

Adult mental health



Adult mental health

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.



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 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.

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 وسريّة. الرجاء الطلب من طبيبك أو الممرضة الترتيب لمترجم لأجلك.

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.

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.



Adult mental health

How to contact St Vincent's Mental Health (SVMH)

New clients

If you have not had previous contact with SVMH call 1300 558 862.

After hours

If you need to contact us after hours call 1300 558 862.

Existing clients

If you are already a client of SVMH, contact your local St Vincent's community mental health service. These numbers are for use during working hours. If you need to contact us after regular business hours please use the after hours number listed above.

Hawthorn (for residents of the City of Boroondara)

Tel: (03) 9882 9299

Clarendon (for residents of the City of Yarra)

Tel: (03) 9417 5696

St Vincent's Mental Health Administration

Tel: (03) 9288 4145

Fax: (03) 9288 4147

Email: mentalhealth@svhm.org.au

www.svhm.org.au

If you are over 65 years of age

For people aged 65 years and over, please contact St Vincent's Aged Mental Health. This service is for those who live in the cities of Yarra and Boroondara and the suburbs of Northcote, Alphington and Fairfield. For more information about the Aged Mental Health service call (03) 9816 0443 or fax (03) 9816 0503.

If you are under 16 years of age

For children and young people under the age of 16 years who live in north eastern Melbourne (including the cities of Boroondara and Yarra), please call the Austin Child and Adolescent Mental Health Service on (03) 9496 3620.

Contents

How to contact St Vincent's Mental Health	3
Introduction to St Vincent's Mental Health	5
Strengths model of case management	5
Shared care and contact with GPs and private psychiatrists	6
Consumer and carer participation	7
Smoke-free environment	7
Collection of information	7
Our service and locations	9
Community mental health services	9
Yarra-Boroondara Primary Mental Health Service	9
Footbridge Community Care Unit	10
Specialist programs	10
Acute Inpatient Service	12
Information for consumers	17
Your rights and responsibilities	18
What do you think about our service?	21
Information for family members and carers	23
Carer consultant	24
Mental health carer support program	24
Links	26
Community health services	26
Support and treatment services	27
Private psychiatric hospitals	30
Crisis contact numbers	30
Useful websites	31

Introduction to St Vincent's Mental Health

Introduction to St Vincent's Mental Health

St Vincent's Mental Health, also known as SVMH, provides integrated care across both inpatient and community settings for people who have a mental illness (psychiatric disorder). Some people may be experiencing problems for the first time, while others may be suffering from long-standing health conditions that return from time to time.

Our aim is to welcome consumers, carers and families seeking assistance with mental health, substance use or co-occurring issues and to ensure the provision of integrated quality treatment.

SVMH has a team of clinicians including psychiatrists, psychiatric registrars and medical officers, psychiatric 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 strive for excellence in all we do and to work as

a unified, skilled and dedicated team.

We welcome people of all faiths and cultural backgrounds. Within our service, every consumer is equal.

Integrated care means that if a consumer has been attending one of our community mental health services (Hawthorn or Clarendon) and has a case manager, they will continue to be supported by their case manager during an admission to the inpatient service, and the case manager will be involved in planning for discharge. The whole team works with consumers to plan and provide the best possible and most supportive care.

Strengths Model of Case Management

SVMH has adopted the Strengths Model of Case Management as the model of care across the service. This model emphasises that people have strengths and an inherent capacity to learn, grow and change even when they present with vulnerabilities. Their strengths are in their passions, in their skills, in their interests, their relationships and their environments.

The focus of the relationship between

the mental health clinician and the consumer is on personal goals based on these strengths and finding niches in the community where these strengths can be used and valued. Through this, consumers develop their skills and a greater sense of hope and control.

Case managers encourage consumers to consider, identify and work towards achieving personal goals as part of their recovery, with the participation where possible of families and carers.

When consumers are referred to the Community Mental Health Services or Footbridge Community Care Unit, they are allocated a case manager. This clinician is part of a multidisciplinary team and may be a psychiatric nurse, occupational therapist, social worker or psychologist. They use the Strengths Model to provide direct clinical care and support and to coordinate access to SVMH services and external community services/resources for the consumer and their families and carers.

The intensity, frequency and duration of the case management will vary depending on the needs of the consumer.

