



ST VINCENT'S
HOSPITAL
MELBOURNE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

*Inspired
by
You*

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;

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.

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 dhaqarkaaga 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) 9231 5400

Tram: No.109, 12 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

Hours of operation:

Monday - Friday, 9am - 5pm

Hawthorn Community Mental Health Service

642 Burwood Road Hawthorn 3123

Tel: (03) 9231 5900

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 and Burwood Roads

Parking: some meter parking in nearby streets

Hours of operation:

Monday - Friday, 9am - 5pm

Footbridge Community Care Unit

540 Napier Street Fitzroy North 3265

Tel: (03) 9481 5644

Tram: 11 along Brunswick St; 86 along Smith St

Train: Clifton Hill Station is a 20-minute walk

Parking: unmetered parking in nearby streets

North Fitzroy PARC

658 Nicholson St North Fitzroy 3065

Tel: (03) 8481 3800

Tram: 96 along Nicholson Street

Acute Inpatient Service

46 Nicholson Street Fitzroy 3065

Tel: (03) 9231 4666

Tram: 86, 96 along Nicholson St; 11, 24, 30, 42, 109, 112 to St Vincent's Plaza

Train: Parliament Station 10-minute walk

Bus: multiple bus routes stop on Victoria Parade (near the corner of Nicholson St)

Parking: limited metered parking in nearby streets

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

Rear 104 Studley Park Road Kew 3101

Tel: (03) 9231 5700

Email: betrs@svha.org.au

Web: www.betrs.org.au

Tram: 109, 48

to Kew/High Street junction

Bus: 200, 207

along Studley Park Road

Parking: unmetered parking in
nearby streets

Hours of operation:

Monday - Friday, 9am - 5pm

**VDDS – Victorian Dual
Disability Service**

PO Box 2900 Fitzroy 3065

Tel: (03) 9231 2950

Email: vdds@svha.org.au

Web: www.vdds.org.au

Outreach service only – no service
provided on site

Hours of operation:

Monday - Friday, 9am - 5pm

**MH PICT – Mental Health
Primary Intervention
& Care Team/
HOPE – Suicide Prevention**

Tel: (03) 9231 4432

Hours of operation:

Monday - Friday, 9am - 4pm

**St Vincent's Mental Health
Administration**

Tel: (03) 9231 4145

Fax: (03) 9231 4147

Email: mentalhealth@svha.org.au

Web: www.svhm.org.au

Hours of operation:

Monday - Friday, 9am - 5pm

INTRODUCTION TO ST VINCENT'S MENTAL HEALTH SERVICES

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. We welcome all LGBTQIA+ consumers, and aim to provide a responsive service to meet the needs of our consumers.

St Vincent's mission and the values of compassion, justice, integrity and excellence guide our work. 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, BETRS 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 HOPE Suicide Prevention Team.

Aboriginal and/or Torres Strait Islander Peoples

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

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 24hours, 7 days per week for people seeking advice and support. **Tel:** 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. The CATS team is operational Monday to Friday from 9am to 10pm with reduced working hours on weekends.

Continuing Care Teams (CCT): Ongoing support and treatment. Hawthorn and Clarendon Continuing Care Teams operate Monday to Friday from 9am to 5pm.

Mobile Support and Treatment Service (MSTS): Intensive ongoing support and treatment for people in their home environment. MST operate from 8.30am until 8pm, Monday to Friday for Clarendon clinic, with the Hawthorn clinic only providing extended hours on Tuesdays and Thursdays. Both clinics provide reduced services on weekends.

Clarendon Homeless Outreach Service (CHOPS): Assessment and case management for people with a mental illness who are homeless or at risk of becoming homeless. CHOPS are contactable by calling the Clarendon Community Mental Health Service, Monday to Friday, 9am to 5pm.

Primary Intervention and Care Team (PICT)/ Hospital Outreach Post Suicide Attempt Engagement (HOPE): 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. Additionally provides community based support for consumers after a suicide or self-harm attempt.

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. The Early Psychosis Program work Monday to Friday from 9am to 5pm.

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. The Footbridge CCU is operational 24 hours a day, 7 days a week.

Prevention and Recovery Care service (PARC)

PARC is a short-term residential program with 10 bedrooms and 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. PARC is operational 24 hours a day, 7 days a week.

Body Image Eating Disorders Treatment & Recovery Service (BETRS)

The Body Image Eating Disorders Treatment & Recovery Service (BETRS) 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. BETRS is open Monday – Friday from 9am to 5pm.

Victorian Dual Disability Service (VDDS)

The Victorian Dual Disability Service (VDDS) is a statewide mental health service for people with a developmental disability and known or suspected mental illness (also called 'dual disability'). The VDDS aims to ensure that people with an intellectual disability have access to the best possible mental healthcare. To do this the VDDS works in partnership with the States 21 Area Mental Health Service's to support staff to assess and treat consumers. VDDS operate Monday – Friday from 8.30 am to 5pm.

