



Australasian College  
for Emergency Medicine

AOTEAROA  
NEW ZEALAND

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# Mental Health in the Emergency Department

SUMMIT

**Friday 7 June 2019, 8:00am – 4:30pm**

**TE PAPA TONGAREWA, ICON ROOM | WELLINGTON**





*Hūtia te rito o te harakeke  
Kei hea te kōmako e kō?  
He aha te mea nui o te ao?  
Māku e ki atu  
He tangata, he tangata, he tangata.*

If the heart of harakeke was removed, where will the bellbird sing? If I was asked, what was the most important thing in the world, I would be compelled to reply, It is people, it is people, it is people.

# Programme

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8:00 **REGISTRATION OPENS – Welcome Tea and Coffee**

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8:30 **MIHI WHAKATAU**

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9:00 ***Welcome and Opening***

**Mr Josiah Tualamali'i** – MC, Pasifika Youth Advocate

**Dr John Bonning** – President-Elect, Australasian College for Emergency Medicine (ACEM)

**Ms Taimi Allan** – CEO, Changing Minds

**Dr Vinay Lakra** – President-Elect, The Royal Australian and New Zealand College of Psychiatrists (RANZCP)

**Dr Sue Mackersey** – Board Member, RANZCP

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9:30 ***Session One***

**System Overview – What is the Size of the Problem?**

Facilitator: **Dr Kate Allan**, Associate Clinical Director Emergency Medicine, Waitemata DHB (North Shore and Waitakere Hospitals)

Session One seeks to provide context for the Summit, building a joint understanding of the numbers that represent the problem.

**PANELLISTS**

**Dr Inia Tomas** – Co-Chair, Manaaki Mana Steering Group (ACEM)

**Ms Anna Tonks** – Senior Health Promotion and Policy Advisor, NZ Drug Foundation

**Dr Paul Vroegop** – Clinical Head of Psychological Medicine, Clinical Lead of Chronic Pain, Paediatric Consultant Liaison Team, Counties Manukau District Health Board, Child and Adolescent Psychiatrist (RANZCP)

**Professor Drew Richardson** – ANU Medical School, Senior Staff Specialist, Canberra Hospital (ACEM)

**KEY QUESTIONS FOR SESSION AND DISCUSSION:**

- Who presents to emergency departments, and why? (i.e. mental health cohorts, presentation types)
  - Mapping of system services and funding structures (e.g. Ministry of Health, district health boards, primary health organisations)
  - How many presentations are there and how long are they waiting?
  - According to data presented where are the service gaps for people who present to the emergency department in a mental health crisis?
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10:20 **KAPU TĪ**

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10:40 *Session Two*

**Mental Health and the Emergency Department Experience:  
Using and Working in the System**

Facilitator: **Dr Clare Skinner** – Director of Emergency Medicine, Hornsby Ku-ring-gai Hospital (ACEM)

Session Two builds an understanding of how mental health crises are managed in the emergency department from a range of different perspectives, including clinicians, consumers and carers.

**PANELLISTS**

Video – Patient Experience

**Dr Scott Orman** – Emergency Medicine Specialist (ACEM)

**Dr Craig Ellis** – Deputy Medical Director, St John

**Senior Sergeant Matt Morris** – District Shift Commander, New Zealand Police

**Ms Jo King** – Chair, College of Emergency Nurses New Zealand (CENNZ)

**Ms Caro Swanson** – Principal Advisor, Mental Health and Service User Lead, Te Pou o te Whakaaro Nui (Te Pou), Mental Health Consumer

**Dr Clive Bensemman** – Clinical Lead Integrated Care Mental Health & Addictions Counties Manukau District Health Board  
National Clinical Lead Health Quality & Safety Commission

**KEY QUESTIONS FOR PANEL AND DISCUSSION:**

- When patients come to the emergency department with an acute mental health crisis, what do they need from the emergency department and the health care system more broadly?
  - What can be done to better meet these service needs, in a more timely way?
  - What are the most significant gaps in the current service system?
  - What else can be done to improve the experience and outcomes for people seeking mental health support through the emergency department?
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## 11:45 *Session Three*

### **System Reform: What are the Government's Next Steps**

Session Three sets out to understand the policy context and how the government and key contributors to policy anticipate the impacts for mental health.

