



ST VINCENT'S  
HOSPITAL  
MELBOURNE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

*Inspired  
by  
You*

# St Vincent's Mental Health Acute Inpatient Service

Information for consumers,  
families and carers

## Do you need an interpreter?

St Vincent's provides a free, confidential interpreting service. Please ask your doctor or nurse to organise one for you.



St Vincent's is a Deaf and hard of hearing friendly health service. Ask a staff member to contact the Speech Pathology department if you would like more information.



## هل أنت بحاجة إلى مترجم؟

تقدم المستشفى خدمة ترجمة مجانية وسرية. الرجاء الطلب من طبيبك أو الممرضة الترتيب لمترجم لأجلك.

## 您需要傳譯員嗎？

本醫院提供免費而保密的傳譯服務。請要求您的醫生或護士為您安排傳譯員。

## XPEIAZEΣTE ΔIEPMHNEA;

To νοσοκομείο παρέχει δωρεάν, εμπιστευτική υπηρεσία διερμηνείας. Παρακαλείστε να ζητάτε από το γιατρό ή νοσοκόμο σας να κανονίζει διερμηνέα για σας.

## HA BISOGNO DI UN INTERPRETE?

L'ospedale offre un servizio interpreti gratuito e confidenziale. Chieda al Suo medico o alla Sua infermiera di organizzarLe un interprete.

## ¿NECESITA UN INTÉRPRETE?

El hospital le ofrece un servicio de intérpretes gratuito y confidencial. Por favor, solicite a su médico o enfermera que lo organice.

## TREBA LI VAM TUMAČ?

Bolnica pruža besplatnu i povjerljivu službu tumača. Molimo vas, upitajte vašeg liječnika ili medicinsku sestru da vam to organiziraju.

## ДА ЛИ ВАМ ТРЕБА ПРЕВОДИЛАЦ?

Болница пружа бесплатне, поверљиве услуге преводиоца. Замолите свог лекара или медицинску сестру да вам обезбеде преводиоца.

## MA U BAAHAN TAHAY TURJUMAAN?

Isbitaalku wuxuu bixiyaa adeeg turjumaan oo lacag la'aan ah, qarsoodina ah. Fadlan weydii dhaqtarkaaga ama kalkaaliyahaaga inay turjumaan kuu ballamiyaan.

## TERCÜMANA İHTİYACINIZ VAR MI?

Hastanemiz ücretsiz ve gizlilik ilkesine bağlı tercümanlık hizmeti sunmaktadır. Doktorunuz veya hemşirenizden size bir tercüman temin etmelerini rica ediniz.

## QUÍ VỊ CÓ CẦN THÔNG NGÔN VIÊN KHÔNG?

Bệnh viện cung cấp dịch vụ thông ngôn miễn phí và kín đáo. Xin yêu cầu bác sĩ hay y tá sắp xếp thông ngôn viên cho quý vị.

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# CONTACTS

## Inpatient Unit Address

46 Nicholson Street, Fitzroy, 3065  
Melway Ref: 2B K11 (opposite the Royal Exhibition building)  
Ground floor: (03) 9231 4666  
First floor: (03)9231 4777

Gold (public pay) phones are provided on each floor.

The numbers are:

