

# St Vincent's Mental Health Community mental health services

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 clinician 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.



ΧΡΕΙΑΖΕΣΤΕ ΔΙΕΡΜΗΝΕΑ;

Το 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.

**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。

TREBA LI VAM TUMAČ?

Bolnica pruža besplatnu i povjerljivu slu žbu 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.

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.

**هل أنت بحاجة إلى مترجم؟**

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

MA U BAAHAN TAHAY TU RJUMAAN?

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

TERCÜMANA İHTİYACINIZ VAR MI?

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

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# St Vincent's Mental Health contacts

## Clarendon Community Mental Health Service

52 Albert Street East Melbourne 3002  
Tel: (03) 9417 5696  
Tram: No. 24, 42, 109 along Victoria Parade (Hoddle Street stop)  
Train: North Richmond Station is a 5-minute walk  
Bus: 246 along Punt Road  
Parking: some meter parking in nearby streets

## Hawthorn Community Mental Health Service

642 Burwood Road Hawthorn 3123  
Tel: (03) 9882 9299  
Tram: 70, 75 along Riversdale Road; 16 along Glenferrie Road; 72 along Burke Road  
Train: Auburn Station is a 10-minute walk  
Bus: 624 stop corner of Auburn & Burwood Roads  
Parking: some meter parking in nearby streets

## Footbridge Community Care Unit

540 Napier Street Fitzroy North 3265  
Tel: (03) 9481 5644  
Tram: 112 along Brunswick Street; 86 along Smith Street.  
Train: Clifton Hill Station is a 20-minute walk  
Parking: unmetered parking available in nearby streets

## Acute Inpatient Unit

46 Nicholson St Fitzroy 3065  
Tel: (03) 9231 3666  
Tram: 86, 96 along Nicholson St; 11, 24, 30, 42, 109, 112 to St Vincent's Plaza  
Train: Parliament Station 10-minute walk  
Bus: 340, 350, 402, 684 stop on Victoria Parade  
Parking: limited metered parking available in nearby streets

## North Fitzroy PARC

658 Nicholson Street North Fitzroy 3065  
Tel: (03) 8481 3800  
Tram: 96 along Nicholson street

## BETRS – Body Image Eating Disorders Treatment & Recovery Service

Rear 104 Studley Park Road Kew 3101  
Tel: (03) 9231 5700  
Email: [betrs@svhm.org.au](mailto:betrs@svhm.org.au)  
Website: [www.betrs.org.au](http://www.betrs.org.au)  
Tram: 109, 24, 48 to Kew/High Street junction  
Bus: 205, 207 along Studley Park Road  
Parking: unmetered parking available in nearby streets

## VDDS – Victorian Dual Disability Service

PO Box 2900 Fitzroy 3065  
Tel: (03) 9231 2950  
Email: [vdds@svhm.org.au](mailto:vdds@svhm.org.au)  
Website: [www.vdds.org.au](http://www.vdds.org.au)  
Outreach service only – no service provided on site

## MH HARP – Mental Health Hospital Admission Reduction Program

## MH PICT – Mental Health Primary Intervention & Care Services

Tel: (03) 9231 4432

## St Vincent's Mental Health Administration

Tel: (03) 9231 4145  
Fax: (03) 9231 4147  
Email: [mentalhealth@svhm.org.au](mailto:mentalhealth@svhm.org.au)  
Website: [www.svhm.org.au](http://www.svhm.org.au)

# Introduction to St Vincent's Mental Health

St Vincent's Mental Health (SVMH) provides treatment for people with mental illness. You may be having problems for the first time or have ongoing mental health issues.

At SVMH you will be treated with respect. We welcome all consumers, carers and families who are seeking help with mental health, substance use and other issues. We welcome people of all faiths and cultural backgrounds.

St Vincent's mission and the values of compassion, justice, integrity and excellence guide our work. We strive for excellence in everything we do, and we work as a team to get the best outcomes for our clients.