Facilitator: **Ms Maria Baker** – CEO, Te Rau Ora

#### **PANELLISTS**

**Ms Robyn Shearer** – Deputy Director-General Mental Health and Addiction, Ministry of Health

**Mr Josiah Tualamali'i** – Pasifika Youth Advocate

**Mr Warren Young** – General Manager, Independent Police Conduct Authority

**Dr Ruth Cunningham** – Senior Research Fellow, Deputy Director of the Cancer and Chronic Conditions Research Group (NZCPHM)

**Dr Susanna Every-Palmer** – Director of Area Mental Health Services – Central Regional Forensic and Rehabilitation Service, Head of Department, Department of Psychological Medicine, University of Otago (RANZCP)

**Mr Wi Keelan** – Kaumātua and Māori Cultural Advisor, Mental Health and Addiction Quality Improvement Programme, Health Quality & Safety Commission (RANZCP)

**Mr Brian Vickers** – Consumer Advisor, Northland District Health Board (RANZCP)

**Dr John Bonning** – President-Elect, ACEM

#### **KEY QUESTIONS FOR PANEL AND DISCUSSION:**

- How will the government's response to the *He Ara Oranga* (final report of the Mental Health and Addiction inquiry) impact the system?
- What does the Wellbeing Budget 2019 mean for mental health?
- What does the Review of the Health and Disability System mean for the health system?
- How will reforming the *Mental Health Act 1992* impact the health system?
- How are the government and the Wellbeing Budget 2019 meeting the needs of Māori?

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## 13:00 **KAI A TE RĀNUI**

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## 13:45 *Session Four*

### **Service and Policy Innovation**

Facilitator: **Dr Simon Judkins** – President, ACEM

Session Four sets out to explore how innovative programmes in New Zealand, and abroad, might impact the ways in which emergency departments function.

#### **PANELLISTS**

**Ms Emma Wood** – National Manager – Practice, Te Pou o te Whakaaro Nui (Te Pou)

**Dr Ruth Large** – Emergency Physician, Rural Hospitalist, Clinical Director Information Services and Virtual Health Care, Waikato District Health Board

**Ms Helen Lockett** – Strategic Lead, Equally Well

**Ms Marion Blake** – CEO, Platform Charitable Trust

**Dr Susanna Galea-Singer** – Director and Head of Division Specialist Mental Health & Addiction Services, Waitemata District Health Board (RANZCP)

**Dr Alain Marcuse** – Consultant Psychiatrist, Crisis Resolution Services (RANZCP)

#### **KEY QUESTIONS FOR PANEL AND DISCUSSION:**

- What can be done to provide alternative pathways that minimise emergency department presentations for people experiencing a mental health crisis?
- What existing services or programmes are improving patient outcomes and experience?
- What can we learn from others?

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## 14.45 *Policy Soapbox*

**Dr Clare Skinner** – Director of Emergency Medicine, Hornsby Ku-ring-gai Hospital (ACEM), introducing the Policy Soapbox

Participants from the Summit are invited to give one or two-minute presentations about their ideas for policy change (max. seven panellists).

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## 15:00 **KAPU TĪ**

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## 15:20 *Next Steps*

### **Key Priorities and Ways Forward**

Facilitators:

**Mr Jason Carpenter** – Senior Consultant, Allen and Clarke

**Mr Josiah Tualamali'i** – Pasifika Youth Advocate

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## 16:00 *Wrap Up*

**Dr Mark Lawrence** – Chair of the New Zealand National Committee, Tu Te Akaaka Roa, RANZCP

**Dr John Bonning** – President-Elect, ACEM

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## 16:30 **KARAKIA**

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## Speaker Profiles



### **Dr Kate Allan – Facilitator**

**Associate Clinical Director Emergency Medicine**

**Waitemata DHB (North Shore and Waitakere Hospitals)**

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Dr Kate Allan attended the University of Otago Medical School and spent three years working in Emergency Medicine in London before returning to her home town of Auckland to complete her Emergency Medicine Specialist training. She has been Associate Clinical Director of Emergency Medicine at North Shore and Waitakere Hospitals in Auckland since 2015 and continues to work clinically across both sites.

