

Community mental health and wellbeing

# The ongoing impact of the pandemic

Insights from 2021 Survey Results

May 2022



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# Overview

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## The ongoing impact of COVID-19

In March 2020, the World Health Organisation declared the novel coronavirus disease (COVID-19) to be a pandemic. Since then, every Australian has endured unprecedented changes and challenges to their way of life, work, relationships and health.

After the first year of the pandemic ended and we all looked forward to 2021, many Australians hoped for a return to pre-COVID life. However, 2021 brought even more strain on individuals, households and communities due to new COVID-19 variants, tighter restrictions and ever-changing public health orders relating to vaccinations, travel, and other mandates. Living in such uncertainty and in a global public health crisis for such a prolonged amount of time is bound to have an impact on our mental health and wellbeing.

To better understand the mental health and wellbeing impacts of COVID-19, in 2020 the Mental Health Commission of NSW (the Commission) commissioned its first Community Wellbeing During COVID-19 survey (see the [Commission's website for the 2020 report](#)).

The survey aims to investigate the impact of COVID-19 on the health and wellbeing of NSW residents and those with lived experience of mental health issues, and identify what strategies and services are important to community recovery from COVID-19.

This report provides a summary of the second NSW mental health and wellbeing COVID-19 survey undertaken by the Commission in November/December 2021.

Importantly, as the second follow-up survey, it examines the mental health impacts of the events in 2021 upon NSW residents, and uncovers what may have changed since 2020 and where the largest impacts are being felt.

Reflecting the different types of challenges faced by NSW residents in 2021, the Commission's survey included new areas of research to explore the impact of COVID-19 on parents and children, the implications for residents living in the NSW local government areas (LGAs) that faced more restrictions than other LGAs (named as 'LGAs of concern' in this report), and experiences related to 'pandemic fatigue'.

The Mental Health Commission of New South Wales (the Commission) was established in July 2012. The Commission's purpose is to monitor, review and improve the mental health and wellbeing of the community by undertaking strategic planning, systemic reviews and advocacy - all guided by the lived experience of people with mental health issues and caring, families and kinship groups. The vision of the Commission is that the people of NSW have the best opportunity for good mental health and wellbeing and to live well in the community, on their own terms, having the services and supports they need to live a full life.

# Key findings

The 2021 survey results show an increase in the mental, physical health and social impacts experienced by people in NSW between 2020 and 2021. This experience was felt across the state, regardless if you lived in the city or the regional areas of NSW.

While people reported more severe impacts between these two years, there were some positives seen in how they could find solutions to support their mental health and the important role of doctors (GPs) and their support networks.

The results also show how much our connections with others are central to our wellbeing.

Events of 2021 had a more negative impact on people's relationships with family and friends compared to 2020. However, the main and most effective strategy that people used to cope during the pandemic was reaching out to talk more with friends and family. Taking a greater interest in how our friends and family are feeling continues to be one of the positive lessons most NSW residents have taken from the pandemic.

While most parents believe that COVID-19 had a negative impact on their children's mental health and wellbeing, they also felt that there has been a more positive impact on their relationship with their children in 2021.

Negative impacts on mental health were felt by most residents regardless of where they lived. However, older residents and those living in Regional NSW experienced a greater burden during 2021 compared to 2020, identifying more personal, psychological and emotional challenges than they did in 2020.

Those living in the LGAs that faced harsher lockdown conditions during 2021 were more likely to have experienced a negative impact on their overall physical health and had more caring responsibilities compared to those in other LGAs.

Four in five NSW residents experienced pandemic fatigue during 2021, and symptoms of pandemic fatigue were felt more among those with lived experience of mental health issues. Those with lived experience of mental health issues were also more likely to report more specific negative psychological and emotional changes in 2021 compared to the NSW population.

Overall, most NSW residents were less confident about their ability to support someone else's mental health than their own, and this gap widens with age. Most residents are relying on general practitioners (GPs) to recommend mental health support services to manage people's mental health and wellbeing until Australia can recover after COVID-19.