Shared care and contact with GPs and private psychiatrists

SVMH is committed to working with other health providers, particularly general practitioners (GPs) and private psychiatrists to ensure coordinated service delivery and to promote continuity of care for our consumers.

When anyone is admitted to our service it is usual practice, as with the rest of the health service, to contact their GP. This may occur when a consumer starts using the service, as an update on their progress and treatment as part of their care in the community, or during an admission to the Acute Inpatient Service.

If you have any concerns about this or want to clarify any of the above, please speak to your primary nurse or case manager.

GPs are local, accessible and multi-skilled doctors who have a significant role to play in your care. We recommend consumers keep in regular contact with their GP.

Private psychiatrists have an important role in providing specialised treatment and care to consumers.

Introduction to St Vincent's Mental Health

We promote collaboration and communication with all service providers involved in a consumer's treatment.

Consumer and carer information and resources

To help consumers, family members and other service providers understand mental illness and the need for treatment and medication, we have some fact sheets on various mental health disorders/illnesses and also on medication. These are available from staff members.

For more information, please do not hesitate to ask our staff. We are here to help.

Consumer and carer participation

We really want consumers and carers to be involved in care. There are two committees with the role of promoting carer and consumer participation. Please ask if you would like to know more about the work of these committees. Your contribution is always welcome.

Smoke-free environment

As part of a holistic approach to health, St Vincent's has adopted a no-smoking policy. All sites (including all inside and outside areas) are smoke-free environments.

Nicotine Replacement Therapy and Quit educators will be available to support you.

Quit Helpline: 137 848

Collection of information

We are required to collect basic information about consumers, their inpatient episodes, contacts with community services and their legal and health status.

St Vincent's must also comply with statutory reporting requirements under the *Mental Health Act* for monitoring and quality assurance purposes.

Confidentiality is guaranteed by the *Mental Health Act 1986*, and the *Health Records Act 2001*.

All information about individual consumers must be kept confidential. Individual files can only be read by the treating clinicians.

Research and training

SVMH is part of a teaching hospital, and supervised students may be involved in the care of consumers. Consumers will be asked for consent before participating in any student training. Everyone has the right to give consent or to refuse to participate in research.

Many of the doctors are registrars (that is, experienced doctors doing further training to qualify as psychiatrists). Registrars work under the close supervision of a qualified psychiatrist. As part of their training, registrars move to other parts of the service (usually every six months), but case managers and psychiatrists remain in the same place.

Notes

Our service and locations

Our services and locations

1) Community Mental Health Services (CMHS)

Tel: (03) 9417 5696 (*City of Yarra*)

Tel: (03) 9882 9299 (*City of Boroondara*)

Those receiving support from one of the Community Mental Health Services will have appointments there with their case manager and doctor, who may sometimes arrange to visit consumers at home. The teams that provide this care are:

- Continuing care teams (CCT): Ongoing specialist treatment and support to people with mental illness
- The Crisis Assessment and Treatment Service (CAT): Psychiatric assessment and intensive community-based treatment for people experiencing the acute phase of psychiatric illness
- The Mobile Support and Treatment Service (MST): Intensive ongoing support and treatment to people in their own surroundings
- Psychiatric Triage: The initial point of contact for new people to our

service. It is accessed by calling 1300 558 862 and is staffed 24 hours a day, seven days per week. It can also be used when people are seeking advice regarding mental health issues.

- The Clarendon Homeless Persons Outreach Service (CHOPS): Acute assessment and case management for people with a mental illness who are homeless, or at risk of homelessness. The team can be contacted at Clarendon CMHS.

2) Yarra–Boroondara Primary Mental Health Service (PMHS)

Tel: (03) 9882 9299

This service provides consultation, education and support to general practitioners and other primary care providers treating those with disorders such as depression, anxiety, and early psychosis.

Referrals to this service must be made by a GP or other primary care provider.

3) Footbridge Community Care Unit

Tel: (03) 9481 5644

The Footbridge CCU is a 20-bed residential rehabilitation program in a group of 11 units, staffed 24 hours a day by a multidisciplinary clinical team.

The program operates for consumers of the adult mental health service, utilising the strengths model of case management. The Footbridge provides intensive clinical treatment and case management focusing on individual recovery.

The units are set up to provide a shared living environment where people can be supported to achieve their individual recovery goals, including managing their mental health, becoming a contributing member of their community and learning the everyday skills they identify as necessary to successfully make the transition to their chosen living environment.