Kate remains passionate about the challenge of Emergency Medicine. She particularly enjoys the variety and unpredictability of clinical presentations. As a clinical leader she is an advocate for both colleagues and patients. Kate is motivated and inspired by our ongoing challenge to deliver compassionate quality care, while maintaining an environment that feeds thriving and wellbeing for the team in our workplace.



### **Ms Taimi Allan**

**CEO**

**Changing Minds**

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Ms Taimi Allan has been involved in the mental health sector for over a decade, managing a variety of roles and significant projects encompassing consumer advice, communications, media and marketing, digital initiatives, social entrepreneurship, business development, mental health promotion, and education and training.

Over the years, she has worked on innovative projects with specialist sectors to increase their mental health literacy, including such diverse groups as tertiary training organisations, corporate business, media and entertainment industries, schools, youth and older persons, addictions and the Police.

Taimi represents the consumer voice in various strategic governance positions relating to sector and service improvement, policy and suicide prevention. Featured as a global thought-leader in the March 2018 issue of *M2woman*, Taimi's history in film, theatre and television, means she often uses the arts as a safe vehicle to help audiences understand and see value in challenging experiences. Her creative work includes the world's first international mental health arts festival The Big reTHiNK, as featured in *MiNDFOOD*, and collaborating on Mockingbird and the annual Atawhai festival.



### **Dr Maria Baker – Facilitator**

**CEO**

**Te Rau Ora**

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## **Ms Marion Blake**

**CEO**

**Platform Charitable Trust**

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Ms Marion Blake is the CEO of Platform Trust and lives on the south coast of Wellington. Over the last eighteen years Marion has help move Platform from a small group of about ten NGOs to become the voice of the community mental health and addiction sector in New Zealand. Platform believes that we need community organisations to be strong, confident and sustainable in order to support people, families and communities who are impacted by mental illness and addictions. These are messages that are now being heard by the Government and its many agencies, the media and politicians with Platform providing a point of contact for nationwide feedback.

Marion is a connector and takes an active role in working across agencies to get the most we can from everyone. This often means bridging the gap of understanding and translating between the cultures of the community sector, government departments and particularly within the health system. This has been critical for the development of initiatives such as Equally Well and On Track. Co-creating the mental health and addiction system New Zealanders want and need, and of course bringing Support Workers into the Pay Equity Settlement.

Marion was made a member of the New Zealand Order of Merit in 2017 for services to people with mental health and addiction issues.



## **Dr Clive Bensemman**

**Clinical Lead Integrated Care Mental Health & Addictions**

**Counties Manukau District Health Board**

**National Clinical Lead Health Quality & Safety Commission**

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Dr Clive Bensemman is the clinical lead for the new Health Quality Safety Commission's Mental Health & Addiction Quality Improvement programme. He also works at Counties Manukau District Health Board as clinical lead for Integrated Care.

Clive trained first as a general practitioner, before specialising as a psychiatrist. He is dual trained in both adult and older age psychiatry, and as a medical administrator.

For 15 years he has led large secondary and tertiary DHB mental health services, which has included design and establishment of new services and management of large-scale service change. He was a sponsor of the national MH&A KPI programme for seven years and has an interest in measurement and use of improvement science, and in the development of integrated systems of health care.





## **Dr John Bonning**

**President-Elect**

**Australasian College for Emergency Medicine**

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Dr John Bonning has been a specialist emergency medicine physician for more than 15 years. He was Director of the Department of Emergency Medicine at Waikato Hospital in New Zealand until 2017 and Chair of the New Zealand Faculty of ACEM until 2018. John was elected as the first New Zealand President-Elect of ACEM in 2018. He is also Chair of the New Zealand Council of Medical Colleges.

Having worked extensively in different emergency departments throughout New Zealand, Australia and the UK, he has a firsthand knowledge of different models of care in a variety of settings, from the smallest rural to the largest tertiary hospital. His passions in emergency medicine include equity and sustainability, both organisational and personal.

John has various other roles as an Advanced Paediatric Life Support and Advanced and Complex Medical Emergencies Instructor, a Police Medical Officer and an expert advisor to the Police, Coroner, Courts and the Health and Disability Commissioner.



## **Mr Jason Carpenter**

**Senior Consultant**

**Allen and Clarke**

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Mr Jason Carpenter is a Senior Consultant and owner of Allen and Clarke. Jason has considerable experience as an analyst within central government across the entire policy spectrum, including research, policy development, stakeholder and public consultation, and drafting of briefings and Cabinet papers, through to the passage and implementation of legislation and regulations.