A community clinician will work with you during your time with SVMH. Your clinician will be based at the Clarendon or Hawthorn clinics, or the Footbridge Community Care Unit – it depends where you live. If you need to go into hospital at any time, your clinician will keep working with you to help plan your admission and discharge. The whole team will work with you to plan and provide the best possible care and support for your recovery.

A clinician will also be assigned to work with you if you are receiving services from our Crisis Assessment and Treatment Services (CATS), Primary Intervention and Care Team (PICT), or the Mental Health Hospital Admissions Reduction Program (MH HARP).

# What we do

## Community Mental Health Service

Community mental health services are provided at Clarendon and Hawthorn clinics, depending on where you live. Your appointments will usually be at the clinic but sometimes you may be seen at home. The service is made up of different teams and you will be allocated to a team depending on your individual needs.

*Psychiatric Triage:* Usually the first point of contact for people with our service, and can be accessed 24 hours, 7 days per week for people seeking advice and support. Telephone 1300 558 862.

*Crisis Assessment and Treatment Services (CATS):* Assessment and short-term intensive community treatment for people in an acute stage of their illness.

*Continuing Care Teams (CCT):* Ongoing support and treatment.

*Mobile Support and Treatment Service (MSTS):* Intensive ongoing support and treatment.

*Clarendon Homeless Outreach Service (CHOPS):* Assessment and case management for people with a mental illness who are homeless or at risk of becoming homeless.

*Primary Intervention and Care Team (PICT):* Consultation, education and support for GPs and other primary care providers who are providing treatment to people with problems such as depression, anxiety and early psychosis.

*Early Psychosis Program:* A specialist response for people who are experiencing psychosis for the first time. The program is provided from within the other community teams and at all sites. The program aims to provide comprehensive assessment, flexible service delivery, family support, low dose medication and a strong focus on recovery.

## Footbridge Community Care Unit

The Footbridge CCU is a 20-bed residential rehabilitation program in a group of 10 units. The staff support residents 24 hours a day, 7 days per week by providing intensive treatment and care focusing on an individual's recovery. The units provide a shared living environment where people can be supported to achieve their recovery goals, manage their mental health and develop the everyday skills they may require to move on to their chosen living environment.

## Prevention and Recovery Care service (PARC)

PARC is a short-term residential program with 10 bedrooms with ensuite. A maximum 28-day stay, PARC offers extra support to help people avoid becoming unwell and stay out of hospital. For people leaving hospital, PARC can be used as part of discharge to the community for people who don't need to be in hospital but who are not quite ready to go home.

## **Body Image Eating Disorders Treatment & Recovery Service (BETRS)**

The Body Image Eating Disorders Treatment & Recovery Service is a community-based service that provides treatment for people with eating disorders and their family and carers. It is linked to the eating disorders inpatient service at Austin Health.

## **Victorian Dual Disability Service (VDDS)**

The Victorian Dual Disability Service is a statewide mental health service for people with an intellectual disability. The service aims to ensure that people with an intellectual disability have access to the best possible mental healthcare. To do this they work with services in Victoria to support them in assessing and treating people with mental illness and intellectual disability, also called 'dual disability'.

## **Acute Inpatient Service (AIS)**

The Acute Inpatient Service is a 44-bed unit for people who need a hospital admission when they become unwell. Some people rarely or never need to go to hospital, while others may need a few or many admissions during their life.

The AIS also includes a specialist Koori Mental Health Service. This service includes five beds available to people of Aboriginal and Torres Strait Islander descent who are from Victoria and are referred by the Victorian Aboriginal Health Service (VAHS).



# Strengths Model of Care

The Strengths Model of Care is used at St Vincent's Mental Health. It stresses that every person has strengths and can learn, grow, and change. Your strengths lie in your passions, skills, and interests, as well as your relationships and ties to the community.

