



## Telephone and Internet Counselling Interest Group

# UPDATE

30 July 2004

In this edition:

1. The MHS & AICAFMHA Conference. Gold Coast 1 – 3 Sept.
2. ANU (Australian National University) Think Tank group formed
3. **TISCA Seminar (Sydney)**: Maxine Rosenfield *"Handling Difficult Callers"*  
Wednesday 22 September 2 – 4pm
4. TISCA Quality Group working on the next edition of the Guide to Good Practice (2<sup>nd</sup> edition).
5. Life Matters Radio Interview
6. The Age - Newspaper Article.

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1) The Mental Health Services will run a joint conference with AICAFMHA conference. *"Harvesting Hope"* This is the main conference organized by the Department of Health and Ageing. For more details visit their websites: [www.thmhs.org](http://www.thmhs.org) or [www.aicafmha.net.au](http://www.aicafmha.net.au)

2) The Australian National University is presently running the centre for mental health research. This division is presently coordinating key research in the area of telephone and internet mental health services. To find out more: [www.anu.edu.au/cmhr](http://www.anu.edu.au/cmhr)

3) ***"Handling Difficult Callers"***

Practical approaches and strategies for counseling difficult clients over the telephone.

**Maxine Rosenfield:** Author and former Chair of the THA UK.

**When:** Wednesday 22 September 2- 4 pm

**Where:** No 3 Church Street, Waverly

**RSVP:** [tisca@helplines.org.au](mailto:tisca@helplines.org.au)

Details is posted on the website. [www.helplines.org.au](http://www.helplines.org.au)

4) TISCA (telephone Information Support and Counselling Association) Quality Group is presently completing further sections of the Guide to Best Practice (2<sup>nd</sup> Edition). The focus of this group is to bring, professional, managerial, academic and government representatives to work together for the development of this key reference for all helplines in Australia: If you are

interested in finding out more please e-mail Maxine Rosenfield (Group Chair) on [julesmax@bigpond.com](mailto:julesmax@bigpond.com)

5) Recently Bill Campos was interviewed on Radio (ABC Radio – Life matters Program). Online Counselling. Details of the interview is available from [www.abc.net.au/rn/talks/lm/stories/s1127328.htm](http://www.abc.net.au/rn/talks/lm/stories/s1127328.htm)

6) *Mentally ill turning to helplines*. An article on the AGE newspaper on 22 June 2004. SANE helplines increase in calls from people with mental illness. See [www.theage.com.au](http://www.theage.com.au)

We welcome any feedback regarding this UPDATE, which you can provide by replying to this e-mail.

Kind Regards  
Bill Campos  
Group Convenor

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