4) Acute Inpatient Service

Please see page 12.

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 integrated into all teams within the mental health service and is delivered from all sites.

This response emphasises a comprehensive assessment process, family support, flexible service delivery, low dose medication therapy and a strong focus on recovery. The program has been modelled on national and international guidelines developed over the past five years, with growing optimism about the prospect of better outcomes for schizophrenia and related psychoses.

Koori Mental Health Service

SVMH has five statewide beds available for the use of Aboriginal and Torres Strait Islanders. These are for people who are referred by the Victorian Aboriginal Health Service (VAHS) and who meet the criteria for admission to the Acute Inpatient

Our service and locations

Service. Psychiatrists visit from family counselling (the mental health section of VAHS).

Transport

Clarendon Community Mental Health Service (City of Yarra)

52 Albert Street
East Melbourne 3002
Tel: (03) 9417 5696

Melway ref: 44 D7

Train: North Richmond Station (then a five minute walk)

Trams: 24, 42 and 109 from St Vincent's Plaza, Victoria Parade to the Hoddle St stop

Bus: 246 along Punt Rd

Parking: Limited metered parking is available in adjacent streets.

Hawthorn Community Mental Health Service (City of Boroondara)

642 Burwood Rd
Hawthorn 3123
Tel: (03) 9882 9299

Melway ref: 45 G11

Train: Auburn Station (10 minute walk)

Trams: 70 and 75 along Riversdale Rd (then a 15 minute walk on Auburn Rd)

Bus: 624 along Auburn Rd (between Kew and Chadstone)

Parking: Parking is available for limited times in adjacent streets.

2) Yarra-Boroondara Primary Mental Health Service (PMHS)

Tel: (03) 9882 9299

Referrals to this service must be made by a GP or other primary care provider.

3) Footbridge Community Care Unit

540 Napier Street
North Fitzroy 3068
Tel: (03) 9481 5644

Melways ref: C2, C3

Tram: 112 along Brunswick Street (then a two minute walk)

4) Acute Inpatient Service

46 Nicholson St
Fitzroy 3065

Melway ref: 2B K11 (opposite the Royal Exhibition Building)

Train: Parliament Station (then a five minute walk from Lonsdale St exit)

Trams: 86 and 96 trams along Nicholson St. Stop 12 is directly in front of 46 Nicholson St.

109 and 112 trams to St Vincent's Plaza, Victoria Parade.

24, 30 and 34 trams along Victoria Parade.

Parking: Metered parking is available in adjacent streets or there is an underground car park at the Melbourne Museum.

Acute Inpatient Service (AIS)

This section is written for people who are admitted as an inpatient at SVMH.

Telephones

Hawthorn Ward ground floor reception
Tel: (03) 9288 4666

Clarendon Ward first floor reception
Tel: (03) 9288 4777

Gold (public pay) phones are provided on each floor. The numbers are:
Ground floor: (03) 9417 7615
First floor: (03) 9417 7665

SVMH Acute Inpatient Service (AIS) is a 44-bed facility on two floors. If you come from the City of Boroondara region, you will probably be admitted to the ground floor. If you come from the City of Yarra you are likely to be admitted to the first floor.

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

Acute Inpatient Service

Primary nursing

Each consumer is assigned a primary nurse when they come to the AIS at St Vincent's. This means you will be under the continuous care of one nurse from admission to discharge. The primary nurse contributes to clinical reviews and works with carers and your community case manager.

Another nurse, who works on alternate shifts to the primary nurse, is called the contact nurse. They are aware of your needs and will help you receive continuous care.

Your primary nurse is:

Smoking policy

When you are admitted to the Acute Inpatient Service you will be given an assessment of your smoking history. If you need help abstaining from smoking your primary nurse will provide assistance. Nicotine replacement therapy and Quit educators will be available to support you.

Quit Helpline: 137 848

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 primary nurse or another team member.

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 primary nurse and doctor. Please raise any concerns with them.

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.

There is an information booklet about the ECU – please ask for a copy.

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 primary nurse of your plans, 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 be denied, such as when a review has been scheduled by your psychiatrist or registrar.

Facilities

The AIS has a reading room, an art room and a music room, table tennis, a pool table and a basketball ring in the courtyard.

There are TVs and a DVD player with a large selection of titles, as well as a PlayStation. Feel free to use 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.

