

TURNING POINT 2016

TREATMENT • RESEARCH • EDUCATION



2016 SNAPSHOT

Recorded over

122,000

CONTACTS

to our telephone and
online counselling
services



Delivered courses to more than

1200

STUDENTS

across Australia



Collaborated with over

160

ORGANISATIONS

across Australia and
internationally



Our websites recorded more than

1.1m
PAGE VIEWS*



Contributed to

156

PUBLICATIONS



98%

**POSITIVE
EXPERIENCE**

reported by surveyed callers



OVER

1250

MEDIA MENTIONS

Worked on
more than

60

RESEARCH PROJECTS



Worked with more than

3000
PEOPLE

in our clinical services



*Includes Turning Point website, Counselling Online, DACAS, Directline, Gambling Help Online and JustAskUs

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WELCOME

It is with immense pride and pleasure that we welcome you to *Turning Point 2016*, a publication that highlights the organisation's outstanding achievements in the addiction field during the past 12 months.

Turning Point is highly valued within Eastern Health, providing leadership at both a state and national level. As part of our Statewide Services program, it reaches far beyond our health services in the eastern metropolitan region and is recognised and respected internationally through its many research and education activities.

With alcohol, drug and gambling addiction firmly on the national agenda, Turning Point consistently drives the conversation through its innovative research program and high-quality clinical support services. It also provides advocacy that is informed by available evidence in an effort to minimise the impact of addictive behaviours on individuals, families and communities. Indeed, with expertise across treatment, research and education, Turning Point is uniquely placed to influence policy and enhance practice.

We applaud the clinical team at Turning Point for its continued focus and effort to support clients, their families and friends across the nation 24 hours a day, seven days a week. We also acknowledge the outstanding work of the research team in delivering world-first surveillance systems that inform government policy and service delivery, as well as offering clinical innovation. And we would like to commend the workforce development team for its willingness to share its knowledge and expertise across the health and community sector.

Turning Point 2016 is an excellent opportunity to reflect on the achievements of this flagship service (now in its 22nd year), as well as offering an excellent springboard to ongoing innovation in the year ahead.



**Adjunct Professor
David Plunkett**

Acting Chief Executive
Eastern Health



Ben Kelly

Acting Executive Director
Continuing Care,
Ambulatory, Mental Health
& Statewide Services

Monash University is delighted to welcome you to *Turning Point 2016*.

Monash University is delighted to partner with Turning Point, which is internationally recognised as an academic leader in the addiction field, and continues to make significant contributions to state and national responses to alcohol, drug and gambling harms.

Monash is one of the world's leading teaching- and research-intensive universities. The profound influence Monash continues to have in the health field is due in no small part to its important links with health services

such as Eastern Health, where it has an embedded presence through the Eastern Health Clinical School.

Turning Point is a major component of Eastern Health's clinical service in alcohol, drug and gambling treatment, and is also a hub of research and a key provider of education in these areas through the Eastern Health Clinical School. Monash University is delighted to support Turning Point in its educational and research goals, including growth of its Master of Addictive Behaviours course across Australia and beyond. Together, we are well positioned to equip researchers and clinicians with the knowledge and skills required to achieve change for positive outcomes in our community.

This year has seen issues such as ice, alcohol, gambling, homelessness and family violence identified as key concerns for government and the broader community. The combination of the breadth of academic and clinical expertise across our respective organisations means we are well placed to provide innovative solutions and contribute to policy development and cultural change on the national stage.

We are proud on behalf of Monash University to commend the *Turning Point 2016* and further congratulate our combined staff for their commitment to research and education that ultimately translates to improved community wellbeing.

The combination of the breadth of academic and clinical expertise across our respective organisations means we are well placed to provide innovative solutions and contribute to policy development and cultural change on the national stage.



Prof Christina Mitchell

Dean of Medicine,
Nursing and Health
Sciences
Monash University



Prof Ian Davis

Professor of Medicine,
Monash University
and Eastern Health
Head, Eastern Health
Clinical School

INTRODUCTION

Welcome to *Turning Point 2016*, a publication that showcases the outstanding work of our incredible staff over the past year.

With continued political and community focus on the drug crystal methamphetamine or 'ice', we have been fortunate to be able to respond directly to the concern of families and users in providing a broad range of support options. Since commencing in 2015, our 24/7 1800 ICE ADVICE service has supported thousands of Victorians, including those calling about their own methamphetamine use, as well as concerned family and friends. More than half of our calls occur after business hours, during evenings and weekends when most other services are closed, highlighting the importance of the service in responding to the community's need when and where they need it most. Similarly, our Breakthrough program, which provides families with an insight into what ice is, how it affects people, and how to support family members into treatment, has reached more than 1,500 people across the state since

commencing late last year. The program is playing a critical role in addressing the many myths associated with addiction.

Stigma related to addiction remains a major barrier to early help-seeking, which leads to most people seeking professional assistance almost a decade after they first develop a problem with their drinking, drug use or gambling. One approach to improve help-seeking attitudes and behaviours is to teach high school students how to overcome associated barriers, as well as how to effectively support other young people. To this end, we have recently completed a large-scale trial of our school-based health promotion program, MAKINGtheLINK. The program was highly rated by students and teachers, and our researchers are currently analysing the data to determine its impact on help-seeking behaviour over the 12 months following the intervention.

With shame and concerns over privacy continuing to be major barriers to seeking professional help for addictive behaviours, it is critical that there are services focussed on engaging as broad a population as possible. Our websites and social media platforms continue to provide trusted and readily accessible

resources directly to clients, carers and families as well as the broader community. Indeed, two of our national online services, Counselling Online and Gambling Help Online, continue to play an important role in this space, and we are constantly updating these sites to best engage those that are hesitant in seeking help, as well as those who need additional support.

As well as offering help to concerned individuals and their families, our treatment services also continue to provide advice and support to clinical staff across Victoria and beyond. This includes our Drug and Alcohol Clinical Advisory Service (DACAS), which has been offering 24/7 addiction specialist support to primary care, hospitals, pharmacists and drug treatment services for over a decade. With a rise in pharmaceutical drug problems in the community, DACAS provides an invaluable resource to GPs who are struggling to manage the complexities of addiction, particularly in the context of chronic pain and mental illness.

Supporting and developing the health workforce remains a core role for Turning Point. This includes undergraduate and postgraduate teaching, as well as

In May 2016, Turning Point Director and Professor of Addiction Studies at Monash University, Prof Dan Lubman, was awarded the Royal Australian and New Zealand College of Psychiatrists 2016 Senior Research Award for his contribution to the field of addiction.

providing accredited training positions for those wanting to specialise in the addiction field.

Working in partnership with a range of multicultural agencies, we have also trained upwards of 1500 community members from culturally and linguistically diverse communities in how to respond to a range of alcohol and drug and mental health issues, as well as developing printed and media resources in various languages. Our Master of Addictive Behaviour course, in partnership with Monash University, continues to grow, with a broad range of topics on offer, including modules in addiction science, policy and prevention, assessment and treatment, recovery principles and gambling.