Ground floor: (03) 9417 7615

First floor: (03) 9417 7665

## St Vincent's Mental Health Administration

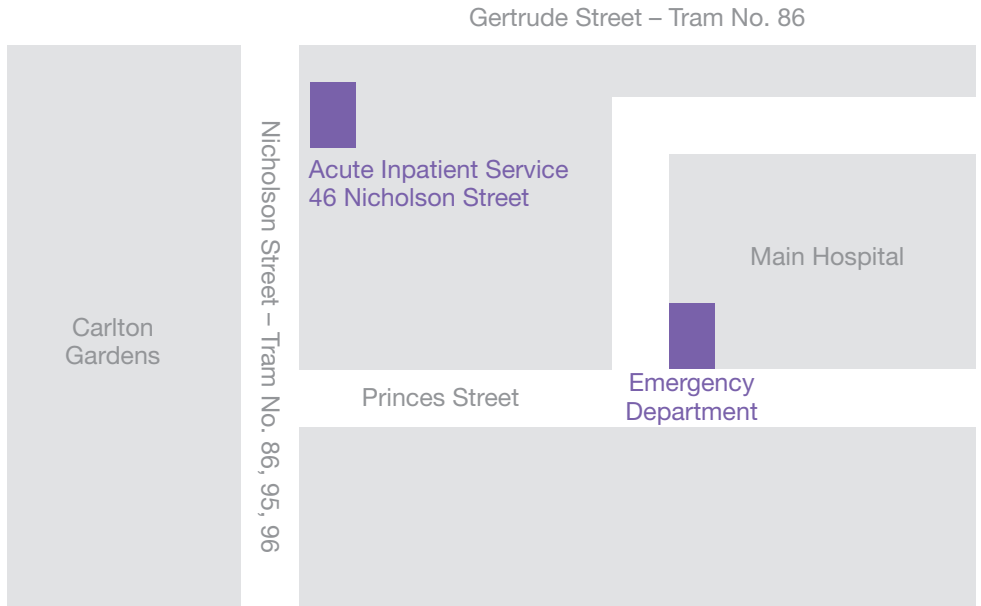
Tel: (03) 9231 4145

Fax: (03) 9231 4147

Email: [mentalhealth@svha.org.au](mailto:mentalhealth@svha.org.au)

Web: [www.svhm.org.au](http://www.svhm.org.au)

## Where we are



# ESSENTIAL CONSUMER INFORMATION

## The daily routine

### *Visiting hours*

Visiting is encouraged but we ask that visiting hours are respected. Visitors are not permitted in bedrooms.

### **Visiting hours are:**

2pm – 4pm and 6pm – 8pm

### *Smoking*

St Vincent's is a fully smoke-free environment. Smoking is not allowed at any of our sites; please see the Smoking Policy section of this booklet for further details.

### *Meals*

Menus are placed in the dining room, please fill in your menu and return it to your nurse. Nurses and overhead announcements will prompt you to complete the menu at dinner time. If you have any questions please ask your nurse. If you don't fill out your menu you will receive a standard meal

### **Meals are served at the following times:**

**Breakfast:** 8:00am

**Lunch:** 12:30pm

**Dinner:** 5:30pm

**Snack:** 7.00pm

**Supper:** 9.30pm

Tea, coffee and cordial are available throughout the day.

If you have special dietary requirements inform your nurse, you can also request to see a dietician. Pictorial, translated menus are also available.

### *Medication*

Medication is routinely administered at 8am, midday, 2pm, 6pm and 8pm

### *Nurses' shifts*

There are three changes of nursing staff each day.

### **The shifts are:**

7am – 3:30pm

1pm – 9:30pm

9pm – 7:30am

### *Recovery Team*

You will be allocated a Recovery Team, which includes a treating team of doctors, nurses and allied health clinicians. The team will support you throughout your stay in hospital.

### *Group program*

Check the noticeboards for the timetable of the group programs. The program is educational and therapeutic and is part of your treatment. Activities may include music appreciation, relaxation, physical activity and medication management. You are encouraged to participate in the program during your stay.

There are also community meetings where information can be shared and concerns raised. Contact the Occupational Therapist or Program Nurse if you have ideas for activities.

### ***Laundry***

There is a laundry with a washing machine and clothes dryer on each floor for your use. Please ask staff if you would like to use the laundry. Extra linen and towels are available in the linen cupboard on each floor.

### ***Facilities***

The Acute Inpatient Services (AIS) has a reading room, an art room, a kitchen, a sensory room and a music room, table tennis, and a basketball ring in the courtyard.

There is an information booklet about what a sensory room is – please ask for a copy.

There are TVs and a DVD player with a large selection of DVD's available. Feel free to ask staff about using these.

### ***Food from home***

St Vincent's must comply with regulations about the storage of food. Please speak with staff if you want to store food brought from home.

### ***Creating a Safe Environment***

At St Vincent's Hospital we care about everyone's safety, which includes ensuring that the ward environment remains a safe place for all. Please do not bring in any plastic bags or other potentially dangerous objects such as knives or glass bottles.

### ***Planned leave from the ward***

Requests for leave should be discussed with your treating team. Prior to taking leave it is necessary to inform your contact nurse of your plans including where you are planning to go and when you will be returning to St Vincent's. You also need to fill in the leave book. Please note that in some instances leave may not be appropriate, such as when a review has been scheduled by your psychiatrist or registrar.

