

**Eastern Health
Adult Mental Health Service**

**Information
for
Families and Carers**

August 2013

Information for Families and Carers

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Welcome to Eastern Health Adult Mental Health Service

Are you a carer or family member of someone with a mental illness? If you are, you are not alone.

“When my son was first diagnosed with schizophrenia, it was an overwhelming experience. I didn’t know where to turn for help, but fortunately a psychiatrist gave me a brochure about Carer Support Services for Mental Health Carers in my area. I contacted services and I joined a support group for carers and have found the friendships made there and the information over the years has been so helpful. I have been able to educate myself by doing short courses and by listening to various speakers, and have been able to pass that information on to a lot of other carers. It makes such a difference to know what is available out there, especially in your local area, and to know that you are not on your own.”

“My son was diagnosed in 1988 and I was completely overwhelmed and out of my depth – my husband died 3 months after my son was diagnosed. I found a wonderful support group that I am still with. Having good information would have made my life much easier.”

Quotes from Carers

At Eastern Health Adult Mental Health Service, we are dedicated to recognising the impact a mental health issue can have on the entire family and those friends and others in a person’s life.

Discovering your family member or friend has a mental illness can be a frightening, confusing, traumatic and distressing time for all those involved. This is why it is important for you to feel acknowledged, supported, validated and listened to at this time and through the entire course of your family member or friend’s recovery.

This carer/family information pack contains information which we hope will be helpful to you. We recognise that there is a large amount of information in the pack and that it may seem overwhelming, but we hope that you can put this information aside and refer to it as you need it.

Welcome to Eastern Health Adult Mental Health Service continued...

The staff at Eastern Health Adult Mental Health Service are committed to working with all members of your family, including you, to enable you to take care of yourself and inform yourself about mental illness and its effects on the entire family.

We believe the best outcomes are achieved when consumers, carers/families and clinicians all work together. Please always keep in mind that we are here to help you and do not hesitate to contact your family's clinician for further support and information. If for some reason you haven't received the help you need when you first asked for it, please ask again.



If you have any English language difficulties and would like to speak to us about this information, you can contact us by using a telephone interpreter service on 131450:

1. name the language you speak
2. provide our telephone number
3. if you know, provide the name of the person you want to speak to and wait on the phone to be connected.

Interpreter services are provided free of charge to you.

Yours sincerely

Eastern Health Adult Mental Health Service



Adult Mental Health Service

Important Telephone Numbers

EMERGENCY (Police, Ambulance, Fire) 000

PSYCHIATRIC TRIAGE (Eastern Health) 1300 721 927

Mental Health Service Phone: _____

MANAGER Name: _____

TEAM LEADER Name: _____

CLINICIAN Name: _____
Phone: _____

DOCTORS
Name: _____
Name: _____

OTHER IMPORTANT NUMBERS

Glossary of Terms

Consumer: A person who has used a mental health service or identifies as having a mental health issue.

Carer: A person caring for a person with a mental illness. This may include a family member, friend or other person who has a significant role in the life of the person with the mental illness.

Case Manager: A worker in a mental health service who is the central point of contact and assists the person with a mental illness and their families/carers make the best use of services. A case manager may be a psychiatric nurse, psychologist, social worker or occupational therapist.

Consultant Psychiatrist: A medical practitioner who has undertaken further specialised training in diagnosing and treating mental illnesses.

Psychiatric Registrar: A registered medical practitioner in training to become a psychiatrist.

Medical Officer: A registered medical practitioner who works in the psychiatric service and has a special interest in psychiatry.

Clinical Psychologist: A specialist in the assessment, diagnosis and treatment of mental illness and psychological problems.

Occupational Therapist (OT): A specialist in developing people's ability to undertake self-care, educational, work, social and leisure activities, despite their experience of illness or disability.

Social Worker: Recognises the impact of illness and treatment on consumers, their families and friends. A social worker will work towards individual development and control over life situations with advocacy, counselling, family or group work. They also work with the broader community to change the social circumstances of and community attitudes towards groups that may be disadvantaged.

Glossary of Terms continued...

Psychiatric nurse: A registered nurse who specialises in the nursing care and treatment of people with a mental illness.

COPEs: Carers offering peers early support. Provides short term telephone or face to face peer support for carers of people accessing Eastern Health Adult Mental Health Services.