Our clinical work and educational offerings are underpinned by a culture of innovation and research excellence. This includes insights from our state and national surveillance work, as well as clinical studies focussed on improving client outcomes. This year we have completed more than 60 research projects, including research examining the relationship between sleep and addiction, a trial of SMS for reducing

relapse following detoxification, using wastewater to monitor community drug use, identifying rates of problem gambling among patients with mental illness, and examining national rates and patterns of male presentations to ambulances for alcohol, drug and mental health issues.

As demonstrated throughout this publication, our integrated model of treatment, research and education is unique in the Australian addiction context and provides a platform for leadership and innovation across the areas in which we work. Most importantly, it is the people and communities adversely affected by alcohol, drugs and gambling that benefit most from our model of high quality, evidence-based treatment integrated with world-leading research and education.

We are very proud to lead Turning Point, and enjoy the continued strong support that we receive from Eastern Health and Monash University. Thank you to all of our hard working staff and the organisations that we have partnered with throughout the year. We look forward to working with you all in 2017.



Prof Dan Lubman

Director, Turning Point
Eastern Health and Monash University

Barbara Kelly

Program Director, Statewide Services
Eastern Health

SENIOR STAFF



Prof Dan Lubman
Director, Turning Point
Eastern Health
Chair of Addiction Studies,
Monash University



Barbara Kelly
Program Director
Statewide Services
Eastern Health

RESEARCH AND WORKFORCE DEVELOPMENT



A/Prof Belinda Lloyd
Head of Research and
Workforce Development
Eastern Health and
Monash University



Dr Kieran Connolly
Deputy Director

Dr Naomi Crafti
Strategic Lead, Workforce Development

Dr Victoria Manning
Strategic Lead, Treatment and Systems

Sharon Matthews
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TREATMENT SERVICES



Dr Matthew Frei
Clinical Director

Dr Kitty Vivekananda
Manager, Fitzroy Clinic and
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Rick Loos
Services Co-ordinator, Alcohol and Other
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Jonathon Tyler
Program Co-ordinator, Telephone and
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Dr Jane Oakes
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Telephone and Online Services

Orson Rapose
Systems Manager

Teddy Sikhali
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Wellington House

Colleen Phillips
Team Leader (Acting),
Addiction Medicine
Consultation Liaison Service



Anthony Denham
Deputy Director

SUPPORTING HEALTH PROFESSIONALS

Drug and Alcohol Clinical Advisory Service (DACAS) provides 24-hour addiction medicine specialist support to health professionals across Victoria, the Northern Territory and Tasmania.

The service receives more than 1400 calls per year from clinicians who work across the healthcare system.

“Supporting primary care, pharmacists, emergency departments, medical and surgical wards, mental health units and alcohol and drug services with specialist advice is a key focus of this work,” Turning Point Clinical Director, Dr Matthew Frei said.

Callers request clinical advice for a broad range of alcohol, illicit and pharmaceutical drug issues, including complex withdrawal syndromes,

managing pain in the context of addiction, prescribing methadone or buprenorphine and addressing addiction to benzodiazepines and over-the-counter pharmaceuticals.

DACAS consultants include addiction medicine physicians and psychiatrists.

“They are all experts in the addiction field and deliver a highly-valued service for health professionals.”

For Victorian callers to the service including general practitioners, DACAS links callers with direct clinical assessment and care through Turning Point’s medical clinics based in Fitzroy and Box Hill.

Amanda Mack, Telephone and Online Services Counsellor



MAKING A REAL DIFFERENCE

Marcia Perry is a counsellor based at the Carrington Road services located in Box Hill, Victoria.

Turning Point's treatment services in Melbourne's eastern region offer a broad range of services and support for people affected by substance use. Services are provided across community outpatient settings, in-reach services at Eastern Health hospitals, as well as a community residential withdrawal unit.

For Marcia Perry, a counsellor who works with many clients who have been through the forensic system, her client group is generally directed to counselling services through a referral by the Justice Department, brokered through the Australian Community Support Organisation (ACSO).

"About 90 per cent of my clients are male, range in age from 20 to 60 years old and are referred through the Justice Department," Marcia said.

"My clients may have convictions resulting from offences such as theft, illicit drug possession, drink-driving, domestic violence and assault and are required to attend counselling as

part of their community correction or parole orders.

"I work closely with corrections officers and, regardless of my client's criminal history, engage with compassion and dignity to provide every individual with a sense of hope through their recovery journey."

"Even though counselling may not be a voluntary option, clients do very well with the support of our service."

In addition to ACSO referrals, clients may also be referred through the Magistrates' Courts as part of their bail conditions (Court Integrated Services Program or Credit Bail) or via Drug Diversion programs through Victoria Police.

Turning Point provides a comprehensive suite of outpatient services, including medical clinics and counselling programs. Staff are trained to provide evidence-based psychological interventions, including motivational interviewing, acceptance and commitment therapy and cognitive behavioural therapy.

The service provides treatment to clients with a complex range of needs and supports them through a journey of recovery which is not always easy and where many hurdles may be faced along the way.

"I believe that the reverse of addiction is connection and try to encourage my clients to return to former interests and reconnect with their community through employment, either paid or voluntary, or through study in some form," Marcia said.

"I absolutely love my work and feel privileged to be working with our clients in the hope that in some small way I might be assisting them to choose a different path in life."

"I believe in hope and respect, and treat all of my clients with compassion and dignity. I endeavour to provide them with lasting hope through their recovery journey."

Marcia Perry, Counsellor

A clients journey

Jack is a 25 year old forensic client of Turning Point who successfully completed his treatment, as directed by a corrections order. Unfortunately, he reoffended after a relapse with methamphetamine use and was redirected back to Turning Point for further support. Jack has now stopped using drugs, has disconnected from his peers who continue to use drugs and reconnected with his family.

His overall health and wellbeing has improved markedly and he has joined a local soccer team, and takes the family dog on regular walks. He has applied for a part-time job and is looking to complete a part-time building course.

Jack is evidence that through positive engagement and support, forensic services provided by Turning Point can make a real difference to the lives of individuals as well as the broader community.

Note: To protect our client's privacy, his name has been replaced with Jack.



Counsellor Marcia Perry.

ENHANCING ACCESS TO TREATMENT

Turning Point is constantly developing and trialling new programs across its telephone and online health service delivery platforms to improve access to treatment.