You will be assigned a clinician when you are referred to our Community Mental Health Service. Your clinician is part of a team of people, and could be a psychiatric nurse, occupational therapist, social worker, or psychologist. They will use the Strengths Model to work with you, and with your carer and any other services you receive support from.

You and your clinician will talk about how often you would like to meet. This will depend on your needs and how you are going.

Your clinician will encourage you to think about and work on your personal goals. This is an important part of your path towards recovery. You will work together to set goals that make the best use of your strengths. The aim is to help you develop skills that support your recovery and give you a stronger sense of hope and control.

When possible, and with your permission, your family, carer or other important person can be included in supporting your recovery.

## Consumer participation and engagement

### Your feedback

St Vincent's Mental Health aims to provide a service that will meet your needs. You can help by telling us what we're doing well and what we could do better. We welcome all feedback. You can give feedback to your case manager or another staff member, and you can do it in person or in writing. There is also a suggestion box at each site so you can provide suggestions that way. You can include your name so we can respond to your feedback. If you would prefer not to leave your name you don't have to.

### Consumer consultants

St Vincent's Mental Health employs consumer consultants. They meet regularly with consumers to hear feedback and ask for ideas. 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.

If you would like to talk to a consumer consultant please ask your clinician or another staff member. You can also find their contact details on the noticeboard at each clinic. The consumer consultants work part time so they may not be available straight away.

### **Consumer Reference Committee**

St Vincent's Mental Health has a Consumer Reference Committee. The members of the Committee include staff, the consumer consultants, and a number of consumer representatives. One of the things the Committee discusses are policies that will have an impact on consumers; it's another way we make sure that consumer views are heard and taken into account. If you would like to know more, or if you would like to participate in this group, please speak with a consumer consultant. Your contribution is always welcome.

### **Consumer information and resources**

We have a range of resources that can help explain how to look after your mental health. You can find some written materials in the waiting areas at the community clinics. 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. Don't hesitate to ask, we are here to help.

# Your rights

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

## You have the right to:

- receive treatment and care of the highest standard
- be provided with a verbal explanation and written statement of your rights in a way that you understand it
- have input into planning your treatment and recovery plan
- get a second opinion about your psychiatric condition and treatment
- have an interpreter present for meetings for you or for your family, if one is needed
- to be given accurate information about your illness, your test results, and the need for treatment – this includes potential benefits and possible adverse effects of the treatment
- tell your doctor if you experience any side effects from your treatment
- have all information explained in a way you understand, and to have your questions answered clearly
- be given information about other services in the community that can help you
- be provided with information when you are discharged about how to come back to the service if you need to
- have a friend or advocate present when discussing your treatment with your doctor
- be treated fairly and courteously regardless of your age, gender, sexual preference, ethnic background, disabilities or economic standing
- a safe and comfortable environment, and to physical and emotional support
- have your healthcare discussed only by healthcare staff in a private setting
- 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
- 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.

# If you are a compulsory patient under the Mental Health Act

Some people may need compulsory treatment under the Mental Health Act 2014. If this applies to you, you must be given information about your compulsory treatment order. You should be informed of your rights and your options to appeal via the Mental Health Tribunal.

There are a range of advocacy and support services that can help you, such as the Victorian Mental Illness Awareness Council (VMIAC) or Legal Aid. Please see the Useful Contacts section at the back of this booklet, or ask your clinician or doctor for more information.

## Your treatment and care

### Appointments

Every effort will be made to set appointment times with you that suit you. If you need to cancel or change an appointment, please let us know as soon as you can. Sometimes we need to change or cancel an appointment with you. We will try our best to let you know of any changes as soon as possible.

### 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 clinician for the booklet 'Psychiatric medication information: A guide for patients and carers'. This is available in Greek, Vietnamese, Chinese, and Italian.

Please also make sure that you tell us about any:

- illnesses you have now or have had in the past
- hospital stays
- medication you take
- other information about your physical or mental health.

Regular checks of your physical health are very important. You should keep in regular contact with your GP. Please speak with your clinician or doctor for advice about getting a physical health check.

