

St. Vincent's  
Mental Health

StV

*Information for consumers,  
families and carers*

### *How to Contact St. Vincent's Mental Health*

If you have not had previous contact with SVMH,

OR

#### *Out of Hours*

Phone 1300 55 88 62

If you are an existing client, contact your local  
Community Mental Health Service (during work hours)

Hawthorn 9882 9299 (City of Boroondara)

Clarendon 9417 5696 (City of Yarra)

#### *Service Administration*

Phone: 9288 4801

Fax: 9288 4802

Email: [mentalhealth@svhm.org.au](mailto:mentalhealth@svhm.org.au)

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

# St. Vincent's Mental Health

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### *St. Vincent's Mental Health*

All our consumers suffer from some kind of psychiatric disorder. Some people may be experiencing these problems for the first time. Others may be suffering from long-standing health conditions that return from time to time. There are also those psychiatric conditions that occur as part of an ageing process.

To help you, your family and other service providers understand your condition – and your need for treatment and medication – we have some fact sheets on various mental health disorders and illnesses. These are available from the nurse-in-charge, case manager or other staff.

If you would like more information, please do not hesitate ask our staff.

We are here to help you.

Our staff have a commitment to look after you with compassion and justice while protecting your dignity. We strive for excellence in all we do and to work as a unified, skilled and dedicated team.

St. Vincent's Mental Health promotes community acceptance and looks to the reduction of stigma associated with mental illnesses and disorders.

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

### *Your Care and Treatment*

St. Vincent's Mental Health can be reached 24 hours a day by phoning 1300 55 88 62. This number can be used by all new consumers and carers to access mental health care and treatment, and existing consumers out of working hours. During working hours existing consumers should contact the Community Mental Health Service where they receive treatment.

St. Vincent's Mental Health has a team of clinicians including psychiatrists, psychiatric registrars and medical officers, psychiatric nurses, occupational therapists, pharmacists, psychologists and social workers.

## St. Vincent's Mental Health

St Vincent's Mental Health is part of a teaching hospital. The doctor you see may be a registrar, who is an experienced doctor doing further training to qualify as a psychiatrist. This registrar will be under the close supervision of a qualified psychiatrist.

As part of training, registrars move to other parts of the service, usually every six months but your case manager and psychiatrist will remain the same.

The service provides integrated care across both inpatient and community settings: for example a community case manager will continue to support you during an admission to the inpatient service, and will be involved in planning for your discharge. We all work together with you to plan and provide the best possible and most supportive care.

### *Case Management*

If you are receiving treatment and support from the community mental health services, you will be allocated a case manager. The case manager provides direct clinical care and coordinates access to other services, and is an on-going support person for you.

The case manager provides flexible care and support based on your individual needs as a consumer or carer. The intensity, frequency and duration of service will vary depending on your current situation. The case manager works to coordinate everyone involved in providing treatment and support.

St. Vincent's Mental Health Service has adopted the Strengths Model, an approach which emphasises identifying and promoting a person's strong points and using them to develop a greater sense of hope and control. Case managers will encourage consumers to consider, identify and work towards achieving personal goals as part of their recovery, with the participation when appropriate, of families or carers.

### *Primary Nursing*

Each consumer is assigned a primary nurse when they come into the Acute Inpatient Service at St. Vincent's. This means you will be under the continuous care of one nurse from admission to discharge.

Another nurse, who works on 'opposite' shifts to the primary nurse is aware of your needs and helps you receive continuous care.

You benefit from this situation as you have one clinician consistently involved in your care throughout your admission. The primary nurse contributes to clinical reviews and works with carers, and your community case manager.

### *Shared Care*

St. Vincent's Mental Health 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 its consumers.

This may include care provided before or after you have received services at St. Vincent's, as well as to consumers who are receiving care from a private psychiatrist and St Vincent's Mental Health. GPs are local, accessible and multi-skilled doctors who have a significant role to play in your care. We recommend you keep regular contact with your GP.

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

We promote collaboration and communication with all service providers involved in your treatment.

## St. Vincent's Mental Health

### *Consumer & Carer Participation*

We really want you and your carers to be involved in your care.