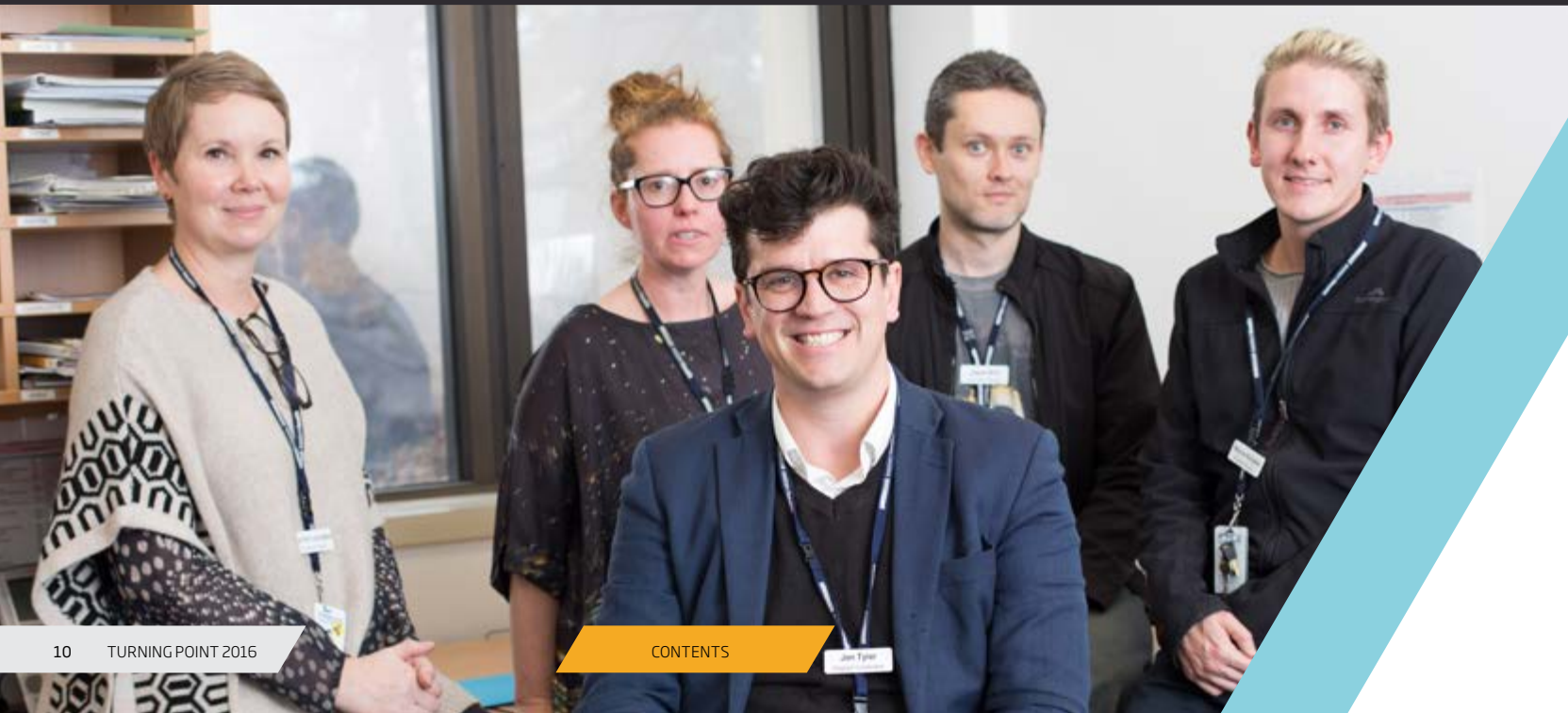
Jonathon Tyler and team deliver programs targeted to individuals who have difficulty accessing traditional services.

According to Program Co-ordinator Jonathon Tyler, these services target individuals who do not seek treatment in mainstream specialist services because of barriers such as geography, stigma or an inability to access services within business hours.

“Our team provides an alternative treatment experience for clients who cannot access traditional services,” Jonathon said.

“Through developing evidence-based programs such as Ready 2 Change, telephone-based drug diversion counselling and counselling via email for both Gambling Help Online and Counselling Online, the team is making significant inroads to reaching clients who cannot access treatment.”

The team has made major progress in engaging clients who struggle to access services. During the past 12 months, the



Ready 2 Change program worked with over 600 people and delivered more than 300 drug diversion counselling sessions over the phone.

A client's story

Sam is 26 years old and lives in regional Victoria. He rang Turning Point seeking support to help reduce the amount of methamphetamine he was using. Sam was finding it difficult to access services in his local community because of a physical illness that required frequent

medical attention, compounded by marked social anxiety that made it difficult for him to access other services in the region.

Sam was referred to Ready 2 Change and completed the program. Sam worked on understanding his methamphetamine use and the problems it caused him, identifying his individual strengths and developing strategies to help him improve his coping skills and manage the cravings he experienced. Sam learnt skills to help him engage a range of supports

in his social network and was able to set clear goals for the future.

Sam stopped using methamphetamine during his engagement in the program and developed a range of strategies to reduce the risk of relapse. He was able to work on his social anxiety issues and is now engaged with a local psychologist in his community for ongoing support.

Sam's story has been published with his consent. Sam is not his real name.

A Ready 2 Change client's reflection on how the program has impacted their recovery

"I think this is a fantastic program. Having tried to organise counselling in other services during business hours, this program is great for working people who cannot easily get time off work. The program is engaging and really targets the issues that I have been struggling with. The counsellor was extremely understanding and I have already seen improvements in the choices I am making about my gambling."

CLINICAL TRAINING EXCELLENCE

Turning Point is one of the few alcohol and other drug specialist services in Australia that provides accredited training placements for doctors aiming to become addiction specialists.

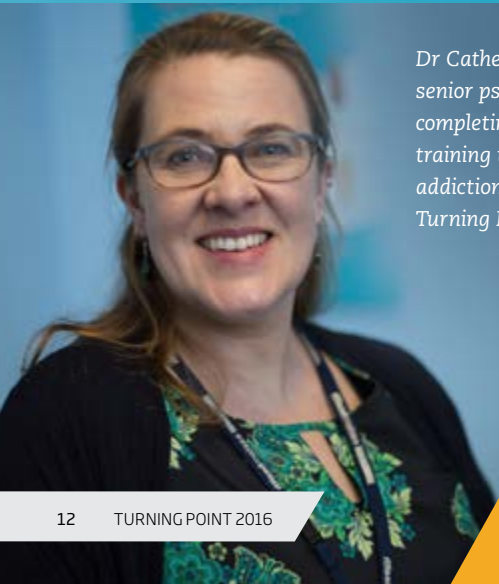
Dr Catherine Hearn is a senior psychiatry trainee who is completing her two years of advanced training to become an addiction specialist at Turning Point.

She will be one of only four advanced trainees in addiction psychiatry in Victoria in recent years. Two others completed their training at Turning Point, including Dr Shalini Arunogiri who will be supervising Dr Hearn.

“Apart from being one of the few clinical services that offer advanced specialist training in addiction, Turning Point’s strong research and training programs provide unique opportunities for trainees to help build the skills of the broader addiction workforce, as well as conduct cutting-edge research,” Dr Arunogiri, who is also completing her PhD at Turning Point, said.

“They are also encouraged to participate in quality projects across Turning Point’s clinical services and contribute to the development of practice guidelines and clinical resources for the Drug and Alcohol Clinical Advisory Service.”

Addiction specialist training at Turning Point provides experience across multiple settings, including outpatient specialist alcohol, opiate pharmacotherapy, dual diagnosis and pain clinics, as well as residential detoxification and hospital consultation liaison services.



Dr Catherine Hearn is a senior psychiatry trainee completing her advanced training to become an addiction specialist at Turning Point.