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). The AIS operates 24 hours a day, 7 days a week.

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 case manager, contact nurse 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.

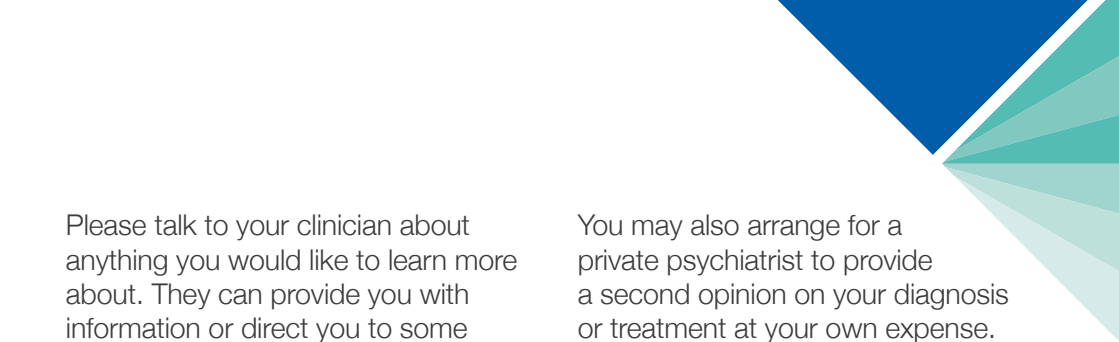
Consumer Reference Committee

St Vincent's Mental Health has a Consumer Reference Committee. The members of the Committee include clinical staff, Consumer Consultants, and a number of consumer representatives. One of the things the Committee discusses is 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, our residential programs and our inpatient service.

Our St Vincent's Hospital Melbourne internet page also a way we can communicate important information with you. You'll find all our 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. Don't hesitate to ask, we are here to help.

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 EDSP 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.

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.

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.

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, or disabilities
- 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 (VMIAAC) or Legal Aid. Please see the Useful Contacts section at the back of this booklet, or ask your case manager or doctor for more information.

YOUR TREATMENT AND CARE

How to get in contact with us

You can get in contact with your case manager in the following ways:

- Face to face
- By telephone
- By email
- Text messaging.

In order to email or text message your case manager you will need to first contact them either face to face or by telephone so they can provide you with these details. It is important to remember that if you email or text message your case manager and they are on leave, you may not receive a response from them to let you know they are out of the office. Keep in mind that the best form of communication with our services and your treating team is by calling the service directly. Our reception staff will be able to let you know whether your case manager is available or on leave.

Appointments

Every effort will be made to set appointment times 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 more information, and to speak with a pharmacist or medical doctor.

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 case manager 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 (BASIS-32). It's a 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 case manager 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 case manager 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 Representative 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**

FAMILY AND CARERS

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

Carer rights and responsibilities

As a carer you have a right to:

- Privacy
- Respect
- 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
- receive information and make choices regarding treatment options for their loved one
- 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 mental state. In these situations, without the consent of the consumer, 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 impact of caring for a person with a mental health disorder

SUPPORTS

Carers Offering Peers Early Support (COPES)

Caring about and for a person who has a mental illness can have a big impact on everyone in the family. COPES is a program that can help you when you need it most. The COPES worker provides emotional support as well as information, advocacy and referral to community supports. The COPES 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 COPES 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 **COPES worker on 0467 550 900.**

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.**

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.

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 or your mental health clinician.

Family and Carer Participation Committee (FaCPC)

The FaCPC meet on the fourth Tuesday of the month at Hawthorn Community Mental Health Service. This is to review and discuss ways of improving our practice to ensure family inclusion is at the core of our business. Carers, family members, the Carer Consultant, COPES worker, managers and clinical staff attend this meeting. This Committee welcomes all family and carer participation.

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. This is done through providing timely, coordinated, preventative and supportive actions within our adult mental health service. **For more information call (03)9231 5400**

Important Community Contacts

Additional support and education services for family and carers are provided by 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

Wellways

Tel: 1300 111 400 (Helpline)

Web: www.wellways.org

Mind Australia

Tel: 1300 554 660 (Carer Helpline)

Tel: 1300 286 463

(Service information)

Web: www.mindaustralia.org.au

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

Web: 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

Web: 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

Web: www.communitylaw.org.au/mhlc

Independent Mental Health Advocacy

Tel: 1300 947 820

Email: contact@imha.vic.gov.au

Web: 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

Web: www.publicadvocate.vic.gov.au

Victorian Mental Illness Awareness Council (VMIAC)

Building 1, 22 Aintree Street
Brunswick East 3057

Tel: (03) 9380 3900

Web: www.vmiac.org.au

Mental Health Complaints Commissioner

Level 26, 570 Bourke Street
Melbourne VIC 3000

Tel: 1800 246 054 (toll-free)

Email: help@mhcc.vic.gov.au

Web: www.mhcc.vic.gov.au

Second Psychiatric Opinion Service

Toll Free: 1300 503 426

Email: intake@secondopinion.org.au

Web: www.secondopinion.org.au

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.