Psychiatric Support Officer (PSO): The PSO, under the direction of a Registered Nurse, assists in providing support services and interventions to clients to reach their identified rehabilitation goals.

Psychiatric Triage: provides advice and screening assessment for all new referrals to the service on a 24 hour, 7days per week basis. Phone: 1300 721 927.

Inpatient Units: provide short-term inpatient management during an acute phase of mental illness until sufficient recovery allows the person to be treated effectively in a community-based setting.

Crisis Assessment & Treatment Teams (CATT): Responsible for assessing all persons who are in psychiatric crisis and being considered for hospital admission and determining whether or not a less restrictive setting is more suitable. CATT also provide treatment and support for people whose acute mental illness can be managed in the community as an alternative to hospitalisation.

CATT operates 24 hours a day 7 days a week.

Mobile Support & Treatment Service (MSTS): A multidisciplinary, community based service that provides intensive long-term support and rehabilitation to people with substantial and prolonged severe mental illness and associated disability. These services assist many people living in special residential services and boarding homes and all referrals are made via the client's Case Manager.

MSTS operate extended hours over 7 days a week

Continuing Care Teams (CCT): provide a range of community-based non-urgent psychiatric services to individuals who have a mental illness. This includes consultation, initial non-urgent assessments, and case management for individuals whose mental illness

Glossary of Terms continued...

and the associated disability prevents them from being treated in the non-government sector. The goal of case management is to work collaboratively with clients, their carers and other organizations in an effort to reintegrate people into their communities. Referrals can be made by anyone or any service in the community via the triage service.

Community Care Unit (CCU): These services provide medium to long term clinical care and rehabilitation for people with a serious mental illness and psychosocial disability. Located in residential areas, they provide residents with a “home like” accommodation where they can learn or re-learn everyday living skills necessary for successful living in the community.

Early Psychosis Team: provides assertive, intensive, case management to young people aged 0 – 23 who are experiencing first episode psychosis. The aim is to reduce the distress/trauma for the young person and their family, assist them through the recovery phase and facilitate linking to work, study, social networks and supports available in the community.

Secure Extended Care Units: Provide medium to long-term inpatient treatment for consumers whose care cannot be provided in the community due to the severity of their symptoms or associated distress related to these.

Prevention and Recovery Centre (PARC) – Linwood House & Maroondah PARC: Short term supported residential program for people who experience significant mental health difficulties but do not require hospitalisation. They aim to prevent admissions to the acute inpatient facilities and allow earlier discharge from hospital settings.

Eastern Health Values

Excellence

Accountability

Compassion

Team Work

Integrity

Respect

Collaboration

At Eastern Health we strive to maintain a high standard and to be true to our values. We do understand that many people are apprehensive about disclosing personal information about themselves and their family at what can often be a stressful time.

Some information may be particularly sensitive and we hope you will be made to feel as comfortable as possible in discussing these with your worker/clinician. Some of these may include:

Having a language other than English as your first/primary language, or other cultural concerns

Please ask for information about having an interpreter available at all meetings and interviews.

Having experienced family violence/sexual assault

If you would prefer to see a health professional or interpreter of a certain gender, please request this. You may also find it helpful to ask for information about specific support services relating to these issues; perhaps we can help you.

Having a physical or intellectual disability

If you would like assistance in getting to and from appointments due to a disability, or assistance in understanding information provided, please ask.

Eastern Health Values continued...

If you are gay, lesbian, bisexual, transgender or intersex

We may be able to provide you with useful information.

Significant issues regarding use of alcohol or illicit drugs

We may be able to provide more comprehensive and holistic assessment and care if we are aware of these issues.

You do not have to tell us about any of the above. But you can.

Psychiatric Triage Service

Open 24 hours, 7 days per week

Phone: 1300 721 927

COST OF CALLS

Calls to the triage service are free except if calling from a mobile phone. If you are calling from a mobile, please let the staff know and they can call you back.

ROLE OF TRIAGE SERVICE

The role of the triage service is to talk directly to people who are concerned about their own or someone else's mental health. Triage provides information and referral to services that are best placed to meet the mental health needs of the person requiring assistance or help. Triage provides a service to the community, families, carers and people who are using or needing Mental Health Services.

HOURS OF TRIAGE SERVICE

Triage provides expert advice on mental health 24 hours a day, 7 days a week.