Turning Point’s medical outpatient services provide specialist support for a range of alcohol and other drug issues. As well as specialist alcohol and opiate pharmacotherapy clinics, Turning Point offers medical support to health professionals and those with substance use problems who work in safety-sensitive occupations (such as transport), patients suffering from persistent pain and addiction to pain medication, and those with co-morbid mental illness and drug use issues.

1800 ICE ADVICE

Knowing where to turn for help is only a phone call away with a dedicated Ice Help Line – providing a one-stop shop that directs families and health professionals to the support they need.

As part of the Victorian Government's Ice Action Plan, Turning Point commenced the Victorian Ice Advice Line in April 2015.

According to Deputy Director Anthony

Denham, shame and stigma are significant barriers to treatment and particularly the case for families concerned about a loved one who uses ice.

"The Ice Advice Line speaks directly to people struggling with the effects of this drug," Anthony said. "It says we understand you might be having difficulty coping, that treatment and support are available and we are here to help."

Fifty-five per cent of calls to the service are received after business hours, during

evenings and weekends when traditional treatment services are closed.

Significantly, 70 per cent of callers are from people concerned about a family member or friend. Also notable in the statistics is that ice is not just a young person's drug, with 52 per cent of calls related to someone aged over 30 years.

The service has provided hundreds of referrals to treatment services as well as valuable support to people when needed.

See information on the Ice Breakthrough Education Program on page 26.

A regular caller to the service recently called to say thank you.

"I'd like to thank you for all the help and support I have received, particularly from the late-night counsellors. After about four years using ice, I have now been clean for six months, have a new career and the world is a much better place."

1800 ICE ADVICE (1800 423 238) is a service for people concerned about their own methamphetamine use, or for those concerned about a family member or friend. The service operates 24 hours a day, seven days a week and is staffed by experienced counsellors.



BUILDING AN ONLINE RECOVERY COMMUNITY

Turning Point is a leading provider of online services for people affected by alcohol, drugs and problem gambling.

For the past 10 years, people who have struggled to access services because of geographic isolation, mobility, stigma or privacy concerns have turned to our online services for support. Two services that we provide are Counselling Online, a national online support service for people concerned about alcohol and other drugs, and Gambling Help Online, the equivalent service for problem gamblers.

“During the past 12 months, we have responded to more than 8000 requests for online counselling. We also received over 200,000 visits to our websites, which marked a 20 per cent increase in visits from the previous year,” Services Co-ordinator, Alcohol and Other Drug, Telephone and Online Services, Rick Loos said.

“As people increasingly use mobile devices to seek online help, opportunities to engage our target audience are expanding.”

With more than 70 per cent of Australians owning a smartphone, Turning Point has updated its websites and enhanced online support tools to be more user-friendly on mobile devices.

Peer forums have also become an important component of online services.

“We have been operating a community forum on our Gambling Help Online service since 2012 providing online peer connection and support for people in recovery,” Rick said.

“This forum has grown to more than 3500 members, with over 10,000 posts across 933 topics.

“As a result of its success, we will be starting a similar online peer support forum for people affected by alcohol and other drugs.”

Increasing use of social media in Australia means there has never been a better time to engage with consumers.

“We recently launched a number of new Facebook and Twitter accounts and the Just Ask Us website, a national help portal for tertiary students, has seen an increase of 33 per cent in Twitter followers this year.”




“We aim to improve engagement with online clients by promoting our online space as a place to receive help and connect with a recovery community,” Online and Social Media Officer, Cassandra Jovic said.

Follow us

CounsellingOnline.org.au

 @CounsellingOnlineAu

 @CounsellingOnAu

GamblingHelpOnline.org.au

 @GamblingHelpOnlineAu

 @GamblingHelpAu

Just Ask Us

 @justaskonline



Dr Victoria Manning is leading ground-breaking research to better understand successful treatment pathways.



EFFECTIVE TREATMENT

A Turning Point study has provided further evidence about the effectiveness of specialist alcohol and other drug treatment.

In the paper titled *Substance use outcomes following treatment: findings from the Australian Patient Pathways Study*, researchers followed clients entering drug treatment in Victoria and WA to examine how their drug use changed following treatment.

The research found that more than half (52 per cent) of the sample showed a positive response to treatment, defined as either abstinence from the primary drug of concern or a meaningful reduction in the frequency of use.

This was highest among clients with methamphetamine (66 per cent) as their primary drug of concern but lowest for clients reporting alcohol (47 per cent) as their primary drug of concern, with around one third (31 per cent) achieving abstinence from all drugs of concern.

Senior researcher Dr Victoria Manning said the findings highlighted the importance of ongoing specialist care because this was associated with higher

rates of abstinence than briefer, more fragmented contact with services.

“What was also important were the findings suggesting there were different predictors of treatment success for clients with a primary alcohol problem compared to those with a primary drug problem,” Dr Manning said.

“For clients with alcohol problems, attending mutual aid groups such as 12-step and engaging with community services were the strongest predictors of a positive response to treatment.”

“In contrast, for clients with illicit drugs as their primary drug of concern, completing their initial treatment episode and remaining engaged in specialist drug treatment were the strongest predictors of better outcomes at 12 months.”

The findings are from a prospective, multi-site treatment outcome study of 796 clients from 21 drug treatment services in Victoria and WA, which was conducted in partnership with researchers from Monash University and the National Drug Research Institute at Curtin University.

“Such findings are important for building public confidence in the benefits of treatment,” Dr Manning said.

ALCOHOL CONCERN FOR MIDDLE-AGED AND OLDER MEN

New research has found middle-aged and older men make up an alarming proportion of alcohol-related ambulance attendance figures.

Based on alcohol and other drug coded Ambulance Victoria data analysed by Turning Point, men aged 50-59 years have had the highest rates of alcohol-related ambulance attendances since 2012-13. Attendances for men aged 60-plus are also increasing.

Researcher Sharon Matthews said the figures could not be put down to an ageing population.

“The assumption that it is only young people out on a Saturday night who drink heavily is just not correct. Excessive alcohol consumption can affect everyone and middle-aged and older Australians are no exception.”

The research also found that the rates for alcohol-related ambulance attendances for men aged over 40 was higher than for those aged 15-39 years.

In fact, since 2012-13, men aged over 40 accounted for more than 50 per cent of intoxication attendances.

“The over-representation of middle-aged and older Australians in alcohol-related ambulance attendance figures will inevitably result in an increased burden on acute health services,” Sharon said.

“This demographic is a complex population with multiple health needs, so there are implications for service planning that need to be addressed. A targeted approach to address harmful alcohol use, particularly in the over 40s, is needed.”

Figures from the research are based on a unique partnership between Ambulance Victoria and Turning Point. Both organisations work closely on a number of projects.

See page 19 for further information on The Ambo Project.

Sharon Matthews is a member of the Turning Point research team working on The Ambo Project.