### Alcohol and drug use

Even small amounts of alcohol, tobacco or other drugs can affect your mental health. It's important to us that you feel comfortable telling us about your alcohol, tobacco or other substance use. It helps us make sure that you have a clear treatment plan. Our staff can offer ways to help minimise the impact on your mental health and recovery.

## Violence and aggression

St Vincent's aims to provide a safe environment for everyone, including consumers, relatives, visitors, and staff. Any forms of violence and aggression are unacceptable. If you behave in this way, you may be asked to leave the building and police may be called.

## Smoke-free environment

St Vincent's is a completely smoke-free environment. 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.

## Outcome measures

Outcome measures are standard questionnaires. They are one of the tools we use to evaluate your mental health and wellbeing. We will complete them regularly during your time with our service.

If you're being treated in the community we will also ask you to rate your own mental health. The tool we use is called the Behaviour and Symptom Identification Scale. It's usually referred to as BASIS 32. It's good way for you to communicate your needs to your clinician, and make sure those needs are considered in your treatment plan. You should be offered a Basis 32 every three months; please ask your clinician about it at any time.

## Shared care and contact with GPs and private psychiatrists

St Vincent's Mental Health is committed to working with other health providers; in particular, your general practitioners (GPs) or private psychiatrist. It helps us make sure you get the right care.

When you become a client of our service, we will aim to contact your GP and/or your private psychiatrist. This may happen when you first start using our service and throughout your care, so we can update them on your progress and treatment. Please speak to your clinician if you are worried about this or want more information.

## 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 to make sure you are safe or for your ongoing care. If we have to do this, we will tell you what information is shared, and with whom.

## St Vincent's is a teaching hospital

St Vincent's Mental Health is part of a teaching hospital. This means that supervised students and trainees may be involved in your care. You will be asked for your consent before this happens.

Many of the trainees are registrars. Registrars are experienced doctors who are doing further training to become psychiatrists. Their work is supervised by a qualified psychiatrist. As part of their training, registrars work in different parts of our service, usually spending six

months with each area. Your clinicians and psychiatrists generally stay in the same place.

### **What do you think about our service?**

If you have a compliment, comment or complaint about the care or service you have received, we encourage you to tell us straight away. You can do this in writing or by speaking to any member of staff. We welcome your feedback.

You have a right to make a complaint about the type of service you are being offered. The following options are available:

- Contact your case manager.
- Use the suggestion boxes at each site.

- Speak to one of our consumer consultants; they are interested in hearing about your experiences with our service and suggestions for how we could improve.
- Contact the team manager if you are concerned about the services offered by the team treating you. If you believe that we haven't addressed your concerns, please contact the St Vincent's Patient Liaison Officer on (03) 9231 3108.

You may contact the Mental Health Complaints Commissioner. This is an independent complaints body that can help you with any complaints you may have. Contact them by calling toll-free on 1800 246 054 or emailing [help@mhcc.vic.gov.au](mailto:help@mhcc.vic.gov.au).

# Family and carers

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

A carer can be a family member, partner, or friend. Carers are involved in, and affected by, caring for someone with a serious mental illness. It's an important role, and can be stressful and challenging.

St Vincent's Mental Health wants carers to feel comfortable seeking our reassurance and support. We encourage you to:

- share your feelings and concerns
- ask questions to help you care for your loved one
- talk to us about what you expect from our service.

## Carer rights and responsibilities

### As a carer you have a right to:

- respect for individual human worth, dignity and privacy
- comprehensive information and support to help you understand, advocate and care for your loved one.

### With the consent of the person with a mental illness, carers and advocates are entitled to:

- see and speak to the person with a mental illness
- be consulted by service providers about treatment options
- arrange support services such as respite care or counselling for you or the person with a mental illness
- exchange information with those providing treatment – this could include information about the person's lifestyle and their relationships with others.

