

The MadQuarry Dictionary:

A consumer's guide to the language of mental health

Community Awareness Campaigns *noun*

1. **Consumers** as Stories and Clinicians as *we've* moved so far away
2. Do we really want to everyone about the medical model definition of what it means to be human?

Our Consumer Place is Australia's Mental Health Resource Centre run entirely by people diagnosed with 'mental illness'

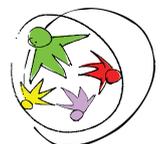


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RESOURCE CENTRE FOR MENTAL HEALTH CONSUMERS

Our Consumer Place acknowledges the support of the Victorian Government



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Introduction

In July 2012 Our Consumer Place launched a national competition inviting consumers – and anyone else who was interested – to contribute towards a collection of consumer-convoluted language that we could pull together as a dictionary.

Consumers were solicited over several editions of the Our Consumer Place newsletter to play with the twisted language of psychiatry. Back-to-front meanings, made-up words, acronyms redefined, re-created language and general comments on the State of Affairs in Mental Health Land were all encouraged.

The entries were judged by Janet Meagher AM, a distinguished consumer elder held in high esteem across Australia. For more information about Janet, the competition, and the winners, see page 28.

A big thank you from Our Consumer Place to ...

1. **Janet Meagher** who gave generously of her time and wisdom to judge the MadQuarry competition. With Janet we hit gold. It was a Herculean task as we had more than 1500 entries which she had to sift through. There is no way that we can thank Janet sufficiently for her generosity and patience.
2. **Indigo Daya**, who also gave generously of her time to edit the original material and create the dictionary concept. This was a substantial task.
3. **Allegra Designs**, a small jewellery firm based in Sydney, which donated bat jewellery to Our Consumer Place to use as prizes for winners of the competition. It was very generous and people commented on the simplicity and style of their work.

Please note: The views expressed in this publication are not necessarily the views of all partners to the Our Consumer Place initiative. While all care has been taken in the preparation of this material, no responsibility is accepted by the author(s) or Our Consumer Place, or Our Community, or the Department of Health, or any of these organisations' staff, for any errors, omissions or inaccuracies. The material provided in this guide has been prepared to provide general information only. It is not intended to be relied upon or be a substitute for legal or other professional advice. No responsibility can be accepted by the author(s), funders or publishers for any known or unknown consequences that may result from reliance on any information provided in this publication.

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Cartoons by Merinda Epstein (www.takver.com/epstein/)

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A

Abscond (from hospital) *verb* **1.** Needing some time-out to work out future strategies. **2.** Searching for community. **3.** Searching for inclusion. **4.** Self-determination. **5. Lift watching** The act of developing an escape plan

Acronym *noun* **1.** Like a secret language for those in the know. **2.** Obfuscate, Exclude, Lazy, Impressing, Ownership, and Nonsense. **3.** What you use when you don't want anyone else to know what you're talking about. **4.** Maintaining power advantage.

Acting Out *verb* **1.** Well if you don't notice anything else it seems a pretty sensible approach really. **2. Acting out attempts** Hollywood or perhaps Bollywood but not enough talent. **3. Mental Health Acting** Hiding your distress and pain so the docs will stop upping your meds .

Activities *noun* Things we are there to be grateful for.

Administrators *noun* **1.** Solicitors speak legalese in the same way psychiatrists speak psychiatrese. Both languages exclude, jargonise, patronise, obfuscate, separate, blame, control, claim power and get it. **2.** I don't need you to be pleasant but it helps.

Affect *noun* Body language gone medical.

Affordable housing *archaic.*

Agency-syndrome *noun* A set of characteristics that when seen together suggest that people diagnosed with mental illness can actually be the directors of their own lives.

Agenda *noun* Agendas of single consumers pushed at the expense of others is not consumer perspective.

Agitated *adjective* **1.** Thread around the washing machine like a tissue left in the pocket of life. **2.** What happens when you can't get out of the

place! **3.** What happens when no one will listen to you!

Ambulance Officers *noun* **1. Ambose'** **Admonishment** Ambulance Officers undisguised problems with people who self harm no matter how honorable the person's reasons. **2. The Lovely Ambo** It is amazing that there are ambulance drivers who despite the paucity of their training and the crazy-making-ness of their work treat us with honour and respect. **3. Ampoule-ance Officers:** Ambulance drivers helping themselves. – *adjective* **4. Ambo-lergic** I hear the siren and it doesn't mean *HELP* is what is coming for me.

Angry *noun* Justifiable anger, a genuine tonic for emotional trauma.

Antique Chair Intervention *noun* Try sitting in your shrink's chair and see what happens.

Appointment shy *adjective* When key workers consistently change and don't turn up to appointments.

Assertive *adjective* Behavioural issues!!

Attention Seeking *noun* **1.** Seeking attention **2.** Behaviour indicating that urgent *medical* (and social) attention is required! **3.** Just attending to my needs.

Authority *noun* Supposedly services are consumer centric but, guess what, none of the authority is in the centre!

Axis I *noun* **1.** A core chapter in the bestselling novel "*The Diagnostic and Statistical Manual: a fantasy of self-love and suspense*". **2.** Rotating around an axis based on the medical model extinguishes the right to alternative understanding of life experiences.

Axis II *noun* **1.** Blame, shame and you've lost the game. Again! **2.** Entrance ticket to nowhere. **3.** Just disorders, who cares?



B

'Back into the community' *verb* **1.** Back into isolation, homelessness, drunkenness, poverty, horrid boarding houses, maybe if you're very lucky, a dog. **2.** Meaningless mantra to justify kicking people out of hospital.

Beauty To Dare *noun* The health enhancement that comes from taking risks supported by peers. Woe betide those who try to stop us.

Bed Rest for healing *verb* A concept that does not exist in psychiatry.

Bed-based setting *noun* Hospital, extended lock up, supervised accommodation, prison, penal colony. Beds?

Behavioral Issues *adjective* A consumer who dares to be assertive. **Just Behavioural** **1.** You are unworthy of 'treatment', response, admission, services. **2.** I don't like you. **3.** You are a problem to other patients and need to be controlled. **4.** You are in control. Your actions are deliberate and manipulative, not like those poor people over there. **5.** Borderline. **6.** You are unworthy of empathy, caring, respect, concern... **7.** "Please help me, I don't know what else to do."

Better Managed *adjective* Move people through quicker.

BioPsychoSocial *noun* A euphemism for

BioBioBio that doesn't fool anyone.

Black and White Thinking *noun* The result of splitting staff into the ones who assault our health and the ones who enhance it.

Boundary enactors *noun* Psychiatrists using airs, rituals and artifacts to maintain a safe distance.

Boundary enhancers *noun* Phones, secretaries, clocks, gilded chairs, personal histories, rules that we know, rules that we don't know (till we make a mistake), appointments, payment for service, appointments in sealed envelopes, ringing Medicare re. authorised scripts and telling them we have schizophrenia before telling us.

Boundary Protecting Clinicians *noun* Social class, posh qualifications, medical 'ethics', medical model, collegiate philosophy, mates rates, accepted wisdom, combined professional egos, actions taken as a result of fear of litigation and power.

BPD *noun* **1.** Borderline Personality Disorder. **2.** Bloody Painful Diagnosis.

Brave *adjective* **1.** Patronising euphemism for 'just a story'. **2.** Why must you see my bravery and not my truth?

Brief Case *noun* How long they actually spend listening to you at *YOUR* Mental Health Tribunal hearing.



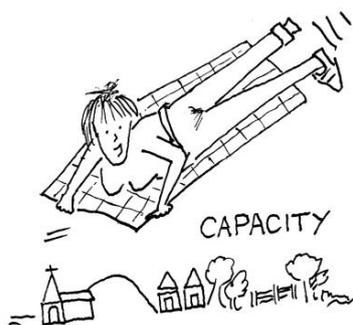
Bring-along-a-consumer *noun* Consumer involvement long past its use by date.

Broad Church *noun* The consumer movement is a broad church and we must recognise the important commitment and contribution of the far left, the far right and the middle. Without the spectrum we will all be depleted.

Bureaucratic Meetings *noun* **1.** Bandwagon
Manoeuvring **2.** Bountiful Morning-teas

C

Capacity *noun* **1.** Good if you know you have to get out of hospital but bad if you know you have to get in. **2.** Legal or medical? Oh! Thank you for the grant of two capacity awards. Blessings upon you. **3. Blanket Incapacity:** Hiding from you lot. **4. Financial Administration Cap-acidy** I will



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Business Model *noun* Hierarchies modelled on big business do not produce the sorts of soft organisations that can provide real creativity by staff and clients or real non-controlling care for anyone.

Busy Psychoses *noun* Strange experiences that are persistently behaving badly.

never come cap in hand to you. Pride is essential to my wellbeing. Your acid demeanour is uncalled for, unprofessional and I shouldn't have to put up with it.

Care *verb* **1.** Care goes from 9.30am – 10.20am every second Friday. – *noun* **2. C.A.R.E.** Cover Arse Retain Employment.

Carers *noun* **1.** Those consumers who have set themselves up to look after our pets when we are whisked into hospital. God bless them. **2.** Why can't the bigwig carers be as humble, sensitive, accepting and as open to a multitude of differing stories as the grassroots caring folk? **3. Carers for me** Those responsible for me did not. I'd prefer the word perpetrators. **4. Carers – crikey!** Would you please stop for breath - Just for a minute! **5. Consumer-Carer Dichotomy** The need for consumers to be able to take risks whilst carers want to wrap their loved one in cotton wool to protect them. **6. Creative Carers** Flower arranging and floral design lessons available regularly for carers of people with psychiatric disabilities to enable consumers respite from constantly being care for. We will pick your carer up from their homes and deliver them back again. We provide a lovely afternoon tea and a chance to have a good time whilst giving consumers a deserved rest.

Case Conference *noun* We are a puzzle to be solved. Behind our backs the quick brains get together to put all our pieces back in 'their' 'correct' order again. We are totally forgotten in the thrill of the chase. This feels like our destiny.