These survey findings provide valuable insights to consider in planning and designing our community mental health and wellbeing COVID-19 response plans. The community itself has identified where they need more assistance and what strengths we can build upon. The analysis points to where communities or age groups may be more affected and, together, we can better respond to improve the mental health and wellbeing of the community.

The technical report with the relevant data and charts can be downloaded from the [Mental Health Commission of NSW's website](#) should you wish to explore this data in more detail. References to the full report are made throughout this insights report.

**1 in 8** NSW residents experienced a new mental health issue since the pandemic began, with younger adults (18-29 years) most likely to report a new mental health issue in 2020 or 2021.

**61%** of NSW residents reported that their mental health was negatively impacted by COVID-19 in 2021 – Increased from 55% in 2020.

**1 in 2** parents of young children felt that COVID-19 had a positive impact on their relationship with their child(ren).

**3 in 5** parents with adolescent and adult children reported that COVID-19 had a negative impact on their children's mental health.

**95%** of people with lived experience of mental health issues experienced negative personal and emotional challenges in 2021, such as loneliness, decreased physical health, and feeling unable to cope with life in general.



### Personal challenges

All NSW residents experienced more personal challenges in 2021 compared to 2020, with older residents (50+ years) showing largest increases.

**4 in 5** NSW residents experienced symptoms related to pandemic fatigue, such as tiredness and low in energy.



### Regional impacts

Regional residents faced more challenges in 2021 compared to 2020, both financial and emotional.



### Impact on LGAs of concern

Residents in LGAs that faced harsher restrictions were more likely to report increased caring responsibilities and a negative impact on their overall physical health compared to those in other LGAs.



### Confidence to support mental health

While nearly 4 in 5 NSW residents were confident that they could support their own mental health and wellbeing, fewer than 3 in 5 felt that they could support someone else's.



### Lessons from COVID-19

Taking a greater interest in how friends and family are feeling continues to be a positive lesson most NSW residents have taken from the pandemic.



### Support for recovery

Most residents are relying on general practitioners (GPs) to recommend mental health support services.

# Impact on NSW residents

Examining the impact of the pandemic on health, wellbeing, relationships and work.

## Mental health and personal relationships were the main areas negatively impacted in 2021

As the COVID-19 pandemic continued into its second year, many NSW residents experienced several longstanding as well as new challenges, while some experienced no real change at all.

When asked about how COVID-19 and its associated restrictions in 2021, some NSW residents' felt that their way of life had improved, with 1 in 5 (21%) residents experiencing a positive impact in 2021, compared to only 14% in 2020.

However, overall, more than 3 in 5 (64%) NSW residents reported a negative impact on their way of life in 2021. More people also reported that 2021 had negatively impacted their mental health (61%), an increase of 6 percentage points compared to those surveyed in 2020 (see Figure 1).

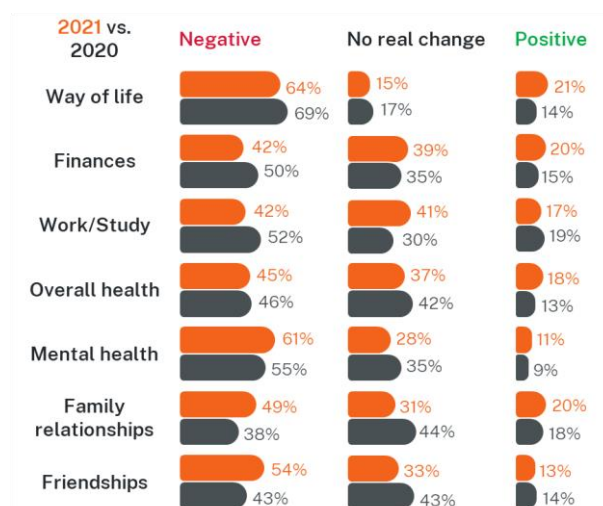
More residents across all age groups reported that COVID-19 had a negative impact on their mental health impacts in 2021 compared to 2020 (see page 17 of the full report for details).

Considering their physical and mental health, a similar proportion of NSW residents said that their overall physical health had been negatively impacted in 2020 (46%) and 2021 (45%).

COVID-19 related events in 2021 had a much greater negative impact on people's relationships with family and friends compared to 2020.