The Ambo Project

The Ambo Project involves active collaboration with ambulance services around Australia to identify, code, analyse and report patterns and characteristics of alcohol and other drug harms, mental health and self harm presentations. Some recent projects include:

- National Ambo Project (Funded by Commonwealth Department of Health)
- AODstats (Funded by Victorian Department of Health)
- AODAmbostats (Funded by Victorian Department of Health)
- Beyond the Emergency (Funded by Movember, Beyond Blue) (see page 20)
- Ambulance attendances due to self harm and attempted suicide in young Australians: An analysis of the incidence, correlates and time trends using Ambulance Victoria data from 2012-2016 (Funded by Murdoch Childrens Research Institute)
- Ambulance Attendances in the Context of Personality Disorder (Funded by Eastern Health Foundation)
- Statewide Service Planning (Funded by Victorian Department of Health)
- Alcohol use on the rise: preventing alcohol-related harms amongst older people (Funded by Lord Mayors Charitable Foundation)
- An assessment of late night alcohol restrictions in Queensland (Funded by Australian Research Council)
- Timely and robust alcohol harm monitoring using ambulance data in NSW (Funded by NSW Treasury)



Nyssa Ferguson is part of the Turning Point team researching paramedic responses to mental health callouts.

BEYOND THE EMERGENCY

In partnership with ambulance services across the country and with funding from the Movember Foundation and beyondblue, Turning Point is undertaking pioneering research into paramedic responses to mental health callouts.

According to lead investigator Associate Professor Belinda Lloyd: "Turning Point is using ambulance data to learn when and why men in particular contact ambulance services and what happens after that initial contact."

In addition to the critical analysis of ambulance data, Turning Point is conducting a national survey of paramedics and speaking with male patients across Australia to learn about their experiences with mental health callouts.

The research will inform the development of a training and support program that paramedics can draw upon when responding to a mental health callout.

Researchers and ambulance personnel acknowledge that the project is timely. "We know that one in five callouts are mental-health related," A/Prof Lloyd said.

"The *Beyond the Emergency* project will support paramedics to respond in evidence-based ways during mental health callouts."

"If we are able to assist services to support men in times of crisis and link them with relevant care in the community, we have the opportunity to make a big difference in helping men to recover."

This important national project is being conducted in partnership with Monash University, Victoria University, Flinders University, the University of Newcastle and Australian National University.

REDUCING THE DESPAIR OF GAMBLERS IN CRISIS

Fewer gamblers are seeking professional help despite the increase in treatment services and options for problem gamblers and their families.

According to Turning Point Gambling Services Co-ordinator Dr Jane Oakes, this is an issue across Australia.

“Around 50 to 75 per cent of helpline callers are provided with a referral but there is significant dropout between the first contact and first appointment,” Dr Oakes said.

“We know people contacting a gamblers’ helpline are often in crisis, making it difficult for them to take on new information or problem solve the most suitable options for ongoing help.”

With funding from the Victorian Responsible Gambling Foundation, Turning Point has developed a six-step brief intervention to reduce the despair experienced by gamblers in crisis when presenting for help.

“The intervention was informed by a literature search and built on existing interventions for crisis management, as well as the experiences of our expert

gambling advice team and semi-structured interviews with gambling and Lifeline counsellors and consumers,” Dr Oakes said.

The six step intervention:

1. Acknowledge and measure distress
2. Normalise and reduce distress
3. Optimise motivation for change
4. Provide a sense of hope
5. Re-measure distress and, if reduced
6. Explore options for treatment and support.

The project has highlighted that using this approach with people in a crisis provides an opportunity to help the person commit to achieving meaningful, positive changes.

“The findings highlight the importance of counsellors taking the time to help clients normalise and reduce their levels of distress. This process supports clients to make more rational and informed choices about their options for ongoing help and improves their readiness for further treatment.” Dr Jane Oakes.

Dr Jane Oakes has been exploring and developing an intervention to support problem gamblers in crisis.



GETTING THE MESSAGE

Unfortunately, many clients who successfully complete an inpatient detoxification relapse within the first few weeks of discharge from the facility.

Using an innovative approach, Turning Point's researchers have been conducting a randomised controlled trial to assess the effectiveness of a low-cost, supportive text messaging program for clients following discharge.

Clients attending Turning Point's residential withdrawal service Wellington House have been offered the opportunity to participate in the trial. This has been well received, with the target of 75 clients enrolled in the trial on track.

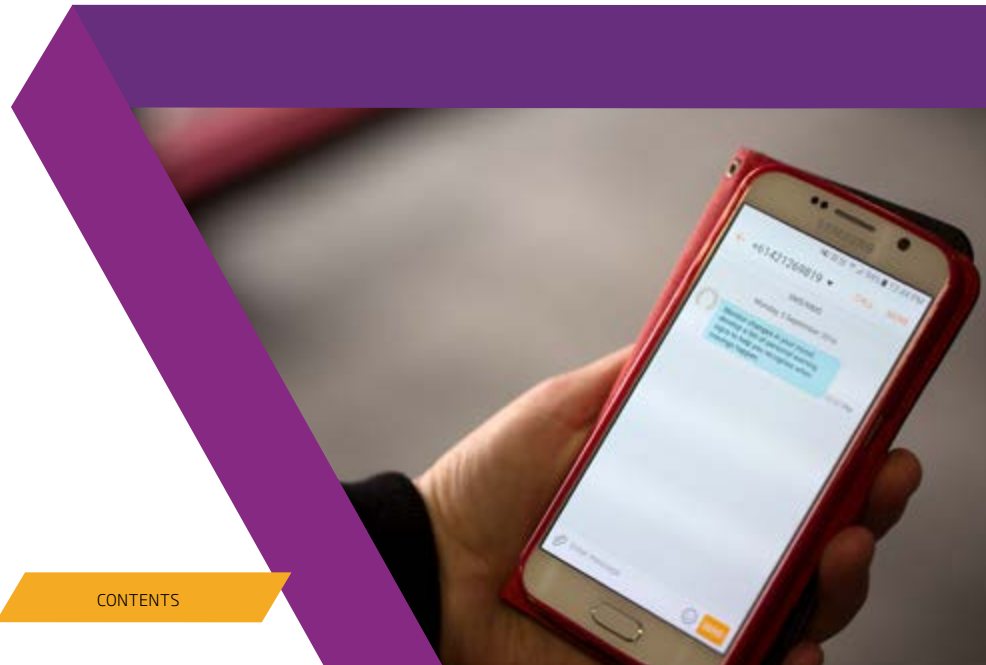
"Trial participants are randomly allocated to receive either one month of two supportive texts per day containing motivational messages and strategies for maintaining sobriety or a single check-in text message per week," Turning Point Director, Professor Dan Lubman said.

The research team contacts participants one month after discharge to assess their level of alcohol and drug use, and their overall wellbeing.

"Participants also answer questions about the text messages they have received to establish the feasibility and effectiveness of providing adjunctive support following discharge from a residential withdrawal service," Prof Lubman said.

It is expected that the trial will be completed by the end of 2016 and that clients receiving text messages will report lower rates of relapse.

"We are hopeful that through the delivery of supportive messages, clients will feel better connected to treatment services when they return to the community and that the practical strategies suggested will help them maintain their recovery goals."



WHAT WATER TELLS US

Turning Point's Population Health research team is taking an innovative approach to identifying legal and illicit substance use through the analysis of wastewater.

