, 19:47, 20:12, 37:29, 38:1, 38:36, 39:35, 41:16, 41:17, 41:19, 41:25, 42:19, 67:35, 74:6, 75:11  <b>Services</b> [1] - 20:6  <b>servicing</b> [1] - 68:36  <b>session</b> [1] - 22:35  <b>sessions</b> [6] - 15:13, 37:8, 38:10, 39:43, 40:41, 40:43  <b>set</b> [7] - 2:45, 13:10, 21:17, 25:40, 27:9, 67:33, 73:21  <b>sets</b> [1] - 26:9  <b>setting</b> [1] - 66:40  <b>settled</b> [1] - 50:40  <b>seven</b> [5] - 40:3, 47:20, 55:3, 55:4, 68:24  <b>seven-year</b> [1] - 68:24  <b>several</b> [2] - 15:4, 15:25  <b>severe</b> [10] - 4:12, 14:34, 15:9, 35:18, 39:19, 39:20, 59:19, 60:16, 63:38, 64:17  <b>severely</b> [2] - 35:6, 57:43  <b>sexual</b> [1] - 41:21  <b>sexualities</b> [1] - 18:14  <b>Shadow</b> [1] - 47:40  <b>shade</b> [1] - 35:47  <b>shaking</b> [1] - 37:9  <b>shame</b> [4] - 21:24, 24:31, 65:20, 72:23  <b>shamed</b> [1] - 74:40  <b>Shane</b> [2] - 72:17, 72:46  <b>shape</b> [1] - 46:25  <b>shaped</b> [1] - 9:12  <b>shaping</b> [2] - 6:17, 9:9  <b>share</b> [14] - 2:23, 7:13, 10:5, 24:3, 32:5, 37:8, 37:36, 38:38, 39:40, 39:42, 41:38, 41:41, 42:8, 72:42  <b>shared</b> [4] - 8:10, 9:14, 11:1, 24:44  <b>sharing</b> [5] - 6:20, 6:43, 16:40, 25:2, 56:6  <b>sheer</b> [1] - 31:37  <b>shelter</b> [1] - 37:13  <b>shelves</b> [1] - 68:11  <b>shift</b> [2] - 17:8, 19:3</p>
<b>S</b>				
<p><b>sad</b> [1] - 46:32  <b>safe</b> [3] - 17:30, 28:46, 29:7  <b>safety</b> [1] - 10:35  <b>sat</b> [10] - 21:30, 21:38, 22:42, 35:44, 50:21, 50:43, 50:46, 51:1, 51:2, 72:20  <b>satisfactorily</b> [1] - 47:1  <b>satisfied</b> [1] - 44:24  <b>Saturday</b> [5] - 53:30, 58:23, 58:39, 59:33, 70:43  <b>save</b> [1] - 31:5  <b>saved</b> [1] - 56:3  <b>savings</b> [1] - 14:31  <b>saw</b> [11] - 36:16, 36:17, 50:37, 51:25, 54:40, 62:13, 62:26,</p>				

<p><b>shifting</b> [1] - 31:42  <b>shine</b> [2] - 7:16, 29:39  <b>shirts</b> [1] - 38:34  <b>shit</b> [1] - 68:26  <b>shock</b> [2] - 40:29, 40:31  <b>shocked</b> [1] - 35:5  <b>shopping</b> [1] - 16:31  <b>short</b> [4] - 9:36, 20:19, 42:47, 43:5  <b>SHORT</b> [2] - 20:23, 43:11  <b>shortages</b> [1] - 15:18  <b>shortcomings</b> [1] - 4:41  <b>shortly</b> [3] - 13:16, 19:35, 21:41  <b>shot</b> [2] - 48:10, 55:21  <b>shoulders</b> [1] - 23:25  <b>show</b> [8] - 18:6, 21:32, 21:37, 22:15, 28:4, 37:10, 45:4  <b>showing</b> [1] - 74:25  <b>shown</b> [2] - 12:39, 25:15  <b>shows</b> [1] - 18:25  <b>siblings</b> [2] - 3:44, 34:4  <b>sick</b> [5] - 7:22, 15:7, 22:44, 23:22, 68:39  <b>side</b> [13] - 8:22, 29:24, 29:29, 30:42, 49:18, 50:12, 54:35, 58:7, 62:24, 63:12, 65:39, 65:40, 71:8  <b>side-effects</b> [3] - 49:18, 50:12, 54:35  <b>sides</b> [2] - 30:31, 30:32  <b>sign</b> [1] - 30:47  <b>signatures</b> [1] - 30:37  <b>significance</b> [1] - 17:28  <b>significant</b> [7] - 14:4, 15:18, 18:26, 18:35, 32:40, 33:5, 55:36  <b>significantly</b> [1] - 55:24  <b>signing</b> [1] - 30:33  <b>signs</b> [1] - 58:15  <b>similar</b> [3] - 32:25, 39:42, 54:8  <b>simple</b> [3] - 30:32, 30:41, 56:46  <b>single</b> [2] - 23:19, 24:19  <b>singular</b> [1] - 11:41  <b>sins</b> [1] - 40:4  <b>sister</b> [1] - 61:20  <b>sisters</b> [1] - 3:45</p>	<p><b>sit</b> [8] - 17:7, 27:7, 29:30, 35:47, 38:35, 49:10, 57:25  <b>sitting</b> [9] - 32:30, 33:4, 49:4, 49:10, 50:17, 50:19, 50:31, 70:2, 72:19  <b>situation</b> [2] - 29:12, 46:38  <b>situations</b> [2] - 27:4, 70:28  <b>six</b> [20] - 21:29, 22:1, 22:29, 22:32, 22:42, 23:43, 39:35, 43:37, 45:16, 49:31, 52:2, 60:14, 62:17, 63:21, 63:35, 67:6, 67:23, 