There are two committees with the role of promoting carer and consumer participation. Please ask if you wish to know more about the work of these committees. Your contribution is always welcome.

There is a room specifically for use by carers on the first floor of the Acute Inpatient Service.

### *Consumer & Carer Consultants*

St. Vincent's Mental Health employs consumer consultants and a carer consultant. They work with consumers, carers and 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 and carer consultants can be contacted through the Community Mental Health Services or the Acute Inpatient Service. Contact information is available on notice boards at each site. They work part time, so they may not be immediately available.

## *Service Locations and Transport*

### *Acute Inpatient Service*

46 Nicholson Street, Fitzroy 3065

Melways Ref: 2B K11, opposite the Royal Exhibition Building.

Train: Parliament Station (Five minute walk from Lonsdale Street exit)

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

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

24, 30 and 34 trams along Victoria Parade.

Parking: Metered Parking in adjacent streets or Museum Underground Car Park.

### *Clarendon Community Mental Health Service*

52 Albert Street, East Melbourne 3002

Melways Ref: 44 D7

Train: North Richmond Station (5 minute walk)

Trams: 24, 42 and 109 from St. Vincent's Plaza, Victoria Parade. (Hoddle Street stop)

Bus: 246 along Punt Road.

Parking: Limited metred parking adjacent streets.

### *Hawthorn Community Mental Health Service*

642 Burwood Rd, Hawthorn 3123

Melways ref: 45 G11

Train: Auburn Station (10 minute walk)

Trams: 70 and 75 along Riversdale Road (15 minutes walk along Auburn Rd)

Parking: Limited times in adjacent streets.

### *Footbridge Community Care Unit*

540 Napier Street, North Fitzroy 3068

Melways Ref: C2, C3

Tram: 112 along Brunswick Street



## St. Vincent's Mental Health

### *Acute Inpatient Service*

46 Nicholson Street, Fitzroy 3065

#### *Phones*

Ground floor reception

Phone: 9288 4666

First floor reception

Phone: 9288 4777

Gold pay phones are provided on each floor. The numbers are:

Ground floor: 9417 7615

First floor: 9417 7665

St. Vincent's Mental Health Acute Inpatient Service 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 City of Yarra are likely to be admitted to the first floor.

There are five beds for Koori consumers from across Victoria.

You will be introduced to your psychiatrist and registrar and a nurse will be nominated as your primary nurse. During your stay, you may also meet social workers, occupational therapists and psychologists.

#### *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 often used during the acute phase of a mental illness. This unit allows the staff to provide extra care and attention during this phase. It can be used when a consumer has a high level of risk to either themselves or others.

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

### *Leave*

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, for example, when a review has been scheduled by your psychiatrist or registrar.

### *Facilities*

The Acute Inpatient Service has a reading room, an art room and a music room; a table tennis and 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 play station. Feel free to enjoy these.

### *Food from Home*

St. Vincent's Health must comply with regulations about the storage of food. Please discuss with staff if you want to store food.

### *Laundry*

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

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### *Valuables*

You are advised not to keep valuables in your room, and not to bring expensive items with you. You will be required to sign an indemnity form on admission, acknowledging that you are responsible for everything in your room. There is a safe in the nurse's station which you can use for valuable items.

### *Vehicles*

There is no long term parking at the St. Vincent's Health 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. These are: 2.00pm – 4.00pm and 6.00pm – 8.00pm. Visitors are not permitted in bedrooms.

#### *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 at set times.

### *Medication*

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

### *Group Program*

Check the notice boards for the timetable of the therapeutic group program.

Activities include music appreciation, relaxation, exercises and educational and therapeutic groups. 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.

### *Nurses' Shifts*

There are 3 changes of nursing staff each day. The shifts are:

7.00am – 3.30pm

1.00pm – 9.30pm

9.00pm – 7.30am

At these times there is a brief handover meeting for the staff.

### *Emergency Response Codes*

You will hear messages over the public address system about Emergency Codes e.g. "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.

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### *Alcohol, Cigarettes and Drug Use*

Smoking, drug use and alcohol can affect your treatment. Please conform to the St. Vincent's Health policy of no illicit drug use or alcohol during an admission.