Given the range of social harms associated with alcohol and illicit drugs, it is important to monitor changes in drug use over time, as well as where that use occurs so support services can be located in areas where they are needed most.

"Through sewage analysis, we can now quantify a wide variety of substances used by the population, including illicit drugs," researcher Jessica Killain said.

Raw wastewater samples from sewage treatment plants in Melbourne were collected and analysed, allowing researchers to calculate concentrations of cocaine, methamphetamine, MDMA, alcohol and tobacco.

"Compared with East Melbourne, West Melbourne had higher average consumption levels for all substances tested. And for both East and West Melbourne, average weekend

consumption levels were higher than mid-week levels for all substances tested except tobacco," Jessica said.

Comparing 2014 with 2015 results, cocaine consumption was shown to be stable while MDMA levels decreased. In contrast, methamphetamine levels doubled while both alcohol and tobacco consumption remained stable.

The results are used by Victoria Police and the Victorian Department of Health and Human Services to inform policy responses and planning for future service demand.

Wastewater analysis can efficiently provide reliable objective chemical data on the use of drugs across communities.



GAMBLING AND MENTAL ILLNESS

Turning Point is working in collaboration with Monash University and Deakin University to complete a large-scale study that explored gambling rates and harm among individuals seeking treatment from a range of mental health services in Victoria.

“Funded by the Victorian Responsible Gambling Foundation, this three-year project examined how public and private mental health services responded to problem gambling, as well as the training needs of their staff,” Dr Victoria Manning said.

“Mental health staff recognise the importance of responding to gambling issues but having received little training in how to address problem gambling. Only one in five clinicians regularly ask their clients about their participation

in gambling activities. Confidence in managing or treating clients with problem gambling issues was also low.”

“The survey results indicated that while mental health clients are less likely to gamble than the general population, when they do gamble, they are more likely to experience gambling harm.”

A workshop involving clinical, consumer and management representatives from the mental health and gambling sectors identified strategies to improve assessment, referral and treatment options.

The event generated a number of recommendations for short, medium and long-term service development so clients experiencing gambling and mental health issues can be better supported across Victoria.

“Recommendations included embedding an easily administered screening tool into the intake processes for mental health services, training in assessment and brief intervention, and developing partnerships between mental health and gambling services, including in-reach and shared care,” Dr Manning said.

The results from all phases of the project are due to be published in early 2017.



Dr Rowan Ogeil is investigating the link between sleep and relapse.



SLEEP AND RELAPSE

Alcohol affects people's sleep. Poor sleep patterns are a major reason for relapse in people with severe alcohol problems who are trying to stop drinking.

In a study led by Monash Honours Student Chris Hodges, under the supervision of Dr Rowan Ogeil and Professor Dan Lubman, the Turning Point team has been investigating sleep disturbances during the acute phase of alcohol withdrawal and the relationship between sleep and future relapse.

Dr Ogeil, a National Health and Medical Research Council Peter Doherty Research Fellow, says alcohol substantially affects the sleep stages we experience across a normal night, also referred to as our sleep architecture.

"Sleep architecture is further disturbed during alcohol withdrawal, with more than 70 per cent of heavy drinkers experiencing extreme sleep difficulties," Dr Ogeil said.

Poor sleep may be experienced up to five months post-withdrawal and is associated with an increased propensity to relapse.

Turning Point has been exploring which specific sleep components are most disturbed during the initial stages of withdrawal.

Clients from Turning Point's Wellington House, a residential community withdrawal facility, participated in the study. The study used a multi-method approach to investigate sleep and included actigraphy (a special wristwatch that records sleep), sleep diaries and validated questionnaires.

"The study found that sleep quality, insomnia and excessive sleepiness were most disturbed in this group during acute withdrawal and that there were strong links between reports of disturbed sleep and low mood," Dr Ogeil said.

The team hopes to extend its research and specifically examine how targeted sleep interventions during the acute withdrawal period may be effective in reducing sleep disturbances for clients as they undergo treatment, potentially reducing the risk of relapse.

HELPING HAND FOR FAMILIES

Turning Point's *Breakthrough: ice education for families* program is offering vital support to Victorian families and has reached more than 1600 people across the state since its inception in 2015.

According to Turning Point Education Officer Dean Rogut, the program aims to provide an insight into what ice is, how it affects people and how to support family members into treatment.

"It also provides people with practical approaches in caring for themselves and other family members," Dean said.

"While there is no quick fix, getting informed and learning a few key skills is crucial in helping to tackle drug-related issues in your life."

Since its launch, workshops have been held across metropolitan Melbourne and regional Victoria, with participants coming from all walks of life.



"Feedback from attendees has been overwhelmingly positive, with more than 95 per cent highly satisfied with the program. Furthermore, 98 per cent said they would recommend Breakthrough to others with similar concerns," Dean said.

Breakthrough: ice education for families was developed by Turning Point, the Self Help Addiction Resource Centre (SHARC) and the Bouverie Centre, and is supported by the Victorian Government through its Ice Action Plan.

For further information on the 1800 Ice Advice telephone service see page 13.

Turning Point Education Officer Dean Rogut is encouraging families to attend ice education sessions.



CATCHING UP

Turning Point is continuing to forge strong links with Melbourne's culturally and linguistically diverse (CALD) communities.

Working in partnership with a range of multicultural agencies, *Catching Up* is an education program that aims to provide dual diagnosis support to CALD communities, as well as the alcohol and drug sector.

Having been trained in how to respond to a range of alcohol, drug and mental health issues by Turning Point, groups of core community educators are now actively working within their own communities to increase understanding of addiction and mental health issues.

"This activity has included the development of resources in various languages, radio discussions and the provision of formal training and community education in their respective languages," Turning Point Deputy Director, Dr Kieran Connolly said.

Turning Point's primary partner in the CALD community is the Multicultural Centre for Women's Health, with a partnership dating back more than a decade. Organisations including Arabic Welfare, the Australian Vietnamese Women's Association, Spanish Latin American Welfare Centre, Polish Community Services and New Hope Foundation have also worked with Turning Point, as part of the *Catching Up* program.

More than 1500 CALD community members have benefited from the program during the past four years.

An evaluation program has also found it to be a success, with 76 per cent of CALD community members indicating they thought the training was "excellent". Strong involvement across the Arabic, Vietnamese, Spanish, Polish and Sudanese communities has been a positive.

Phoebe Spry-Bailey, Turning Point Senior Education & Training Officer supports representatives of CALD community agencies to address alcohol and other drug issues across the community.

"Activity and participation levels in all of the community organisations are contributing well to the overall project objectives," Dr Connolly said.

In addition to providing education to CALD communities, there has been substantial training provided to metropolitan and regional drug and alcohol treatment workers on how to better engage and work with members of CALD communities.

The project recently received funding for a further year to continue its vital work.



RESOURCES FOR ADOLESCENTS

Adolescence is a high-risk time for the development of mental health and substance use issues.

However, young people are often reluctant to seek professional help, preferring to keep their problems to themselves or relying on friends for support. These help-seeking preferences highlight a need for programs that aim to improve the mental health literacy of adolescents, ensure they can identify signs of psychological distress in their peers and help them access appropriate services when necessary.

