



### How to feedback or complain

Call the **VDDS manager** on (03) 9231 1988

Call **St Vincent's Hospital Patient Liaison Office**  
directly via email: [PLO@svhm.org.au](mailto:PLO@svhm.org.au)

Contact the **Mental Health Complaints  
Commissioner** 1800 246 054  
[www.mhcc.vic.gov.au](http://www.mhcc.vic.gov.au)



### How to contact us

Anyone can contact us for advice or for  
more information on our service.

You can call us between

**8.30-5.00pm Monday to Friday  
on (03) 9231 1988**

You can email the VDDS on  
**[vdds@svha.org.au](mailto:vdds@svha.org.au)**



**ST VINCENT'S  
HOSPITAL**  
MELBOURNE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

# The Victorian Dual Disability Service (VDDS)

Information brochure for Carers



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# About the Victorian Dual Disability Service

We are part of Victoria's Mental Health services.  
We aim to help people with intellectual disability or autism access mental health care

## Our services-What we do

- we offer free telephone advice and support to anyone
- we provide mental health assessment and consultation on treatment and management for:
  - consumers of a mental health service
  - participants of NDIS who have a developmental disability
- there are no costs

## What will happen if we assess a person you care for?

- we will ask you or the person you care for to consent
- we will visit the person or talk to them another way
- we will ask who else should be there
- we may talk to others involved in the person's care
- we may look at medical records
- we will complete a report
- we will talk to you and the person about the report
- we will talk to others involved in the person's care about the report

## What will be in the report

- information about the person's mental health and disability needs
- our opinion on their mental health diagnosis
- our recommendations on treatment and management

## Education and training activities

We deliver training to staff working in mental health and Disability.

We aim to:

- increase knowledge of developmental disability to mental health
- and disability staff
- promote greater awareness of dual disability

## Online training resource for carers

Please see link to 3DN online training for carers, professionals and consumers  
<http://www.idhealtheducation.edu.au/>