67:44, 72:33, 73:7  <b>skipping</b> [1] - 34:20  <b>slap</b> [1] - 47:27  <b>sleep</b> [3] - 44:23, 60:47, 61:13  <b>sleeping</b> [1] - 34:21  <b>slight</b> [1] - 71:44  <b>slow</b> [2] - 31:43, 58:29  <b>slowly</b> [4] - 31:43, 34:14, 34:15, 72:29  <b>small</b> [1] - 56:1  <b>smash</b> [1] - 59:15  <b>smile</b> [1] - 46:26  <b>smiling</b> [1] - 46:30  <b>smoked</b> [1] - 64:32  <b>smoking</b> [5] - 60:36, 60:42, 60:46, 64:34, 64:41  <b>sneeze</b> [1] - 46:19  <b>snuck</b> [1] - 71:6  <b>so-called</b> [2] - 15:4, 67:47  <b>sober</b> [1] - 59:16  <b>sobered</b> [2] - 60:2, 60:15  <b>social</b> [10] - 2:15, 3:6, 3:11, 9:13, 15:26, 17:27, 36:38, 38:12, 41:22, 70:27  <b>society</b> [4] - 5:38, 9:14, 12:34, 13:10  <b>socio</b> [1] - 13:29  <b>socio-economic</b> [1] - 13:29  <b>soft</b> [1] - 22:16  <b>solution</b> [1] - 55:11  <b>solutions</b> [1] - 9:1  <b>someone</b> [14] - 7:43, 8:19, 25:4, 30:24, 34:37, 49:1, 53:31, 53:33, 60:1, 62:43, 66:31, 70:5, 73:33, 73:44</p>	<p><b>something's</b> [2] - 59:18, 70:8  <b>sometime</b> [1] - 21:41  <b>sometimes</b> [9] - 7:37, 27:41, 28:8, 32:29, 36:22, 39:16, 52:3, 55:44, 66:20  <b>somewhere</b> [2] - 35:11, 39:3  <b>son</b> [2] - 15:29, 64:9  <b>soon</b> [4] - 40:37, 62:12, 63:27, 64:43  <b>sorry</b> [6] - 20:46, 40:18, 43:3, 45:5, 49:14, 71:41  <b>sort</b> [19] - 45:30, 47:2, 47:5, 47:27, 48:39, 58:9, 58:10, 58:39, 59:2, 60:2, 60:5, 60:16, 61:29, 61:30, 62:9, 70:45, 72:25, 74:29  <b>sorts</b> [12] - 41:4, 44:29, 44:44, 46:34, 46:47, 50:2, 51:30, 52:9, 52:24, 60:29, 72:2, 73:42  <b>South</b> [2] - 20:11, 74:16  <b>space</b> [4] - 29:7, 32:30, 45:9, 49:5  <b>spaces</b> [1] - 28:46  <b>span</b> [1] - 72:41  <b>speakers</b> [1] - 50:30  <b>speaks</b> [1] - 8:38  <b>specialist</b> [1] - 15:7  <b>specific</b> [2] - 5:14, 32:40  <b>specifically</b> [4] - 16:10, 17:23, 18:1, 19:6  <b>sped</b> [1] - 71:5  <b>speed</b> [5] - 59:4, 60:35, 60:36, 60:47, 64:43  <b>spend</b> [5] - 34:20, 38:4, 38:12, 60:13, 63:19  <b>spending</b> [4] - 15:30, 35:32, 65:26, 69:28  <b>spent</b> [13] - 45:18, 52:23, 54:38, 55:23, 63:20, 64:22, 66:5, 67:23, 67:44, 68:46, 71:22, 71:39, 71:43  <b>spiel</b> [1] - 40:18  <b>spiral</b> [2] - 64:44, 66:10  <b>spiralling</b> [1] - 66:46  <b>spiritually</b> [2] - 25:35,</p>	<p>28:31  <b>spoken</b> [5] - 6:26, 7:7, 37:27, 37:30, 41:32  <b>sport</b> [1] - 58:6  <b>sporting</b> [5] - 12:31, 22:24, 25:36, 69:2  <b>spouse</b> [1] - 54:24  <b>square</b> [1] - 55:12  <b>St</b> [1] - 20:12  <b>stabilised</b> [1] - 14:25  <b>stabiliser</b> [1] - 71:45  <b>stability</b> [1] - 14:26  <b>staff</b> [7] - 6:26, 38:37, 40:1, 50:22, 63:23, 63:28, 71:46  <b>Staff</b> [2] - 43:41, 48:21  <b>stage</b> [4] - 50:2, 53:8, 53:19, 70:30  <b>stages</b> [2] - 64:44, 68:18  <b>stake</b> [1] - 8:44  <b>stand</b> [2] - 7:24, 9:29  <b>standing</b> [1] - 2:29  <b>star</b> [1] - 19:43  <b>STAR</b> [1] - 19:45  <b>stark</b> [1] - 7:28  <b>start</b> [21] - 11:45, 12:30, 12:32, 26:38, 29:4, 30:34, 32:47, 35:37, 38:26, 40:44, 41:33, 44:8, 44:36, 46:37, 47:10, 49:11, 56:15, 58:38, 59:6, 65:14, 75:35  <b>start-up</b> [1] - 56:15  <b>started</b> [35] - 21:14, 22:18, 22:43, 30:36, 39:8, 40:7, 44:21, 47:19, 47:20, 49:12, 52:29, 56:1, 58:15, 58:20, 60:18, 60:34, 60:35, 61:11, 62:16, 64:6, 64:33, 67:46, 68:12, 68:15, 69:35, 69:38, 69:39, 69:45, 70:2, 70:18, 71:13, 71:45, 73:5, 73:38  <b>state</b> [9] - 12:27, 18:22, 19:8, 19:24, 29:40, 30:8, 45:29, 50:15, 52:7  <b>statement</b> [9] - 20:31, 