Case History *noun* A register of personality assassination.

Case Load *noun* The number of consumers services can squeeze into a standard size suit case.

Case Manager *noun* **1.** Baggage Handler. **2.** "I don't want you managing my life. Can we at least talk about a respectful term to use for your real and foreseeable interference?" **3.** Don't overdo the informality now. I am NOT your friend. I'm your case, remember. **4.** How dare you say you're my manager? I don't work for you. I don't receive payment. There is no way in which you are my manager. – *verb colloquial* **Case Worker Pleasing** When we cancel an appointment and reduce the 'load' and they can still tell us off.

Case Notes *noun* **1.** Useful sticky labels for moving house. **2.** How come the most important person, 'The Case', doesn't get to write them? **3.** How come what we know is dismissed as perception and what 'they' know is recorded as accurate facts?

Case Studies *noun* **1.** I'm not a case and I don't want to be studied. **2.** Ethics Committees watch out! Some of us are demanding to use our own name in research, in everything. We will no longer be shamed into silly Anglo-Celtic baby names chosen by researchers. Your recalcitrance in this matter is causing us ethical problems. You are engaged to look after the ethical rights of research 'subjects' so take note. **3.** Please **stop** protecting my confidentiality without my permission. **4.** If you have put some of your perception of me into an amalgam case study, I would like clear reference to my contribution cited. I don't charge but I also don't condone

LIGHT A CANDLE FOR...



OUR EXPERTISE BEING GENEROUSLY RECOGNISED

plagiarism. Thank you. **5.** Why do you need a case study when you can get us teaching your students in the flesh? **6.** We should be regularly presenting students with case studies drawn from our experiences of archetypal and atypical behaviour of clinicians. If you don't get your act together we'll also call our 'cases' Bob and Pete and Suzie no matter what your qualifications or level of seniority. It's in your hands. **7.** We need case studies who can speak back.

CATT *noun* **1.** Can't Attend Today Team. **2.** Can't Answer Telephone Team. **3.** Call Again Tomorrow Team **4.** Can't Assist Today Team.

CBT *noun* **1.** Caring But Technical. **2.** Changing Behaviour Temporarily. **3.** Choice By Traction. **4.** Can't be Bothered Trying.

CEOs *noun* Head in the stars, hands on the calculators and feet where ever they need to be to be seen by the right people.

Case Conference *noun*

1. Get out the history and study the judgements of clinical staff;
2. Look for patterns in us being disagreeable, strange, distressed, sick of the hospital and whatever else fascinates;
3. Don't ask us what we would like to say. Anyway we probably wouldn't say anything of import to us. That is a treasure we do not let go of in this company;
4. Talk about us behind our back;
5. Defer to the consultant who has actually only sighted us once;
6. Make a collective decision for ongoing treatment (without including us);
7. Case solved (for this week anyway).



Class Divide *noun* Those who can afford private health insurance and those who can't.

Client *noun* **1.** Someone whose role is to be fixed. **2.** A soul that only exists in relationship to a therapist

Clinical Apologists *noun* We sometimes forget that some clinical groups are complete innocents in terms of the inclusion of consumer expertise in 'their' conferences.

Clinical Populations *noun* People?

Clinical Psychologists *noun* **1.** You'd be more use to us if you would just stop competing with psychiatrists for ownership of the block. **2.** Did you say I was a counsellor? Definitely *NOT!* We're not counsellors! Good Grief! We need a Community Awareness Campaign about this! -

verb colloquial **Clinical Psychologist Displeasing** **1.** Smiling at their attempts to be serious. **2.** Telling them their qualifications mean little in the scheme of good practice. - *verb colloquial* **Clinical Psychologist Pleasing** Agreeing that we *are* manipulative and difficult.

Clock Control *noun* Practitioners placing the clock where it cannot be seen by the client/patient.

Clock-induced withdrawal Consumers stopping any in depth discussion twenty minutes before the end of the appointed time so they don't have to suffer the indignity of being summarily dismissed midway through something important.

Closed Door Policy *noun* Communication channels to get information about ourselves from an Area Health Service

Code Grey *noun* **1.** Collective Gendarmes. **2.** Staff violence?

Co-dependent *noun* Love

Communication *noun* **1.** Some of us want different clinicians communicating regularly and trust them to be respectful. Others of us don't need defamatory written material and telephone exchanges getting shared between medicos we don't know and don't trust. **2.** For goodness sake please talk to my friends when I ask you to. They are my made up family and are just or more important than my family of origin.

Community Awareness Campaigns *noun* **1.** Consumers as Stories and Clinicians as Experts – we've moved so far away from this! **2.** Do we really want to teach everyone about the medical model definition of what it means to be human? **3.** Further marginalisation of human beings.

Community Treatment Order (CTO) *noun* The only people that should have office to put someone on a CTO is someone who has been on one themselves!

Community Ward Meetings *noun* May they please meet the death they deserve.

Compassion *noun* **1.** Sorry! Not scientific enough. **2. Compassion Fatigues** Name tags, door swipes, multiple keys, staff toilet privileges, safety zones behind bullet proof glass trenches.

Complex needs *adjective* **1.** People we can't cope with and have potential to scare the public and bring about a Ministerial. **2.** A useless term for public service gate keeping. **3.** Childhood trauma & abuse, incest, rape, war, family abuse, alcohol, illicit drugs, illegality, dispossession, torture, sex slavery, horrific experiences none of us could cope with, dependence, penniless, homelessness... **4.** The words we use when we don't want to say Borderline Personality Disorder. **5.** Differentiates between 'serious' and just 'needy'.

Conference *noun* **1.** What we are all having whilst psychiatrists have their private congresses. **2.** The number of psychiatrists attending drops in inverse proportion to the number of consumers increasing. **3.** Drug companies won't come to conferences with lots of consumers. We take their play things and don't prescribe their medical drugs! One to us!

Confidential *adjective* Confidential to no-one but us. - *verb* **Confidentiality** **1.** So, I am gay! What's your problem with talking to my partner? **2.** Communication and confidentiality need to be friends and not enemies. **3.** What about when the shoe is on the other foot and I want something kept confidential from you? What then, hey! Probably roll out the old 'Duty of Care' excuse.



Confidentiality in a Box *noun* My family are working class people. They are not experienced with doctors. They don't understand my illness and are concerned and scared. They will not talk to you in your office. They will defer to you and not admit they don't understand you but if you patronise them they'll get upset and angry which should be obvious. First you must abide my wishes and speak with my family and secondly you must find a place where they will feel confident enough to hear what you are saying. This is your responsibility. This is professionalism. This is the essence of the oath you signed when you became a doctor. Just do it.

Congress *noun* **1.** Consumers who are co-opted by the clinical or managerial discourses. **2.** What happens to consumers who try to be involved in the RANZCP Congresses... you'll find them sitting under a tree outside. Safer there.

Conscript *noun* Consumers who are conscripted as undercover agents by the clinical or managerial groups.

Consultation A (Public) *noun* **1.** Psychiatrists still think a consultation is what they do when they interview us and teach us what to do. Sorry, it's all changed. Now it's what the bureaucracy do when they want our opinion on what psychiatrists should be taught to do. **2.** They've already made up their minds before they get through NSW. So by the time they get to WA they're just mining us for anecdotes. **3.** Beware! Bureaucracies make their decisions elsewhere! **4.** Just an opportunity for people to compete about who's story is the most awful in the vain hope that the Minister, or whomever, might remember it. **5.** They've already made up their minds before they get through NSW. So by the time they get to WA they're just mining us for anecdotes.

Consultation B (Private) *noun* **1.** May your meetings with your psychiatrist last for more than five minutes before they charge you? **3.**

Consultation (in private hospital) Even if your psychiatrist owns the hospital they are still required to actually talk to you before charging your account.

Consumer Consultants C *noun* **1. Friends Bearing Infiltrators (FBI)**

Consumer Mental Health Award Irony *noun* When your consumer-run program is given an award but you can't afford a frame to put the certificate in!

Consumer movement *noun* **1.** I thought I saw a movement. It was. It was. I've seen a movement being born. It is a truly marvellous experience of human ingenuity and passion. **2.** Like all social change movements there is a huge range of political positions. We need everybody. We need the revolutionaries on the left and the sympathisers on the right. The extremes enable those in the middle. **3.** There's nothing like a collective poo to get the fight up and going as we seek equality and justice.

Consumer participation *verb* Various tokens: a small key that doesn't open anything, a magic fairy who has no tricks, a rock with two wobbly eyes that cannot see, a luscious lunch that makes you fat... nothing that makes any real difference.

Consumers on 'The Board' Directors we may be but directed we so often remain.

Consumer Pleasing *verb colloquial* New primary care initiative of consumer held health records. We have hopes. But, it's all in the detail!

Consumer to worker *verb* "Could you please put your power away for a while so I can get mine out?"

Consumers on Committees **1.** Can't Occur Cordially. **2.** Catastrophic Obligatory Compliance

Consumo *noun* Feisty consumers who are fearless wrestlers for the cause.



Counselling Psychologists *noun* **1.** We're with you. Don't let those clinical psychologists get too much power. **2.** The point where sociology meets psychology. Hooray!

Counsellor *noun* **1.** Where do you come from? You're a somewhat mysterious lot to us. – *verb colloquial* **2. Counsellor displeasing** Telling them they don't have the same qualifications as a clinical psychologist. **3. Counsellor pleasing**

D

Day Program *noun* **1.** Laminated Rules Run Lives (LRRL) **2.** Cheap coffee plentiful (probably been decaffeinated). We can't afford anything else.

Dependence *noun* Always Trying To Please Clinicians

Diagnosis *noun*: **1.** Diagnosis= Label: Secondary Diagnosis = Sticker & Trait = Postage Stamp. They all stick! **2. Diagnostic Diuretic** Diagnoses that seem to go in one end and out the other in quick succession. **3. Diagnostic Paternalism:** When a clinician doesn't tell you your diagnosis because they think you might get upset. **4. Diagnostic Trading Post:** Where people can get rid of their excess diagnoses and swap them for healthy alternatives such as peer support, food gardens, better housing and dignified work. **5. Item-number-diagnosing:** The diagnosis you get when Medicare rebates for over a certain number of sessions are determined by diagnosis. Want the sessions get the diagnosis. Easy! **6. Unsolicited Diagnosis:** Diagnoses which are made without our consent and often without our knowledge.