The majority of residents reported a negative impact on their relationship with family (49%) and friends (54%), both showing an 11-percentage point change to 2020.

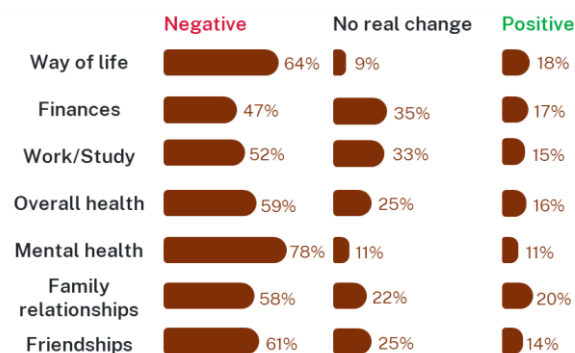
Figure 1. Impact of COVID-19 on life, health, and relationships, NSW population, 2021 vs. 2020



Those with lived experience of mental health issues were more likely to report negative impacts on their way of life and health compared to the overall NSW population (see Figure 2).

Around 3 in 5 (59%) people with a mental health issue experienced a negative impact on their overall physical health and nearly 4 in 5 (78%) experienced a negative impact on their mental health (see pages 70-71 of the full report for details).

Figure 2. Impact of COVID-19 on life, health and relationships, those with lived experience of mental health issues, 2021



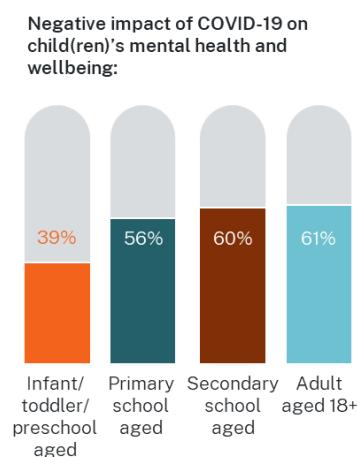
## Parents' relationships with their child(ren) greatly improved in 2021; however, COVID-19 has had a negative impact on their children's mental health and wellbeing

In 2021, many families were forced to home-school as childcare and schools and universities closed across the state.

Parents' relationships with their child(ren) greatly improved, with 48% of parents reporting that COVID-19 in 2021 had a positive impact on their relationship with their child(ren), an increase of 14-percentage points from 2020. This was particularly evident for parents aged 18-29 years, who reported a 25% increase in the positive impact on their relationship with their child(ren) in 2021 (see page 20 of the full report for details).

However, more than half of parents with children who are primary school-aged and over reported that COVID-19 has had a negative impact on their child(ren)'s mental health in 2021 (see Figure 3).

Figure 3. Proportion of parents reporting that COVID-19 had a negative impact on their child(ren)'s mental health and wellbeing, by child age group, 2021





When asked about what strategies parents used to support their child(ren)'s mental and emotional health, different strategies were used depending on the child(ren)'s age (see Figure 4).

Parents of infants, toddlers, and preschool aged children spent time in active play, helping their children connect with friends/family, and helping with hobbies or physical activity.

Parents of primary school-aged children are more likely to spend more time helping with schoolwork and playing actively with children.

Talking about how they are feeling was the most common strategy used by parents with older children.

About 1 in 5 parents with children under the age of 18 years has asked a health professional for advice about how to support their child (see page 27 of the full report for details).

Figure 4. Top three most commonly used strategies to support children's mental health and wellbeing, by child group, 2021





## One in 8 NSW residents have experienced a new mental health issue since the onset of the pandemic

To identify those with a mental health issue, participants were asked:

*Thinking back to 2018-19, before the COVID-19 pandemic, were you advised by a health professional/mental health professional that you had a mental health issue?*

*Now thinking about the time since the start of the COVID-19 pandemic (2020-21) have you been advised by a health professional/mental health professional that you have a mental health issue? That is, the issue was not previously present, but emerged since March 2020?*

The Australia Bureau of Statistics estimates that one in 5 (20%) Australians aged 16-85 experience a mental illness in any year. Through the Commission's 2021 survey, around one in 6 (17%) of NSW residents reported having experienced a mental health issue in their lifetime before 2020 (see page 8 of the full report).