WHO CAN USE THIS SERVICE

This service is available to people who reside or are staying in the cities of Maroondah, Whitehorse, Manningham, Knox, Shire of Yarra Ranges and parts of Monash.

WHO WORKS ON THE TRIAGE TEAM

The triage team is made up of Mental Health Professionals who are highly skilled staff with many years of experience helping people and their families with their mental health needs.

Psychiatric Triage Service continued...

WHAT TO EXPECT WHEN YOU CALL THE TRIAGE TEAM

Step 1: When you ring psychiatric triage, staff will ask you some basic questions about you or the person needing assistance, such as name, address/contact details, what has been happening, current treatment (if any), supports in place, immediate or long term concerns for safety, and what type of assistance you are seeking.

Step 2: After considering all of this information, staff will then discuss options about ways you can care for yourself or what services are best able to assist. This might be someone within Eastern Health or it may be someone from another service, such as a General Practitioner, Psychologist or Counsellor.

Step 3: If Triage staff suggest another service, they will provide you with contact numbers for that service.

PLEASE TRY TO UNDERSTAND

This is an extremely busy service. Please be patient and understand the Triage Team are trying their best to help the many people who call the service each day.

YOUR INFORMATION/CONFIDENTIALITY

All information provided to the triage service is subject to the Privacy Act, Health Records Act and the Mental Health Act. Clinical information will only be divulged to those directly related to the care and treatment of the client.

Psychiatric Triage Service continued...

INTERPRETER SERVICES

Triage has access to telephone interpreting services if required.



If you have any English language difficulties and would like to call our Triage service, you can contact us by using a telephone interpreter service on 131450:

1. name the language you speak
2. provide our telephone number – 1300 721 927
3. if you know, provide the name of the person you want to speak to and wait on the phone to be connected.

Interpreter services are provided free of charge to you.

HEARING IMPAIRED

Triage has the capacity to take calls from hearing impaired persons using TTY.

FEEDBACK/COMPLAINTS ABOUT THIS SERVICE

Should you have any feedback or complaints, please contact the manager of the triage service in the first instance on 1300 721 927. Should they not provide you with a suitable outcome, you may then make a complaint via the hospital's complaints officer at Maroondah Hospital.

**For emergencies or life threatening situations,
you should always call 000**

Useful Contact Numbers

General Emergency: 000

Eastern Health Triage: 1300 721 927

Lifeline: 13 11 14 (24hrs, 7 days a week)

Lifeline is a telephone counselling and crisis service.

Kids Help Line: 1800 55 1800 (24hrs, 7 days a week)

A free, confidential and anonymous, telephone and online counselling service specifically for young people aged between 5 and 25. www.kidshelp.com.au

Child Protection Crisis Line: 131 278 (24hrs, 7 days a week)

For concerns that are life threatening ring Victoria Police 000.

For concerns about the immediate safety of a child within their family unit, call the Child Protection Crisis Line.

Useful Contact Numbers continued...

Victorian Centres Against Sexual Assault (CASA): 1800 806 292 (24hrs, 7 days a week)

Crisis support, counselling and information for people who have been sexually assaulted as adults or as children.

www.casa.org.au

Women's Domestic Violence Crisis Service of Victoria: 9322 3555 or 1800 015 188 Toll free (24hrs, 7 days a week)

Crisis telephone support, information about options and developing a safety plan, referral to safe accommodation (refuge) for women experiencing abuse in their relationships.

www.dvirc.org.au

SuicideLine: 1300 651 251 (24hrs, 7 days a week)

Specialist telephone counselling and information to anyone affected by suicide (thinking about suicide, worried about someone, or lost someone to suicide).

www.suicideline.org.au

Nurse-on-call: 1300 606 024 (24hrs, 7 days a week)

A phone service staffed by registered nurses that provides immediate, expert health advice from a registered nurse. The service is available from any landline in Victoria for the cost of a local call.

Men's Referral Service: 9428 2899 or Freecall 1800 065 973 (9am- 9pm Monday to Friday)

An anonymous, confidential telephone service provided by men, for men who are wanting to stop their violent or abusive behaviour towards their family members.

Women who call the service are affirmed in their decision to seek help and given information about sources of support for themselves.

www.mrs.org.au

Useful Contact Numbers continued...