In 2013, Turning Point, in partnership with Monash University, began recruitment for a randomised controlled trial of the *MAKINGtheLINK* program.

A total of 2456 Year 9 students from 22 Victorian secondary schools participated in the baseline (pre-intervention) assessment, with three subsequent follow-up assessments conducted at six weeks, six months, and 12 months. The trial concluded in July 2016.

According to Dr Ali Cheetham, the baseline data has provided a number of insights into Australian adolescents' attitudes towards help-seeking for mental health and substance use problems.

"Help-seeking is very common in this group. We found that almost half had previously sought some level of help for a mental health issue, while a further 51 per cent had encouraged a friend to seek help," Dr Cheetham said.

"However, friends remained one of the most important sources of support, highlighting the importance of peer training as a means of facilitating early

identification and treatment of mental health problems."

While participants' confidence in their ability to help peers was generally high, the findings indicate that there is still considerable room for improvement in regard to problem recognition and beliefs about treatment.

"This was of particular concern in relation to alcohol, with participants appearing to have more difficulty correctly identifying harmful drinking compared to symptoms of depression, and they were more likely to dismiss it as normal adolescent behaviour," Dr Cheetham said.

"With analysis of data from the follow-up assessments currently underway, we will soon have robust evidence about the effectiveness of the *MAKINGtheLINK* program and if found to be successful, this will support its adoption within a national school framework."

MAKINGtheLINK is a school-based intervention that focuses on teaching students how to overcome barriers associated with seeking help, as well as how to effectively support young people.



Anna Guthrie, Education Officer, Workforce Development and Emma Sandral, Research Officer have been delivering the MAKINGtheLINK program to Victorian schools as part of a large National Health and Medical Research Council funded trial.

DEVELOPING PROFESSIONALS

With alcohol and drug issues impacting on all areas of health, Turning Point provides multiple opportunities for professional development in this specialist field.

According to Dr Naomi Crafti, who leads the workforce development team, Turning Point is committed to ensuring the health and community workforce has the capability and capacity to provide high-quality alcohol, other drug and gambling services that meet the needs of clients and their families.

“We provide a number of postgraduate courses to develop the specialist clinical skills needed to be effective in this sector. Courses also support the development of career pathways for experienced alcohol and other drug practitioners to progress into both clinical and organisational leadership roles,” Dr Crafti said.

Postgraduate education offerings include the Graduate Certificate and Graduate Diploma in Alcohol and Other Drug Studies, as well as the Master of Addictive

Behaviours, developed and delivered in collaboration with Monash University.

“Many of our courses are online, providing opportunities for national and international students to participate. Furthermore, they are interactive and engaging, with course work delivered by internationally-recognised clinical leaders in this field,” Dr Crafti said.

The Masters course covers topics such as understanding the historical, political, economic and social factors that influence addictive behaviours in Australia and internationally, as well as current bio-psychosocial models of addiction. Students examine the latest evidence around the treatment and management of addiction, including evidence-based approaches to clients with co-occurring mental health and/or physical health conditions.

“Our graduates gain the skills required to effectively critique what the research evidence on approaches to addictive behaviours tells us and translate what they have learnt into practice at the individual, group and organisational level.”

From a Masters candidate's perspective

Michelle Francis is a program manager for a mental health and homelessness program in Frankston, Victoria. Michelle completed her Master of Addictive Behaviours in 2015 and has applied her learnings into her workplace. According to Michelle, the course was hugely beneficial in building her advocacy and program development skills.

Why did you choose to do the Master of Addictive Behaviours?

I have worked with long-term homeless and complex needs clients for many years. I feel there is a gap in alcohol and other drug services for this population. Through completing the Masters program, I have become a better advocate and can apply what I have learnt to improve outcomes for this group.

What part of the course did you find most useful and/or interesting and why?

The structure of the course was great. It was delivered by a range of experts from all over the world and was consistently engaging and relevant to current policy and practice.



Michelle Francis is finalising her Masters of Addictive Behaviours under the supervision of Dr Victoria Manning.

How has this course helped you in your current role?

The knowledge I have gained has enabled me to successfully draw on the evidence to advocate for the integration of treatment programs into the mental health and homelessness program I work in. Being able to offer the client group a more cohesive service model that incorporates their alcohol and drug, and mental health needs has been amazing for our service and more importantly, for the clients we work with.

Would you recommend this course to others?

I would absolutely recommend the course to anyone who has a keen interest in improving their knowledge and skills in the addiction field and who wants to better support the needs of their clients.

Turning Point partners with researchers, clinicians and education specialists around the globe to deliver world-class postgraduate education.

EVENTS

Turning Point hosts a number of events throughout the year that provide an insight into current trends, issues and approaches in the addiction and related fields.

It provides colleagues within the sector an opportunity to discuss contemporary matters and for those outside the sector, such as the broader healthcare community, academia, government and the public, a chance to better understand alcohol, drug and gambling issues.

Talking Point is a monthly seminar series that showcases innovative and ground-breaking research on a diverse range of topics related to addiction. In 2015-16, topics included the importance of data for population health planning, parental supply of alcohol, the brain disease model of addiction, understanding drug-related deaths post-prison release and supporting relatives to deal with addiction in the family.

Presenters included Professor Stuart Kinner from Griffith University's School of Criminology and Criminal Justice, Professor Jane Pirkis from the University

of Melbourne's School of Population Health, Professor Sandra Jones from the Australian Catholic University and Heather Pickard, Chief Executive Officer of the Self Help Addiction Resource Centre. Talking Point is a free seminar that is open to the public. Presentations are also provided as a live webinar and are recorded and uploaded to the Turning Point website.

A key event on the calendar is the Turning Point Oration. In 2015, Dr Peter Miller, Professor of Violence Prevention and Addiction Studies at the School of Psychology, Deakin University, spoke on the important topic "Alcohol, violence, policy and politics: can we make progress?" *Turning Point 2015* was also launched at this event and the winners of annual Travelling Scholarships were announced.

In an effort to further strengthen engagement with the community, Turning Point's Consumer and Carer Committee has organised a number of forums to discuss issues relevant to client and family experiences in the treatment system. In 2015, the forum focused on "waiting" and in 2016, they discussed access to services and how to maximise ongoing recovery support.

Another very successful series was the *Making Waves* training sessions. More than 280 professionals from multiple sectors attended two-day workshops that focused on using acceptance and commitment therapy approaches to support clients with complex life histories and problems. The workshop consistently receives very high levels of satisfaction and will continue to be delivered in 2016-17.

Turning Point's events calendar is a key platform to continue building knowledge in the health sector and broader community. We look forward to providing an even more engaging and varied series of events in the coming 12 months.



Health
WELLBEING



Turning Point
TREATMENT · RESEARCH · EDUCATION

*Guest Speaker Professor Peter Miller
at the 2015 Turning Point Oration.*

PARTNERSHIPS

Each year, Turning Point works with a range of organisations across the alcohol, drug and gambling sectors, the broader healthcare community, government and academia.