### There may be times when the person with a mental illness is unable to give consent, or may refuse consent because of their disturbed mental state. In these situations, without the consent of the person with a mental illness, carers have the right to:

- place limits on their availability to the consumer
- seek further opinions regarding diagnosis and care
- provide information to health service providers about family relationships and any matters relating to the mental state of the person
- assistance with their own difficulties due to the process of caring for a person with a mental health disorder.

## Supports

Caring about someone who has a mental illness can have a big impact on family and carers. COPES (Carers Offering Peers Early Support) is a program that helps family and carers. It is staffed by people who have a lived experience of supporting someone with mental illness. COPES staff can give you a chance to talk about your experience as a carer. COPES can also offer useful information and suggest possible support options. Please speak to our staff about how to access this service.

## Carer consultant

St Vincent's Mental Health employs a carer consultant. They work with staff to help improve our services. You are welcome to raise any issue with the carer consultant. They can support you or 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 clinician or by leaving a message on (03) 9417 5696.

## Carer forums

St Vincent's Mental Health organises a series of family and carer education forums each year. The forums are an opportunity to seek informal support and information from a range of presenters. It's also a chance to meet other families and carers and learn from one another. The forums are held at night and are free. For more information please call the carer consultant on (03) 9417 5696 or ask a staff member for a program.

## Carer resources

We have a range of information about mental illness, treatments and coping strategies. There are written resources, as well as education sessions, forums, and peer support groups. We need your consent before we can mail information about these events to you. We will ask for your permission or you can talk to the clinician about having information sent to you. Family and carers can also get support from the Mental Illness Fellowship, ARAFEMI, and Tandem.

## Mental health carer support program

This program can help people with some of the costs associated with their role as a carer. This is usually in the form of a one-off reimbursement for expenses, such as some respite care, travel, house cleaning, or childcare. If you are a carer and would like more information, please talk with the clinician.



# Useful contacts

## Mental Health Tribunal

An independent tribunal that makes Treatment Orders and hears applications from people wishing to appeal against their compulsory treatment

Tel: 03 9032 3200

Toll Free: 1800 242 703

Fax: 9032 3223

Email: [mht@mht.vic.gov.au](mailto:mht@mht.vic.gov.au)

Website: [www.mht.vic.gov.au](http://www.mht.vic.gov.au)

Address: Level 30, 570 Bourke Street  
MELBOURNE VIC 3000

## Victoria Legal Aid

Provide free legal information, education and advice about the law. It provides a visiting advice service to most of Melbourne's mental health inpatient facilities and many regional mental health inpatient facilities, especially in relation to Mental Health Tribunal proceedings.

Tel: 1300 792 387

Website: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

## Mental Health Legal Centre

Provide a free legal advice service on Tuesday and Thursday evenings between 6.30pm and 8.30pm.

Tel: (03) 9629 4422

Website: [www.communitylaw.org.au/mhlc](http://www.communitylaw.org.au/mhlc)

## Independent Mental Health Advocacy

Tel: 1300 947 820

Email: [contact@imha.vic.gov.au](mailto:contact@imha.vic.gov.au)

Website: [www.imha.vic.gov.au](http://www.imha.vic.gov.au)

## Community Visitors

Visit mental health services and can assist with any questions and provide support to help resolve issues about the mental health services being provided.

Tel: 1300 309 337

## Victorian Mental Illness Awareness Council (VMIAC)

Building 1, 22 Aintree Street  
Brunswick East 3057

Tel: (03) 9380 3900

Fax: (03) 9388 1445

Website: [www.vmiac.org.au](http://www.vmiac.org.au)

## Mental Health Complaints Commissioner

Toll Free: 1800 246 054

Email: [help@mhcc.vic.gov.au](mailto:help@mhcc.vic.gov.au)

Website: [www.mhcc.vic.gov.au](http://www.mhcc.vic.gov.au)

Address: Level 26, 570 Bourke Street  
MELBOURNE VIC 3000

# Useful links

The following pages contain contact details for local community services

## Community health services

Community health services provide GP clinics, counselling, casework, physiotherapy, occupational therapy, speech pathology, podiatry, dietetics, health education and dental clinics.