D.I.A.G.N.O.S.I.S. *noun*

D for **D**amaged & **D**esperate;
I for **I**nsufficient help available leaving
A for **A**nxiety and **A**nger;
G for **G**et me out of here;
N for **N**on compliant;
O for **O**ut of control;
S for **S**acred and **S**elf harm;
I for **I**nability to cope understand & misled;
S for **S**ense of hopelessness for the future.

pointing out that they're more practically useful than the clinical psychologist.

C.R.A.P. *noun* Compulsive Risk Assessment Preoccupation.

Cultural Change Education *verb* A consumer telling a clinician the clinician has a serious problem affecting their thinking which is an integral part of their nature and which may severely limit their ability to achieve their goals.

Difficulty engaging (with the therapist) *verb* **1.** Has failed to read the almanac on clinician pleasing techniques. **2.** Doesn't want to engage with the treating therapist. **3.** When the therapist doesn't know how to communicate with the consumer. **4.** Wants to know what's really in the hidden agreement before signing!

Dilemma *collective noun* A group of carers.

Distraction *noun* Another well-considered therapy based on the idea that recovery is quite meaningful even if it means avoiding your pain and not doing anything too complex for the rest of your life.

Distress *noun* A delusion that MUST be medicated away immediately...

DNMW (Dangerously naïve misinformed worker) *noun* Someone who doesn't have lived experience of mental illness, but based on talking to a few people who do, believes that they "get it" so they no longer need to listen or learn from other's lived experience and can start implementing policies because they (obviously) know what's best for us!

DOCS *noun* **1.** Department of Children's Services. **2. Decades Of Callous Suspicion.** **3. Department Of Chilling Secrecy.**

Doing the circuit *verb* Voyeurism will win you a loving audience but will not educate the public about mental illness.

Dopamine *noun* A new mining industry initiative to extract silly people from pharmaceutical companies.





Drop in *noun* **1.** Has dropped out. – *verb* **2.**
Dropping us in it We don't want supervision, order, laminated signs, responsibilities for things and social control no matter how subtle. We want coffee, smokes, friends and nothing else!

E

ECT *noun* Extremely Concerning Ummm.... (Sorry, I can't remember what comes next... I'm sure I used to know...?!)

Educability *adjective* The preparedness and readiness of clinical groups to understand that there are many more consumers with recognised degrees in education than there are clinical academics.

Educating Clinicians *noun* They think they're there to educate us. Dumb!

Elevated mood *noun* The excitement that comes to some of us with success, birthdays, love, animals, sport, theatre and reading an exciting 'who-done-it'.

Emergency Department *noun* **1.** Self harm needed to avoid a major catastrophe will not only be triaged as unimportant but will annoy workers with a naïve understanding of 'mental illness'. At the point of entry gallantry is invisible to them.

Drug therapy *noun* What passes as therapy in most public acute units most of the time.

DSM *noun* (*Diagnostic Statistical Manual – what clinicians use for making diagnoses*) **2.** Don't Shame Me. **3.** Doctors Seeking Money. **4.** Diabolically Silly Medicalisation. **5.** Directory of Silly Mumbo-jumbo.

Dual Diagnosis *noun* **1.** Alcohol and illicit drugs are the chosen balm of many who have little. **2.** Illicit drugs don't put on weight! **3.** The terror of the mental health system and the awful reality of forced treatments make illicit drugs and alcohol treatments attractive. **4.** **Dual Diagnosis Services:** Because we have both we can get either.

Duty of Care *noun* **1.** Essential concept for ethical practice **2.** Dignity of Risk **3.** We need it but we don't need it to be abused. **4.** Excuse for bad practice **5.** Of course it doesn't include independent decision-making **6.** Poverty of life **7.** Risk Aversion **8.** Bossing you around and leaving you feeling belittled, full of shame and losing your confidence all in the name of duty.

2. Refuge when all you have is ED because you can't get a service anywhere else. **3.** EDs teach us to do those things we do to get someone to 'care' for us which work in the short term but leave our 'name' (history) with indelible scars. Next time it's even harder and it's not care at all. And the next time... and the next... and the next...

Emotional Elastoplast *noun* the type of treatment you get from services when it appears that their main goal is to patch you up and pass you on to another service as quickly as possible.

Employment Of People With Psycho-Social Disabilities Where is our ramp?

Empowerment *noun* **1.** Getting through the staff only door using collective skulduggery. **2.** Nearly always a surprise. Often not us who is surprised. **3.** You cannot empower me. If you try all you are doing is proving how much power you have over me. The best any worker can ever do is to look at



their own practice and quit doing the things they do that disempowered us.

Engagement *noun* **1.** A consumer doing what they are told. **2.** Married to the system. No thanks. **3.** If you got out of the safety net provided by institutions in the community I might be interested. **4.** Sorry, you're not my type!

Enlightenment *noun* **1.** Clinical Life after Consumer Perspective Studies. **2.** Each time a psychiatrist or psychologist comes over (to our side).

Enmeshed *adjective* Rolled up in barbwire with your psychiatrist.

Ethics *noun* **1.** Whose ethics? **2.** Don't presume. Things look so different from the inside out, and, our ethics reflect the importance of this. **Ethical practice** **1.** Asking us what is needed. **2.** Cannot be codified.

Everyone's Human Complex *noun* A group of interrelated parts, paths and relationships which suggest that when power, social class, gender, race, ethnicity, sexual preference, illness, childhood trauma, education and wealth are all shed away we are all equally human.

Evidence-based *noun* **1.** I'm your evidence. **2.** Don't be confused about the difference between an evidence base and the truth. **3.** If you do ten

psychological tests and go eeny-meeny-miny-moe ten times there is an evidence of ten times eeny-meeny-miny-moe. If you test 10,000 people who are all going eeny-meeny-miny-moe 10,000 times you have rigorous research and produce an evidence base that will attract funding. What? **4.** Thank you. Sounds good. Where can I read about the research before I commit to anything? **5.** Making the science fit the practice. **6.** Relevant for most therapies excluding those such as seclusion, restraint and indifference. **7.** Drug company funded medical science **8. Evidence Based Approaches** Often simplistic approaches that are easy to measure. **9. Evidential Wealth** The self-evident knowledge that evidence-based research will create pharmaceutical company cornucopia.

Expectations *verb* Hospitals are places of nurture and sustenance?

Experts *noun* There are 5,000 different aspects of consumer politics that one could be expert in. The problem comes when one person starts to believe they are expert in the lot.

Experts *noun* We create our own areas of expertise and are right to demand it be respected - but none of us are experts at everything.

Extra Care Unit (ECU) *noun* Everyone's Curious about me, Umbrella

F

Family *noun* If you speak to my Dad, which is what you usually do, he won't tell my Mum, he never does. Mum, if she finds out, won't discuss it with my siblings. We all live together and everyone is entitled to know what is happening because that's what I want. Don't be so lazy.

Fastpsychiatry *noun* Shoving mad people out of a psych ward too soon to vacate a bed for someone who is madder.

Fat Controller *noun* Psychiatrists who prophesise about your future living with obesity when at the same time they are plying you with medical drugs that make you fat.

FCOL *noun* For Crying Out Loud instead of LOL (laugh out loud).

FIFO *noun* Fly In Fly Out aka Acute psychiatric care.

Finders Keepers *noun* Hunting for a response from public psychiatric services, and then regretting it mightily.

Finding good therapy *verb* 'They' say concentrate on qualifications, professional reference, registration and reputation judged by colleagues. 'We' say concentrate on interpersonal skills, understanding of the therapist's own power, the tone of written material, language usage and true respect. Ask around, fossick in the consumer annals and then its trial and error with lots of consumer support.



Flexible support *noun* Back brace with hinges.

Flowers *noun* Who heard of a public psychiatric patient receiving such things? My gosh! What next?

Fog-get-me-not *noun* The state of disbelief and bemusement experience by some clinicians, bureaucrats and researchers when they are comprehensively outwitted by consumers.

Forgiveness *noun* Many things can be forgiven easily, some things can be forgiven with effort and a few things are unforgivable.

Free will *noun* You say I am free and I can walk out whenever I want to but that's not really true, is it? I am too scared. You say I am here of my free will but if I say to you I hate those programs and I won't go because they diminish and disempower me in ways that are dangerous for my health. You say, 'do them or be gone' but I have nowhere else to go. This is not free will.

Freedom of Information *noun* Finding Out Injustice.

Freedom of Information (FOI) *noun* **1.** See! I wasn't being paranoid! Here's evidence of

unpleasant comments being said behind my back. That's all I needed to know. It can go away again now. **2.** Your medical records: X-rated, bad language, sexual references, medical deviations and tricky effects such as blacking out, exclamation and question marks. Should not be seen by children under 18 years of age. Peer supervision recommended. **3.** We are drawn to want to know and repelled by what we might see.

Functioning *verb* **1.** We all have our good days and our bad days, and so do you. **2.** Apart from tooth decay for lack of dental services for poor people we can all eat sausages with equal capacity. **Judging 'Functioning' levels** labelling, trapping, categorising, pre-determining, assuming, controlling nonsense. – *noun* **High Functioning** **1.** Term of neglect **2.** Help! **3.** Advantages of social class, education, cultural confidence, English speaking, heterosexuality... **4.** Understands the mental health system. – *noun* **Low Functioning** **1.** Term of abuse **2.** Bad luck **3.** Psychotropic Overload

G

General Practitioners *noun* **1.** We demand to be paid for: letter writing per minute, speaking on the phone per minute, talking to other workers per minute, walking up the stairs per minute, organising receptionists per minute, writing a report per minute, attending meetings per minute speaking to solicitors at the same rate they are charging, ... We are very skeptical about this Medicare Local concept. **2.** General Practitioners are too often required to pick up the pieces **3.** My GP and I are good mates. I say, 'Gooday' and he says 'Good Grief!' **4.** GPs interested in psychiatry annoy everyone: patients whose needs aren't met, mental health services they bug and the rest of their practice who believe they are losing them money. **5.** Nothing like long consultations to annoy the senior partners. We are often unpopular. **6.** We should have a "give a flower day" for all GPs who like us.