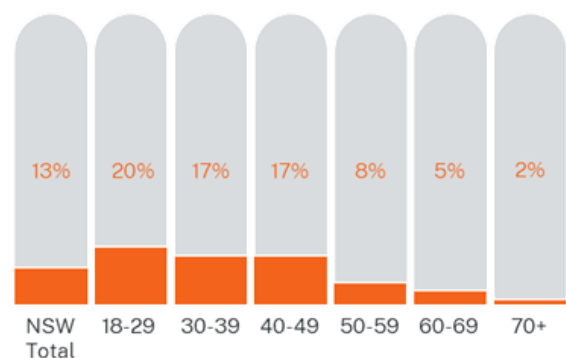
Since the start of the pandemic, about one in 8 people in NSW reported a new mental health issue emerging in 2020 and/or 2021. There was no difference in the proportion of people experiencing a new mental health issue in either 2020 (7%) or 2021 (7%).

Anxiety was the most common mental health issue experienced in 2020 (67%) and 2021 (61%), while depression (70%) was the most common mental health issue experienced pre-COVID (see page 8 of the full report for more details).

Residents aged 18-49 years were more likely to have experienced a new mental health issue across 2020-21 compared to those over 50 years. More than one in 10 residents aged 18-29 years reported a new mental health issue either in 2020 or 2021 (see page 9 of the full report for more details).

A slightly larger proportion of Regional NSW residents (15%) reported a new mental health issue in 2020/21 compared to Greater Sydney residents (12%). However, there was no difference when examined by residents' local government area.

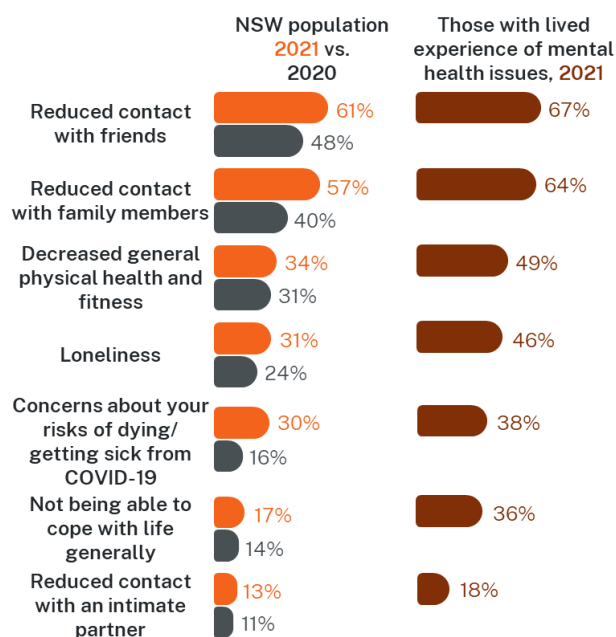
Figure 5. Proportion of people with new mental health issues diagnosed in 2020/21, by age.



## More negative practical, personal, psychological and emotional changes were experienced during 2021 compared to 2020

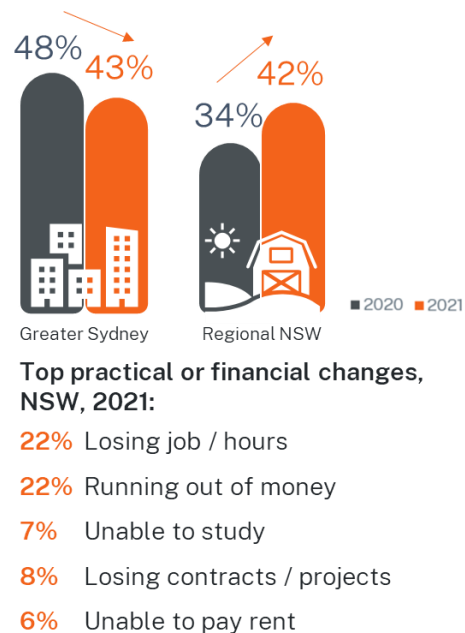
Large personal, psychological and emotional changes happened in 2021. Most residents reported reduced contact with friends (61%, up 13-percentage points) and family (57%, up 17-percentage points). Nearly 1 in 3 (30%) of residents reported feeling concerned about the health risks associated with COVID-19 (up 14-percentage points) in 2021. Those with lived experience of mental health issues were more likely to report experiencing these negative personal changes (see Figure 6).