Jason has particular experience within the health area, including significant experience leading and contributing to projects on mental health, tobacco control, drinking water, sport and physical activity, burials and cremation, and oral health. Jason worked as part of the Secretariat for the Government Inquiry into Mental Health and Addiction in 2018. Jason has also worked across a broad range of sectors including emergency management, rural fire, health and safety, education, and the charitable sector.



## **Dr Ruth Cunningham**

**Senior Research Fellow and Public Health Physician**  
**Department of Public Health, University of Otago**

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Dr Ruth Cunningham is a public health physician and epidemiologist working in the areas of mental health research, social epidemiology, and health services research. The main focus of her current work is mental health epidemiology and the physical health of people with experience of mental health conditions. In 2018 she led work to provide background evidence review and analysis for the Mental Health and Addictions Inquiry.



## **Dr Craig Ellis**

**Deputy Medical Director**  
**St John**

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Dr Craig Ellis is a Specialist Pre-Hospital and Emergency Physician based in Hawke's Bay New Zealand. He splits his time working as the Deputy Medical Director of St John (New Zealand) and as a Specialist in the Emergency Departments of the Hawkes Bay Regional Hospital and the occasional locum at the Royal Darwin Hospital. He is regularly involved in primary emergency responses by both road and rotary wing. His interests are in anaphylaxis, telemedicine, management of the peri-arrest patient and austere/remote medical practice. He is married to an Intensive Care Medicine Physician and has three beautiful children.



## **Dr Susanna Every-Palmer**

**Director of Area Mental Health Services**  
**Central Regional Forensic and Rehabilitation Service**  
**Head of Department**  
**Department of Psychological Medicine, University of Otago**

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Dr Susanna Every-Palmer is a forensic psychiatrist and academic. She is the Director of Area Mental Health Services for the Central Regional Forensic and Rehabilitation Service and Head of Department for the University of Otago's Department of Psychological Medicine in Wellington. Susanna has a strong interest in evidence-based psychiatry and has completed a Masters (Oxon.) on this subject and just submitted her PhD thesis on improving the physical health of people with serious mental illness. Susanna is the Deputy Chair of the FRANZCP National Committee (Tu Te Akaaka Roa). She has spent many long nights reviewing people in the Emergency Department.



## **Dr Susanna Galea-Singer**

**Director and Head of Division  
Specialist Mental Health & Addiction Services  
Waitemata District Health Board**

**Honorary Senior Lecturer and Associate Director  
Centre for Addictions Research, University of Auckland**

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Dr Susanna Galea-Singer provides leadership and strategic direction to the largest mental health and addictions provider in New Zealand. Making a difference in people, families and whānau who are affected by mental health or addiction problems is what drives Susanna's passion and expertise. Susanna is known for her ability to bring together different disciplines to work towards the one goal of 'respectfully improving the outcomes for those affected by mental health and/or addictions'. Susanna has worked in mental health and addictions for more than 20 years. She has contributed to the scientific knowledge of mental health and addictions through involvement and facilitation of research projects, training of various disciplines and publications, including book chapters and peer review journals.



## **Dr Simon Judkins – Facilitator**

**President  
Australasian College for Emergency Medicine**

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Dr Simon Judkins is President of the Australasian College for Emergency Medicine, and Deputy Director of Emergency Medicine at Austin Health, where he has worked for 20 years. He is Chair of Australia's Choosing Wisely Committee and has great passion for health resource stewardship and sustainability.

Simon also works at Albury Health in New South Wales to better understand challenges in providing regional health care, and is a Board Member at Castlemaine Health in Victoria.

Simon is a great believer in Australia's public health system and the work ethos of specialist emergency physicians. He strongly advocates for equity and access to health care for all and addressing issues of diversity, gender equity, bullying and discrimination in his role as ACEM President. Simon's passion for equity and access has been pivotal in leading ACEM's advocacy to improve experiences for patients presenting to emergency departments seeking help for mental illness.