### ***Appointments***

Please try to keep appointments, or tell staff if you would like an appointment to be changed.

### ***Valuables***

You are advised not to bring valuables or expensive items with you to the ward. St Vincent's is unable to take responsibility for items that may get lost or go missing.

You will have access to a small safe in your bedroom. If you have more than \$200 which you would like staff to look after, they will send it to the security office for safe keeping until your discharge.

You are welcome to bring your own books, pillow, blanket and toiletries if you choose.

*“ At St Vincent’s Hospital we care about everyone’s safety which includes ensuring that the ward environment remains a safe place for all ”*

# INTRODUCTION TO ST VINCENT'S MENTAL HEALTH SERVICES

St Vincent's Mental Health (SVMH) provides care in the community and inpatient settings for people who have a mental illness or ill-health. Some people may be experiencing difficulties for the first time, while others may be suffering from long-term health conditions that may return from time to time during their life.

We welcome consumers, carers and families seeking assistance with mental health, substance use and other issues. We welcome people of all faiths and cultural backgrounds. Within our service, every consumer is treated with respect. We welcome all LGBTQIA+ consumers, and aim to provide a responsive service to meet the needs of our consumers.

SVMH has a team of clinicians including psychiatrists, psychiatric registrars and medical officers, mental health nurses, occupational therapists, pharmacists, psychologists and social workers.

Our staff members are guided by the values of St Vincent's. They are committed to looking after people with compassion and justice while protecting their dignity. We work as a unified, skilled and dedicated team.

Integrated care means that if you have been attending one of our community clinics (Hawthorn or Clarendon) and have a case manager, they will continue to support you during admission. The inpatient team and your case manager will work together with you in planning for discharge home.

SVMH Acute Inpatient Service (AIS) has a total 44 beds comprising two 22 bed inpatient units and provides short-term inpatient treatment to people during the acute phase of mental illness. For people with more intensive care needs, there are 6 Extra Care Unit beds, The Victorian Aboriginal Health Service has access to five beds for Aboriginal consumers who use their services.

You will be introduced to your psychiatrist, registrar and your contact nurse. During your stay, your treatment may also include working with other members of the team such as social workers, occupational therapists and psychologists.



## Strengths Model of Care

The Strengths Model of Care is used at SVMH. It highlights that all people have strengths, a capacity to learn, grow and change. People's strengths are in their passions, skills, interests, their relationships and within their communities.

Your contact nurse will encourage you to consider and work towards your personal goals. This is part of your recovery, and can be done with the help of your family and carers. You will be supported to develop your Joint Wellness Plan and Risk Management Plan to reflect self- management of your own safety.

If you are referred for Community Mental Health Services (Hawthorn or Clarendon Clinic), you will be allocated a case manager. Case managers use the Strengths Model when providing care and support. The role of a case manager is to coordinate access to SVMH services and other community services/ resources that may help you or your family/carer in your recovery.

*“ We welcome consumers, carers and families seeking assistance with mental health, substance use and other health concerns. We welcome people of all faiths and cultural backgrounds. Within our service, every consumer is treated with respect.”*

## *Aboriginal and/or Torres Strait Islander Peoples*

St Vincent's recognises Aboriginal and/or Torres Strait Islander peoples as the traditional custodians of our lands. We seek to create a safe and welcoming environment for patients and their families.

**St Vincent's employs Aboriginal Liaison Officers who can be contacted on (03) 9231 3436.**

# THE WARD ENVIRONMENT

## Safety is a shared responsibility

Safewards is implemented in the AIS and supports safety of consumers and staff through activities, such as mutual help meetings, 'Getting to Know Each Other' folders, and discharge messages. Please ask your contact nurse for more information.

### Action that can be taken:

- If you feel you are getting anxious, agitated or angry, speak to your contact nurse as soon as possible
- discuss strategies to manage your feelings with your contact nurse
- extra medication may be of use
- find a place away from distraction where you can feel safe
- develop strategies in your Joint Wellness Plan on what works best for you.