Figure 6. Experience of specific personal changes due to COVID-19.



Although a similar proportion of Greater Sydney (43%) and Regional NSW (42%) residents experienced practical and financial challenges in 2021, the proportion of Regional NSW residents affected increased by 9-percentage points compared whereas the proportion of Greater Sydney residents decreased by 5-percentage points compared to 2020 (see Figure 7).

Figure 7. Experience of any practical or financial personal changes due to COVID-19, by location, 2021 vs. 2020.

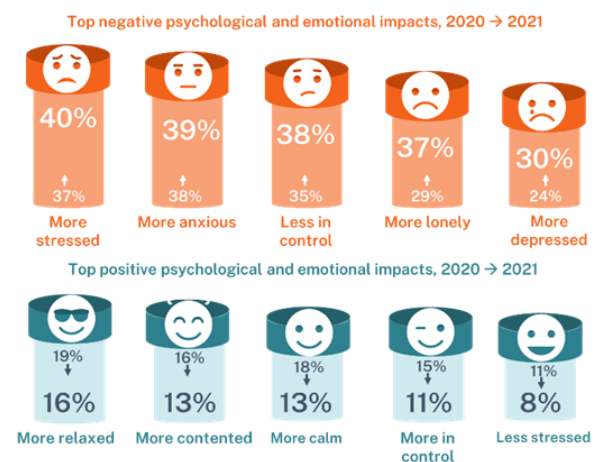


More than 8 in 10 (84%) NSW residents reported experiencing negative psychological and emotional changes in 2021 (up 7-percentage points). The biggest increases were observed for the proportion of people feeling more lonely (37%, up 8-percentage points) and more depressed (30%, up 6-percentage points) compared to 2020 (see Figure 8).

Overall, the proportion of NSW residents experiencing any specific positive psychological and emotional changes fell in 2021 compared to 2020 (see page 35 of the full report for more details).

Increased negative psychological and emotional changes were observed across all age groups in 2021. Younger residents (18-29 years) continue to report more negative psychological and emotional changes due to COVID-19. However, the largest increase from 2020 to 2021 was demonstrated in the 60-69 age group, increasing 10 percentage points (see page 36 of the full report for more details).

Figure 8. Most common negative and psychological impacts, 2021 vs. 2020.



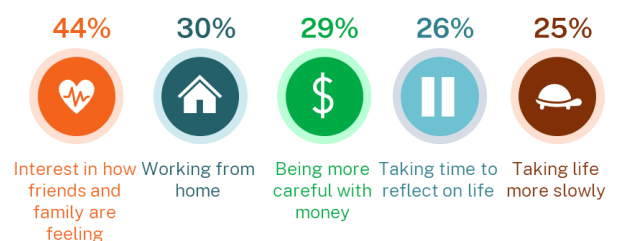
## Caring and connecting more with friends and family was the main positive lesson from 2021

Despite experiencing a range of negative impacts, almost all NSW residents (93%) could identify at least one positive lesson they had learnt from the events of 2021.

Almost half (44%) of residents identified that taking a deeper interest in how friends and family are feeling was one of the top 3 positive outcomes experienced in 2021. This was one of the most common positive lesson experiences across all age groups and locations.

Working from home (30%) and being more careful with money (29%) were the other main lessons from 2021 reported across most age groups and locations (see pages 38-40 of the full report for more details).

Figure 9. Top important positive lessons learned from the COVID-19 experience in 2021.



## Residents in the local government areas that faced harsher restrictions were more likely to report a negative impact on their overall physical health and caring responsibilities

We know that lockdowns cause distress, so with some Greater Sydney LGAs having to endure stricter restrictions than the rest of NSW in 2021, we wanted to know the impact of these events on the mental health and wellbeing of those residents.

Overall, the results show that most residents across NSW reported COVID-19 having a negative impact on their mental health, regardless of where they lived.