Currently smoking is prohibited in all St. Vincent's Mental Health buildings and is only possible in outside designated smoking areas. However changes in the law may mean further restrictions on where smoking is allowed.

### *Community Mental Health Services*

#### *Clarendon CMHS (City of Yarra)*

52 Albert Street, East Melbourne 3002

Phone: 9417 5696

#### *Hawthorn CMHS (City of Boroondara)*

642 Burwood Rd, Hawthorn 3123

Phone: 9882 9299

Community services include the following:

- Continuing care teams (CCT) provide ongoing specialist treatment and support to people with mental illness.
- The Crisis Assessment and Treatment Service (CAT) offers psychiatric assessment and intensive community-based treatment to people experiencing the acute phase of psychiatric illness.

- The Mobile Support and Treatment Service (MST) provides intensive ongoing support and treatment to people in their own surroundings.
- The Clarendon Homeless Persons Outreach Service (CHOPS) provides 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.

### *Yarra-Boroondara Primary Mental Health Service (PMHS)*

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

Phone: 8415 0522

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

### *Footbridge Community Care Unit (CCU)*

The CCU is a transitional residential rehabilitation service for St. Vincent's Mental Health consumers set in 10 "homelike" units in Fitzroy North

The multidisciplinary team assists residents to create their own rehabilitation plans aimed at improving the resident's community living skills, independence and their quality of life.

Phone: 9481 5644

## St. Vincent's Mental Health

### *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 Health: 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.

These rights are summarised below. Note that different conditions may apply for involuntary patients and those on Community Treatment Orders (CTO).

Additional information is available if you are an involuntary patient or on a CTO.

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, development of an individual care plan and planning for your treatment and management.
- to your own individual care plan that is regularly reviewed and meets your needs and expectations.
- to be provided on discharge with information regarding how to come back to the service should the need arise.
- to coordinated care between hospital and community settings.
- to be given a statement of 'Your Rights And Responsibilities' as soon as you come into contact with the service in a language or way that you are most likely to understand.

- to have an interpreter present for interviews or assessments for yourself or for your family.
- to be given accurate information about your illness, your test results and the need for treatment including potential benefits and adverse effects.
- to have all information clarified and your questions answered clearly
- to be given information about St. Vincent’s Mental Health and other services in the community that can help you.
- 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.
- Contact St. Vincent’s Health Freedom of Information officer:  
Phone 9288 2775
- to be treated fairly and courteously regardless of age, gender, sexual preference, racial or ethnic background or disabilities and to be valued independently of your economic standing.
- to be treated in the least restrictive environment
- to a safe and secure environment and to physical and emotional support.
- to have your health care discussed only by authorised staff in a private setting.
- to keep all information about you private and confidential.
- 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 receive all information regarding your legal rights, including the right to obtain legal advice and representation.



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- to be informed by your psychiatrist why the treatment is necessary.
- to get a second opinion about your psychiatric condition and treatment.
- to have a friend or advocate present when discussing your treatment with your doctor.

### **If you are an voluntary patient you have the right**

- to give your consent before your treatment begins (except in emergencies).
- to tell your doctor if you experience any side effects from your treatment so an alternative therapy can be arranged.
- 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.

### **If you are an involuntary patient you have the right**

- to expect the effects on your liberty and rights to be the minimum necessary.
- to full explanation of what has happened to you and for an explanation of your rights if you change from being a voluntary to 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 do not believe you should be an involuntary patient, you may appeal to the Mental Health Review Board. The Board will make an independent decision and ask you to attend an appeal hearing. Ask your primary nurse or case manager for printed information or a DVD about the MHRB or check its website at [www.mhrb.vic.gov.au](http://www.mhrb.vic.gov.au).

### *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 a community-based setting. CTO information brochures are available from staff members or case managers.

### *Information Collection*

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.

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 also has to comply with statutory reporting requirements under the Mental Health Act, for monitoring and quality assurance purposes.

### *Research & Training*

St. Vincent's Mental Health is part of a teaching hospital, and supervised students may be involved in your care. You will be asked for your consent before participating in student training.

It is your right to give your consent or to refuse participation in research.

