

## Straight Up Brief Training Guide – Louisa

Louisa tells of the frustration she has experienced when seeking help for her son and the importance of lived experience

Themes from video	Questions What are the key Integrated Care elements of Louisa's story?	Principles of Integrated Care Practice, tools and resources
1. Son with mental health issues	<p><b>For staff to consider:</b></p> <ul style="list-style-type: none"> <li>At which point would you intervene?</li> <li>What tools might you use?</li> <li>How could you include lived experience in her son's care?</li> <li>What services would you call? DIRECT LINE? Psychiatric Triage?</li> </ul> <p><b>For consumers to consider:</b></p> <ul style="list-style-type: none"> <li>If you were Louisa, at what point would you seek assistance?</li> <li>What services would you call? DIRECT LINE? Psychiatric Triage?</li> </ul> <p><b>For carers to consider:</b></p> <ul style="list-style-type: none"> <li>What skills do you think you would need to assist your caring role?</li> <li>What services would you call to assist yourself? Tandem? Family Drug Help? Mental Health and Wellbeing Connect? Etc.</li> </ul>	<ul style="list-style-type: none"> <li>Welcoming, responsive and hopeful</li> <li>Person and family centred</li> <li>No wrong door</li> <li>Core business</li> <li>Integrated treatment</li> <li>Recovery orientated</li> <li>Harm reduction</li> </ul> <p><b>Possible Tool:</b> Carers Can Ask <a href="https://www.svhm.org.au/our-services/departments-and-services/n/nexus/carers-can-ask">https://www.svhm.org.au/our-services/departments-and-services/n/nexus/carers-can-ask</a></p> <p><b>Websites:</b> <a href="https://www.svhm.org.au/our-services/departments-and-services/n/nexus">https://www.svhm.org.au/our-services/departments-and-services/n/nexus</a> <a href="https://comorbidityguidelines.org.au/">https://comorbidityguidelines.org.au/</a> <a href="https://www.health.vic.gov.au/mental-health/about-victorias-mental-health-services">https://www.health.vic.gov.au/mental-health/about-victorias-mental-health-services</a> <a href="http://www.directline.org.au/">http://www.directline.org.au/</a></p>
2. Relationship with psychiatrists		
3. 'I need support'		
4. Sought support but felt interrogated, judged		
5. Had a breakdown the year before		
6. Not just textbook		
7. Importance of lived experience		