However, residents in LGAs of concern did report more negative impacts on their overall physical health (51%) compared to residents in other LGAs (42%, see page 18 of the full report for more details).

Residents living in LGAs of concern were also more likely to have had to provide more care than usual compared to residents in other LGAs. Caring more for elderly family/friends showed the largest difference (see Figure 10).

There were only small differences between LGA cohorts regarding impacts on their mental health, work and relationships.

Figure 10. Provided more care than usual, by LGA cohort.

LGAs of concern:		Other LGAs:
25%	Children being home-schooled	22%
26%	Elderly family/friends	20%
18%	Family/friends with mental health issues	16%
14%	Family/friends with other health issues	10%
8%	Family/friends with a disability	7%

# Experiencing pandemic fatigue

Measuring the extent of pandemic fatigue in NSW and what strategies residents used to cope in 2021.

## Four in five people experienced symptoms related to pandemic fatigue

In the first year of the COVID-19 pandemic, people across the world had to cope with unprecedented changes and challenges in their lives. Many Australians displayed high levels of resilience to support friends, family and local communities during 2020.

As the pandemic continued into 2021, people started to experience signs of psychological and emotional fatigue under the strain of an ongoing pandemic.

In NSW, 4 in 5 (80%) residents reported having experienced symptoms related to pandemic fatigue. The most common symptoms were: tiredness, low energy, lack of enthusiasm, and frustration (see Figure 11).

Younger residents and those living in Greater Sydney were more likely to have reported experiencing pandemic fatigue symptoms compared to older or Regional NSW residents (see pages 47-49 of the full report for more details).

Almost all (96%) of NSW residents with a lived experience of mental health issues reported having experienced symptoms related to pandemic fatigue (see page 76).

Figure 11. Experience of symptoms related to pandemic fatigue.

80% of NSW residents experienced pandemic fatigue



Symptoms of pandemic fatigue, NSW, 2021:

- 46% Tiredness
- 45% Low in energy
- 40% Lack of enthusiasm for things normally enjoyed
- 39% Frustration
- 30% Not wanting to be with others
- 27% Difficulty looking forward to tomorrow
- 17% Increase use of alcohol/other substances
- 14% Dread

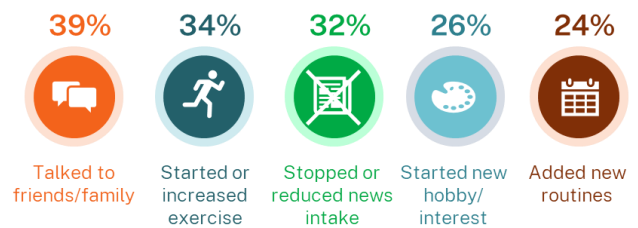
## Connecting with others, exercising, and avoiding the news were the most common strategies used to cope

The main strategies that helped residents to manage pandemic fatigue were: talking to friends/family, starting or increasing exercise, and stopping watching the news (see Figure 12).

These were generally the most helpful strategies across all ages. The exception was for older residents aged 60 years and above, where around 1 in 3 residents identified that adding new routines at home/work was most helpful (see page 48 of the full report for more details).

Those with lived experience of mental health issues used more strategies, with 43% of people identifying avoiding the news as one of their top 3 most helpful strategies used to cope with their fatigue (see page 76 of the full report for more details).

Figure 12. Top strategies used to cope with pandemic fatigue.



# Support needed in 2021 and opportunities for recovery

Understanding what strategies NSW residents used to support their mental health and wellbeing and what is needed to continue to recover from the pandemic.

## More people accessed some type of formal or informal support for their mental health and wellbeing in 2021 compared to 2020

There is a range of formal and informal mental health and wellbeing supports and services available to help people deal with COVID-19. Participants were asked to identify the formal or informal sources of support used during 2021.

Over half of the NSW population (55%) reported using formal or informal supports to manage their mental health and wellbeing over 2021 (up 4-percentage points) – ranging from seeking informal support among friends/family or community groups, to formal support through clinical or mental health support services. This increase in the use of formal/informal support was observed across all age groups. The most common informal or formal supports accessed during 2021 were: friends/family or local GP (see Figure 13).