Gilding the Lavatory *noun* Efforts made to make the public acute unit habitable.

Goal Oriented *adjective* **1.** Whose goals? **2.** Whose orientation?

Going Home for the Weekend Group *noun* Bullshit and straight face responding.

Gold Standard in Patient Care *noun* Seen but not heard.

Grandiosity *noun* A person with lived experience thinking their opinions are worth as much as a clinician's.

Grassroots *adjective* **1.** Grassroots is not the opposite of expertise and leadership. None of us should lead without our boots firmly imbedded in the grass. No questions asked. **2.** Across this wide brown land we need a stump jump plough to be reinvented. **3.** So many of us are 'grassroots' one

12



week and then 'consumer leaders the next'. That's the reality. **4.** Australia has many wonderful indigenous grasses. They grow tall and weave in and out in the breeze. They are not mown or crimped. There are many different colours and most have feathers of distinction on the top. They are free.

H

Handover *noun* **1.** Its imminent arrival creates a scurry of activity as nurses complete a dash around the unit so they actually have something to report. **2.** Pass the character assassinations.

HDU *noun* **1.** High Dependency Unit. **2.** The least safe-feeling place in the hospital. **3.** Just a glorified cage really. **4.** **Habitually Disordered Universe.** **5.** **Having Dirty Underwear** (sad, but so often true!).

Help *verb archaic* **1.** "Help me? I think this is your need to give help rather than my need to receive it". **2.** "Help? I don't want your help. I want your respect". **3.** "I'm here to help people. Your help has strings attached. Go away". **4.** "You need my help. Get the help you need yourself and then come back to me".

High Functionarians *noun* Getting kicked out of the PDRS Service because you are living independently with the support of the PDRS. Better to not function than to be a Functionarian!

Hippocratic Oath *noun* **1.** First do no harm. **2.** When we are harmed our harm gets blamed on our 'symptoms' rather than the practice that has

Group Homes *noun* **1.** You're a worker and you don't live here. This is my only place at the moment and I respect your right to your space so please respect my right to mine. **2.** Half-way to where precisely?

harmed us. – *Colloquial* **Hippocrytic Oath** Doctors who say they are dedicated to the health of 'their' patients when they don't even ask patients what 'their' needs are.

Holiday Program and Summer Program *noun* Both ways of staff trying to convince themselves that life on a Treatment Order under the Act for the Criminally Insane isn't really THAT bad!

HONOS *noun* **1.** Horrendous **O**thering by **N**efarious **O**verbearing **S**hrinks **2.** Clinical assessment tool used in psychiatry without your knowledge.

Hospital Class Divide *noun* Those patients who are allowed leave and those who aren't.

Hourly Oops! *colloquial* Ventured out of the nurse's station!

Housing. 1. Homeless by Choice *adjective* Mature judgement made by adults when the only available housing is run by bossy control freaks, patronising, infantilising or run by services that assume everyone has an IQ of minus 60. **2.**

Stable housing *noun* Houses that actually stay upright.

Immigration Detention Centre *noun* A mental illness factory.

Impatient Unit *noun* Too many patients, CAT Team demanding attention, an incident in Room 23, two people after medicine, another patient waiting in emergency... Just go away, vent somewhere else, of course I don't have

time to talk to you. What do you think this is? A hospital or something!

Inappropriate *adjective* **1.** A psychiatrist who charges over the recommended fee. **2.** A psychiatrist with a bow tie and braces. **3.** The clinical psychologist who prefers testing to talking. **4.** By whose moral dictate? **5.** The whole



mental health system. **6.** Not having any psychotherapists left in public mental health systems. **7.** Seclusion, Community Treatment Orders, locking people up against their will ... **8.** Thank Goodness! **9.** Expecting! But it's fun if it's done in a timely way and reserved for special occasions.

Incident *noun* **1.** An 'accident' by an insider! **2.** We're not stupid.

Individually tailored services *noun* **1.** Your pick from a restricted menu. *Children's menu is available or a choice of underclothes, pants and a tie.*

Individuals *noun* People.

Insight *noun* **1.** Agreeing with your doctor. **2.** What we know we have to demonstrate in prescribed ways to get out. Smart route for some.

Lack of Insight When a consumer disagrees with a doctor. **Outsight** It's much more pleasant outside!

Inspiration *noun* **1.** One person's inspiration is another person's shame. **2.** *I'm doing well if I've got respiration!*

Institutionalisation *noun* **1.** We can lose confidence to go home within two weeks of

being hospitalised. **2. Institutions in the Community** Institutionalism is a philosophy, not a building. **3. Institutional Power** *Too hard I can't go through it. Too high I can't go over it. Too wide I can't go around it. But what happens when we tackle it together?*

Intake *verb* **1.** Outlet. **2.** *There's a free return taxi phone outside the door. Just lift the receiver. It'll automatically connect.*

Intellectual fog *noun* The state of disbelief and bemusement experience by some clinicians, when they are outwitted by consumers in a meeting.

It's Good for You (patient) *Colloquial* **1.** *It's good for you to pay me lots of money because this is an indication that you are taking responsibility for your own mental health.* **2.** *It's good for you to be totally compliant and never miss a dose of these medications that make you sick. It's an ideal opportunity to practice taking personal responsibility for your life.* **3.** *It's good for you to tolerate all 'side effects'. This is a sign of increasing maturity. It is your choice that you are putting on weight. Just stop eating.*

In-visibility in-justice *noun* So insidious is the discrimination that no one notices our



CHANGING THE CULTURE

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restrictions and needs, and shame stops us complaining. If we feel worthless, others will

K

Key worker *noun* **1.** Locksmith **2.** Key to the fridge? **3.** The case worker you have when you don't have a case worker. – *Colloquial* **Key Worker Displeasing** Knowing that if they were in the clinical sector they would be paid twice as much **Key Worker Pleasing** When we tell them the

L

Language *noun* **1.** The words they use to hurt us with. The words that are in our histories. Those words that become us. Fight language oppression. **2. Medical Language** *noun* Rolling act of constantly renewed ways to exclude.

Language Accumulation by Stealth (LABS) *verb* When our language is appropriated by other more powerful groups in mental health.

Limited Capacity *noun proper* Capacity Ltd. Inc.

Lived Experience *adjective* **1.** Does a psychiatrist not have lived experience of mental health services? Perhaps psychiatrists are not actually alive. Nice idea. **2.** What other sort of experience is there? **3.** Loony Empiricism.

Lollipop kitchens *noun* Kitchens in PDRS services that are a parody of a shared eating place. Tidiness gone mad.

M

Management Plan *noun* **1.** I'll sign anything to get my daughter back. Truth has no part to play in my striving for custody. **2.** Self-determination forgotten. **3.** They talk about empowerment and then insist on managing you. I say pretend you're malleable to being managed witless and then get out of there as quickly as you can. – *verb* **Manage the patient** Manage us and then accuse us of not managing our own lives! They ARE all crazy! **Managing These Clients To Manage Their Own**

believe us unfortunately.

Psychiatric Disability Support Sector is better than the clinical sector.

Kitchen Therapy *noun* Finding that the most therapeutic relationships are within the kitchen.

Knowing your own needs *verb* Indicators of disruptive patient.

Medications *noun*

The medications are marching two by two, up the hill and into view.

They march, and march there's no way back. They march they march to the end of the track.

The medications are scoring three by three; they chase you up the nearest tree.

They keep on coming four by four; they've got you up against the wall.

Now they have you on the floor. Hurrah, hurrah.

The drugs are coming Hurrah!

The medications are claiming you five by five they've got you now whether dead or alive.

BUT you turn around with your back to the wall

And call out now with a cry to war:

"You jumped up army of glorified drugs I will not take you so here's a shove".

Leave me alone you jumped up bugs or I'll call peer forces to come from above.

Now leave me alone, and skedaddle away. Hoorah, Hurrah!

And I'll get on with my life for today.



Lives Is A Long Term Goal: Pick all the terms in this sentence that are problematic to consumers and win yourself a prize. Hint: There are at least 4.

Manipulative *adjective* **1.** The better you are at using the system to your advantage the better you are full stop. **2.** Behaviour with which all clinicians are compliant **3.** Only noticed when we're unskilled at doing it - *noun* **Healthy Manipulation** Trying to please clinicians may succeed where anger has not –play to your strengths (ie. their egos).

McDiagnosed *verb* Given a diagnosis which can change at any given time depending on the shrink you happen to see at a particular time.

McHappy Pack *noun* The pack of pharmaceuticals you take with you when you leave a psych ward.

McMadness *noun* the state of the psychiatry and the world

McSanity *noun* The end result of an admission to a public psych ward.