### When unpleasant incidents happen around you:

- Please be reassured staff are in control of the situation
- avoid getting involved
- move away from the area
- go somewhere quiet where you can relax
- do something like reading a book/ magazine or have a chat with another person/attend a group

### Our aim is:

- To provide a supportive and safe environment
- To assist you in developing your own treatment plan (Joint Wellness Plan)
- to provide a respectful experience.

## Women's space

To help women feel more comfortable in the unit, there are 2 areas that are for women only, with up to 6 beds on each floor. Female consumers will be given a swipe band that activates the electronic controlled door where appropriate. Each area comprises of 2 single bed rooms and 2 shared bedrooms, each with an ensuite that can be locked from the inside. This is to help women feel safe and secure. A small but comfortable living area allows female consumers a relaxing retreat to watch TV or DVDs separately from the main communal area. A telephone is available for female consumers to ring directly through to the staff area. All female consumers will be given guidelines regarding the practices that minimise risk, and promotes a safe environment.

## Extra Care Unit

The Extra Care Unit (ECU) is a quiet and secure place that is sometimes used during the acute phase of a mental illness. The unit allows staff to provide extra care and attention during this phase. It can be used when a consumer has a high level of risk to themselves or others.

## Confidentiality

Confidentiality is very important to us. We will not share information about your treatment without your permission. Sometimes we may need to share information if required to ensure your safety or for your ongoing care. If we have to do this, we will let you know what information is shared, and with whom.

## Vehicles

There is no long-term parking on the St Vincent's campus. You are advised to make other arrangements for the parking or storage of your vehicle.

You may be asked to hand in your keys for safety reasons.

## Discharge

Planning for your discharge will begin as soon as possible after your admission. You and your carer will be given a copy of your treatment plan and will have the opportunity to discuss it with your contact nurse and doctor. Please raise any concerns with them.

## Pastoral care

There is a pastoral care service at St Vincent's, which aims to help people with their spiritual needs. You may request to see one of the pastoral care staff by talking with your contact nurse or another team member.

## Consumer Consultant

SVMH employs consumer consultants who have had a lived experience of mental health issues. Consumer consultants work with both staff and consumers to help improve our services and to bring attention to any issues. You are welcome to seek the support of the Consumer Consultant for issues, concerns or peer support.

The Consultants are there to:

- represent your views and those of other consumers of our service
- be part of our committees so they can speak on behalf of consumers when ideas are discussed and decisions are made
- work with staff so they can get an even better understanding of your views.

Consumer consultants can be contacted through your contact nurse as they work part time.

Their details can also be found on the noticeboards, or you can contact the community clinics where they are based:

Clarendon Clinic: (03) 9231 5400

Hawthorn Clinic: (03) 9231 5900

## Peer Support Workforce

Peer support workers with a lived experience of mental illness work across a range of programs, and can provide direct support to you. If you would like to know more about Peer Support please ask your contact nurse or another staff member.

## Expanding Post Discharge Support Program (EPDSP)

The EPDSP provides further post discharge support for consumers with continued mental health needs, following an admission. The program aims to improve your experience through admission, and improve outcomes after moving from the ward back into the community. A team of peer workers will work to strengthen the support provided to you after leaving hospital, with the goal of helping you to stay well.

## Consumer and carer information and resources

To help you or your carer to understand mental illness, medication and treatment, we have some fact sheets on various mental health disorders and medications. These are available from your contact nurse; please do not hesitate to ask. We are here to help.

### *Consumer information and Resources*

We have a range of resources that can help explain how to look after your mental health. Our St Vincent's Hospital Melbourne internet page is also a way we can communicate important information with you. You'll find all our contact information under the Mental Health department page.

Please talk to your clinician about anything you would like to learn more about. They can provide you with information or direct you to some helpful resources.

### *Second Psychiatric Opinion*

Any consumer can request a second opinion from another psychiatrist at any time. You can request another psychiatrist from within St Vincent's Mental Health at no cost. You may also arrange for a private psychiatrist to provide a second opinion on your diagnosis or treatment at your own expense.

If you are being treated as a compulsory patient under the *Mental Health Act* 2014 (i.e. you are on a Temporary Treatment Order or Treatment Order) you can request a second opinion through the Second Psychiatric Opinion Service. You will receive an opinion from a psychiatrist external to St Vincent's Mental Health at no cost to yourself. For further information regarding obtaining a second psychiatric opinion, please speak to a member of your treating team.