## **Mr Wi Keelan**

**The Royal Australian and New Zealand College of Psychiatrists Kaumātua  
Kaumātua and Māori Cultural Advisor  
Mental Health and Addiction Quality Improvement Programme  
Health Quality & Safety Commission**

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Mr Wi Keelan is of Ngāti Porou and Ngāti Kahungunu ancestry. Wi has a long history of working in the mental health sector as a clinician, service manager, quality surveyor and policy advisor. He is currently employed as a kaumātua and Māori advisor at the New Zealand Health Quality and Safety Commission. He is also kaumātua for the Royal Australian and New Zealand College of Psychiatrists and a member of Te Matanga Mauri Ora Māori Mental Health Advisory group providing strategic guidance and direction to the Ministry of Health during the implementation of *He Ara Oranga*: Report of the Government Inquiry into Mental Health and Addiction Services.



## **Ms Jo King**

**NZRGON MN (Clinical)  
Nurse Practitioner Intern  
Nelson Emergency Department  
Chair – College of Emergency Nurses New Zealand**

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## **Dr Vinay Lakra**

**President-Elect  
The Royal Australian and New Zealand College of Psychiatrists**

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Dr Vinay Lakra joined the Royal Australian and New Zealand College of Psychiatrists Board in May 2018. He assumed the role of President-Elect in May 2019 for a two-year term and will assume the role of President in May 2021. Vinay is the Deputy Chief Psychiatrist of Victoria and Clinical Director of North West Area Mental Health Service, North Western Mental Health. He has held a range of positions as a Consultant Psychiatrist in acute inpatient and community settings and has also held other leadership positions in mental health services in Victoria and NSW previously. Dr Lakra graduated in medicine from JN Medical College, India in 1999 and then completed his MD in psychiatry from Central Institute of Psychiatry, India in 2002 before moving to Australia in 2004. His interest and expertise includes leadership and management, clinical governance systems, patient safety and quality, assessment and training standards for SIMGs; and supervision and mentoring of junior doctors and early career psychiatrists.



## **Dr Ruth Large**

**Emergency Physician, Rural Hospitalist, Clinical Director Information Services and Virtual Health Care**

**Waikato District Health Board**

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Dr Ruth Large was born and bred in the city but always wanted to be a farmer's wife. Her feminist parents felt otherwise and encouraged intellectual pursuits. After graduating in Medicine in 1999 she spent time working in the outback of Australia and then in General Practice in New Zealand. Ruth trained in Emergency Medicine in Auckland, receiving Fellowship in 2007, and has been a Fellow of the Division of Rural Hospital Medicine since 2015. She now finds herself as an Emergency Physician and Rural Hospitalist working for the largest rural District Health Board in New Zealand.

Working as Clinical Director of Thames Hospital since 2012, Ruth finds addressing the inequities of rural practice challenging. She has had a keen interest in telehealth since her outback days and has been the Deputy Chair of the New Zealand Telehealth Leadership Group since 2013. She was appointed to the position of Clinical Director of Information Services and Virtual Healthcare for the Waikato District Health Board in 2018, allowing her a glimpse into a future where patients have better access to the care that they deserve.

Ruth lives on a lifestyle block in the North Waikato with her husband and three children, proving that you can have your cake and eat it too.



## **Dr Mark Lawrence**

**Chair of the New Zealand National Committee**

**The Royal Australian and New Zealand College of Psychiatrists**

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Dr Mark Lawrence (Te Rarawa) practices as a consultant psychiatrist for the Bay of Plenty District Health Board in Tauranga. His work includes community and crisis care with adults, using an integrated model of care with both kaupapa Māori and mainstream services. Mark is a previous recipient of Te Rau Matatini's Henry Rongomau Bennett Memorial Scholarship, which seeks to build leadership in Māori mental health. He is the Chair of the RANZCP New Zealand National Committee, Tu Te Akaaka Roa.



## **Ms Helen Lockett**

**Strategic Lead**

**Equally Well**

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Ms Helen Lockett has been working with Te Pou o te Whakaaro Nui (Te Pou) since 2013, to initiate and develop the Aotearoa New Zealand Equally Well collaborative. Helen works with the backbone team at Te Pou on a part-time basis alongside her job as strategic policy advisor to the Wise Group, and the OECD. In working on the Equally Well evidence update, the evidence for the relatively poor health outcomes for people who experience a mental illness and/or addiction became very clear. Through Equally Well, Helen is committed to working with others to find ways to improve outcomes. *(continued over page)*

Helen's interest and the focus of her work is on connecting research, policy and practice and in particular to address the systemic barriers which create inequities.