Media *noun* Expert to journalist: OK then, you can have a little bit of my story but it comes at a cost. In exchange for two para of story I want one para on peer support and another on the

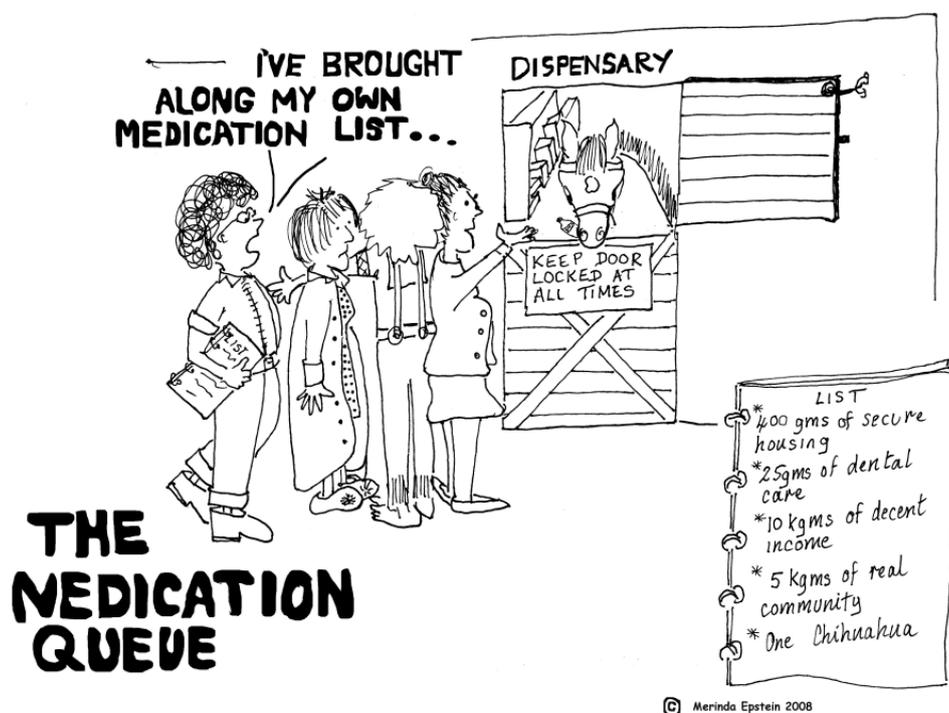
increase in the peer workforce. Thank you.

Medical Model *noun* **1.** Asking what's wrong with us rather than what happened to us. Terrible idea. **2.** The medical model conveniently irons out the economic, the social, the spiritual, the political and the historical antecedents to poor health. **3.** Pathologising Everything Eventually (PEE) **4.** Social, Emotional and Spiritual wellbeing. We dream. Dear Aboriginal cousins in oppression, can we pleeeeeease share your language. **5.** Starting with an assumption we're wrong.

Medical Student *noun* Scotch College, Methodist Ladies College (MLC), Presbyterian Ladies College (PLC), Camberwell Grammar, The Scots School, Sydney Grammar School, Kings School and Xavier College.

Medication queue (in hospital) *noun* **1.** Good place to find out about different medications. **2.** Sale doors open 9.30pm promptly. Drugs free to first six in line. **3.** Seriously embarrassing. **4.** Our hearts go out to people on the methadone program. They have to endure it in public.

Meetings *noun* We do not have the same discourse or the same power as other groups we meet in 'important' meetings. Often we are forced into silence or become loud in order to be



heard. This just reinforces other member's prejudice. We are set up constantly. This nonsense must stop. **Meetings and Power Knowledge** is not knowledge. Knowledge is always relative to the power of the knower. When will you ever learn, when will you ever learn. **Morning Teas** *noun* Beware any meeting where more money is spent on morning tea than on commuting reimbursement for consumers. **Me-tings** *noun* Meetings where nobody is listening to each other and everyone is simply practicing what they want to say next.

Men-tal *adjective* The word 'men-tal' somehow implies that men are implicated in all forms of emotional distress. Due to the risk of possible sexist connotations I think this word needs to be removed from the English language. – *noun colloquial* **Mental Disability** A person who has difficulty dealing comfortably and respectfully with people who express their psychological distress in a way that is different from their own. **Mental Health Dis-service** When you come out of hospital more disorientated, institutionalised and unable to run your own life than you were when you went in. – *verb colloquial* **Mental Health spell-check humour** When you mistype regular words and your spell-checker suggests hilarious alternatives (eg. Mental Health Practitioner instead of Practitioner – and it suggests Mental Health PR actioner! Or mental wellbeing = metal wielding).

Mental Health Triage Scale (MHTS) *noun* **1.** Justification after the Event. **2.** More codes to

commit to memory if we want to stay self-determining. **3.** Oh goodie a new piece of jargon. **4.** Transparency with opaque glass. **5.** Major Hints (for) Targeted Services.

Mental Illness *noun* **1.** Spiritual Crisis **2.** A Severe Attack of Life **3.** Human distress

Mental State Examination (MSE) *noun* **1.** Hint. Don't forget the Doctor's name! **2.** Same questions every time so learn them, get them to be automatic & throw a six. Out of jail!

Met un-need *verb* Medicare funded private psychiatrists over servicing.

Midnight Cut-off *noun* The reason many private hospitals no longer offer overnight leave (they don't get paid by the almighty health insurance industry if you're not there at midnight).

Mindfulness *noun* Sorry, my mind's already full of medications.

Mobile Support & Treatment Team (MSTS) *noun* **1.** Injections on Community Treatment Order Boulevard! **2.** Bringing Institutions to the Community.

Moneyability *noun* Being told you are not worthy to take legal responsibility for your own money? Devastation beyond belief. Never, ever use this to defame or define us.

MP *noun* **1.** Management Plan. **2.** Mainly Pretend.

My Home *noun* I don't want to be rude or anything but I hardly know you. Get out!

N

Narrative Therapy *noun* **1.** Turning our personal chronicle into something that needs analyzing. **2.** Stories Co-opted Sometimes.

National Disability Insurance Scheme (NDIS) *noun* **1.** Everyone except us it seems. **2.** We won't get anything till last and then it'll be a competition to prove we are more disabled than someone else. I feel an unease coming on. **3.** Schizophrenia **And Nothing Else** – again.

Neurotic *adjective* **1.** Can't possibly be serious! **2.** Freud-ulent **3.** Get control of yourself **4.** Women's suffering **5.** Just behavioural.

Non-Compliant *adjective* **1.** I'm too angry with the system to be compliant. **2.** Compliance (for want of a better word) comes packaged with respect. Thank you. **3.** Compliance leads to acceptance of the sick role. No thanks. **4.** Once I tried. Now it's just a game. Good for your wits and good for your



self esteem. **5.** We're all non-compliant sometimes.

Non-Government Sector *noun* very government sector! Where do you think most of the money comes from?

Number ratio *noun* No quorum of consumers, no committee. No quorum of consumers, no meeting.

Nurse *noun* **Contact Nurse** **1.** A nurse who will only make 'contact' with you if it involves physically attacking you to administer medication or restraint. **2.** Not that sort of contact! **3.** Nurse on acute unit who's commissioned to make sure patients are 'taken out' in whatever

form is necessary. **4. Acquaintance Nurse** When our contact nurse rarely makes contact. **5. Contactus Nurse** A nurse who you wish hadn't made contact! **6. Countract Nurse** Count of heads. Yes all accounted for. Now off to handover. **7. Charge Nurse** *noun* The nurse with horns.

Nurses' Station *noun* **1.** Soundproof glass hidey-hole where operatives scheme for next invasion into the unit. **2.** The train has stopped. Period. **3. Glass Blowing Aptitude** When we resort to blowing kisses on the glass around the nurse's station after our hands are numb from twenty minutes fruitless knocking.

O

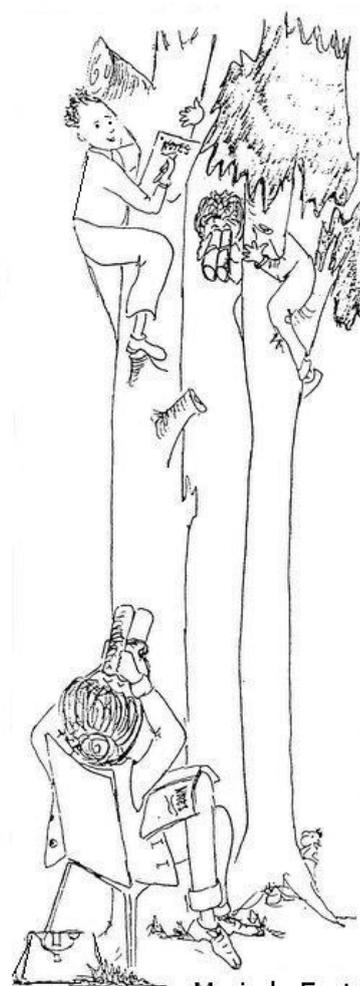
Obolisting *verb* An alternative for observation which includes the critical but oft forgotten art of listening.

Obs / Observation (in hospital) *verb* **1.** One eye on us and other on the coroner's court. **2.** The opposite of listening. **3.** The well-considered and soothing practice of following, watching and making notes about people who are struggling with paranoia. **4.** Spying. **5.** Ogling whilst orbiting around the acute unit regularly. **6.** Code for quick dash around the unit each hour and tick something. **7.** Obedience checking regularly. **8. WardSurfing** *colloquial* A wave of surveillance which comes in with the tide about 20 minutes before handover.

Occupational Therapist *noun* **1.** Often my only confidant in hospital. **2.** Rustic Autumnal homemade skirts and leggings in winter. – *verb colloquial* **3. Occupational Therapist Pleasing** Joining in organised groups with 'all smiles blazing'. **4. Occupational Therapist Displeasing** Telling them they have suspect ethics and values just like anyone else.

Official Meetings *noun* **Obfuscation (by) Morons.**

Perspectives in Mental Health Research



Only *adverb* **1.** we have no intention of taking you seriously **2.** Disrespectful service slang for 'you don't count'.

On the other side of the fence *colloquial* "I don't like teachers but my son's teacher is fantastic. I dislike psychiatrists but my psychiatrist is good. I don't like psychologists but work psychologist is very useful." Interesting, huh?

P

Paralympics *noun* So wonderful, so inspiring and not one person representing people with psychiatric disabilities.

Para-suicidal Events *noun* When clinicians don't know the difference between self harm and a suicide attempt.

Passion *noun* Nup! Not scientific enough!

PDRSS *noun* (Psychiatric Disability Rehabilitation Support Services AKA community services.)