### *Families where a Parent has a Mental Illness (FaPMI) program*

The FaPMI program aims to reduce the impact of parental mental illness on all family members, adults and children, through providing timely, coordinated, preventative and supportive actions within our adult mental health service. **For more information call (03) 9231 5400**

### *Advance Statements & Nominated Persons*

All consumers of SVMH are encouraged and supported in developing an Advance Statement. This is used to outline your treatment preferences in the event of receiving compulsory treatment under the *Mental Health Act* 2014.

The role of the nominated person is to assist you in receiving your treatment preferences should you receive compulsory treatment. For more information on Advance Statements and Nominated Persons, please see a member of your treating team.

## **Specialist programs**

### ***Early Psychosis Program***

The Early Psychosis Program at St Vincent's is a specialist response for people having their first experience of treatment for a psychosis. The program is incorporated into all teams within the mental health service, including the AIS, and is delivered from all sites.

This response includes a detailed assessment process, family support, low dose medication therapy and a strong focus on recovery. The program has shown positive outcomes for consumers of early psychosis specific care.

### ***Physical health and medication***

Staying physically healthy and looking after yourself is important for your mental health. Taking medication is also an important part of your treatment. For information about medication and physical health please ask your case manager or contact nurse for the booklet *Psychiatric medication information: A guide for patients and carers*. This is available in several languages (Greek, Vietnamese, Chinese, Arabic and Italian).

### ***Alcohol and drug use***

Even small amounts of alcohol, tobacco or other drugs can impact upon your mental health and your treatment. It is important to SVMH staff that you feel comfortable discussing your alcohol, tobacco or other substance use to ensure that you have a comprehensive treatment plan. At SVMH, clinical staff are able to provide assessment and offer strategies to minimise the impact of this on your mental health and enhance recovery.

### ***Smoking policy***

When you are admitted to the Acute Inpatient Service you will be asked about your smoking history. If you need help to avoid smoking your contact nurse will provide assistance. Nicotine replacement therapy options and Quit educators will be available to support you.

St Vincent's is a completely smoke-free environment. By law smoking is not permitted within St. Vincent's Hospital, including the courtyard. Smoking is not allowed at any of our sites, either indoors or outside. It's part of our commitment to caring for all aspects of your health.

**Contact the free Quit Helpline on 137 848 for help to stop smoking.**

Lockers for cigarettes are available and can be found on the ground floor flyer.

# YOUR RIGHTS AND RESPONSIBILITIES AS A CONSUMER

Each person is entitled to care which meets the values of St Vincent's: **compassion, justice, integrity, excellence and unity.**

## You have a right:

- to receive treatment and care of the highest professional standard
- to be provided with a written statement of your rights. Please ask your contact nurse for the Australian Charter of Healthcare Rights in Victoria pamphlet produced by the Department of Health, or access it online via [www.health.vic.gov.au](http://www.health.vic.gov.au)
- to have input into planning for your treatment, management and your Joint Wellness Plan
- to get a second opinion about your psychiatric condition and treatment
- to have an interpreter present for interviews or assessments for yourself or your support person
- to be given accurate information about your illness, your test results and the need for treatment, (including potential benefits and adverse effects)
- to tell your doctor if you experience any side effects from your treatment so an alternative therapy can be discussed
- to have all information clarified and your questions answered clearly
- to be given information about other services in the community that can help you
- to be provided with information at discharge regarding how to come back to the service if you need to
- to have a friend or advocate present when discussing your treatment with your doctor
- to make a written application for access to your medical record and personal information held by St Vincent's, under the terms of the *Freedom of Information Act* 1982. A small administration and copying fee may be charged. If there is information in the record that you believe is incorrect, you can request that it be corrected. **To contact St Vincent's Freedom of Information officer, call (03) 9231 2775.**
- to be treated fairly and courteously regardless of age, gender, sexual orientation, racial or ethnic background, disabilities, political views, language spoken or religious beliefs
- to a safe and secure environment and to physical and emotional support
- to have your healthcare discussed only by authorised staff in a private setting
- to expect that outside our service, the only information passed on to other health professionals, your family or carer will be information needed to help in your ongoing care.

## Your responsibilities as a consumer

SVMH is aware that the best mental health care is achieved when the consumer, family or carers and staff work together. Please ask any questions if there is something you do not understand.