## St. Vincent's Mental Health

### *Your Responsibilities as a Consumer*

St. Vincent's Mental Health is aware that the best mental health treatment is achieved by collaboration between the consumer, staff, and family or carers. The service prefers to work in an environment of cooperation and openness, with consumers and carers participating as much as possible in treatment plans. Please ask questions if there is anything you do not understand.

### *Behaviour*

We request that you are considerate of other patients, consumers, visitors and staff.

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

During time in hospital it would be appreciated if you could consider others and limit noise, and the number of visitors.

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

### *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.

### *Appointments*

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

### *Family Members and Carers*

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.

St. Vincent's Mental Health wants to provide an environment where families and carers feel comfortable to seek reassurance and support.

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

We encourage you to:

- Express your feelings and concerns
- Ask questions to help you to assist in the treatment of your loved one
- Discuss your expectations of our service

If you are visiting a family member, carers are encouraged to use the Carers Room, located on the first floor of the Acute Inpatient Unit. Check with staff for access.

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

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Additional support and education services for family and carers are provided by for example, the Mental Illness Fellowship, ARAFEMI and the Network for Carers of People with a Mental Illness. (See later sections of this booklet for more information and websites).

Ask the primary nurse or case manager or other staff about contacting the Carer Consultant or see the contact information on notice boards at each site.

The Mental Health Carer Support Program can provide some financial support to assist carers in their caring role. Talk with the primary nurse or case manager if you need more information or would like to lodge an application for support.

### *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.
- Consumer and Carer Consultants are interested in hearing about your experiences within the service, and suggestions for how we may improve
- If you believe we have not adequately addressed your concerns, please contact the St. Vincent's Health Patient Representative on 9288 3108.

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

***Mental Health Review Board***

570 Bourke Street, Melbourne 3000  
Phone: 8601 5270 or 1800 242 703  
Fax: 8601 5299  
Email: [mhrb@mhrb.vic.gov.au](mailto:mhrb@mhrb.vic.gov.au)  
[www.mhrb.vic.gov.au](http://www.mhrb.vic.gov.au)

***Community Visitors***

436 Lonsdale St, Melbourne 3000  
Phone: 1300 309 337  
Fax: 9603 9501  
Email: [publicadvocate@justice.vic.gov.au](mailto:publicadvocate@justice.vic.gov.au)  
[www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

***Victoria Legal Aid***

350 Queen Street, Melbourne 3000  
Phone: 9269 0234 or 1800 677 402  
Email: [feedback@vla.vic.gov.au](mailto:feedback@vla.vic.gov.au)  
[www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

***Mental Health Legal Centre***

520 Collins Street, Melbourne 3000  
Phone: 9629 4422 or 1800 555 887  
Fax: 9614 0488  
Email: [mental\\_health\\_vic@clc.net.au](mailto:mental_health_vic@clc.net.au)  
[www.communitylaw.org.au/mentalhealth](http://www.communitylaw.org.au/mentalhealth)

***Chief Psychiatrist***

Level 17, 50 Lonsdale Street,  
Melbourne 3000  
Phone: 9096 7571 or 1300 767 299  
Fax: 9096 7697  
[www.dhs.vic.gov.au/chiefpsychiatrist](http://www.dhs.vic.gov.au/chiefpsychiatrist)

***Ombudsman***

459 Collins Street, Melbourne 3000  
Phone: 9613 6222  
Fax: 9614 0246  
Email: [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)  
[www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

## St. Vincent's Mental Health

### *The Public Advocate*

436 Lonsdale Street, Melbourne 3000

Phone: 9603 9500 or 1300 309 337

Fax: 9603 9501

Email:

[publicadvocate@justice.vic.gov.au](mailto:publicadvocate@justice.vic.gov.au)

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

### *Health Services Commissioner*

570 Bourke Street, Melbourne 3000

Phone: 8601 5200 or 1800 136 066

Fax: 8601 5219

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

### *Mental Health Services for Youth and Aged people*

#### *St. George's Aged Psychiatry Service*

This is part of St. Vincent's Health and provides mental health services to people over the age of 65 who live in the cities of Yarra and Boroondara, or Northcote, Alphington and Fairfield.

Further information about the Aged Psychiatry Service is available.