20:36, 24:36, 33:30, 33:35, 43:19, 43:23, 57:27, 57:31  <b>stay</b> [4] - 36:41, 38:1, 51:8, 71:20  <b>stayed</b> [4] - 39:6, 44:28, 60:40, 67:25  <b>staying</b> [1] - 60:44</p>	<p><b>step</b> [8] - 27:21, 42:7, 46:46, 48:39, 61:42, 72:26, 74:19  <b>step-by-step</b> [1] - 61:42  <b>stepping</b> [1] - 52:10  <b>stigma</b> [21] - 6:16, 8:7, 12:33, 12:40, 12:44, 12:46, 13:1, 17:17, 25:46, 26:4, 26:17, 26:26, 47:12, 48:27, 51:18, 52:16, 54:19, 54:39, 55:13, 55:15, 75:36  <b>still</b> [28] - 12:33, 23:4, 26:33, 32:13, 36:30, 37:10, 39:22, 41:5, 47:10, 47:16, 48:3, 48:8, 49:21, 52:9, 52:21, 53:8, 54:13, 54:21, 54:30, 55:18, 55:34, 64:9, 67:25, 67:30, 68:17, 68:21, 72:30  <b>stimulating</b> [1] - 48:24  <b>stint</b> [2] - 65:26, 66:5  <b>stocking</b> [1] - 68:11  <b>stoic</b> [1] - 27:47  <b>stomach</b> [2] - 50:19, 50:46  <b>stood</b> [2] - 53:31, 53:33  <b>stop</b> [8] - 32:45, 35:36, 46:23, 49:13, 49:15, 58:29, 61:41, 69:27  <b>stopped</b> [3] - 21:39, 32:23, 35:38  <b>stops</b> [1] - 12:45  <b>stories</b> [6] - 7:14, 7:36, 8:44, 24:44, 41:38, 69:17  <b>story</b> [32] - 11:42, 24:3, 24:27, 24:39, 24:47, 25:2, 31:30, 31:37, 32:5, 37:5, 37:26, 37:28, 37:30, 37:38, 38:38, 42:8, 47:20, 49:12, 51:16, 51:26, 51:39, 52:25, 53:13, 53:43, 72:42, 72:43, 74:9, 74:32, 74:39, 75:18, 75:26  <b>straight</b> [3] - 66:1, 69:32, 71:3  <b>straighten</b> [1] - 68:44  <b>Strait</b> [3] - 2:14, 2:47, 17:24  <b>strange</b> [3] - 34:7, 38:44, 39:1</p>
--	--	---	---	---

<p><b>stranger</b> [1] - 32:19  <b>strategies</b> [1] - 45:20  <b>streams</b> [1] - 19:18  <b>Street</b> [1] - 1:12  <b>strength</b> [2] - 7:13, 11:2  <b>strengths</b> [2] - 6:37, 17:9  <b>strike</b> [1] - 14:6  <b>striking</b> [2] - 13:32, 16:25  <b>strong</b> [8] - 2:40, 12:41, 13:28, 22:20, 26:5, 27:46, 58:46, 59:27  <b>strongly</b> [1] - 12:20  <b>struck</b> [2] - 4:9, 8:10  <b>structure</b> [7] - 11:28, 11:32, 45:41, 66:12, 66:35, 67:11, 69:12  <b>structured</b> [1] - 71:46  <b>structures</b> [1] - 73:21  <b>struggle</b> [1] - 7:24  <b>struggling</b> [6] - 35:6, 35:21, 39:21, 59:2, 73:13, 74:35  <b>stuck</b> [1] - 65:17  <b>student</b> [2] - 34:19, 41:42  <b>students</b> [1] - 69:22  <b>studies</b> [1] - 18:6  <b>study</b> [5] - 33:39, 36:26, 36:35, 39:22, 56:40  <b>studying</b> [1] - 71:25  <b>Stuff</b> [2] - 59:36, 61:23  <b>stuff</b> [18] - 35:18, 35:34, 36:41, 41:4, 42:4, 58:26, 59:2, 60:29, 61:29, 62:16, 63:30, 64:6, 65:21, 65:46, 68:1, 68:38, 72:2, 74:22  <b>subject</b> [1] - 47:42  <b>submissions</b> [3] - 7:9, 10:42, 12:20  <b>subsequently</b> [3] - 44:12, 45:1, 52:23  <b>substances</b> [1] - 22:3  <b>suburbs</b> [2] - 6:47, 47:6  <b>succeeded</b> [1] - 52:42  <b>success</b> [3] - 56:33, 56:35, 74:32  <b>sudden</b> [1] - 73:17  <b>suffer</b> [1] - 12:46  <b>suffering</b> [2] - 8:16, 8:20  <b>suggest</b> [1] - 29:25  <b>suicidal</b> [3] - 7:23,</p>	<p>25:25, 49:37  <b>suicide</b> [19] - 4:11, 4:19, 7:32, 8:15, 17:18, 18:35, 18:37, 18:41, 18:44, 19:2, 29:16, 29:21, 29:41, 30:20, 30:34, 67:39, 73:7, 73:9, 75:13  <b>sum</b> [1] - 50:29  <b>Sum</b> [1] - 50:30  <b>summer</b> [1] - 7:10  <b>sun</b> [5] - 46:18, 46:19, 46:24, 50:21, 61:5  <b>Sunday</b> [6] - 31:15, 58:40, 61:4, 61:18, 70:1  <b>Sundays</b> [1] - 59:5  <b>sunny</b> [2] - 46:22, 50:20  <b>super</b> [2] - 51:28, 62:30  <b>supplies</b> [1] - 30:30  <b>supply</b> [1] - 14:13  <b>support</b> [39] - 4:18, 5:15, 5:22, 5:24, 6:21, 7:25, 7:26, 7:28, 8:35, 15:15, 15:25, 15:36, 16:13, 16:44, 