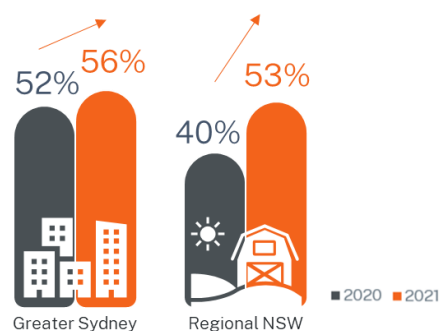
While a similar proportion of metro Sydney (56%) and regional residents (53%) reported having some form of formal or informal support in 2021, the proportion of Regional NSW residents accessing support in 2021 increased more substantially compared to 2020 (up 13-percentage points). Nearly 1 in 4 (23%) of Regional NSW residents saw a local GP,

compared to 1 in 5 (19%) among Greater Sydney residents (see page 56 of the full report for more details).

Figure 13. Any formal/informal support used during 2021, by location.



Figure 14. Any formal/informal support used during 2021, by location.





## NSW residents are relying on GPs to recommend mental health support services and for easy to find online advice about typical mental health issues

In 2020, there was general agreement that a range of mental health support services will be needed to support COVID-19 recovery. This year, participants were asked to select the top three services that they believe would be most effective at helping people manage their mental health and wellbeing until Australia can recover from COVID-19.

‘A network of experienced mental health support services available for your GP to recommend’ continues to be the strategy most commonly selected (see Figure 15). While this was generally one of, if not the most, chosen strategies across most age groups over 30 years, the top preference among residents aged 18-29 years was for ‘workplace training to help employers and staff better understand and support each other’s mental health needs’ (see page 60 of the full report for more details).

However, the most commonly selected strategies differ depending on residents’ location (see Figure 16). Regional NSW residents were more likely to choose easy to find online information (45% vs. 42%) and an alternative to hospital emergency departments for urgent mental health care (37% vs. 31%) than their Greater Sydney counterparts. Greater Sydney residents were more likely to choose workplace training for employees and staff than Regional NSW residents (42% vs. 33%, see page 59 of the full report for more details).

Figure 15. Most effective support services needed to support recovery from COVID-19



Figure 16. Most effective support services needed to support recovery from COVID-19, by location.



## Most people are less confident about their ability to support someone else's mental health than their own

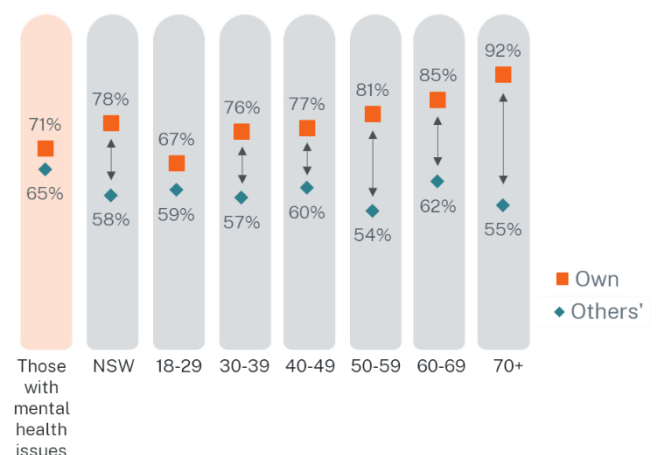
As the pandemic continues, more information, services and supports have been made available to help Australians cope with the associated challenges. Participants were asked to consider how much mental health information they have seen or heard in 2021, and how confident they felt they could manage their own and others' mental health.

Overall, younger residents are more likely to have seen or heard more mental health-related information in 2021. There was no difference in the amount of mental health information seen or heard by location (see page 63 of the full report for more details).

While nearly 4 in 5 (78%) NSW residents were confident that they could support their own mental health and wellbeing, fewer than 3 in 5 (58%) were confident that they could support someone else's. The gap tends to increase with age (see Figure 16).

However, the gap is smaller for younger residents aged 18-29 years and those with lived experience of mental health issues (see page 80 of the full report for more details).

Figure 17. Confidence about ability to support own vs. someone else's mental health, by mental health status and age.