### Inner East Community Health Service (IECHS)

Website: [www.iechs.com.au](http://www.iechs.com.au)

Ashburton site  
(Craig Community Health Centre)  
7 Samarinda Ave  
Ashburton 3147  
Tel: (03) 9885 6822

Boroondara site  
378 Burwood Rd  
Hawthorn 3122  
Tel: (03) 9818 6703

Yarra site  
283 Church St  
Richmond 3121  
Tel: (03) 9429 1811

### North Richmond Community Health Centre

23 Lennox St  
Richmond 3121  
Tel: (03) 9418 9800  
Dental Clinic (Richmond)  
Tel: (03) 9418 9873

### North Yarra Community Health (NYCH)

NYCH Fitzroy  
[www.nych.org.au](http://www.nych.org.au)  
75 Brunswick St  
Fitzroy 3065  
Tel: (03) 9411 3555

Dental Clinic (Fitzroy)  
Tel: (03) 9418 3505  
NYCH Collingwood  
365 Hoddle St  
Collingwood 3066  
Tel: (03) 9411 4333

Innerspace  
4 Johnston Street  
Collingwood 3066  
Tel: (03) 9468 2800

## Support and treatment services

Alcohol and Substance Related Brain Injury (ARBIAS)  
27 Hope St  
Brunswick 3056  
Tel: (03) 8388 1222  
Email: [enquiriesVIC@arbias.com.au](mailto:enquiriesVIC@arbias.com.au)  
Website: [www.arbias.org.au](http://www.arbias.org.au)

### Connexions

Drug and alcohol support for people 15–25 years with mental health issues.

1 Langridge St  
Collingwood 3066  
Tel: (03) 9415 8700  
Fax: (03) 9415 7733  
Website: [www.jss.org.au/programs/connexions](http://www.jss.org.au/programs/connexions)

## **CROP – Community Recreation Outreach Project**

Recreational opportunities for people in the City of Boroondara who have experienced a mental or emotional illness.

Phone CROP Coordinator (Kew Recreation Centre)  
Tel: (03) 9853 6177  
Email: [crop.hawthorn@ymca.org.au](mailto:crop.hawthorn@ymca.org.au)

## **Eastcare – The Salvation Army**

Information and support by outreach, shopfront, case management and crisis response.

16 Church St  
Hawthorn 3122  
Tel: (03) 9851 7800 or 1800 811 916  
Fax: (03) 9855 2346  
Website: [www.salvationarmy.org.au/eastcare](http://www.salvationarmy.org.au/eastcare)

## **Headspace**

Provides support, information and assistance for young people aged 12 to 25 years who are experiencing emotional or mental health issues and/or substance use issues.

## **Headspace Collingwood**

Level 1 Victoria Park (Social Club Building)  
Corner Lulie & Abbot Streets  
Abbotsford 3067  
Tel: (03) 9417 0150  
Fax: (03) 9416 3279

## **Headspace Hawthorn**

Level 1 360 Burwood Road  
Hawthorn 3122  
Tel: (03) 9006 6500  
Fax: (03) 9815 0818

## **Home Ground**

Referral and support to people with complex needs who are, or are at risk of being homeless.

68 Oxford St  
Collingwood 3066  
Tel: (03) 9231 9611 or 1800 048 325  
Website: [www.homeground.org.au](http://www.homeground.org.au)

## **Kew Neighbourhood Learning Centre Learning centre: Adult Courses, Men's Shed etc**

2-12 Derby St  
Kew 3101  
Tel: (03) 9853 3126  
Website: [www.kewnlc.org.au](http://www.kewnlc.org.au)

## **Living Room Primary Health Service**

A primary health service providing free health care and support to improve the physical, mental and social wellbeing of people who are homeless, at risk of homelessness, disadvantaged, marginalised, with complex health needs.