23:36, 23:46, 27:1, 27:19, 28:34, 29:9, 30:45, 31:29, 36:11, 36:17, 39:16, 39:21, 39:23, 40:45, 54:47, 58:6, 67:14, 69:2, 70:44, 73:21, 73:25, 73:32, 73:33, 74:20, 75:8  <b>supported</b> [2] - 28:21, 74:19  <b>supporters</b> [1] - 23:10  <b>supporting</b> [1] - 8:31  <b>supportive</b> [2] - 6:5, 31:26  <b>supports</b> [2] - 8:28, 15:26  <b>suppose</b> [2] - 41:16, 46:15  <b>supposedly</b> [1] - 52:10  <b>surely</b> [1] - 72:29  <b>surface</b> [2] - 54:30, 58:46  <b>surge</b> [1] - 53:32  <b>surprised</b> [1] - 45:3  <b>sustainable</b> [1] - 9:32  <b>sustained</b> [1] - 6:6  <b>swallowed</b> [1] - 70:41  <b>Swans</b> [3] - 20:45, 20:47, 22:33  <b>Swanston</b> [1] - 1:12</p>	<p><b>sworn</b> [1] - 43:16  <b>Sydney</b> [4] - 20:45, 20:46, 20:47, 22:33  <b>symptoms</b> [2] - 15:9, 40:16  <b>synopsis</b> [1] - 48:46  <b>SYSTEM</b> [1] - 1:5  <b>system</b> [69] - 2:3, 2:45, 4:1, 4:36, 4:41, 5:3, 5:14, 5:34, 5:36, 6:29, 7:18, 7:38, 8:36, 9:1, 9:2, 9:16, 9:24, 9:30, 9:44, 10:35, 11:18, 11:23, 11:39, 12:1, 12:10, 12:23, 12:27, 13:18, 13:47, 14:3, 14:4, 14:8, 14:10, 14:14, 14:38, 14:41, 14:45, 14:46, 15:17, 15:33, 15:41, 16:5, 16:7, 16:8, 16:21, 16:34, 16:46, 17:45, 18:15, 18:18, 19:11, 19:25, 19:26, 33:32, 41:14, 45:15, 54:8, 55:25, 60:10, 63:40, 66:34, 67:15, 67:33, 68:22, 68:40, 68:45, 69:17, 69:18, 73:8  <b>systematic</b> [1] - 5:5  <b>systemic</b> [1] - 18:12  <b>systems</b> [2] - 6:3, 55:25</p>	<p><b>ten</b> [12] - 12:17, 15:13, 30:37, 40:40, 46:3, 49:12, 54:25, 66:43, 67:19, 70:3, 71:9, 74:2  <b>tender</b> [4] - 20:36, 33:35, 43:23, 57:31  <b>tens</b> [1] - 2:23  <b>tense</b> [1] - 47:47  <b>tenseness</b> [1] - 47:47  <b>term</b> [1] - 9:36  <b>terms</b> [9] - 7:10, 9:31, 12:19, 34:30, 35:20, 47:45, 56:10, 56:11, 64:28  <b>terrific</b> [1] - 34:1  <b>test</b> [5] - 10:27, 56:31, 56:41, 56:43, 56:47  <b>THE</b> [5] - 33:23, 42:44, 57:11, 75:32, 75:40  <b>themselves</b> [3] - 44:42, 50:44, 66:42  <b>therapies</b> [1] - 18:33  <b>therapist</b> [4] - 34:39, 34:41, 34:43, 35:45  <b>therapy</b> [4] - 35:17, 37:16, 39:38, 71:45  <b>they've</b> [8] - 32:19, 32:20, 54:25, 66:24, 67:14, 73:1  <b>thinking</b> [16] - 8:6, 9:10, 9:35, 21:33, 25:37, 28:12, 29:33, 29:44, 30:12, 40:7, 46:16, 46:29, 48:12, 53:22, 54:5, 68:26  <b>third</b> [1] - 75:8  <b>thought's</b> [1] - 53:40  <b>thoughtful</b> [2] - 2:17, 8:4  <b>thoughts</b> [1] - 24:12  <b>thousands</b> [4] - 2:24, 15:5, 30:11, 54:16  <b>threatening</b> [1] - 27:4  <b>three</b> [28] - 23:8, 23:18, 24:4, 25:30, 25:32, 30:32, 31:14, 35:31, 46:23, 49:23, 49:38, 49:46, 50:8, 50:18, 50:47, 51:10, 51:20, 54:32, 54:42, 60:30, 61:25, 62:27, 62:38, 64:2, 68:6, 68:34, 75:1, 75:14  <b>three-hour</b> [1] - 50:18  <b>thresholds</b> [2] - 14:18, 14:19  <b>thrive</b> [1] - 13:36  <b>thriving</b> [1] - 3:39  <b>throughout</b> [6] - 2:42,</p>	<p>10:10, 27:38, 36:15, 39:32, 42:31  <b>throughput</b> [1] - 14:23  <b>thrown</b> [1] - 68:44  <b>Thursday</b> [1] - 72:44  <b>Thwaites</b> [1] - 32:3  <b>timeframe</b> [1] - 68:5  <b>timing</b> [1] - 48:9  <b>tired</b> [2] - 25:35, 52:3  <b>TO</b> [1] - 75:40  <b>today</b> [14] - 2:11, 6:24, 9:40, 30:11, 33:19, 42:8, 57:9, 57:13, 57:32, 66:21, 66:24, 74:33, 75:24, 75:35  <b>today's</b> [1] - 70:39  <b>together</b> [8] - 2:44, 4:29, 8:24, 36:42, 37:38, 39:42, 53:28, 72:27  <b>toilet</b> [1] - 70:24  <b>Tom</b> [1] - 32:2  <b>tomorrow</b> [3] - 66:21, 66:23, 75:35  <b>took</b> [17] - 16:17, 23:6, 23:25, 35:44, 37:13, 37:19, 39:35, 39:37, 