The collaborative relationships we share with our partners are invaluable and we are extremely grateful to them for their assistance, whether it is through funding, project participation, advice or support.

Below is a list of organisations that Turning Point has been fortunate enough to work with in 2016.

- ACSO-COATS
- Access Health & and Community
- ACT Ambulance Service
- ACT Health
- Alcohol and Drug Foundation
- Alcohol Office, NSW Health
- Alcohol Research Group, Emeryville, California, USA
- Alfred Health
- Ambulance Tasmania
- Ambulance Victoria
- Amity Services Northern Territory
- Arabic Welfare Incorporation
- Association of Participating Service Users
- Australian Community Support Organisation
- Australian Federation of International Students
- Australian Health Practitioner Regulation Authority
- Australian Institute of Family Studies
- Australian Multicultural Community Services Inc
- Australian National University
- Australian Rechabite Foundation
- Australian Research Council
- Australian Vietnamese Women's Association
- Ballarat Community Health Centre
- Banyule Community Health Service
- Barwon Health
- Barwon Youth
- Bendigo Community Health
- beyondblue
- Black Dog Institute
- Bouverie Centre
- Brimbank City Council
- Burnet Institute
- Cancer Council Victoria
- Caraniche
- Catholic Care
- Centre for Addiction and Mental Health, Toronto, Canada
- Centre for Alcohol Studies, International Health Policy Program, Bangkok
- Centre for Culture, Ethnicity and Health
- Centre for Drug & Alcohol Research, Aarhus University, Denmark
- Centre for Gambling Education and Research, Southern Cross University
- Centre for Health Initiative, University of Wollongong
- Centre for Social Research on Alcohol and Drugs, Stockholm University, Sweden
- Centre for Youth Substance Abuse Research, University of Queensland
- Chisholm TAFE
- Dandenong Drug Court
- Dandenong Magistrates' Court
- Deakin University
- Department of Communities, Queensland
- Department of Health and Human Services, Tasmania
- Department of Health and Human Services, Victoria
- Department of Health, Commonwealth
- Department of Health, Northern Territory
- Department of Justice, Victoria
- Drummond Street Services
- Eastern Access Community Health
- Eastern Melbourne Primary Health Network
- Eastern Region Mental Health Association
- Flinders University
- Foundation for Alcohol Research and Education
- Gambling Research Australia
- Gateway Community Health
- Gay and Lesbian Health Victoria
- Harvard University Medical School
- Health Strategy and Policy Institute, Vietnam Ministry of Health

- Health TRx
- Hong Kong Polytechnic University
- Hunter Valley Research Foundation
- Inspiro Community Health Service
- Institute for Culture and Society, University of Western Sydney
- Institute for Social Science Research, University of Queensland
- ISIS Primary Care
- Jesuit Social Services
- Knox Community Health Service
- La Trobe University
- Latrobe Valley Community Health Service
- Leadership Victoria
- Link Health & Community
- Logan House (Queensland)
- Melbourne School of Population and Global Health, University of Melbourne
- Mental Health Professionals Network
- Menzies Institute
- Monash Health
- Monash University
- Movember
- Multicultural Centre for Women's Health
- National Cannabis Prevention and Information Centre
- National Drug and Alcohol Research Centre, University of New South Wales
- National Drug Law Enforcement Research Fund
- National Drug Research Institute, Curtin University
- National Health and Medical Research Council
- National Research Centre for Environmental Toxicology, University of Queensland
- Neami
- Networking Health Victoria
- New Hope Foundation
- New South Wales Ambulance Service
- New South Wales Department of Justice
- Ngwala
- Nurses and Midwives Health Program Victoria
- Nursing and Midwifery Board of Australia
- Odyssey House
- Orygen Youth Health
- Penington Institute
- Peninsula Drug and Alcohol Program
- Peninsula Health
- Polish Community Services
- Queensland Ambulance Service
- Queensland University of Technology
- ReGen
- SalvoCare Eastern
- SANE
- Self Help Addiction Resource Centre
- Sheffield Hallam University, UK
- Social and Health Research (SHORE) and Whariki Research Centre, Massey University, New Zealand
- South Australian Ambulance Service
- South Australian Office of Problem Gambling
- South Australian Police
- South City Clinic
- South East Alcohol and Drug Service
- South Sudanese Community in Australia Inc
- Southern Ethnic Advisory and Advocacy Council (SEAAC)
- Spanish Latin American Welfare Centre Incorporation (UNITED)
- St John's Ambulance, Northern Territory
- St Vincent's Hospital, Melbourne
- Stepping Up
- Stockholm Prevents Alcohol and Drug Problems, Stockholm County Council, Sweden
- Taskforce
- Thai Health Promotion Foundation
- The Salvation Army
- University of Calgary, Canada
- University of Manchester, UK
- University of Melbourne
- University of Newcastle
- University of Oregon, USA
- University of Queensland
- University of Tasmania
- University of Waikato, New Zealand
- University of Western Sydney
- University of Wollongong
- University of Sydney
- University of Tasmania
- VicHealth
- Victoria Police
- Victoria University
- Victorian Aboriginal Community Controlled Health Organisation
- Victorian Alcohol and Drug Association
- Victorian Auditor-General's Office
- Victorian Coroner's Court
- Victorian Responsible Gambling Foundation
- Western Health
- Western Sydney University
- Windana
- Women's Alcohol and Drug Services
- World Health Organization
- Young and Wellbeing Cooperative Research Centre
- Youth Support and Advocacy Service

TELEPHONE AND ONLINE SERVICES

Alcohol and Drug Helpline Services

DirectLine Victoria

1800 888 236

Ice Advice Line

1800 423 238

Northern Territory Alcohol and Drug Information Service

1800 131 350

Tasmanian Alcohol and Drug Information Service

1800 811 994

Victorian Drug Diversion Advice Line

03 9418 1030

Family Drug Helpline

1300 660 068 (after hours)

Professional Consultation Services

Victorian Drug and Alcohol Clinical Advisory Service

1800 812 804

Tasmanian Drug and Alcohol Clinical Advisory Service

1800 630 093

Northern Territory Drug and Alcohol Clinical Advisory Service

1800 111 092

ACT Drug and Alcohol Clinical Advisory Service

03 9418 1082

Gambling Helpline Services

Gambler's Helpline Victoria

1800 858 858

Gambling Helpline New South Wales

1800 858 858

Gambling Helpline Tasmania

1800 858 858

Gambling Helpline Northern Territory

1800 858 858 (after hours)

Gambling Helpline South Australia

1800 858 858

Gambler's Help Youth Line Victoria

1800 262 376

Waruwi Gambling Help

1800 752 948

Online Counselling and Support Services

Counselling Online (national)

www.counsellingonline.org.au

Gambling Help Online (national)

www.gamblinghelponline.org.au

SANE Forums

www.sane.org (after hours)

Information websites

Turning Point

www.turningpoint.org.au

DirectLine

www.directline.org.au

Just Ask Us

www.justaskus.org.au

Drug and Alcohol Clinical Advisory Service (DACAS)

www.dacas.org.au

AODstats

www.aodstats.org.au

Parenting Strategies

www.parentingstrategies.net

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