Helen has been working in mental health and addiction services for over 20 years, starting her career as a support worker in a small day service in England, where she saw the positive impact getting a job had on people's lives and learned how better support could be offered to enable people to fulfil their vocational aspirations. She then became interested in service development and research and specialised in understanding the evidence base for implementing effective employment support programmes.

Helen has a degree in psychology and a Masters in Business Administration and is about to complete a doctorate at the University of Auckland.



## **Dr Sue Mackersey**

**Board Member**

**The Royal Australian and New Zealand College of Psychiatrists**

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Dr Sue Mackersey is a graduate of the University of Otago Medical School and completed Fellowship training with the Royal Australian and New Zealand College of Psychiatrists in Australia in 1994. Sue has practiced in Australia and New Zealand in public and private roles and in metropolitan and rural settings.

Sue participates in a broad range of leadership and governance activities. She is an elected Director of the Royal Australian and New Zealand College of Psychiatrists and Chair of the Membership Engagement Committee. She has supported development of education and research and been active in training as a supervisor, examiner and event organiser.

In recent years her clinical focus has been in the field of addictions, adolescent and maternal mental health. She has a research interest in psychosocial response and recovery from disaster and rural health.

Sue is based in Tauranga in New Zealand. She is Director of Area Mental Health and Addiction Services and Clinical Director for Hauora Tairāwhiti and works for a private consulting company.



## **Dr Alain Marcuse**

**Consultant Psychiatrist**

**Crisis Resolution Services**

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Dr Alain Marcuse finished his German specialist training in Munich in 2005 and then worked in several acute care mental health inpatient units. Alain came to New Zealand to work as Medical Officer Specialist Services with Capital Coast DHB (CCDHB) Māori Mental Health Service in Wellington. Alain became a RANZCP affiliated member in 2010 and gained vocational specialist scope for psychiatry in 2012.

Alain's special field of interest became acute/emergency psychiatry after he moved to the acute mental health inpatient unit, Te Whare O Matairangi, in Wellington. Following a sabbatical with a focus on acute psychiatry in different countries, he joined the CCDHB Crisis Assessment Team/Crisis Resolution Team in 2014, with his vision to support a better integration of psychiatric services in the emergency department of Wellington Hospital.

Through his clinical involvement, Alain has a good impression of the current situation of acute work in mental health services and is engaged in efforts to improve services delivered to persons presenting with acute mental disorders.



## **Senior Sergeant Matt Morris**

**District Shift Commander**

**New Zealand Police**

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Senior Sergeant Matthew Morris is currently working as an operational Shift Commander for the Wellington Policing District. Prior to this he was the National Manager for Mental Health for New Zealand Police. His primary focus was looking at and trying to address the demand that mental health-related events put on Police, and finding innovative ways to manage those demands. Along with external providers he reviewed and revamped mental health training being delivered at the Royal NZ Police College to better enable police during response. Matt has a wealth of experience in the area of mental health within the policing environment. He has commissioned published research into this topic, and has attended overseas conferences as the NZ Police subject matter expert on mental health.



## **Dr Scott Orman**

**Emergency Medicine Specialist**

**Auckland Hospital**

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Dr Scott Orman is a full-time Emergency Medicine Specialist in the Adult Emergency Department at Auckland Hospital. His interests in emergency medicine include Patient Safety, Quality Improvement, Adverse Event Analysis, and the use of technology in healthcare. He is currently involved in project work to improve the care of mental health patients in the emergency department. He is a father of three and when not at work he spends most of his time on or in the water.



## **Professor Drew Richardson**

**ANU Medical School**

**Senior Staff Specialist**

**Canberra Hospital**

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Professor Drew Richardson is the Chair of Road Trauma and Emergency Medicine at the Australian National University Medical School and a Senior Staff Specialist in the Emergency Department of Canberra Hospital and Health Services. He has a long term research interest in Emergency Department crowding and flow, and is the lead investigator for the Prevalence of Mental Health Access Block (POMAB) studies.



## **Ms Robyn Shearer**

**Deputy Director-General Mental Health and Addiction  
Ministry of Health**

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Ms Robyn Shearer has a vast range of sector experience having been the CEO for Te Pou o te Whakaaro Nui (Te Pou) for the past ten years. During her time Robyn has grown Te Pou to be internationally recognised for evidence based workforce programmes in mental health, addiction and disability and has created strong sector partnerships to enhance people's lives through service improvement.