- Parsimonious Delivery of Reluctant Service Survivors.
- People Dabbling Relatively Sincerely but Spuriously.
- Purposefully Documenting Robust Steadfast Strides

2.PDRSS : Would you please get down off that high horse! We liked you a lot better when you were a pony. **3. Empire States Building** (*noun*)

The present preoccupation of most of the pre-eminent Victorian Psychiatric Disability Support Sector Organisations to colonise the other states and claim fame to huge empires. Taking a very

Outcome measures *noun* If we use you, and you do a million of these, we will get refunded. If you don't, we won't be. Pressure's on. **Consumer Outcomes** *noun* **1.** Service-claimed achievement for consumer's hard work. **2.** Quick! Can you find another consumer outcome? We need them for funding.

localised, client centred, individually oriented, grassroots approach of course! **4. Particinots** Participants in PDRS Services who are not participating.

PDs (Personality Disorders) *noun* **1.** People Destroyed by system. **2.** Personalities Demonised by Staff.

Peerfulness *adjective* Living a life of playfulness and celebration with others who have a shared journey of emotional spiritual and mental challenges.

Peer Support *noun* **1.** Politically Savvy – increasingly so, McDuff! **2.** Pretend Shrink –don't even think about it! **3.** A valuable resource who is under-rated and ill-treated simply because their (most relevant) knowledge wasn't obtained at a University.



PIER SUPPORT

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Peericide *noun* When consumers persecute other consumers rather than critique the system.

Perception of abandonment *noun*
Abandonment.

Person centred *adjective* **1.** What? Have you asked the person? **2.** Yes, but which person the client or the worker?

Person in Recovery *noun* **1.** I wonder what a recovery looks like. It'd need to have a door so the person could get in. It'd need to have a window for light and heating, food for a long stay, stability, foundations, resources... I know, recovery is a rocket. **2.** Person in swimming pool, person in bedroom, person in office, person in retrospect, person in the tower. These are the names of paintings not people.

Personal Responsibility *noun* **1.** Be good, accept subjugation, get acceptance, get praise and feel safe. What next? **2.** We know what you want us to do and we'll do what we want to do to get you to react in the ways we want you to. Some call this manipulation. We call it accepting personal responsibility.

PHAMS *noun* (*Personal Helpers And Mentors Program*)

- Mixed-breed? Gun dogs? Toy dogs? Working Dogs? Terriers? Utility Dogs? Hounds? ... biters!
- Forgetting to be consumers meets few sanctions but forgetting to be workers attracts many. Int'resting hey!

Pharmaceutical companies *noun* *A placebo could work just as well; but don't risk it.*

Phone Abandonment *verb* After screaming out a mispronounced name the one public phone is dropped with your friend screaming into the hollow space of a psych. ward. – *noun* **Phoneless Services** Acute services in public hospitals run a continual phone derby with the single 'community phone'. Most of us lose contact with *our* community.

Please meet us on our terms The expectation that we must always react to bureaucratic requests to comment on **their** documents or come to their meetings or *their* consultations is wrong. Some of us can't even work out how to get through the security on the ground floor.

Politics *noun* **1.** All groups fight for power and we must be part of that jousting. Just standing on the moral high ground has proven to be a politically



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unsuccessful strategy. **2.** You can't have change without politics. It's how you do your politics and with what grace that makes the difference. **3. Politics and Science** Science pollutes politics and politics pollutes science absolutely. **4. "I'm not political!"** Sorry to disillusion you but we're all political mate. Some of us just don't know it and that's where the problems really start. **5. Politics of medicine:** Medical practice is about fixing individuals. Understanding the social and the political is about fixing the community to avoid the need to spend billions of dollars on fixing individuals.

Power *noun* **1.** Power is always felt by those who don't have it and invisible to those who wield it. **2.** People in power believe discussing power is a waste of time. **3.** The centre of the centrifuge of medical practice. The more you have the less effort it takes to make or maintain social institutions that suit you. **4.** Power is not a gift that can be bestowed on us by other 'successful' people in our lives including family. Power is grabbed at a time and in a way that suits us. Power is part of our recovery journey. **5. Empowerment:** **1** What happens when we are no longer treated or managed by plans not of our making. **2 Frame it!** *noun* Life is ready to hang when we empower it.

Prejudice *noun* **1.** We mustn't do to one another what society does to us all. Stop. Think. Act. **2.** Some of the worst prejudice comes from those closest to us.

Private I Saw *verb* Attempts to hide the squalid state of High Dependency Units and patient's kitchens from Accreditation Reviews.

Private Mental Health Services *noun* **1.** At least we get a choice of food. **2.** All the same stuff but without the keys. **3.** Plastered together by threat of an involuntary ending! **4.** The décor is different but the assumptions are so often the same. **5.** Are there to make money. They need us in not out. Don't forget. **6.** All there is for those of us with the wrong diagnoses. **7. Private Health Insurance:** A service designed to insure private patients keep returning. **8. Private Practice** *noun* Practice funded predominantly by Medicare and therefore public practice. **9. Private Psychiatric Hospital** *noun* Flowers, Liberty, Impunity, Money, Secrecy and Yes please, thank you (F.L.I.M.S.Y)

10. Private psychiatrist *noun* Publicly funded private psychiatrist. **11. Privatised Consumerism** Power without responsibility is questionable. **12. Private hospitals and pharmaceutical companies** In poetic accord.

PRN *noun* **1.** I don't like you go away till I'm ready. **2.** It's human nature that we tend to ask for too little or too much. Me? I'm a 'too little' person actually.

Professor of Psychiatry *noun* A doctor who understands research more than he/she understands people.

Prognosis *noun* **1.** A challenge to be proved wrong **2.** Defeatist poppycock

Programs *noun* **1.** To be seen to be actively involved even when not. **2. Green Guide therapy** What passes as therapy in most public acute units most of the time (the TV). **3. Horticultural Therapy:** Getting patients and therapy staff to landscape the hospital grounds for free & labelling it 'therapeutic'. **4. Public Acute Unit Programs:** Limited only by no staff. **5. Public Phone Derby:** Competing for non-access to limited phone stock – what passes as therapy in most public acute units most of the time. **6.**

Programs in private hospitals *noun* For the health of the health insurance industry rather than the patient.

Promotional ideation *verb* Repeated and intrusive thought of professional promotion effecting clinical outcomes.

Prophylactic Symptomiosis *noun* Preventing unwanted effects by not prescribing the drugs that generate them.

Psychiatric Apprenticeships Model *noun* The model used to train registrars and carefully reproduce medical culture; including social entitlement, questionable leadership, non-questioning of power, applied authority, rigorous elitism and a tentativeness to engage with the expertise of consumers.

Psychiatric History *noun* Don't worry too much. Most of it will be blacked out.

Psychiatric Survivors *noun* May they thrive for they are our conscience.



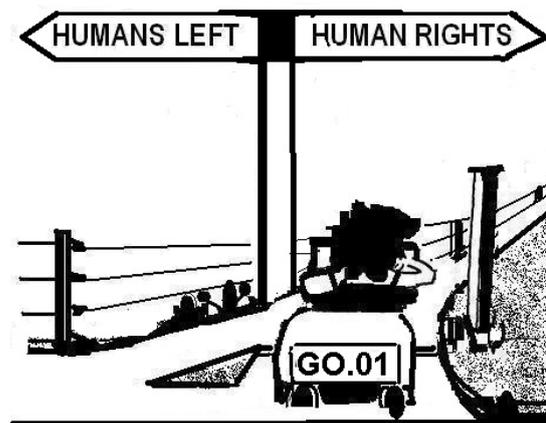
Psychiatrist displeasing *verb colloquial* **1.** Not agreeing with them. **2.** Apparent lack of appreciation for their 'care'. **Psychiatrist pleasing** *verb colloquial* Agreeing that you **ARE** mad.

Psychiatrogenia *noun colloquial* Psychiatric illness induced by psychiatrists.

Psychobubble *noun* A balloon of flatus that all too often masquerades as communication.

Psychoeducation *noun* a clinician telling a consumer the consumer has a serious problem affecting their thinking which is an integral part of their nature and which may severely limit their ability to achieve their goals.

Psychotherapy *noun* **1.** What we want when we're offered behavioural therapy only. **2.** Disputed territory between clinical cliques leaving



us marooned. **3.** The cupboard is bare in public services.

Public psychiatric community services *noun* Services whose only community attributes are that they're not in the acute unit.

R

Raising Funds & Getting New Programs It's easy; we just need to make our participants look more pathetic and needy than all the other organisations. Don't worry about the prejudice this may cause. We'll work that out later!

Realistic Hope *noun* **1.** Can't we have hope that isn't qualified? That's very, very sad. **2.** Personally, I'm for unrealistic hope! – *verb*

Nurturing Realistic Hope **1.** Aren't these concepts contradictory? **2.** Whose hope? Whose reality? Who's nurturing who?

Recovery Journey *noun* **1.** A peer shared is a trouble halved. **2.** By car, train or plane? All very well if you're not on a Disability Pension. **3.** The first big obstacle? The medical definition of self. **4.** "Just tell me what you want me to do and I'll

The Recovery Steeplechase...

The starter is ready and they're off!

- Over the **diagnosis fence** quickly followed by the difficult **medication obstacle** and on towards the **attitudes of the friends and family ditch**. It's a big one this year.
- **Around the bend for the first time** and on towards the **psychiatric hospital steeple**, now that's a huge one for all pundits.
- The **refusal of service jump** looms now and once over this we head towards the huge **pride & prejudice spread** and then the **discrimination wall**, all in close proximity.
- Safely on the other side the **institutionalisation obstacle** looms large and the riders go **around the bend** for the last time and aim towards the **homeless jump and poverty hurdle**.
- The **social oppression obstacle** is second from last and as we turn into the straight, the field stretches out according to imposed **function scales** and are on their way over the **shame ditch jump** and on towards self-actualisation and the finish line.

All of us who dropped at a hurdle and broke a bone were, of course, shot in the head.



write a goal. Less Fuss More Peace.” **5.** I’m apparently going to turn into a STAR. How wonderfully exciting. **6.** The art of keeping a straight face when I know my goals and plans are all nonsense. **7.** Signing pieces of paper and pretending I wrote it.

Recovery Plan *noun* Recovering from Treatment Plans and Management Plans.

Refusing Treatment *Colloquial* Attempting to negotiate with a mental health clinician.