Phone: 9272 0497

#### *Austin Child & Adolescent Mental Health Service*

The Austin Child & Adolescent Mental Health Service provides mental health services for children and young people under the age of 16 years who live in the cities of Boroondara and Yarra.

Phone: 9496 3620

### ***Other Support and Treatment Services***

ADEC (Action on Disability within Ethnic Communities)

175 Plenty Road, Preston 3072

Phone: 1800 620 078

Email: [info@adec.org.au](mailto:info@adec.org.au)

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

This group represents the rights and needs of people of non-English speaking background with a disability and their carers. They provide advocacy, information, referral, education, training and consultancy.

### ***ARBIAS – Alcohol and Substance Related Brain Injury***

27 Hope Street, Brunswick 3056

Phone: 8388 1222

Email: [arbias@arbias.com.au](mailto:arbias@arbias.com.au)

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

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

270 Auburn Road, Hawthorn 3122

Phone: 9810 9300

Fax: 9810 9399

Email: [admin@arafemi.org.au](mailto:admin@arafemi.org.au)

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

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

### ***Bromham Place Program***

10 Bromham Place, Richmond 3121

Phone: 9427 7377

Day program for people with psychiatric disability.



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### *Connexions*

1 Langridge Street, Collingwood 3066

Phone: 9415 8700

Fax: 9415 7733

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

[www.jss.org.au/programmes/connexions.html](http://www.jss.org.au/programmes/connexions.html)

### *CROP (Community Recreation Outreach Project)*

Private Bag 1, Camberwell 3124

Phone: 9278 4764

Fax: 9278 4611 [www.boroondara.vic.gov.au/leisure/recreation/communityrecreation](http://www.boroondara.vic.gov.au/leisure/recreation/communityrecreation)

Recreational opportunities for people who have experienced a mental or emotional illness.

### *Eastcare*

(The Salvation Army)

16 Church Street, Hawthorn 3122

Phone: 9851 7800

Fax: 9855 2341

[www.salvationarmy.org.au/eastcare](http://www.salvationarmy.org.au/eastcare)

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

### *Home Ground*

68 Oxford Street, Collingwood 3066

Phone: 9419 8855

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

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

### *Kew Neighbourhood House*

2–12 Derby Street, Kew 3101

Phone: 9853 3126

Fax: 9853 2276

[www.netspace.net.au/~kewnh](http://www.netspace.net.au/~kewnh)

Drop in centre, activities and weekly BBQs.

### *Learning Things*

23 Lennox Street, Richmond 3121

Phone: 9429 5477.

Individual living skills program for people with a psychiatric disability.

### *Mental Illness Fellowship Victoria*

276 Heidelberg Rd, Fairfield 3078.

Phone: 8486 4200

Fax: 8486 4265

Helpline: 8486 4222

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

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

### *MIND (formerly Richmond Fellowship of Victoria)*

86–92 Mount St, Heidelberg 3084

(opposite Heidelberg Railway station)

Phone: 9455 7900

Fax: 9455 7999

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

### *MOSAIC (Inner East Mental Health Services Association)*

11 Malmsbury Street, Kew 3101

Phone: 9855 1421

Fax: 9852 8036

A supportive psycho-social rehabilitation and recovery day and home-based outreach program for people who have experienced a mental illness.

### *Network for Carers of People with a Mental Illness*

270 Auburn Road, Hawthorn 3122

Phone: 9810 9350

Fax: 9810 9399

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

The peak carer advocacy organization.

### *Out Doors Inc.*

231 Napier Street, Fitzroy 3065

Phone: 9417 2111

Fax: 9417 2163

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

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

*Richmond Fellowship – see MIND*

## St. Vincent's Mental Health

### *St Mary's House of Welcome*

165 – 169 Brunswick St, Fitzroy 3065

Phone: 9417 6497

St Mary's House of Welcome 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

Phone: 8413 8413 or 1800 888 236

Fax: 9416 3420

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

Drug and alcohol support.

### *VMIAC (Victorian Mental Illness Awareness Council)*

23 Weston Street, Brunswick 3056

Phone: 9387 8317

Fax: 9388 1445

[www.vmiac.com.au](http://www.vmiac.com.au)

The peak consumer self advocacy organisation.