Laundry

There is a laundry with a washing machine and clothes dryer on each floor for your use.

Valuables

You are advised not to bring valuables and expensive items with you. 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. Any money handed in to staff will be sent to the security office for safe keeping until your discharge.

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

The daily routine

Visiting hours

Visitors are encouraged but are asked to respect the visiting hours. Visitors

are not permitted in bedrooms.

Visiting hours are:
2:00pm–4:00pm
6:00pm–8:00pm

Meals

Menus are filled in two days in advance. Meals are served at the following times:

Breakfast	8:00am
Lunch	12:30pm
Dinner	5:30pm

Tea, coffee and milo are available throughout the day.

Medication

Medication is routinely administered at 8:00am, midday, 5:00pm and 8:00pm

Nurses' shifts

There are three changes of nursing staff each day. The shifts are:

7:00am–3:30pm
1:00pm–9:30pm
9:00pm–7:30am

These times include a brief handover meeting for the staff.

Group program

Check the noticeboards for the timetable of the group program. The program is educational and therapeutic and is part of your treatment.

Activities include music appreciation, relaxation, exercises 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 therapists if you need other options or have ideas for activities.

Emergency response codes

You will hear messages over the public address system about emergency codes such as 'code blue'. Staff are required to follow procedures whenever a code is announced for the area.

An 'all clear' announcement will be made when the incident is over. It is particularly important that you follow staff instructions if an emergency code is called for your area.

Title of section

At St Vincent's Hospital we care about everyone's safety.

Safety is a shared responsibility.

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 nurse
- Extra medication may be of use
- Find a place away from distraction where you can feel safe as you gain control of your emotions

When unpleasant incidents happen around you:

- Please be reassured that 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

- speak with your nurse about your feelings

What you can expect from us:

- We will provide you with a safe environment
- Your contact nurse will assist you in developing a treatment plan to help you to manage your feelings
- You will be treated with respect.

Information for consumers

Information for consumers

Appointments

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

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 primary nurse for the booklet *Psychiatric medication information: A guide for patients and carers*. This is available in several languages (Greek, Vietnamese, Chinese 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.

Return to work

'My Recruitment' provides employment support for those consumers wishing to return to work. If you are interested, please speak to your case manager.

Consumer consultants

SVMH employs consumer consultants to work with staff to help improve our services and to bring attention to issues which affect you. You are welcome to raise any issue with them. They can support you or suggest appropriate ways to resolve any questions or concerns.

The consumer consultants can be contacted through the Community Mental Health Services or the Acute Inpatient Service. They work part time, so they may not be immediately available.

Contact information is available on noticeboards at each site.

Outcome measures

Outcome measures are standard questionnaires that are used to assist in the assessment of your mental health and wellbeing. These are completed regularly throughout your contact with the service.

If you are receiving treatment in the community you will be asked to rate your own mental health by completing the 'Behaviour and Symptom Identification Scale' (or 'BASIS 32'). This gives you the opportunity to express your needs to your case manager and to ensure that your needs are being considered in your treatment plan.

Notes

Your rights and responsibilities

1) Your rights as a consumer

We encourage you to read this section to learn more about your rights, including the right to comment on or make complaints about our service.

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

Consumer rights are protected by the *Victorian Mental Health Act 1986*. A copy of the Act is available at all sites for you to read.

You have a right:

- To receive treatment and care of the highest professional standard from qualified staff, both in a community setting and as an inpatient
- To have input into your initial assessment and planning for your treatment and management; that is, your individual care plan
- To have an interpreter present for interviews or assessments for yourself or for your family

Information for consumers

- 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 arranged
 - 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) 9288 2775
 - To be treated fairly and courteously regardless of age, gender, sexual preference, racial or ethnic background, disabilities or economic standing
 - 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
 - To get a second opinion about your psychiatric condition and treatment.
- If you are a voluntary patient you also have the right:*
- To give your consent before your

treatment begins (except in emergencies)

- To refuse care and treatment options suggested by your treating team after you are fully informed of the consequences of your decision and the effect your decision may have on your wellbeing
- To continue to receive appropriate care, even if you make the decision to refuse the recommended treatment.

Your rights as an involuntary patient

When medically necessary, under the *Mental Health Act 1986*, we have the power to restrict a person's freedom with regard to treatment. This only happens when a formal procedure has been followed and legal conditions are met. If you are an involuntary patient, we are required to give you a copy of a booklet which specifically outlines your rights and to explain this to you. This should be given to you in a language that you understand.