45:34, 47:2, 49:31, 58:19, 59:30, 60:33, 68:28, 72:34, 72:41  <b>toolbox</b> [1] - 28:32  <b>tools</b> [2] - 22:4, 25:39  <b>topic</b> [3] - 18:35, 19:6, 47:3  <b>topics</b> [2] - 10:31, 10:34  <b>Torres</b> [3] - 2:14, 2:47, 17:24  <b>torture</b> [1] - 70:41  <b>total</b> [1] - 64:23  <b>touchstone</b> [1] - 15:41  <b>tough</b> [1] - 27:47  <b>toughen</b> [1] - 47:32  <b>towards</b> [5] - 26:3, 38:31, 62:23, 69:43, 69:44  <b>town</b> [1] - 30:42  <b>Town</b> [2] - 1:11, 12:8  <b>trade</b> [2] - 52:43, 54:22  <b>Trade</b> [2] - 43:38, 52:42  <b>trade-related</b> [1] - 54:22  <b>trading</b> [2] - 47:39, 50:28  <b>traditional</b> [2] - 2:8, 28:23  <b>traffic</b> [1] - 21:17  <b>tragedies</b> [1] - 7:17</p>
<b>T</b>				
<p><b>table</b> [1] - 48:28  <b>tablet</b> [1] - 49:22  <b>tackled</b> [1] - 56:4  <b>tag</b> [1] - 36:40  <b>talks</b> [1] - 74:28  <b>tap</b> [1] - 28:32  <b>target</b> [1] - 55:32  <b>Taser</b> [1] - 65:40  <b>task</b> [2] - 9:25, 11:25  <b>tattoos</b> [1] - 74:38  <b>taught</b> [3] - 25:45, 26:1, 73:14  <b>teacher</b> [1] - 34:38  <b>teachers</b> [3] - 34:34, 36:17, 44:17  <b>team</b> [4] - 20:46, 38:6, 41:27, 60:28  <b>teammates</b> [2] - 22:40, 23:10  <b>tears</b> [1] - 32:19  <b>technically</b> [1] - 5:35  <b>teenage</b> [1] - 57:42</p>				

<p><b>tragically</b> [4] - 29:18, 29:35, 29:45, 30:3</p> <p><b>train</b> [1] - 45:6</p> <p><b>trained</b> [3] - 22:26, 26:30</p> <p><b>training</b> [8] - 21:12, 21:13, 22:35, 22:38, 38:37, 39:47, 40:3, 40:8</p> <p><b>trains</b> [1] - 29:23</p> <p><b>traits</b> [2] - 28:23, 28:26</p> <p><b>trans</b> [1] - 18:8</p> <p><b>transcript</b> [1] - 20:1</p> <p><b>transgender</b> [1] - 18:3</p> <p><b>transitioned</b> [3] - 61:39, 62:10, 63:45</p> <p><b>transitioning</b> [1] - 34:3</p> <p><b>transparency</b> [1] - 19:13</p> <p><b>trauma</b> [2] - 2:33, 17:29</p> <p><b>travel</b> [2] - 17:7, 74:14</p> <p><b>travelled</b> [1] - 11:46</p> <p><b>Travis</b> [1] - 32:2</p> <p><b>treated</b> [3] - 7:46, 7:47, 14:36</p> <p><b>treating</b> [2] - 38:6, 38:47</p> <p><b>treatment</b> [13] - 16:46, 19:27, 35:29, 38:4, 39:7, 40:37, 40:38, 42:12, 42:31, 59:24, 60:6, 60:25, 64:47</p> <p><b>Treatment</b> [1] - 65:42</p> <p><b>treatments</b> [2] - 3:40, 60:23</p> <p><b>tremendous</b> [3] - 9:29, 23:25, 30:10</p> <p><b>trends</b> [3] - 4:9, 7:5, 13:1</p> <p><b>trial</b> [1] - 55:33</p> <p><b>trials</b> [3] - 17:41, 18:46, 56:33</p> <p><b>tricked</b> [1] - 46:29</p> <p><b>Trickett</b> [1] - 32:3</p> <p><b>tried</b> [2] - 6:31, 39:15</p> <p><b>trigger</b> [1] - 58:40</p> <p><b>trip</b> [1] - 21:15</p> <p><b>tripped</b> [1] - 62:26</p> <p><b>trouble</b> [1] - 52:20</p> <p><b>truck</b> [7] - 30:16, 30:30, 30:33, 30:36, 30:40, 30:41, 31:1</p> <p><b>truly</b> [1] - 10:11</p> <p><b>trust</b> [4] - 12:2, 22:16, 22:25, 41:8</p> <p><b>trusted</b> [1] - 38:12</p> <p><b>trusting</b> [1] - 8:27</p>	<p><b>truth</b> [1] - 23:7</p> <p><b>try</b> [12] - 3:47, 4:28, 21:46, 35:14, 40:39, 44:18, 44:29, 45:20, 46:44, 51:8, 52:29, 59:4</p> <p><b>trying</b> [11] - 27:33, 30:28, 32:41, 46:28, 50:13, 52:17, 55:32, 56:12, 56:14, 58:17, 60:34</p> <p><b>Tuesday</b> [4] - 1:18, 50:13, 50:15, 50:18</p> <p><b>turbulent</b> [1] - 47:34</p> <p><b>turn</b> [5] - 18:30, 58:20, 59:31, 60:33, 72:35</p> <p><b>Turnbull</b> [3] - 47:42, 50:29, 51:13</p> <p><b>turned</b> [3] - 45:12, 52:40, 68:32</p> <p><b>TV</b> [1] - 66:14</p> <p><b>tweet</b> [2] - 25:12, 25:25</p> <p><b>two</b> [39] - 3:26, 17:40, 19:47, 