Robyn comes from a clinical background, beginning her experience with nursing and has worked in front line mental health services and leadership roles in district health boards. She has also worked in the Health Research Council and Ministry of Health in workforce development, policy and leading the Mental Health Group.



## **Dr Clare Skinner – Facilitator**

**Director of Emergency Medicine  
Hornsby Ku-ring-gai Hospital**

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Dr Clare Skinner is Director of Emergency Medicine at Hornsby Ku-ring-gai Hospital in Sydney, New South Wales. Clare is a proud graduate of the local public-school system and completed degrees in arts and science at the Australian National University before embarking on a medical degree at the University of Sydney.

Clare was a Junior Medical Officer at the Canberra Hospital before moving back to Sydney to undertake training in Emergency Medicine at Royal North Shore Hospital. Clare also completed a Masters of Public Health. Since attaining Fellowship in 2011, she has worked clinically across Northern Sydney and as Curriculum Advisor for the Sydney Medical School.

Clare is interested in improving workplace culture in Emergency Departments and hopes to achieve this by advocating for increased senior medical staffing, building positive relationships in and beyond the emergency department, providing excellent clinically orientated education, and through mentorship of trainees and Junior Medical Officers.



## **Ms Caro Swanson**

**Principal Advisor, Mental Health and Service User Lead  
Te Pou o te Whakaaro Nui (Te Pou)  
Mental Health Consumer**

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Ms Caro Swanson's work supports the mental health and addiction workforce to be effective for and responsive to the people who use its services. She provides a service user perspective and lens for Te Pou's work, especially on service user inclusion, participation, leadership and workforce development. Caro has worked in mental health and addictions in service user roles for 20 years, including in consumer advisory, auditing, governance, peer support, project management, training,



facilitation, consultancy, evaluation, resource development, advocacy, writing, supervision and mentoring, and quality improvement.

Caro has broad life experience in many facets. Her lifelong resilience journey involving mental illness and navigating mental health services are the driving force for the work she does now.



## **Dr Inia Tomas**

**Manaaki Mana Steering Group Co-Chair**

**Australasian College for Emergency Medicine**

**He uri au no te Tai Tokeroau o Aotearoa**

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Ko Kāririkura te moana

Ko Tinana te waka

Ko Tumoana te tangata

Ko Whangatauatia ratou ko Okokohuia ko Taumatamahoe nga maunga

Ko Te Rarawa te marae

Ko Te Rarawa te iwi

Ko Inia Tomas toku ingoa

I am a descendant from the north of New Zealand

Kāririkura is my ancestral body of water

Tinana is the vessel upon which my ancestors arrived in New Zealand

Tumoana is my primary ancestor

Whangatauatia, Okokohuia and Taumatamahoe are the mountains that identify my ancestral/tribal home

Te Rarawa is my marae

Te Rarawa is my my primary tribal affiliation

My name is Inia Tomas

Dr Inia Tomas has been a consultant at Middlemore Hospital since early 2018 and has been working in the Auckland region since 2010. Inia has also worked in emergency medicine in Australia and Ireland. I have an interest in Māori and Indigenous health. He is a member of ACEM's Assessing Cultural Competency Reference Group and co-chair of ACEM's Manaaki Mana Steering Group, which developed a College strategy for excellence in emergency care for Māori.



## **Ms Anna Tonks**

**Senior Health Promotion and Policy Advisor**

**NZ Drug Foundation**

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Ms Anna Tonks comes from a research and public health background. She has a Masters in Critical Health Psychology. After returning from a stint in the UK, she worked at Hutt DHB on regional and national projects to reduce alcohol and other drug harms. Anna joined the Drug Foundation in 2017. She is currently working on a range of health promotion and policy issues, including acute drug harm and law reform.



## **Mr Josiah Tualamali'i – Facilitator**

**MC**

**Pasifika Youth Advocate**

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Mr Josiah Tualamali'i is a Samoan New Zealander working to give young people a voice – helping them to speak up on the decisions that shape their lives and advising government on how to connect with them.

