



# Mental Health Services

Information for consumers, families and carers



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## **Our vision**

**To be a dynamic mental health service that inspires confidence in our patients and their families and carers to provide consistent and contemporary care**



# Introduction to Monash Health Mental Health Service

At Monash Health Mental Health Service you will be treated with compassion and respect. We welcome all individuals, family members and carers who are seeking help with mental health and substance use issues. We aim to meet the needs of our diverse community, and welcome people from all faiths and cultural backgrounds.

We understand that everyone's experience of mental illness and recovery is different, and we aim to work with consumers, and their family members and carers to develop individual treatment and recovery plans. Recovery is about living a fulfilling life with a mental illness, with or without the presence of symptoms.

# Our services

## Entry to service

Psychiatric Triage Service (PTS) is the main entry point to our service, operating 24 hours, 7 days per week. The service provides assessment and referral to the most appropriate service.

The Psychiatric Triage Service can be contacted by calling 1300 369 012.

For adults aged 65 years and above, a separate telephone triage service also operates Monday to Friday between 8.30am – 4.30pm, and can be contacted on 03 9265 1750.

Mental health clinicians also work in each of our Emergency Departments based at Monash Medical Centre, Clayton Dandenong, and Casey hospitals. There are also mental health clinicians dedicated to support patients with mental health needs within the hospital wards.

Following assessment and triage, you may be referred to any of the following services for further treatment and support.

## Crisis Assessment and Treatment Service (CATS)

Operating 7 days a week, the Crisis Assessment & Treatment Service provides assessment and short term intensive community treatment for people of all ages who are acutely unwell.

## Child and youth services: 0-25 years

We provide a range of community mental health services for children and young people aged 0-18 years, including assessment, diagnosis clarification, therapy, intensive support and school refusal program. We also have youth community teams who support young adults aged 18-25 years.

Where children and young people are unable to be treated at home, we can provide short-term residential care in the community for young people aged 18-25, or more intensive treatment and support in one of our two specialist child and adolescent inpatient wards based at Monash Medical Centre, Clayton.

## Adult services: 18-64

We provide a broad range of community mental health services for adults, with clinics in a number of localities. We are also able to provide short and medium-term residential care in the community, including a women only facility. Our mental health inpatient wards are based at Monash Medical Centre, Dandenong and Casey hospitals, including a youth ward at Dandenong hospital. We also have a state-wide secure and extended stay inpatient ward at Dandenong hospital.

## Aged persons services: 65 years and over

We have community mental health teams dedicated for older adults, which also support people living in residential facilities. Our two aged person's mental health inpatient units are based at Dandenong and Kingston hospitals.

# Victorian Dual Disability Service

Our specialist community dual disability service is for people aged 16 years and over with mental illness and intellectual disability. We also have a state-wide residential facility for people with mental illness and intellectual disability or neurological disability. The service offers support and rehabilitation for adults aged 18-64 for around 6-12 months.

# Alcohol and drug services

We provide a broad range of alcohol and drug services in the community, including a needle syringe program, a Hepatitis C service, and counselling services. We also have a community residential withdrawal unit.

# Specialist services

We provide a number of specialist services, including psychological therapy services, an eating disorder service, and a gender clinic. We also have a Perinatal Infant Inpatient Unit that provides mental health treatment and support for expectant mothers and mothers with newborn babies.





# Information for consumers

Whilst many people with a mental health illness are treated on a voluntary basis, some people may receive assessment or treatment as a compulsory patient under the Mental Health Act 2014 (The Act). The Act requires services to provide assessment and treatment in the least restrictive way possible. This may include providing assessment or treatment in a person's home rather than in a hospital.

The Act also requires services to involve consumers in decisions about their assessment and treatment, wherever possible. This means that you must be consulted before you are given treatment. We may also speak with your carer or family members where appropriate, to help us understand your treatment preferences. We are also required to refer to an 'Advance Statement' if you have one, which is a document describing your treatment preferences.

Services are also required to explain a person's rights under The Act, which are summarised below:

## Your rights as a consumer under the Mental Health Act 2014

- To receive information about your rights
- To be informed about why you have been placed on a compulsory order
- To receive the least restrictive treatment, in the least restrictive way possible
- To be presumed to have capacity to make decisions
- To be involved in and supported to make decisions about your assessment, treatment and recovery

- To be informed about your treatment
- To have your individual needs respected and responded to
- To make an Advance Statement
- To appoint a Nominated Person
- To seek a Second Psychiatric Opinion
- To communicate with a lawyer to seek legal advice and represent your interests
- To speak with an IMHA (Independent Mental Health Advocacy) advocate to assist you to exercise your rights
- To ask for support from an advocate, community visitor, or any other person you choose
- To appeal against an order for compulsory treatment
- To make a complaint about a mental health service

Psychiatrists, doctors and staff at mental health services, as well as the Mental Health Tribunal, must consider these principles when working with you.