21:43, 25:21, 28:39, 29:16, 29:22, 30:31, 36:15, 38:4, 38:6, 38:17, 44:16, 46:23, 49:20, 49:21, 51:37, 53:7, 53:33, 54:9, 56:19, 60:39, 60:41, 60:44, 64:22, 64:39, 65:26, 66:5, 67:5, 68:33, 70:42, 71:32, 71:39, 71:43, 72:14, 72:39, 74:1</p> <p><b>two-week</b> [4] - 60:39, 60:41, 65:26, 66:5</p> <p><b>two-year</b> [1] - 17:40</p> <p><b>types</b> [2] - 3:42, 54:18</p> <p style="text-align: center;"><b>U</b></p> <p><b>ultimately</b> [1] - 64:38</p> <p><b>unapologetic</b> [1] - 29:15</p> <p><b>unassuring</b> [1] - 66:24</p> <p><b>unavoidable</b> [1] - 26:10</p> <p><b>unbelievable</b> [2] - 24:37, 69:8</p> <p><b>uncertainty</b> [2] - 21:23, 63:26</p> <p><b>uncle</b> [1] - 64:11</p> <p><b>uncomfortable</b> [3] - 31:47, 34:47, 35:46</p> <p><b>under</b> [5] - 40:26, 48:28, 50:13, 51:8, 65:44</p>	<p><b>underlined</b> [1] - 8:42</p> <p><b>underpinned</b> [2] - 2:37, 9:18</p> <p><b>understandable</b> [1] - 54:36</p> <p><b>understood</b> [3] - 17:28, 45:31, 48:23</p> <p><b>underway</b> [1] - 17:41</p> <p><b>undesirable</b> [1] - 54:45</p> <p><b>undo</b> [1] - 72:22</p> <p><b>unearth</b> [1] - 12:28</p> <p><b>uneducative</b> [1] - 26:13</p> <p><b>unemployment</b> [1] - 13:30</p> <p><b>unfair</b> [3] - 26:12, 26:27, 27:10</p> <p><b>unfathomable</b> [1] - 31:39</p> <p><b>unforgettable</b> [1] - 7:33</p> <p><b>unfortunately</b> [5] - 26:16, 26:30, 29:17, 32:10, 47:47</p> <p><b>unhealthy</b> [1] - 66:16</p> <p><b>unhelpful</b> [1] - 8:7</p> <p><b>uniforms</b> [1] - 65:38</p> <p><b>united</b> [1] - 8:25</p> <p><b>universal</b> [1] - 5:5</p> <p><b>universities</b> [1] - 36:33</p> <p><b>university</b> [5] - 33:39, 33:43, 36:35, 41:1, 41:3</p> <p><b>University</b> [2] - 53:9, 56:16</p> <p><b>unlock</b> [1] - 12:3</p> <p><b>unmet</b> [1] - 15:23</p> <p><b>unnecessary</b> [1] - 11:19</p> <p><b>unpleasant</b> [1] - 54:36</p> <p><b>unrealised</b> [1] - 13:17</p> <p><b>unsung</b> [1] - 15:9</p> <p><b>unvarnished</b> [1] - 12:14</p> <p><b>unwell</b> [3] - 14:24, 16:30, 23:22</p> <p><b>up</b> [66] - 2:46, 3:2, 14:13, 14:14, 20:2, 22:14, 23:18, 26:26, 30:30, 30:43, 31:19, 32:19, 32:26, 34:12, 34:33, 34:35, 38:4, 41:42, 44:25, 44:39, 47:26, 47:27, 47:32, 48:15, 50:29, 50:30, 50:31, 50:34, 50:36, 52:6, 53:31, 53:33, 53:44, 54:34, 55:28,</p>	<p>56:15, 58:2, 59:31, 60:2, 60:6, 60:15, 60:42, 61:6, 62:19, 62:24, 62:45, 65:26, 66:42, 66:46, 67:8, 67:33, 68:26, 68:36, 68:39, 68:43, 68:44, 69:28, 70:3, 70:6, 70:35, 71:2, 71:9, 71:12, 72:18, 74:2, 74:35</p> <p><b>upsetting</b> [1] - 32:32</p> <p><b>upstairs</b> [1] - 61:25</p> <p><b>usage</b> [1] - 61:13</p> <p><b>uses</b> [1] - 5:10</p> <p><b>usual</b> [1] - 38:23</p> <p style="text-align: center;"><b>V</b></p> <p><b>validating</b> [2] - 36:47, 39:41</p> <p><b>Valium</b> [1] - 58:18</p> <p><b>Valley</b> [1] - 20:8</p> <p><b>valued</b> [1] - 9:25</p> <p><b>values</b> [2] - 6:5, 29:4</p> <p><b>van</b> [5] - 59:44, 61:38, 68:37, 68:42</p> <p><b>variation</b> [1] - 45:13</p> <p><b>various</b> [2] - 5:2, 10:13</p> <p><b>vary</b> [1] - 3:43</p> <p><b>vastly</b> [1] - 27:10</p> <p><b>VCE</b> [3] - 35:31, 60:32, 65:23</p> <p><b>vehicle</b> [1] - 30:22</p> <p><b>vending</b> [1] - 66:16</p> <p><b>verbally</b> [1] - 61:30</p> <p><b>verge</b> [1] - 37:9</p> <p><b>versa</b> [1] - 49:14</p> <p><b>veteran</b> [1] - 5:30</p> <p><b>vice</b> [1] - 49:14</p> <p><b>Victoria</b> [13] - 1:13, 2:30, 2:42, 5:6, 5:35, 13:41, 17:35, 18:21, 18:36, 20:10, 30:16, 58:5, 67:35</p> <p><b>Victoria's</b> [7] - 