Rep-rehensible *adjective* The behaviour of many people sitting on major committees and speaking from the most powerful of discourses without thinking of the cost on consumer reps. who are patronised, infantilised and dismissed with a posh morning tea.

Representation *noun* A ridiculous expectation. None of us can speak for a constituency for which we were never resourced to consult.

Representation and confidentiality These are archaic ideas especially when they are expected in tandem.

Resilience *noun* **1.** And the shame comes tumbling down. Hoorah! Hoorah! And the shame comes tumbling down. **2.** Don’t dump that one on me as well! We are non-resilient by definition. It stinks!

ResponsAbility *noun* Listen when I tell you important things; react when I need help; don’t force your authority on to me, do not lock me up against my will, explain what you’re thinking, don’t give me ugly labels, remember my history is precious, take my phone calls or ring me back,

S

Sanity *noun* The process of sanitising the mind of diversity and pain.

Saying Sorry “I’m sorry that was your perception” works both ways! “I’m sorry you experienced it like that” is NOT saying sorry for professional mistakes.

respect how much authority you have over my life.

Responsibilit-tease *verb* Telling consumers they have a lot of money when they haven’t!

Restitution *noun* There is never a bad time to allow us to apologise. It only takes two seconds and means everything.

Revolving Door Syndrome *noun colloquial* **1.** It’s the door that’s the problem not the person. **2.** A term of indeterminate age but used as a judgement of people who are usually homeless, lost confidence in themselves and their world, on a pension and drifting with the tides of social ignominy

Rigor-ous research *noun* Research that we die for or, others have died for.

Risk Aversion *noun* **1.** Go by the book and never mind the patient. **2.** If in doubt say ‘no’! **3. Risk Avision** Lacks even the slightest ideas for our future. **4. Risk–a-vision** Can’t see the forest for the trees. **5. Risk Awesome** The best clinicians push the boundaries. **6. Risk Inversion** All the risk lies with the patient as it presently stands. **7. Risk-Aversion Disorder** the length psych services go to manage some perceived risks and thus creating real ones.

RP *noun* **1.** Recovery Plan. & Rest in Peace – an interesting diad.

Rule Number One *noun* Never take anyone in to look at my bedroom when I am not there. I probably won’t say it but I don’t want tours of my kitchen or living room either. This is my only home right now.

Scheduled *verb* Excuse me m’dear, the diary says it’s time for your appointment with the locked unit.

Schizofriendlier *adverb* They weren't sure whether I was mad, bad or sad, but now I'm just schizofriendlier.



Schizophrenia *noun* A frightening and crazy-sounding word that has passed its shelf-life and must go

Second Opinion *verb* **1.** Ditto. **2.** Medical School Alumni.

Sectioned *verb* Head, arms, legs, torso thrown into the locked unit.

Secure extended care *noun* Jail in the community.

Self Harm *verb* A powerful coping strategy that has kept me alive up to this point! – *noun*

Deliberate self harm So, what self harm would that be? Superficial but stops you suiciding, invisible but debilitating, masquerading as adventuring or just common old garden wrist slashing that serves an important purpose and doesn't need either the police or the army. **Socially sanctioned self harm** Climbing Mt Everest.

Self medicating *verb* **1.** Grog's cheaper than pharmaceuticals. **2.** Self determination is the essence of health.

Self-stigmatising *adjective* Apparently I'm big and brave enough to make the whole community hate me. For goodness sake! Psychologists you are SO annoying sometimes!

Service Dumping Syndrome (SUS) *noun* A very common problem in the psychiatric disability support sector is where people work really hard to become independent and for their effort they are thrown out on their own with insufficient support. Then they can't get back in. For its sake the service can gain increasingly handsome throughput figures preferred by their funder.

Service Electricity *noun* You get zapped every time you go anywhere near one.

Serious Mental Illness (SMI) ... and on, and on, and on. Nothing changes but the words:

1. Severe and Enduring Mental Illness *noun* Latest in a range of euphemisms for psychosis. Where the money is these days. **(SEMI)** Surreal and Endearing – to bureaucrats who want good words for service gate keeping. **2. Significant Mental Illness:** A metamorphous of a new idea? Sorry to disappoint but it's just a reconstruction

of a very old idea. **3. SEMI** *noun* Silly Excuse for iMpartial Idiosyncracies.

Serious Mental Illness (SMI) The most interesting question is why they all start with s... serious, severe, significant ... solemn, sober, strict, stringent, silly, strenuous, symbolic, scurrilous, scary, sacred, see-through 'science'! It has naught to do with serious!

Shaming Therapy *noun* If we make you feel bad enough about yourself you'll be starting to take responsibility for your own life.

Shrinkage *noun* A group of psychiatrists.

Sibling Nervosa *noun* The condition of siblings after being informed by psychiatrists, following their brother or sister's admission, that they themselves are more likely to have a chemical brain imbalance.

Sliding Scale of Fees *noun* Private psychiatrists who use a sliding fee scale charging significantly more to those of us with means and bulk bill pensioners are treasures we appreciate with all our hearts.

'So, you've got diabetes? It's OK... it's just like having schizophrenia.

Social Isolation *noun* Financial desperation.

Social Isolation *noun* When you confiscate my mobile every time I'm admitted it's no wonder I'm socially isolated!

Social Worker *noun* **1.** Pale blue twinsets. **2.** I am very sorry that so often you can't practice in the way you were taught. **3.** Understanding the social is not just about managing social institutions. **4.** Working with 'the social' includes community development. **5.** Born to be bossy. – *verb colloquial* **6. Social Worker displeasing** Our insistence that they are there to provide a service for us. **7. Social Worker Pleasing** Solemnly admit that you need more skills. **8. Social Work Education** Good along with Occupational Therapy. These are the disciplines most open to 'real' consumer involvement in teaching their students.

Sociology *noun* The one subject some consumers never skip and the only one earnest medical students regularly do.



SSRI *noun* (Selective Serotonin Reuptake Inhibitors – medical drugs)

- **Stultifying Sexual Response Involvement.**
- **Stigmatising Sadness, Reducing Individuality.**
- **Selling Stereotypes, Raising Income.**
- **Slow Release Recovery Imitator**

Staff Turnover *noun* I can't be bothered telling you anything. My entire story has been said.

NOTES: uncooperative patient, his name's umm! Umm! Umm! Peter something.

Stakeholders *noun* Consumers only get sausages.

Standards for patient care *noun* Standards for hospital survival

Stigmaphobia *noun* Distancing oneself (or another person or group) from a stigmatised person or person, so you don't suffer as much. E.g. "Refugees are not criminals so they don't deserve to be treated badly" (but criminals do??) or "I just have depression, I'm not mentally ill" or "I have a real mental illness, not some personality disorder".

Stories *noun* **1.** Might be our stock in trade but it is how they are used which makes them magnificent. **2.** Don't let others manipulate you into telling stories their way – then it's no longer your story. **3.** Have you ever heard anyone from a First Nation community tell a story prefixed by the word 'I'? **4.** We mustn't let our stories descend into vulgar voyeuristic opportunism. **5.** Our experiences are the bloody cake not just the icing. **6. Consumers-as-the story:** Tut, tut, not any more. Now sit!

Strategy *verb* Always trying to please clinicians might get you off Your CTO (Community Treatment Order). Now that's strategic.

Suicidal *adjective* **1.** A real person who is lonely and desperate. **2.** A person who doesn't know what to do to relieve unremitting pain. – *colloquial* **Having a detailed plan**

Suicidal Ideation *noun* I think the Bahamas is my detailed plan when I've got the means. Have I got the means? Well, no! Not gutsy enough to rob a bank. I have no means. Have I got a



detailed plane? That's the point. I have no plane to get to the Bahamas. My plan seems to be very grounded.

Having the means That's the point. Life is meaningless. I have no means.

Support staff *noun* **1.** Holding up the structure within which we must get along – or that's the theory. **2.** Hold your hand and then suddenly pull it away staff. **3.** Creating illusion of ongoing support when throughput figures guarantee this cannot be. **4.** Amazingly wonderful people who are paid tuppence.

Symptoms *noun* **1.** To you my life is a bunch of symptoms whilst to me it's a collection of real experiences. **2.** Medical language for the many elements that make up our lives **3.** What psychiatrists count to give us a diagnosis **4.** What you have to keep doing to hold your place in public mental health services **5.** Side effects.

Systemic Delusionalism *noun* "We have successfully implemented the no smoking policy" (but every-one is still smoking in the court yards).



T

Therapy *noun* **1.** When it's good it is very, very good but when it is bad it is horrid. **2.** My GP doesn't have a clue about all the different types of therapy. He should. Mental health is as important to his portfolio of responsibilities as physical health. **3. Good Therapy** Consumers need to create a reference list of therapists we have found good and why – this is important with the information people won't find anywhere else. **4. Therapeutic** a relationship or activity that is *by definition* helpful even when it is not. **5. Green Guide Therapy** *noun* What passes as therapy in most public acute units most of the time, the TV.

Therapy Interfering Behaviour *noun* Clever Exit Strategy.

Therapy Participation Dichotomy *noun* The irony that public hospital in-patients are largely deprived of appropriate group therapy sessions, whilst private hospital patients are forced to attend groups 5 days a week whether they want to or not!

Throughput *noun* **1.** One more life forgotten to meet numerical targets. **2.** Through put!

Time Out *verb* **1.** Last resort against institutional violence. **2.** Lock up the victim. It saves the fuss. **3.** Prep grade strategy No.1. **4.** Time and space to shame you even more.

Treatment Plans 1. (TP) *noun*

- Treatment Plan.
- Testimony to Paternalism.
- Treacherous Paradox.

2. I sign everything. No point in arguing if you'll just end up being thrown into the locked ward again. **3.** Written by medical staff and signed off by consumers who have given up. **4.** Negotiating programs is a sign of a mental visionary. I'm cured. Goodbye.

Treatment plans in private hospital *noun* I feel over-programmed already. There should be a programs limitation statute.