Mensline Australia: 1300 78 99 78 (24hrs, 7 days a week)

Telephone support, information and referral service for men with family and relationship concerns. The service is available from anywhere in Australia for the cost of a local call

www.menslineaus.org.au

Grief Line: 9935 7400 (12 noon- 3 am seven days a week including public holidays). Anonymous telephone and online counselling service for people experiencing grief as a consequence of significant loss in their lives.

www.griefline.org.au

Medicines Line: 1300 633 424 (Monday to Friday, 9am-5pm)

Experienced registered nurses provide independent and confidential information on prescription medicines, over-the-counter medicines, herbal and natural therapies.

www.medicinesline.com.au

Victorian Poisons Information Centre: 13 11 26 (24hrs, 7 days a week)

A timely, safe information service in poisonings and suspected poisonings. For members of the public this includes telephone assessment, advice on first aid, with or without referral to a doctor or hospital.

<http://www.austin.org.au/poisons>

Gay and Lesbian Switchboard: 9663 2939 or 1800 184 527 (Toll Free)

(Mon-Thurs 6-10pm, Wed 2-10pm, Fri, Sat, Sun & public holidays 6-9pm)

Anonymous, free telephone counseling information and referrals for the lesbian, gay, bisexual, transsexual and intersex communities of Victoria and Tasmania

www.switchboard.org.au

Mental Health Organisations Information & Support

SANE Australia: 03 9682 5933 Help Line: 1800 187 263 (Mon– Fri 9-5)

A national charity helping people affected by mental illness. It runs a telephone and online helplines to advise people on mental health services and matters. The website provides information about mental illness (fact sheets and bookshop) and a comprehensive list of links to Australian and international sites.

www.sane.org

Victorian Mental Illness Awareness Council (VMIAC): 9380 3900

VMIAC is the peak Victorian non-government organisation for people who have experience with a mental illness or emotional distress. VMIAC's activities include information provision, advice, mutual support and self- help, individual, group and systemic advocacy, research and evaluation, and education and training.

www.vmiac.org.au

Mental Illness Fellowship Victoria: 8486 4200 Help line: 8486 4222 (9am - 5pm Monday to Friday)

A statewide, self-help organisation working for the wellbeing of people with mental illness, their families and carers. Services include family education, information and support, respite for carers and a network of local support groups. The MI Helpline assists families and friends to manage the impact of mental illness.

www.mifellowship.org

Accommodation and Support

Eastern Metropolitan Region Homeless Crisis Service: 9856 0050, 8870 4000 or 1800 825 955 (after-hours) (9am–10pm 7 days a week)

Assistance for young people, single adults, couples and families in the eastern region of Melbourne who are experiencing homelessness and domestic violence.

www.wesley.org.au

Mind: 9455 7900 (9am–5pm weekdays)

Provides supported accommodation and assistance with developing daily living skills for people with a psychiatric disability.

www.mindaustralia.org.au

CREST: 9879 2557 (9am–5pm weekdays)

Provides home based outreach support service for adults with a diagnosed mental illness living in the cities of Maroondah, Knox and Shire of Yarra Ranges. CREST also assists people to access and maintain secure, long-term, affordable housing.

www.each.org.au

Salvation Army: 8872 6400 (8.30am–4.30pm weekdays)

Offers safe accommodation for women and their children in confidential locations, and also assists families, single adults or young people in Boroondara, Monash and Manningham who are homeless, at risk of becoming homeless or living in inappropriate housing with a range of support and accommodation options.

www.salvos.org.au

Mental Illness Fellowship (VIC): Richmond: 8416 6400 Mitcham: 8873 2500

Accommodation and support options for people that have experienced mental illness.

Depression and Anxiety

Anxiety Recovery Centre Victoria (ARCVic): Helpline 1300 269 438 or 9886 9377

(Mon – Thurs 10am-4pm)

ARCVic is a state-wide, community mental health organisation providing support and educational services to people and families living with anxiety disorders.

www.arcvic.com.au

Beyond Blue Information line: 1300 224 636

Provides information and referrals to relevant services for depression and anxiety related matters. If you are deaf or have a hearing or speech impairment, call through the National Relay Service: TTY: Ph 133 677 and ask for 1300 22 4636.