## Your Statement of Rights

Compulsory assessment and treatment can only occur once an order has been made by a doctor, mental health practitioner, psychiatrist or the Mental Health Tribunal.

If you are being assessed or treated on an order under the Mental Health Act, you must be given a copy of the order and a 'Statement of Rights'. A Statement of Rights is a document that describes your rights under The Act, and the process for being assessed or receiving treatment.

When you are given the statement, the psychiatrist must also make sure that:

- Someone explains verbally what the statement is and what is in it in a way you can understand
- Someone answers any questions you may have as clearly and fully as possible.

If you are not able to understand the information in the statement, staff must make further attempts to explain it at another time, when you are able to understand it.

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 (VMIAC) or Independent Mental Health Advocacy (IMHA). See the 'useful contacts' section at the back of this booklet, or ask your clinician or doctor for more information.

For further information on The Act and compulsory treatment please refer to the Monash Health brochure **Mental Health Act 2014 - How does it affect you?**

## Your treatment and care

### Appointments

Every effort will be made to set appointment times with you 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 information.

In order to provide you with the best possible care, it is important that you tell us about:

- Illnesses you have now or have had in the past
- Past hospital stays
- Medication you take (prescription and non-prescription)
- Alcohol, tobacco, or any other drug use
- 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 clinician or doctor for advice about getting a physical health check.

## **Privacy and confidentiality**

Your privacy and confidentiality is very important to us. 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. Please speak to the staff if you are worried about this or want more information.

# Information for family members and carers

A carer may be a family member, partner, friend, neighbour or support person. Carers are involved in and affected by caring for someone experiencing mental illness. It's an important and valuable role, but can be stressful and challenging.

Monash Health Mental Health Service values the important role carers play and encourages carers to seek help and support when needed. Carers are important contributors to the care of the consumer as part of the care team. Feedback from carers helps to inform and improve support provided. Carers also have rights under the Carers Recognition Act 2012 and the Mental Health Act 2014:

## Your rights as a carer

As a carer you have the right to:

- Be treated with respect, dignity and privacy
- Receive comprehensive information and support to help you understand, advocate and care for the consumer
- Receive care and support to help sustain your caring role

With consent of the person with mental illness, carers and advocates are entitled to:

- See and speak to the person with mental illness
- Be consulted by service providers about treatment
- Be informed by service providers at key points during treatment. For example, when someone you are caring for is being admitted or discharged to hospital

- Arrange services such as respite care or counselling for you or the person with mental illness
- Exchange information with the Treating Team about treatment, relevant social and relationship issues

There may be times when the person with the mental illness is unable to give consent, or may refuse consent. In these situations the carer has the right to:

- seek further opinions regarding diagnosis and treatment
- meet with the Treating Team (with or without consumer consent) to provide relevant information about the person with the mental illness, for example, to provide information on symptoms, social or relationship issues, accommodation, medication issues, risk taking behaviours, suicidality, treatment and life goals
- request information shared is kept confidential so as to not damage the consumer and carer relationship
- assistance and support focused at the carers' own difficulties, due to the process of caring for a person with a mental illness

At Monash Health Mental Health Services, we recognise the impact that mental illness can have on families. We provide support to families where a parent has a mental illness, including written information and group programs for parents and children. Wherever possible, children are supported to visit their parents when they are in hospital.



# Consumer, family and carer engagement and participation

## Being involved in decisions about treatment and care

We believe it is important to support consumers to make decisions about their own treatment and care. Sometimes, a person may find it difficult to make a decision due to their illness. In these cases, we will work with consumers to make treatment decisions based on what they have previously told us, and by asking other people that may be supporting them. This can include following an Advance Statement, and talking to the Nominated Person, carer, or other family members involved in the person's care. Independent Mental Health Advocacy Services can also support people to remain involved in their treatment and care.

## Your feedback

Monash Health Mental Health Service aims to provide a service that meets 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, in writing or online. If you would prefer not to leave your name you don't have to. For further information contact the Consumer Relations Coordinator (under the 'useful contacts' section at the end of this booklet).