2:3, 2:22, 6:29, 9:10, 13:18, 14:33, 33:5</p> <p><b>Victorian</b> [8] - 5:43, 17:24, 18:42, 18:45, 19:41, 20:13, 53:28</p> <p><b>Victorians</b> [13] - 2:14, 2:18, 3:3, 3:18, 3:21, 13:11, 13:32, 13:33, 13:45, 15:5, 16:13, 29:32, 30:11</p> <p><b>VICTORIA'S</b> [1] - 1:5</p> <p><b>view</b> [4] - 4:46, 29:37,</p>	<p>30:23, 51:19</p> <p><b>views</b> [3] - 10:13, 14:9, 47:45</p> <p><b>Vincent's</b> [1] - 20:12</p> <p><b>violence</b> [3] - 5:26, 5:27, 13:7</p> <p><b>violent</b> [3] - 2:35, 8:16, 58:20</p> <p><b>vision</b> [3] - 27:26, 27:27, 28:45</p> <p><b>visit</b> [4] - 53:26, 55:5, 55:43, 55:44</p> <p><b>visited</b> [1] - 7:3</p> <p><b>visitors</b> [1] - 63:44</p> <p><b>vivacious</b> [1] - 53:11</p> <p><b>vocation</b> [1] - 41:22</p> <p><b>vocational</b> [2] - 36:16, 36:19</p> <p><b>Vocational</b> [1] - 43:36</p> <p><b>voice</b> [5] - 9:20, 31:20, 45:36, 50:37, 53:12</p> <p><b>voices</b> [3] - 2:40, 6:34, 6:40</p> <p><b>voluntarily</b> [1] - 42:32</p> <p><b>voluntary</b> [2] - 42:29, 42:32</p> <p><b>volunteer</b> [4] - 38:27, 38:30, 39:6, 39:22</p> <p><b>volunteering</b> [2] - 38:44, 74:15</p> <p><b>vomiting</b> [1] - 71:7</p> <p><b>voting</b> [1] - 54:47</p> <p><b>vulnerability</b> [5] - 21:32, 21:36, 21:37, 22:16, 41:35</p> <p><b>vulnerable</b> [3] - 28:3, 32:22, 67:36</p> <p style="text-align: center;"><b>W</b></p> <p><b>waiting</b> [4] - 21:17, 45:18, 56:45, 67:38</p> <p><b>waive</b> [1] - 22:12</p> <p><b>wake</b> [3] - 15:27, 44:25, 47:26</p> <p><b>waking</b> [1] - 23:19</p> <p><b>walk</b> [3] - 30:43, 49:45, 72:1</p> <p><b>walked</b> [2] - 22:39, 50:34</p> <p><b>walking</b> [1] - 66:23</p> <p><b>walks</b> [1] - 72:2</p> <p><b>wall</b> [2] - 39:16, 51:2</p> <p><b>wanna</b> [3] - 59:23, 66:2, 67:24</p> <p><b>wants</b> [4] - 28:8, 44:33, 50:23, 69:22</p> <p><b>ward</b> [15] - 59:32, 59:45, 60:13, 61:38,</p>
--	---	--	---	---

<p>63:46, 65:8, 65:27, 65:34, 65:47, 66:6, 66:11, 66:45, 68:40, 71:22, 71:36  <b>wards</b> [1] - 73:40  <b>WAS</b> [1] - 75:40  <b>watched</b> [1] - 31:34  <b>watching</b> [1] - 25:21  <b>waving</b> [1] - 25:15  <b>WAYNE</b> [1] - 20:28  <b>Wayne</b> [2] - 12:36, 20:25  <b>ways</b> [7] - 3:34, 6:23, 9:44, 10:34, 30:15, 30:28, 30:29  <b>weak</b> [4] - 22:6, 22:8, 22:16, 22:24  <b>weakness</b> [3] - 21:36, 22:23, 59:28  <b>wear</b> [2] - 6:43, 10:15  <b>website</b> [1] - 10:43  <b>Wednesday</b> [2] - 49:3, 68:32  <b>WEDNESDAY</b> [1] - 75:41  <b>weed</b> [7] - 60:43, 60:46, 64:32, 64:33, 64:41, 64:43  <b>week</b> [10] - 53:25, 59:16, 60:39, 60:41, 64:30, 65:26, 66:5, 67:45, 67:46, 70:19  <b>weekend</b> [11] - 53:27, 53:29, 53:30, 58:35, 58:37, 58:41, 59:33, 61:5, 61:7, 67:3, 73:4  <b>weekends</b> [1] - 58:8  <b>weekly</b> [1] - 51:25  <b>weeks</b> [22] - 10:33, 21:43, 39:45, 47:8, 49:23, 49:38, 49:46, 50:9, 54:32, 54:42, 60:44, 64:22, 64:39, 67:5, 67:6, 67:19, 71:32, 71:39, 71:43, 72:14, 74:1  <b>weight</b> [3] - 12:1, 23:25, 64:7  <b>weights</b> [1] - 66:27  <b>weird</b> [2] - 34:7, 38:47  <b>Welfare</b> [1] - 4:21  <b>well-balanced</b> [1] - 22:27  <b>well-functioning</b> [1] - 16:8  <b>well-funded</b> [1] - 15:24  <b>wellbeing</b> [17] - 2:16, 3:7, 3:11, 12:38,</p>	<p>13:12, 17:20, 17:27, 24:11, 24:18, 25:45, 26:4, 27:29, 28:37, 29:14, 33:45, 41:34, 73:42  <b>West</b> [1] - 20:11  <b>Western</b> [1] - 20:14  <b>whatsoever</b> [3] - 41:26, 59:37, 66:13  <b>whereas</b> [1] - 42:2  <b>whilst</b> [1] - 65:1  <b>whisper</b> [1] - 47:21  <b>white</b> [5] - 2:46, 30:33, 62:13, 