At just 14 years old, he was one of the founders of an NGO to empower Pacific youth, which he chaired for five years. He went on to help young people in Christchurch to recover after a devastating earthquake, to lead suicide prevention work with Pacific youth and to join New Zealand's Prime Minister on a diplomatic mission to Pacific states.

At 22 years of age he was a voice for youth and Pacific peoples on the New Zealand Government Inquiry which looked at how to make life better for people with mental health and addiction challenges.



## **Mr Brian Vickers**

**Consumer Advisor**

**Northland District Health Board**

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Mr Brian Vickers worked as a Consumer Advisor with Northland District Health Board for 19 years until December 2018. Besides a passion for the recovery of those with lived experience of mental health services and their family, Brian is very interested in the patient and whānau experience of services. Brian has striven from the perspective of shaping services to be more responsive to consumers and their families. Brian trained as a Medical Photographer and had a 20-year period of working as a Medical Photographer and Illustrator for the Taranaki District Health Board. Brian's personal experiences and passion for helping to improve the consumer experience within the mental health sector assists his contribution to the Community Collaboration Committee of the RANZCP.



## **Dr Paul Vroegop**

**Clinical Head of Psychological Medicine, Clinical Lead of Chronic Pain, Paediatric Consultant Liaison Team**

**Counties Manukau District Health Board**

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Dr Paul Vroegop is a Consultant Child and Adolescent Liaison Psychiatrist and Pain Medicine Specialist who works in Counties Manukau Health in Auckland. He is the Clinical Head of Psychological Medicine, Clinical Lead of the Chronic Pain Service and works as the Consultation-Liaison Psychiatrist with the Paediatric Consult Liaison Team. Paul has had a longstanding passion for working with adolescents, children and adults with chronic pain, and the psychological aspects of healthcare. He is an Honorary Senior Clinical Lecturer with the Department of Psychological Medicine at the University of Auckland, is involved in advocating for the development of pain services nationally and regionally, and is regularly involved in lecturing and teaching about pain medicine to students, patients and families, and health professionals.



## Ms Emma Wood

**National Manager – Practice**

**Te Pou o te Whakaaro Nui (Te Pou)**

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With a background in social work, Ms Emma Wood has worked in mental health for more than 20 years with a particular focus on workforce development. To improve outcomes for people accessing services, Emma has a passion for ensuring that our workforce is well equipped with the knowledge and skills to support people and their whānau. As the National Manager – Practice at Te Pou o te Whakaaro Nui, Emma works across mental health, addiction and health providers to assist organisations to plan for and develop their workforce to best meet the needs of their communities.



## Mr Warren Young

**General Manager**

**Independent Police Conduct Authority**

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Mr Warren Young is General Manager of the Independent Police Conduct Authority, the independent agency that deals with complaints against the police and potential police misconduct. He is currently also a member of a Government Advisory Group that has been established to make recommendations on reforming New Zealand’s criminal justice system.

Warren was Deputy President of the NZ Law Commission from 2004 to 2011 and Deputy Secretary for Justice from 2000 to 2003. Prior to that he was an academic at Victoria University of Wellington for 20 years, with periods as Director of the Institute of Criminology, Professor of Law and Assistant Vice-Chancellor (Research). He has published widely in the areas of criminal law and criminal justice. He has also undertaken a wide variety of research and policy work in areas of mental health, alcohol and drug law reform.

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### Website

[acem.org.au/mhed](http://acem.org.au/mhed)

The Mental Health in the Emergency Department Summit section of the ACEM website contains a wealth of resources and information, including extended interviews with panellists, resources, models of care and ACEM’s research into mental health access:

### Wifi

*Complimentary wi-fi access is available.*

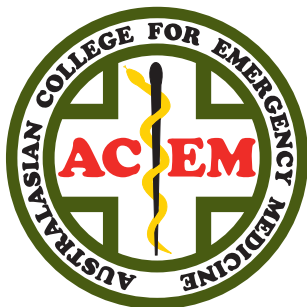
Network: Te Papa Events

Password: events

### sli.do (event app)

The audience is invited to answer and submit questions via the sli.do app.

1. Open a browser on any laptop, tablet or smartphone
2. Go to **slido.com**
3. Enter event code **#MHEDNZ19**



[acem.org.au](http://acem.org.au)

#mhed19  
@acemonline

For further information about this event contact:

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