- We ask that you are considerate of other consumers, visitors and staff. During your time in hospital please consider others and limit noise and the number of visitors
- we request that you respect property belonging to others and to St Vincent's
- intimacy or sexual activity between consumers or visitors is not allowed during an inpatient stay
- to ensure a safe environment for all, any form of violence or aggression is unacceptable. Staff have a responsibility to inform police if any consumer is violent or aggressive while in hospital
- alcohol and illegal drugs are not permitted on the ward or to be used whilst you are an inpatient
- your treatment will be more effective if you provide accurate information on past and present illnesses, hospitalisations, medications (prescribed or unprescribed) and any other information relating to your physical or mental health.



# COMPLAINTS AND ADVOCACY SERVICES

Other agencies you may contact to follow up on complaints, to comment on services or to seek support are:

## Mental Health Tribunal

Level 30, 570 Bourke Street  
Melbourne 3000  
Tel: (03) 9032 3200  
Or 1800 242 703 (toll-free)  
Fax: (03) 9032 3223  
Web: [www.mht.vic.gov.au](http://www.mht.vic.gov.au)

## Office of the Chief Psychiatrist

Level 17, 50 Lonsdale Street  
Melbourne 3000  
Complaints or information  
Toll free: 1300 767 299  
(local call cost from anywhere  
within Australia)  
Tel: (03) 9096 7571  
Email: [ocp@dhhs.vic.gov](mailto:ocp@dhhs.vic.gov).  
Web: [www.health.vic.gov.au/about/  
key-staff/chief-psychiatrist.au](http://www.health.vic.gov.au/about/key-staff/chief-psychiatrist.au)

## Community Visitors

Office of the Public Advocate  
Level 1, 204 Lygon Street  
Carlton 3053  
Tel: 1300 309 337  
Fax: (03) 1300 787 510  
Email: [opa\\_advice@justice.vic.gov.au](mailto:opa_advice@justice.vic.gov.au)  
Web: [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

## Mental Health Complaints Commissioner

Level 26, 570 Bourke Street  
Melbourne VIC 3000  
Tel: 1800 246 054 or  
(03) 9032 3328  
(free call from landlines)  
Web: [www.mhcc.vic.gov.au](http://www.mhcc.vic.gov.au)

## Mental Health Legal Centre

Tel: (03) 9629 4422  
Or 1800 555 887  
Email: [mhlc@mhlc.org.au](mailto:mhlc@mhlc.org.au)  
Web: [www.communitylaw.org.au/  
mentalhealth](http://www.communitylaw.org.au/mentalhealth)

## Victorian Legal Aid

Tel: 1300 792 387  
Monday to Friday  
from 8.45am to 5.15pm.  
Web: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

*Continue on next page.*

## COMPLAINTS AND ADVOCACY SERVICES

For more information about advocating for your rights, you may contact the peak mental health consumer self-advocacy organisation:

### **Victorian Mental Illness Awareness Council (VMIAC)**

Building 1, 22 Aintree Street  
Brunswick East 3057  
Tel: (03) 9380 3900  
Web: [www.vmiac.org.au](http://www.vmiac.org.au)

### **Victorian Aboriginal Health Service**

186 Nicholson Street, Fitzroy, 3065  
Tel: (03) 9419 3000  
Web: [www.vaahs.org.au](http://www.vaahs.org.au)

### **Independent Mental Health Advocacy**

Tel: 1300 947 820  
Email: [contact@imha.vic.gov.au](mailto:contact@imha.vic.gov.au)  
Web: [www.imha.vic.gov.au](http://www.imha.vic.gov.au)

# FAMILY AND CARERS

This section is written for carers and family members of consumers of the St Vincent's Mental Health Service.

A carer may be a family member, partner or friend who is involved in and affected by supporting and caring for a person with a mental illness. It's an important role and can be stressful and challenging.

SVMH works to provide an environment where families and carers feel comfortable to seek reassurance information and support. We encourage you to:

- express your feelings and concerns
- ask questions to help you to assist in the care of your loved one
- discuss your expectations of our service.

If you are visiting a family member, carers are encouraged to use the Carers Room, located on the first floor of the Acute Inpatient Service (AIS). This is a private space for families and visitors to use when visiting the inpatient unit. Staff can help you access the Carers Room.