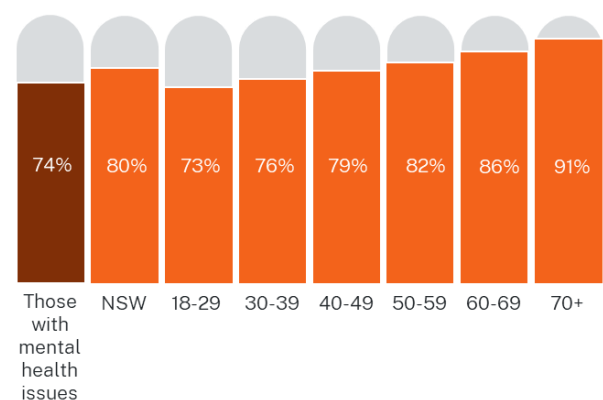
## Younger residents were less confident in their ability to understand COVID-19 related public health orders compared to older residents

Since the onset of the pandemic, Australians have been asked to listen, understand, and follow constantly evolving public health orders in response to COVID-19.

Overall, most NSW residents (80%) were confident that they could understand the public health orders and restrictions. There were no differences in confidence when split by residents' location.

However, younger people were less confident compared to older people. Those with lived experience of mental health issues were slightly less confident compared to the NSW population (see Figure 17).

Figure 18. Ability to understand health orders, by mental health status and age.



# Appendix A: Survey methodology

A 15-minute online survey was run from November to December January 2021 to survey more than 2,000 people (aged 18 and above) who represented the adult population of NSW. Using participant quotas, the main panel sample was closely matched to age, gender and location characteristics for the NSW population according to the ABS census profile statistics and minor variations were corrected with statistical weighting (see Appendix B for sample demographics).

In 2021, stricter COVID-19 restrictions were enacted in 12 Greater Sydney LGAs (LGAs of concern). Sampling considerations and participant quotas were carefully monitored to ensure that a sufficient sample of people from LGAs of concern was collected to allow for exploration into the experiences of those living in these areas during 2021.

This approach differs from some other techniques that have been used in other community mental health surveys, which rely on self-selection among a limited demographic group and are unlikely to deliver a representative sample of the NSW population.

The survey was also promoted widely across the Commission's social and media networks to ensure responses were captured from people with a lived experience of a mental health issue, their carers, families and kinship groups.

In total, 619 people reported either a pre-existing mental health issue in 2018-19 (i.e. pre-COVID-19) or a new issue in 2020/2021. This provided a statistically valid sample to examine the impact of COVID-19 on those with a lived experience of mental health issues.

# Appendix B: Participant demographics and characteristics

Samples sizes are weighted to match ABS Population Statistics for NSW on age, gender and location. Minor variations were corrected with statistical weighting.

Table 1. Participant demographics and characteristics, 2021.

Total		100%	2,014				
Age	18-29 years	21%	406	Living with a disability	No	92%	1,852
	30-39 years	19%	407		Yes, physical	7%	141
	40-49 years	17%	333		Yes, intellectual	1%	28
	50-59 years	16%	314	Carer of someone with disability	No	94%	1,883
	60-69 years	14%	307		Yes, physical	4%	79
	70+ years	13%	247		Yes, intellectual	3%	66
Gender	Male	49%	998	Sexual orientation	Straight (heterosexual)	91%	1,674
	Female	51%	1,015		LGBTQ+	7%	132
	Identify as other	0.2%	1		Don't know	0.5%	9
Location	Greater Sydney	70%	1,323		Prefer not to answer	2%	40
	Regional NSW	30%	691	Gender identity	Man or male	49%	987
Local Government Area (LGA)	LGAs of Concern	33%	629		Woman or female	50%	998
	Other LGAs	67%	1,385		Non-binary	0.3%	4
Aboriginality	Aboriginal	4%	86		I use a different term	0.0%	1
	Non-Aboriginal	96%	1,928		Prefer not to answer	0.5%	9
Language spoken at home	English speaking	79%	1610				
	Non-English speaking	21%	404				

The Commission would like to acknowledge the social research consultants Review Partners, who developed and conducted this survey.

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