7-9 Hosier Lane (off Flinders Street)  
Melbourne 3000  
Tel: (03) 9945 2100  
Fax: (03) 9945 2111

# Mental Health Community Supports

## Peer support line

Mental Illness Fellowship Victoria  
Helpline: (03) 8486 4222  
Website: [www.mifellowship.org](http://www.mifellowship.org)

## Mental Health Community Support Services – Intake and Assessment (Yarra)

For central Intake contact NEAMI  
Tel: 1300 379 462

## Mental Health Community Support Services –Intake and Assessment (Boroondara)

For central Intake contact EACH  
Tel: 1300 785 358

## Out Doors Inc.

Delivers a range of adventure, recreation and respite programs to people living with a mental illness.

231 Napier St  
Fitzroy 3065  
Tel: (03) 9417 2111  
Fax: (03) 9417 2163  
Website: [www.outdoorsinc.org.au](http://www.outdoorsinc.org.au)

## St Mary's House of Welcome

A support centre for disadvantaged people experiencing, homelessness, poverty and mental health issues.

165-169 Brunswick St  
Fitzroy 3065  
Tel: (03) 9417 6497

## Spectrum of Cultures Mental Health Consumer Group

A group of culturally and linguistically diverse mental health consumers who meet monthly to share difficulties, similarities and respect the differences of others.

At the Victorian Transcultural Mental Health  
St Vincent's Bolte Wing  
14 Nicholson St Fitzroy 3065  
Contact: Evan Bichara  
Tel: (03) 9231 3335  
Website: [www.vtmh.org.au](http://www.vtmh.org.au)

## DirectLine

Provides 24/7 counselling information and referral for alcohol and drug related matters

Tel: 1800 888 236

## The Wellington

A drop-in community centre providing holistic health care and social support to isolated and disadvantaged people in and around the Collingwood area. The Wellington welcomes all people and cultures in the community.

215 Wellington Street  
Collingwood 3066  
Tel: (03) 9486 9242

# Crisis contact numbers

## Fire, Police, Ambulance

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## St Vincent's Mental Health Psychiatric Triage

1300 558 862

## Victorian Government Mental Health Advice Line

1300 60 60 24

## Victorian Poisons Information Centre

131 126

## Lifeline

131 114

## Grief Line

(03) 9935 7400 (12pm - 3am)

## Suicide Line

1300 651 251

## Mensline Australia

1300 789 978

## Kids Helpline

1800 551 800

# Useful websites and contact numbers

## **Victorian Department of Health**

Website: [www.health.vic.gov.au/mentalhealth](http://www.health.vic.gov.au/mentalhealth)

## **Commonwealth Department of Health and Ageing**

Website: [www.health.gov.au/mentalhealth](http://www.health.gov.au/mentalhealth)

## **Anxiety Recovery Centre**

[www.arcvic.org.au](http://www.arcvic.org.au)

Tel: (03) 9830 0566

## **Beyondblue**

Website: [www.beyondblue.org.au](http://www.beyondblue.org.au)

Tel: 1300 224 636

## **Gambling help online**

Tel: 1800 858 858

## **Mental Health Council of Australia**

Website: [www.mhaustralia.org](http://www.mhaustralia.org)

## **Mental Health Foundation of Australia (Vic)**

Website: [www.mentalhealthvic.org.au](http://www.mentalhealthvic.org.au)

## **Obsessive Compulsive Disorder & Anxiety Helpline**

Tel: 1300 269 438

## **Sane Australia**

[www.sane.org](http://www.sane.org)

Tel: 1800 187 263

## **Reach Out Australia – Youth Issues**

Website: [www.aureachout.com](http://www.aureachout.com)

Please let us know if you have any suggestions for improving this booklet by contacting the Service Development Unit Project Officer on (03) 9231 4118.

DISCLAIMER: Every effort has been made to ensure the accuracy of the information at the time of publication.

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