

2019 Submission - Royal Commission into Victoria's Mental Health System

Organisation Name

N/A

Name

miss Ste Chau

What are your suggestions to improve the Victorian community's understanding of mental illness and reduce stigma and discrimination?

"1. people look for tags. At times when they think we were rich, because once in a while we dress up nicely, they like us. once they find out we actually living in community housing and with mental health issue, people saw us, and turn back and shut their door"

What is already working well and what can be done better to prevent mental illness and to support people to get early treatment and support?

"1. giving ""space"" helps. one said wasn't able to working in the past few years, and stayed at home most of the time. one hand most mental health practitioner thinking one becoming more isolated by staying at home, and not push her/him hard enough. But one find this gives oneself some time and energy to reflect, and started to gain some understanding of oneself that one couldn't even get from a professional clinical psychologist. one started to get relieved from some of thoughts. 2. as human we are more tuned to distract ourselves and not really feel ourselves, not being able to work took away my work pressure, and let my feeling cannot ""hide"" behind busy with work and people. one start to feel oneself and this lead to some mindfulness and understanding oneself. 3. Most of the resources we find helpful is actually by browsing online randomly. "

What is already working well and what can be done better to prevent suicide?

"1. help clients to regain control of their life. listening clients think how to help them. 2. believe clients talking about their experiences. Not because mental health work lack of understanding for some aspect of area/culture, then think clients are making up stories. IF don't believe clients, do proper research first, not just talk to a few colleagues then come to the conclusion, or just think as a staff just know it. 3. give clients power- let them know that they are the expert of their life, (some aspects of recovery focused approach, but not all, and the negative parts need to be well informed to the support workers, and clients.)"

What makes it hard for people to experience good mental health and what can be done to improve this? This may include how people find, access and experience mental health treatment and support and how services link with each other.

"share the reference data base is important, although not the clients data base. SO clients go wherever, if they need help, they can get referred or even just get the contact from a housing service for mental health support, or get contact from homeless organizations for advocacy. SO people can be better covered if they need support. Although not sharing clients data base, as if a clients gets into conflict with one org, she/he wont be negatively impacted with other services. "

What are the drivers behind some communities in Victoria experiencing poorer mental health outcomes and what needs to be done to address this?

"sometimes people, include people work in mental health field perceive clients as lazy if they are not focused on employment, no matter what is going on in their life. Lack of proper education of what mental health issue really is, can lead to the communities believe either people are faking it, just being lazy, not brave enough, not strong enough, or because they are not good person that is why they has mental health issue (esp. for some culture/religious background) or they are punished by the god. Or once they got the idea that some people have mental health issue, the community will perceive these people as seen in ""criminal minds"" - dangerous, violent, or perceive them have drug issues, or alcoholic. either way, once they got the idea some people are unwell in mind, means these people are ""bad"", dangerous, ""morally not good"" and better to stay away from. In quite lots of people's eyes, there is either not a big issue, nothing bad, or there is no such thing. some people are too spoiled, or too sensitive, too ""delicate"", just something in their head. Or they are dangerous, drugs, bad. A huge gap of understanding mental health issue. some wealthy people see people with mental health issue, as other's problem, something they think they will never get it. it only belongs to working class, not well educated family, poor family. IT is not something they need to give pity on, since this will never happen to them"

What are the needs of family members and carers and what can be done better to support them?

"listen to them, hear what they say works and dont work. dont dismiss what we say just because we have mental health issue. "

What can be done to attract, retain and better support the mental health workforce, including peer support workers?

"recruit new staff in time, dont let staying staff burnt out because new staff is not recruit in time. Hear there needs, some want to stay but part time, give them the opportunity. not just stubborn with organization rules, like must be full time, or meeting with clietns must be one hour. some supportworker are very good, but they cant take a lot at a time. they prefer half an hour, and will follow up what have been discussed while not meeting the clients. Each one is different, but as long as they are good- hearing clients, geniunly wanting to help, and do help, they should be accomodated by the organiztion. Then clients should be informed the differencnt type of working style, which one suits them, let the clients choose as well. SOme clients just needs to be informed so they are aware of the differnce, or take some time to ajust to the new supporting style. If they cannot adjust, they should be give the opportunity to change support worker without punishment. by better match support worker, can significantly reduce conflict, and keep everyone happy. "

What are the opportunities in the Victorian community for people living with mental illness to improve their social and economic participation, and what needs to be done to realise these opportunities?

N/A

Thinking about what Victorias mental health system should ideally look like, tell us what areas and reform ideas you would like the Royal Commission to prioritise for change?

"Organisations goals first that even though sometimes even support workers hear the clients needs, but this can be ""corrected"" by their supervisors or managers. the manager will priorities the organisation's needs/goals first. sometimes it is the culture of the organisation that the org's needs/goals first. organisations that encouraging the balancing between organisation and the clients can put extra work load on the support worker, and this requires a lot of skills to do so.

client centred organisation should prioritise the clients needs first, then look after its staff, to avoid an high turn over of staff members. And put it is organisations goals at the last. "

What can be done now to prepare for changes to Victorias mental health system and support improvements to last?

"need to put clients needs and support worker's need first, not what the management think. The board might want to show good figures to attract funding, or presenting in a way to show how successful the program is, but this figure orientied approach might not be benefical for the clietns, and create lots of pressure on support worker. It is people who need to be looked after, not figure. "

Is there anything else you would like to share with the Royal Commission?

"3. education or bully abuse and sexual assault to the public is very important, especially to the migrants. without being able to understand this in australia context, migrants, especially women are very likely to be targeted as a prey by some sex offenders, and this can leave several severe trauma and mental health issue.s As a migrants coming from different culture, we dont really quite understand the content of bullying, abuse or you a sexual assault. come into Australia can be seen as a marginalised/vulneralbe group by some bully, and have higher risk of being bullied /sexually assault or abused. As a migrant some of us have been in Australia for quite many years but only recently really started to learn what exactly mean by bullying abuse and sexual assault and that some are still in the process of learning. and look back some of us find lots of trauma occurred in Australia were due to the fact that they didn't really understand it. we lose The connection, the power/ protection are used to have from home countries. Things work differently here.. For example, born in a good family or a family has more social power connections, this automatically gives some protection, as people will give it a second thought regarding the social connection one potential have, and these social connections can give bully a good cost if they target this person. and law doesn't really work back to some country , even economy more developed like china. never depend on police. Unless violence came to such an extend as one got beaten to broken ribbs, or kidney failure. otherwise police won't step in in most area. this lack of awareness of bully, abuse and sexual assault, and have no idea what to do when it happened, will put migrants to a severe and stuck situation. Migrants fail to recognise early signs of the situation, and to leave earlier, instead of stuck in the situation. The earlier they get out of the abusive situation, the less recovery/impact it will be needed/ caused on mental health issues. formation about abuse bullying social assault as well as information about mental health issues should be seen more in public places, such as local clinics waiting areas, waiting areas of major train stops, or other transport stops, local libraries, Universities. brochure, flyers containing more information about these can be put into waiting/gathering point of these places. so people can take them home, can be seen by family members, and call the number when they needed. "