McTherapy *noun*

"Hello" \$10.00

"How are the voices today?" \$50.00

"Keep taking the medication" \$100.00

"Here's a prescription" \$140.00

"See you in 4 months" \$170.00

TR *noun* **1.** Therapeutic Relationship. **2.** Transient Regard. **Honesty in the therapeutic relationship** A one way exposition warped by financial imbursement.

Trait *noun* **1.** I don't like you. Have this trait for your records. **2.** Making this connection will impress the consultant so I'll just pop it in your history

Treatment *verb* **1.** A psychotropic drug. **2.** Talk, talk, talk... why can't I stop? Maybe I need an intimate relationship rather than a psychiatrist.

Treatment resistant *adjective* **1.** Someone whose problems aren't solvable by a psychotropic drug. **2.** Clinician hasn't figured it out **3.** Condition that doesn't actually need treatment **4.** Consumer's fault **5.** Treatment doesn't work.

Triage *noun* **1.** Even silence is interpreted, so, unlike a court of law you don't even have the right to remain silent when being locked up is a real possibility. **2.** Go back and do it properly next time. Once you're dead we'll guarantee a service. **3.** If you need hospital they say a hot bath. If you need a hot bath they say 'hospital'. **4.** Triage over the phone is tricky business. I don't condone lying but this is a situation where it might be needed.

TV Controller *noun* The person in an acute unit at any time who seems to be in control of what channel the one TV is tuned to. Usually the alpha male.



U

Unresolved trauma *noun* Don't just talk about it. Do something!

V

Venting *verb* **1.** Oops! Sorry, we thought you were actually listening to us. How dumb are we. **2.** What we most certainly will do when we are safely out of here. **3.** Institutional response to divulging trauma and its impact. **4.** Mistaking meaningful conversation.

Voyeurism *noun* Voyeurism raises the profile of the organisation. You may as well own it because the secret is out!

W

Wendy Welfare Mentality *noun* Fresh nursing and allied health professionals enthusiastically telling 'the patient' what is best for them without considering the individual's opinion.

WorkCover retiring *verb* In the finish you end up surrendering painfully and the 70 year old WorkCover psychiatrist ends up retiring wealthy.

Word Salad *noun* **1.** Clever Skills to put Psychiatrists off the Scent **2.** Clinical diet of acronyms and unfathomable language.



About this Publication

This publication is the sixth in a series of consumer-developed publications produced by Our Consumer Place (www.ourconsumerplace.com.au), a groundbreaking mental health resource centre run by people who have been diagnosed with 'mental illness' (we call ourselves 'consumers').

Funded by the Department of Health (Government of Victoria) and auspiced by Our Community, Our Consumer Place offers information and advice on consumer perspective and consumer leadership for individual consumers, groups of consumers and anyone else who is supportive of this orientation.

Most of the available information on mental health has been written by other sorts of 'experts' – mental health professionals, mental health charities, or researchers who are not consumers. Our booklets are different – they are written by people who have been labelled with 'mental illness,' based on *our* knowledge, and drawn from *our* lived experiences.

About the competition

In July 2012 Our Consumer Place launched a national competition inviting consumers – and anyone else who was interested – to contribute towards a collection of consumer-convoluted language that we could pull together as a dictionary.

Consumers were solicited over several editions of the Our Consumer Place newsletter to play with the twisted language of psychiatry. Back-to-front meanings, made-up words, acronyms redefined, re-created language and general comments on the State of Affairs in Mental Health Land were all encouraged.

The entries – more than 1500 of them – were judged by Janet Meagher AM, a distinguished consumer elder held in high esteem across Australia.

Our Judge: Janet Meagher AM

Janet has been a Mental Health Consumer activist and advocate for over 25 years. She has lived with schizophrenia since early 1970s.

Janet is currently the Director of Employment for 'Psychiatric Rehabilitation Association', Secretary of the World Federation for Mental Health, and Consumer Representative for the National Mental Health Commission.

A speaker, educator, trainer, consultant, lecturer and author, Janet has pioneered many training programs, articles, and papers, including a handbook on participation and partnership entitled *Partnership or Pretence*, which has been published in several languages.



She was a Churchill Fellow in 1994, travelling to Great Britain, the USA and Canada to investigate “Consumer empowerment & self-advocacy”, and a recipient of TheMHS Gold Award “for Exceptional Contribution to Mental Health Services in Australia” 2000.

Janet's many roles have included being founding member and patron of the Australian Mental Health Consumer Network, founding member of the NSW Consumer Advisory Group (NSW CAG), the inaugural (Consumer) Co-chairperson of National Mental Health Consumer and Carer Forum, Vice President of the Australian Mental Health Suicide Consumer Alliance, member of the Trans-Cultural M.H. Editorial Board, and Representative of Consumers' Health Forum of Australia.

Janet was made a Member of the Order of Australia (AM) in 1996 for her “work as an advocate on behalf of people with mental illnesses and psychiatric disabilities”.

A message from the judge

I have wrestled with the **MadQuarry** entries and have come up with some results. I must say that entrants set a high standard. There were 25 in my final list as potential winners. In truth there is hardly anything between each except my personal views or something that indicates an appeal to a wider audience. All very 'flexible' criteria and very much subjective – for that I apologise in advance to those whose entries missed the 'final cut'.

The standard overall showed a sharp wit across the sector – some very, very clever, others with dry wit or conversely dripping with layers of defeat, sadness, hurt, frustration, pathos, poignancy and awful cutting realities. A degree of cynicism was accompanied by a tone that augers some hope for change because there was also a tone that reminded me of ‘Oliver Twist’ where we dare to say – “we want more!”

This event gave permission to all involved to make a statement with meaning, a pithy few words to sum up things that affect people in very deep ways. I was struck with the impression that each entry represents an aspect of personal experience that meant a great deal to its author, that sums up hard-won battles or challenges or even philosophical rationalisations of the sum of a range of learnings that left me wanting to know the stories behind the statements.

If this is a taster of our current mental health sector, the result is that it is quite in need of some more recipes and some new cooks!

My best wishes to all contributors. You are a tenacious and very savvy bunch! Please keep up the energy. The sector needs people who not only can think independently but who can also use their intelligence to bring about real challenges to the status quo and how we are seen and our potential capacity and contribution into a more inclusive future.

Thanks for the privilege of looking through these gems.

Best wishes to all
Janet Meagher AM



Psychobabble Competition – The Standouts

Entries adjudicated by Janet Meagher AM

Overall winner

The Recovery Steeplechase...

The starter is ready and they're off!

- Over the **diagnosis fence** quickly followed by the difficult **medication obstacle** and on towards the **attitudes of the friends and family ditch**. It's a big one this year.
- **Around the bend for the first time** and on towards the **psychiatric hospital steeple**, now that's a huge one for all pundits.
- The **refusal of service jump** looms now and once over this we head towards the huge **pride & prejudice spread** and then the **discrimination wall**, all in close proximity.
- Safely on the other side the **institutionalisation obstacle** looms large and the riders go **around the bend** for the last time and aim towards the **homeless jump and poverty hurdle**.
- The **social oppression obstacle** is second from last and as we turn into the straight, the field stretches out according to imposed **function scales** and are on their way over the **shame ditch jump** and on towards self-actualisation and the finish line.

All of us who dropped at a hurdle and broke a bone were, of course, shot in the head.

Entries acknowledged for overall excellence

C.A.R.E. *noun* Cover Arse Retain Employment

C.R.A.P. *noun* Compulsive Risk Assessment Preoccupation

Case Manager *noun* Baggage handler

Community Awareness Campaigns *noun* Consumers as Stories and Clinicians as Experts – we've moved so far away from this!

Evidence Based *adjective* I'm your evidence!

Homeless by Choice *adjective* A mature judgement made by adults when the only available housing is run by bossy control freaks, patronising, infantilising or run by services that assume everyone has an IQ of minus 60

In-visibility in-justice *noun* So insidious is the discrimination that no one notices that our restrictions and needs and shame stop us complaining. If we feel worthless, others will believe us unfortunately.



Just Behavioural *adjective* You are unworthy of treatment, response, admission, services

Peerfulness *adjective* Living a life of playfulness and celebration with others who have a shared journey of emotional spiritual and mental challenges

Treatment *noun* A psychotropic drug

Special mention entries

Acronym *noun* Like a secret language for those in the know

Ambo-lergic *adjective* I hear the siren and it doesn't mean HELP is what is coming for me

C.A.T.T. *noun* Can't Attend Today Team

Grassroots *adjective* Grassroots is not the opposite of expertise and leadership. None of us should lead without our boots firmly imbedded in the grass. No questions asked.

Green Guide Therapy *noun* What passes as therapy in most public acute units most of the time, the TV

Insight *noun* Agreeing with the doctor

Medical Model *noun* Asking what's wrong rather than what happened. Terrible idea.

Me-tings *noun* Meetings where nobody is listening to each other and everyone is simply practicing what they want to say next

ResponsAbility *noun* Listen when I tell you important things: react when I need your help; don't force your authority on me; do not lock me up against my will, explain what you're thinking, don't give me ugly labels, remember my history is precious, take my phone calls or ring me back, respect how much authority you have over my life.

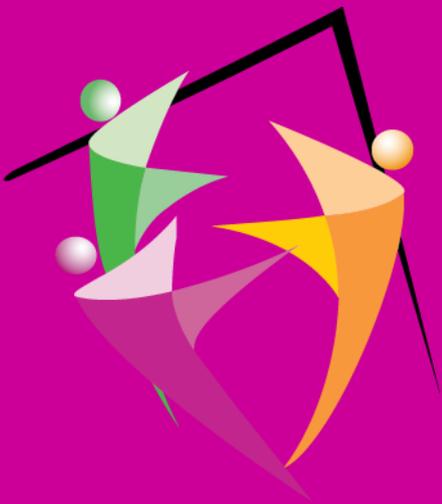
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Symptoms *noun* To you my life is a bunch of symptoms whilst to me it's a collection of real experiences

Throughput *noun* One more life forgotten to meet numerical targets.

Treatment Resistant *noun* Someone whose problems aren't solvable by a psychotropic drug.





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