62:25, 65:38  <b>whole</b> [17] - 5:38, 9:30, 12:34, 13:10, 24:19, 37:38, 40:31, 41:41, 42:31, 47:12, 51:8, 61:7, 67:28, 67:33, 70:31, 70:34, 71:5  <b>whole-of-society</b> [3] - 5:38, 12:34, 13:10  <b>wide</b> [2] - 6:46, 12:30  <b>wider</b> [1] - 3:8  <b>wife</b> [6] - 21:29, 23:9, 45:29, 46:37, 49:37, 74:17  <b>willing</b> [3] - 31:21, 31:27, 32:5  <b>willingness</b> [1] - 7:13  <b>window</b> [3] - 62:25, 62:39, 65:36  <b>wisdom</b> [1] - 2:18  <b>wish</b> [1] - 44:41  <b>WIT.0001.0004.0001</b> [1] - 43:23  <b>WIT.0001.0006.0001</b> [1] - 20:37  <b>WIT.0001.0008.0001</b> [1] - 57:31  <b>WIT.0001.0011.0001</b> [1] - 33:35  <b>withdraw</b> [1] - 34:15  <b>WITHDREW</b> [4] - 33:23, 42:44, 57:11, 75:32  <b>witness</b> [12] - 12:36, 15:8, 15:29, 15:38, 20:18, 20:25, 33:25, 42:46, 43:3, 43:13, 57:13, 57:20  <b>WITNESS</b> [4] - 33:23, 42:44, 57:11, 75:32  <b>Witness</b> [1] - 46:27  <b>witnessed</b> [1] - 30:40  <b>witnesses</b> [9] - 10:19, 10:20, 11:29, 11:39, 13:16, 15:4, 15:23, 15:25, 16:3</p>	<p><b>Wodonga</b> [1] - 20:5  <b>woke</b> [4] - 44:26, 62:19, 62:24, 71:12  <b>woman</b> [1] - 37:18  <b>women</b> [4] - 28:27, 32:36, 44:41  <b>wonder</b> [2] - 15:44, 49:42  <b>wonderful</b> [1] - 26:46  <b>word</b> [4] - 12:40, 24:1, 26:4, 51:44  <b>words</b> [1] - 15:8  <b>WorkCover</b> [1] - 5:29  <b>worker</b> [8] - 5:30, 36:17, 38:43, 41:38, 60:7, 67:21, 69:4, 69:9  <b>workers</b> [8] - 3:47, 6:25, 6:41, 39:1, 67:30, 67:31, 73:22, 73:34  <b>workforce</b> [9] - 6:15, 6:20, 7:4, 8:35, 9:38, 10:36, 15:18, 19:29  <b>workplace</b> [1] - 73:23  <b>workplaces</b> [1] - 12:32  <b>works</b> [2] - 51:9, 56:32  <b>workshops</b> [1] - 73:41  <b>world</b> [7] - 2:46, 11:25, 13:41, 44:24, 72:14, 74:14, 75:14  <b>world-leading</b> [2] - 11:25, 13:41  <b>worried</b> [1] - 61:8  <b>worrying</b> [2] - 16:31, 32:23  <b>worse</b> [9] - 13:26, 18:7, 25:1, 49:33, 60:18, 60:20, 61:2, 63:25, 66:36  <b>worst</b> [5] - 18:9, 49:29, 60:34, 70:30, 70:34  <b>worthy</b> [1] - 26:14  <b>write</b> [5] - 24:27, 51:22, 52:12, 53:2, 53:46  <b>writing</b> [2] - 45:7, 53:19  <b>written</b> [2] - 7:8, 10:42  <b>wrote</b> [2] - 45:1, 72:43</p>	<p style="text-align: center;"><b>Y</b></p> <p><b>Yarra</b> [1] - 1:11  <b>yawning</b> [1] - 15:35  <b>Year</b> [6] - 34:3, 34:6, 34:12, 35:38, 60:32  <b>year</b> [20] - 3:20, 14:30, 15:14, 17:40, 31:7, 35:31, 38:45, 39:32, 39:33, 40:41, 40:44, 53:27, 60:31, 68:24, 68:25, 70:31, 70:34, 72:39  <b>year-on-year</b> [1] - 14:30  <b>years</b> [45] - 2:24, 4:22, 22:1, 22:29, 22:32, 22:42, 23:15, 24:10, 24:15, 24:30, 25:30, 28:39, 33:36, 38:4, 38:7, 38:17, 43:37, 44:16, 44:23, 44:29, 44:47, 45:6, 45:28, 47:14, 48:20, 48:22, 50:1, 51:43, 54:23, 54:30, 54:41, 55:3, 55:4, 56:2, 57:37, 57:40, 57:41, 57:42, 57:46, 61:46, 65:16, 68:17, 68:21, 68:34, 72:39  <b>yelling</b> [1] - 62:39  <b>Yep</b> [1] - 71:4  <b>York</b> [1] - 52:45  <b>young</b> [40] - 4:11, 4:19, 4:25, 4:26, 7:24, 16:29, 16:30, 22:12, 33:44, 34:28, 35:3, 36:6, 36:21, 36:42, 36:47, 38:9, 38:29, 38:32, 38:37, 40:5, 40:6, 41:7, 41:30, 41:32, 41:39, 41:46, 63:37, 63:39, 67:36, 67:39, 67:41, 69:15, 69:23, 73:29, 73:43, 73:44, 74:2, 74:4, 74:24, 74:38  <b>younger</b> [6] - 34:2, 58:5, 68:13, 73:31, 74:23, 74:27  <b>yourself</b> [7] - 8:37, 44:30, 47:26, 47:27, 47:31, 66:43  <b>Youth</b> [4] - 35:43, 67:9, 67:22, 72:32  <b>youth</b> [8] - 4:11, 13:43, 38:28, 67:35, 68:22, 69:18, 73:39,</p>	<p>75:2</p>
<b>X</b>				
<p><b>Xanax</b> [1] - 58:18</p>				