# Your Experience of Service (YES) Survey, and Carer Experience of Service (CES) Survey

Another way you and your family/carer can tell us how we are doing is through the annual Your Experience of Service survey or the Carer Experience of Service Survey conducted across several months each year. These surveys are anonymous, and we use this information to improve the services we provide.

## Being involved in service planning, delivery and review

Monash Health Mental Health Service employs Consumer Consultants and Family/Carer Consultants. These Consultants are responsible for representing the views of our consumers, family members and carers in how we plan, deliver, and review our services.

The Mental Health Service also has an Advisory Committee. The members of this committee include Community Advisors, who are consumers, family members and carers that have used our services. The Committee provides advice on how we can improve our services. Community Advisors also participate in other meetings, projects, and training and education activities in the mental health service.

If you would like to learn more about becoming involved as a Community Advisor, please contact the Consumer and Family/Carer Service (see 'useful contacts' section at the end of this booklet).

# Useful contacts

In addition to the contacts listed below, we have a range of resources that can help explain how to look after your mental health. You can find some written materials in inpatient units and waiting areas at the community clinics. 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.

## **Monash Health Mental Health Service Consumer Relations Coordinator**

To submit your compliments, complaints, and comments contact the number below or visit our website [www.monashhealth.org](http://www.monashhealth.org)

Tel: 03 9554 9237, between 9am to 3pm Monday to Friday.

## **Monash Health Mental Health Consumer and Family/Carer Service**

To speak with a Consumer or Family/Carer Consultant for support, or to ask about becoming a Consumer or Family/Carer Community Advisor.

Tel: 9554 9233, or by email [cfcs@monashhealth.org](mailto:cfcs@monashhealth.org)

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

The peak body for people living with mental health issues in Victoria. Offers membership, advocacy, consumer groups, and education about mental health issues.

Tel: (03) 9380 3900

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

## **Tandem**

The peak body representing carers of people living with mental health issues in Victoria. Offers membership, advocacy, information, education and training.

Tel: (03) 8803 5555

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

## **Mental Health Complaints Commissioner**

The independent specialist complaints body for complaints about Victorian public mental health services

Tel: 1800 246 054

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

## **IMHA – Independent Mental Health Advocacy**

Independent support and advice for people who are receiving compulsory mental health treatment

Tel: 1300 947 820 to speak to an advocate

Tel: 1800 959 353 to hear a free recording of your rights under the Mental Health Act 2014.

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

## **DirectLine**

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

Tel: 1800 888 236

## **Alfred Health Carers Services**

Provides a 24/7 advisory and support service for carers living in Melbourne's South

Tel: 1800 052 426

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

## **Carers Victoria**

The peak body for carers in Victoria, providing a wide range of services, including counselling, funding support, respite, education, and training.

Tel: 1800 554 660

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

## **Mental Health Legal Centre**

Provides a free and confidential service to anyone who has experienced mental illness in Victoria where their legal problem relates to their mental illness.

Tel: (03) 9629 4422 or 1800 555 887 (free call from rural Victoria)

## **My Aged Care**

The Australian Government's My Aged Care phone line and website can help you to access services and find information in one spot for consumers, family members and carers

Tel: 1800 200 422 (Mon to Fri 8am - 8pm; Sat 10am - 2pm)

[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## **Children of Parents with a Mental Illness**

Promoting better outcomes for children and families where a parent has a mental illness.

[www.copmi.net.au](http://www.copmi.net.au)

# Crisis contact numbers

## **Fire, police, ambulance**

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## **Monash Health Psychiatric Triage Service**

1300 369 012

## **Safe Steps**

1800 015 188 (24/7 family violence response phone line)

## **Sexual Assault Crisis Line**

1800 806 292

## **Victorian Poisons Information Centre**

13 11 26

## **Lifeline**

13 11 14

## **Suicide Call Back Service**

1300 659 467

## **Beyond Blue Support Service**

1300 22 4636

## **Kid's Helpline**

1800 551 800

# Notes

Use this page to write any notes, reminders, or questions you may have to ask a member of your treating team.

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Monash Health aims to provide a safe environment for everyone, including consumers, family members and carers, and staff. Any form of violence and aggression is unacceptable. If you behave in this way you may be asked to leave the building and the police may be called.



Monash Health is a totally smoke free environment. This means that patients, staff, and visitors will not be able to smoke within hospital facilities including the grounds of the hospital.



Cover image: “Cement Creek, Warburton”

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This document has been consumer reviewed.

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