### *W.I.N. Support Services – Eastern Region*

(Emergency after hours respite service)

Phone: 1800 727280 (After hours)

Phone: 9888 5559

Fax: 9888 5667

[www.winss.com.au](http://www.winss.com.au)

Emergency service for people with a disability and their carers providing free in home support.

### *Yarra Community Support*

622 Lygon St, North Carlton 3054

Phone: 9349 7333

Home-based outreach program for people with psychiatric disabilities.

### ***Community Health Services***

Provide counselling, casework, physiotherapy, podiatry dental clinic, groups and health education and dental clinics.

### ***Boroondara Community Health Centre***

378 Burwood Rd, Hawthorn 3122

Phone: 9818 6703

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

### ***Carlton Community Health Centre***

622 Lygon Street, North Carlton 3053

Phone: 9349 7333

### ***Collingwood Community Health Centre***

365 Hoddle St, Collingwood 3066

Phone: 9411 4333

### ***Fitzroy Community Health Centre***

75 Brunswick Street, Fitzroy 3065

Phone: 9411 3555

Dental Clinic

Phone: 9411 3505

### ***North Richmond Community Health Centre***

23 Lennox Street, Richmond 3121

Phone: 9429 5477

Dental Clinic

Phone: 9420 1302

### ***Richmond Community Health Centre***

283 Church Street, Richmond 3121

Phone: 9429 1811

## St. Vincent's Mental Health

### *Private Psychiatric Hospitals*

#### *Albert Road Clinic*

31 Albert Road, South Melbourne 3004  
Phone: 9256 8311

#### *Delmont Private Hospital*

298 Warrigal Road, Glen Iris Vic 3146  
Phone: 9805 7333

#### *The Melbourne Clinic*

130 Church Street, Richmond 3121  
Phone: 9429 4688

#### *The Victoria Clinic*

324 Malvern Rd, Prahran 3181  
Phone 9526 0200

### *Other Websites*

#### *Department of Human Services*

[www.health.vic.gov.au/mental health](http://www.health.vic.gov.au/mental%20health)

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

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

#### *Anxiety Recovery Centre*

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

#### *beyondblue*

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

#### *Depressionet*

[www.depressionet.com.au](http://www.depressionet.com.au)

#### *Mental Health Council of Australia*

[www.mhca.com.au](http://www.mhca.com.au)

#### *Mental Health Foundation*

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

*Sane Australia*  
[www.sane.org](http://www.sane.org)

*Victorian Mental Illness Awareness Council*  
[www.vmiac.com.au](http://www.vmiac.com.au)

*Victorian Transcultural Psychiatry Unit*  
[www.vtput.org.au](http://www.vtput.org.au)

*Info Xchange*  
[www.infoxchange.net.au](http://www.infoxchange.net.au)

*Reach Out – Youth Issues*  
[www.reachout.com.au](http://www.reachout.com.au)

*Auseinet – Mental Health Promotion Prevention and Early Intervention*  
[www.auseinet.com](http://www.auseinet.com)

## *Crisis Contact Numbers*

*Fire, Police, Ambulance*  
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*St. Vincent's Mental Health*  
1300 55 88 62.

*Victorian Poisons Information Centre*  
131 126

*Life Line*  
131 114

*Care Ring*  
9329 0300

*Grief Line*  
9596 7799

*Drug & Alcohol Direct Line*  
9416 1818

*Suicide Helpline*  
1300 651 251

*Family Drug and Alcohol Help*  
1300 660 068

*Mensline Australia*  
1300 78 99 78

*Kids Helpline*  
1800 55 1800

## St. Vincent's Mental Health

Please let us know if you have any suggestions for improving this booklet.

### *Disclaimer*

Every effort has been made to ensure the accuracy of the information at the time of publication – November 2007



**St Vincent's**

*Continuing the Mission of  
the Sisters of Charity*

### ***The St. Vincent's Foundation***

St. Vincent's Hospital Foundation initiates and coordinates fundraising activities for the support of the hospital and its related services.

The Foundation provides an important link between the hospital 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.

### ***St Vincent's Health***

Continuing the Mission of the Sisters of Charity.

#### *Mission*

*Our health service is based on and driven by our quest for:  
Compassion – Justice – Human Dignity – Excellence – Unity*