Community Treatment Orders (CTO)

In some circumstances, if your psychiatrist believes that you are well

enough to be discharged from hospital, and to ensure that you comply with your treatment, you may be placed on a Community Treatment Order (CTO).

This means you will still be an involuntary patient, even though you will be living in the community. CTO information brochures are available from staff members or case managers in the Acute Inpatient Service.

2) Your responsibilities as a consumer

SVMH is aware that the best mental health treatment is achieved through collaboration between the consumer, staff, and family or carers.

Please ask questions if there is anything you do not understand.

Personal information

Your treatment will be more effective if you give us accurate information on past and present illnesses, hospitalisations, medications (prescribed or unprescribed) and any other information relating to your physical or mental health.

Information for consumers

Behaviour

We ask that you are considerate of other patients, consumers, visitors and staff. During your time in hospital it would be appreciated if you could consider others and limit noise and the number of visitors.

We expect you to respect property belonging to others and to St Vincent's.

Intimacy or sexual activity between patients or visitors is not allowed during an inpatient stay.

Violence and aggression

St Vincent's aims to provide a safe environment for all patients, relatives, visitors and staff. Any forms of violence and aggression are viewed as unacceptable behaviour and may lead to your discharge from hospital. Staff also have the right to inform the police if any patient is violent or aggressive while in hospital.

What do you think about our service?

If you have a compliment, comment or complaint about the care or service

provided, we encourage you to raise this immediately, either verbally or in writing.

We welcome your feedback on how to improve our service. It is your right to complain about the type of service you are being offered.

The following options are available:

- Contact your case manager, nurse or a senior member of staff.
- There are suggestion boxes at each site where you can place your requests.
- 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 adequately addressed your concerns, please contact the St Vincent's Patient Liaison Officer on (03) 9288 3108.

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

Mental Health Review Board

570 Bourke St
Melbourne 3000
Tel: (03) 8601 5270 or 1800 242 703
Fax: (03) 8601 5299
www.mhrb.vic.gov.au

Chief Psychiatrist

Level 17, 50 Lonsdale St
Melbourne 3000
Tel: (03) 9096 7571 or 1300 767 299
Fax: (03) 9096 7697
www.health.vic.gov.au/chiefpsychiatrist

Health Services Commissioner

570 Bourke St
Melbourne 3000
Tel: (03) 8601 5200 or 1800 136 066
Fax: (03) 8601 5219
www.health.vic.gov.au/hsc

Community Visitors

(part of the office of the Public Advocate)
Level 1, 204 Lygon Street
Carlton 3053
Tel: 1300 309 337

Fax: (03) 1300 787 510
Email: publicadvocate@justice.vic.gov.au
www.publicadvocate.vic.gov.au

Mental Health Legal Centre

Level 9, 10-16 Queens Street
Melbourne 3000
Tel: (03) 9629 4422 or 1800 555 887
Fax: (03) 9614 0488
Email: mhlc@mhlc.org.au
www.communitylaw.org.au/mentalhealth

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 St
Brunswick East 3057
Tel: (03) 9380 3900
Fax: (03) 9388 1445
www.vmiac.org.au

Information for family members and carers

Information for family members and carers

This section is written for carers and family members of consumers of the service.

A carer may be a family member, partner or friend who is involved in and affected by caring for a person with a mental illness. Caring for a relative or friend with a serious mental illness is stressful and presents many challenges. Families and carers are important contributors to the care of a person with mental illness.

SVMH wants to provide an environment where families and carers feel comfortable to seek reassurance 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.

A carer consultant is employed to work with staff to improve and maintain responsiveness to the needs of carers.

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 space where you can have some quiet time or make yourself a cup of tea. Check with staff for access.

An annual series of family and carer education forums offer those caring for a loved one or consumer the opportunity to seek informal information and support with a range of clinical presenters. It is a chance to meet other family and carers who may have similar experiences and learn from one another through topic based discussions. The evening forums take place throughout the year with no cost to attend. The carer consultant coordinates the events and bookings. For further information please contact the carer consultant (03 9882 9299) or ask staff for a copy of the current event forum program.

Often caring about someone who experiences mental illness has a big impact on family and carers too. Individual support for family and carers is available through the carer consultant. Please speak to staff or contact the carer consultant to arrange carer support.”