Access Health & Community (AccessHC)

Web: www.iehealth.org.au

City of Boroondara sites:

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

Craig Community Health Centre

7 Samarinda Ave
Ashburton 3147
Tel: (03) 9885 6822

City of 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

Dental Clinic (Fitzroy)

Tel: (03) 9411 3505
75 Brunswick St
Fitzroy 3065

Cohealth

Fitzroy

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

Collingwood

365 Hoddle St
Collingwood
Tel: (03) 9411 4333

Innerspace

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

Victorian Aboriginal Health Service

186 Nicholson Street
Fitzroy 3065
Tel: (03) 9419 3000
Web: www.vaahs.org.au

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
Web: 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
Web: www.jss.org.au/programs/connexions

Health Complaints Commissioner

Level 26, 570 Bourke Street
Melbourne 3000
Tel: (03) 9032 3100 or 1300 582 113
Email: hcc@hcc.vic.gov.au
Web: www.hcc.vic.gov.au

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

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
Web: www.salvationarmy.org.au

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

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

Launch Housing

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

68 Oxford St
Collingwood 3066

Tel: (03) 9288 9600 or 1800 825 955

Web: www.launchhousing.org.au

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

2-12 Derby St
Kew 3101

Tel: (03) 9853 3126

Web: 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

Wellways

Helpline: 1300 111 400

Web: www.wellways.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 Street

Fitzroy 3065

Tel: (03) 9417 2111

Fax: (03) 9417 2163

Web: 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

Victorian Transcultural Mental Health

St Vincent's Bolte Wing

14 Nicholson St Fitzroy 3065

Tel: (03) 9231 3300

Web: www.vtmh.org.au

DirectLine

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

Tel: 1800 888 236

Web: www.directline.org.au

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

Web: www.thewellington.org.au

CRISIS CONTACT NUMBERS

Fire, Police, Ambulance

Tel: 000

St Vincent's Mental Health Psychiatric Triage

Tel: 1300 558 862

Victorian Poisons Information Centre

Tel: 131 126

Lifeline

Tel: 131 114

Grief Line

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

Suicide Line

Tel: 1300 651 251

Mensline Australia

Tel: 1300 789 978

Kids Helpline

Tel: 1800 551 800

FAMILY VIOLENCE

National Sexual Assault, Domestic and Family Violence Counselling Service Hotline

Tel: 1800 RESPECT (1800 737 732)
(toll-free)

Safe Steps

Tel: 1800 015 188

Web: www.safesteps.org.au

inTouch, the Multicultural Centre against Family Violence

Tel: 1800 755 988

Web: www.intouch.org.au

DVRCV- Domestic Violence Resource Centre Victoria

Web: www.dvrcv.org.au

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

USEFUL WEBSITES AND CONTACT NUMBERS

Victorian Department of Health

Web: www.health.vic.gov.au/mental-health

Commonwealth Department of Health

Web: www.health.gov.au/mentalhealth

Anxiety Recovery Centre Victoria

Tel: (03) 9830 0566

Tel: (03) 9830 0533

(OCD and Anxiety Helpline) or
or 1300 269 438 (1300 ANXIETY)

Web: www.arcvic.org.au

Beyondblue

Tel: 1300 224 636

Web: www.beyondblue.org.au

Gambling help online – Victorian Responsible Gambling Foundation

Tel: 1800 858 858

(24 hours a day/7 days a week)

Web: www.responsiblegambling.vic.gov.au

Mental Health Australia

Web: www.mhaustralia.org

Mental Health Foundation of Australia (Vic)

Tel: 1300 MHF AUS (1300 643 287)

Web: www.mentalhealthvic.org.au

Obsessive Compulsive Disorder & Anxiety Helpline

Tel: 1300 ANXIETY (1300 269 438)
or 03 9830 0533

Sane Australia

Tel: 1800 187 263

Web: www.sane.org

Reach Out Australia – Youth Issues

Web: <http://au.reachout.com>

LGBTQIA+ Support

Switchboard

National telephone and web counselling, information and referral service Qlife.

This service is for LGBTI identifying people and those who have questions, concerns about LGBTI issues; this includes families, friends, teachers and coworkers of LGBTI people.

Tel: 1800 184 527 or

Web chat: qlife.org.au

from 3:00pm to midnight,

seven days a week

National Disability Insurance Scheme (NDIS)

More information Visit the NDIS website or phone:

Tel: 1800 800 110

For people with hearing or speech loss

TTY: 1800 555 677

Speak and listen: 1800 555 727

For people who need help with

English TIS 131 450

Web: www.ndis.gov.au



**ST VINCENT'S
HOSPITAL**
MELBOURNE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

St Vincent's
PO Box 2900 Fitzroy
VIC 3065 Australia
(03) 9231 2211
www.svhm.org.au



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