## Supports

### *Carer Peer Support (CPS)*

Caring about and for a person who has a mental illness can have a big impact on everyone in the family. CPS is a program that can help you when you need it most. The CPS worker provides emotional support as well as information, advocacy and referral to community supports. The CPS worker can give you a chance to talk about your experience as a carer and help you process some of the emotions that arise in caring for someone who has a mental illness.

The CPS worker is available on Monday, Tuesday and Thursday and can meet with you to talk about your experiences. You can arrange a face to face meeting by calling the CPS worker on **0467 550 900**.

## **Carer resources**

There is a wide range of information about mental illness, treatments, coping and support information available. These include written and online resources, education sessions, forums and support groups which are available through both community and clinical services.

Carer support services at SVMH aim to ensure update information is available to families and carers. Information is displayed in waiting areas through-out the service and via emails sent out. If you wish to be added to the Carer Contact Registry please feel free to contact the carer consultant directly, or via the community case manager or mental health clinician.

### ***Important Community Contacts***

Additional support and education for family and carers are provided through Wellways, Mind Australia and Tandem services.

## ***Tandem***

Tandem is available for families and carers of people experiencing mental illness and emotional distress. Tandem promotes family and carer involvement in the treatment, planning and decision making of people with a mental illness, as well as advocating for the needs of families and carers.

Level 1, 37 Mollison Street,  
Abbotsford Victoria 3067  
**Tel:** (03) 8803 5555 (Reception)  
**Tel:** (03) 8803 5501 (Carer Advocate)  
**Tel:** (03) 8803 5504  
(Carer Support Fund)  
**Email:** [info@tandemcarers.org.au](mailto:info@tandemcarers.org.au)

## ***Wellways***

**Tel:** 1300 111 400 (Helpline)  
**Web:** [www.wellways.org](http://www.wellways.org)

## ***Mind Australia***

**Tel:** 1300 554 660 (Carer Helpline)  
**Tel:** 1300 286 463 (Service information)  
**Web:** [www.mindaustralia.org.au](http://www.mindaustralia.org.au)

## Carer consultant

St Vincent's Mental Health employs a carer consultant. The carer consultant supports families and carers by working with staff to improve our service within SVMH. The carer consultant also organises the Family and Carer Participation Committee. The committee meets monthly and welcomes family and carer participation and membership.

The carer consultant provides information, support and advocacy to families and carers. You are welcome to raise any issue with the carer consultant. They are able to support you, suggest ways to answer your questions or resolve any concerns.

The carer consultant works part-time so may not be immediately available. You can contact them through the mental health clinician, community case manager or Clarendon Community Mental Health clinic on **9231 5400**.

## Mental Health Carer Support Fund

The Carer Support Fund can provide financial assistance to carers. This is usually in the form of a one-off reimbursement for expenses, such as respite, travel, house cleaning or child care. If you are a carer and would like further information, please talk with the carer consultant, community case manager.

St Vincent's encourages consumer and carer involvement and feedback. St Vincent's provides a free, confidential interpreting service and support for people who are Deaf or hard of hearing.

## What do you think about our service?

If you have feedback about the care or service provided, we encourage you to raise this immediately, either verbally with the nurse in charge of the shift or in writing to the Nurse Unit Manager. We welcome all feedback on how we can improve our service. The following options are available:

- Contact your contact nurse.
- There are suggestion boxes at each site.
- Consumer and carer consultants are interested in hearing about your experiences within the service and suggestions for how we may improve.
- If you are unhappy about the services offered by your team you can contact your team manager to discuss your concerns. Alternatively, if you believe we have not met or addressed your concerns, please contact the St Vincent's Patient Representative Officer on (03) 9231 3108

Please let us know if you have any suggestions for improving this booklet by providing feedback to the Service Development Unit Project Officer on (03) 9231 3966.

*“ If you have feedback about the care or service provided, we encourage you to raise this immediately, either verbally with the nurse in charge of the shift or in writing to the Nurse Unit Manager.”*



## MISSION

Our health service is based on and driven by our quest for:

- Compassion
- Justice
- Integrity
- Excellence

## ST VINCENT'S

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**ST VINCENT'S  
HOSPITAL**  
MELBOURNE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

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