Information about mental illness, treatments and coping strategies is available through a few different means: at education sessions, forums, peer support groups, through interpreters and in written form.

In order to contact carers about the information sessions we run, we are required to have your consent to send information in the post. As a carer, please expect to be asked for this consent, or contact the case manager about having information sent to you.

Additional support and education services for family and carers are provided by the Mental Illness Fellowship, ARAFEMI and the Victorian Mental Health Carers Network.

Carer consultant

SVMH employs a carer consultant to work with staff to help improve our services and to bring attention to issues which affect you. You are welcome to raise any issue with the carer consultant, who can support you or suggest appropriate ways to resolve any of your questions or concerns.

The carer consultant (who works

part-time so may not be immediately available) can be contacted through the Community Mental Health Services or the Acute Inpatient Service. Contact information is available on noticeboards at each site.

Mental health carer support program

This program can provide some financial assistance to carers to assist in their caring role. This is usually in the form of a one-off reimbursement for some expenses, such as payment for some respite, travel, house cleaning or child care. If you are a carer and would like further information, please talk with the case manager or see the AIS primary nurse or social worker.

Other agencies providing support for carers

ARAFEMI (Association of Relatives and Friends of the Emotionally and Mentally Ill)

This association provides support to individuals and their families dealing with serious emotional or mental illness.

Carer Helpline: 1300 550 265
270 Auburn Road

Information for family members and carers

Hawthorn 3122
Tel: (03) 9810 9300
Fax: (03) 9810 9399
Email: admin@arafemi.org.au
www.arafemi.org.au

Drummond Street Services Family Mental Health Support Service (FMHSS)

This free service provides support and counselling to families where a member has a mental illness.

195 Drummond St
Carlton 3053
Tel: (03) 9663 6733
www.ds.org.au

Commonwealth Respite and Carelink Centre

The centre provides carer support and respite services, including 24 hour emergency support and residential respite.

Freecall: 1800 052 222

Villa Maria Services

Carer support workers provide information and advice to carers regarding the services available and respite options in the community. They can also assist with funding for short-

term respite. They assist with in home, out of home and residential respite.

Together with the carer, they develop a Carer Support Plan to enable the carer to access respite and support services, in order to continue in their caring role.

Tel: 1300 650 615

Victorian Mental Health Carers Network Inc

The peak carer advocacy organisation.
Level 1/37 Mollison Street
Abbotsford 3067
Tel: (03) 8803 5555
www.carersnetwork.org

Links

The following pages contain names of other services that often work with consumers of SVMH.

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)

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
Tel: (03) 9417 9873

North Yarra Community Health (NYCH)

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

Dental Clinic
Tel: (03) 9411 3505

NYCH Carlton
622 Lygon St
North Carlton 3053
Tel: (03) 9349 7333

NYCH Collingwood
365 Hoddle St
Collingwood 3066
Tel: (03) 9411 4333

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

Links

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
www.arbias.org.au

Bromham Place Program

10 Bromham Place
Richmond 3121
Tel: (03) 8416 6400

Day program for people with
psychiatric disability.

Connexions

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

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

CROP – Community Recreation Outreach Project

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

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

Eastcare – The Salvation Army

16 Church St
Hawthorn 3122
Tel: (03) 9851 7888 or 1800 811 916
Fax: (03) 9855 2341
www.salvationarmy.org.au/eastcare

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

Headspace Collingwood

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

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.

Home Ground

68 Oxford St
Collingwood 3066
Tel: (03) 9288 9611 or 1800 048 325
www.homeground.org.au

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

Kew Neighbourhood Learning Centre

2-12 Derby St
Kew 3101
Tel: (03) 9853 3126
Fax: (03) 9853 2276
www.kewnlc.org.au

Learning centre: Courses, etc
Oasis Program: Activities, drop-in and
weekly BBQs.

Learning Things

23 Lennox St
Richmond 3121
Tel: (03) 9418 9835

Individual living skills program for
people with a psychiatric disability.

Living Room Primary Health Service

7-9 Hosier Lane (off Flinders Street)
Melbourne 3000
Tel: (03) 9662 4488
Fax: (03) 9662 4400

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.

Mental Illness Fellowship Victoria

276 Heidelberg Rd
Fairfield 3078
Tel: (03) 8486 4200
Fax: (03) 8486 4265
Helpline: (03) 8486 4222
www.mifellowship.org

Home-based outreach, support and
accommodation; mutual support and
self help, respite breakaway options
for people with a mental illness, carers,
family and friends; employment options

Links

MIND Australia

Central Office
86-92 Mount St
Heidelberg 3084
(opposite Heidelberg Railway station)
Tel: 1300 286 463
www.mindaustralia.org.au

NEAMI - Kew

11 Malmsbury Street
Tel: (03) 9855 1421
Fax: (03) 9852 8036
www.neami.org.au
kew@neami.org.au

A non-government mental health organisation providing rehabilitation and recovery support to people with a serious mental illness who require assistance in areas of skills development, social contact and housing.

Out Doors Inc

231 Napier St
Fitzroy 3065
Tel: (03) 9417 2111
Fax: (03) 9417 2163
www.outdoorsinc.org.au

Provides vacation, day and outdoor activities for people with a psychiatric

disability.

Spectrum of Cultures Mental Health

Consumer Group
At the *Victorian Transcultural Psychiatry Unit*

St Vincent's Bolte Wing
14 Nicholson St

Fitzroy 3065
Contact: Evan Bichara
Tel: (03) 9288 3335
www.vtputu.org.au

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

St Mary's House of Welcome

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

Provides a meals service, drop-in centre, pastoral care, social work and day program activities, as well as 'No Limits', a structured psychiatric disability rehabilitation and support service.

Turning Point

54-62 Gertrude St
Fitzroy 3065
Tel: (03) 8413 8413 or 1800 888 236
Fax: (03) 9416 3420
www.turningpoint.org.au

Drug and alcohol support

The Wellington

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

A community centre providing holistic health care and social support to isolated and disadvantaged people in and around the Collingwood area. Activities and services provided welcome and embrace all people and cultures in the community.

Yarra Community Support

622 Lygon St
Carlton North 3054
Tel: (03) 9349 7333

Home-based outreach program for people with psychiatric disabilities.

Private psychiatric hospitals

Albert Road Clinic

31 Albert Rd
South Melbourne 3004
Tel: (03) 9256 8311

Delmont Private Hospital

298 Warrigal Rd
Glen Iris 3146
Tel: (03) 9805 7333

The Melbourne Clinic

130 Church St
Richmond 3121
Tel: (03) 9429 4688

The Victoria Clinic

324 Malvern Rd
Pahran 3181
Tel: (03) 9526 0200

Links

Crisis contact numbers

Fire, Police, Ambulance
000

St Vincent's Mental Health
1300 558 862

Mental Health Advice Line
1300 280 737

Victorian Poisons Information Centre
131 126

Lifeline
131 114

Care Ring
136 169

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

Drug and Alcohol Direct Line
1800 888 236 (free call)

Suicide Line
1300 651 251

Family Drug Help
1300 660 068

Mensline Australia
1300 789 978

Kids Helpline
1800 551 800

Useful websites & contact numbers

Victorian Department of Health
www.health.vic.gov.au/mentalhealth

Commonwealth Department of Health and Ageing
www.health.gov.au/mentalhealth

Anxiety Recovery Centre
www.arcvic.org.au

beyondblue
www.beyondblue.org.au
Tel: 1300 224 636

Gambler's Helpline
Tel: 1800 858 858

Mental Health Council of Australia
www.mhca.org.au

Mental Health Foundation of Australia (Vic)
www.mentalhealthvic.org.au

Obsessive Compulsive Disorder & Anxiety Helpline
Tel: 1300 269 438

Sane Australia
www.sane.org
Tel: 1800 187 263

Infoxchange
www.infoxchange.net.au

Reach Out – Youth Issues
www.reachout.com.au

St Vincent's Foundation

St Vincent's Foundation initiates and coordinates fundraising activities for the support of St Vincent's and its related services. The Foundation provides an important link between St Vincent's and individual donors, corporate and business sector supporters, community groups, external trusts and foundations, sponsors and those wishing to leave a legacy or gift in their Will.

For further information about helping us, please contact the St Vincent's Foundation on (03) 9288 3365.

This booklet contains information about the range of adult mental health services offered by St Vincent's including community mental health, specialist programs and acute inpatient care, as well as support for carers and links to other services and resources.

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.

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) 9288 3966.

DISCLAIMER

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