Speak and Listen (SSR): Ph 1300 555 727 and ask for 1300 22 4636.

www.beyondblue.org.au

Post and Antenatal Depression Association (PANDA): 1300 726 306

(Mon-Fri 9am-7pm)

Panda provides confidential information, support and referral to anyone affected by post and antenatal mood disorders, including partners and extended family members.

www.panda.org.au

Carer Organisations

COPES – Carers Offering Peers Early Support:

Central East: 9843 5800 Outer East/Ringwood: 9955 1177

Staffed by workers who are carers of a relative with mental illness, the COPES program offers individual support in the form of listening and a sympathetic ear, as well as useful information about mental health services, workers, and support services available to carers and their relative or friend.

Mental Illness Fellowship Victoria: 8486 4200

Help line: 8486 4222 (Mon-Fri 9am-5pm)

Membership based not-for-profit organisation working with people with mental illness, their families and friends to improve their well being. Services include family education, information and support, respite for carers and a network of local support groups. The MI Helpline assists families and friends to manage the impact of mental illness.

www.mifellowship.org

ARAFEMI Victoria Incorporated: 9810 9300

Carer Help line: 1300 550 265 (Mon-Fri 9am-5pm)

Provides services for the care and support of families and individuals dealing with an emotional or mental illness. Services include family and mutual support services, housing and support services, intensive outreach support, advocacy and carer counselling service.

www.arafemi.org.au

Carers Victoria: 9396 9500 Free call 1800 242 636 (Mon-Fri 9am-5pm)

Offers direct services to support carers in their caring role, as well as education and training and advocacy programs to increase awareness of carers and carer's issues.

www.carersvic.org.au

Carer Organisations continued...

GROW: 1800 558 268 (Mon – Fri 9-5)

“Grow-Better Together”, a peer support service for caregivers of people experiencing mental illness, delivers aspects of the Grow Program through structured, twice monthly meetings.

www.grow.net.au

Family Drug Help: 9573 1780 (Mon – Fri 9-5) HelpLine: 1300 660 068 (Mon-Fri 9am-9pm)

Provides information and support for people concerned about a relative or friend using drugs or alcohol.

www.familydrughelp.sharc.org.au

Parentline: 13 22 89 (8am - midnight 7 days a week)

Confidential telephone counselling, information and referral service for parents and carers of children from birth to eighteen years for the cost of a local call throughout Victoria.

www.parentline.vic.gov.au

Commonwealth Carer Respite Centre: 1800 059 059

Provides support and respite coordination for carers. Has access to commonwealth respite brokerage funds. To contact your local centre telephone the toll free number above.

Anglicare Victoria: Box Hill 9896 6322, Knox 9721 3688

Croydon 9725 1622, Yarra Ranges 9735 4188

Provides care and support to children, young people and families in crisis through a range of programs including foster care, food and material aid, family and financial counselling, parenting advice and support, residential and crisis accommodation for young people. www.anglicarevic.org.au

Carer Organisations continued...

Villa Maria Eastern Community Services

Carer Support Program: 1300 650 615

Carer Support, information and referral services, carer community activities.

www.villamaria.com.au

Young Carers (For support and help call 1800 242 636)

Are you under 25 and help look after someone in your family who has an illness, a disability, a mental health issue or who has an alcohol or other drug problem?

Do you know somebody who does? Do you want to help them? Then this website is for you!

www.youngcarers.net.au

Services for specific cultural and linguistic needs



If you have any English language difficulties and would like to contact us or the services listed in this document, you can use a telephone interpreter service on 131450:

1. name the language you speak
2. provide our telephone number you want to call
3. if you know, provide the name of the person you want to speak to and wait on the phone to be connected.

Interpreter services are provided free of charge to you.

Victorian Transcultural Psychiatry Unit: 9288 3300

VTPU have helpful tips for families and carers available in seven languages on their website. The aim of the 'help tips' is to provide useful information about the symptoms and impact of mental illness to support the carer's role.

www.vtput.org.au.

Vicdeaf: 1300780 225 or TTY 1300 780 235

Vicdeaf is the primary source of reference, referral, advice and support for deaf adults in Victoria.

www.vicdeaf.com.au

ADEC (Action on Disability within Ethnic Communities) 9480 1666

ADEC strives to empower people with a disability from Non-English speaking backgrounds, their carers, and families to fully participate as members of the Victorian community. ADEC is a state-wide organisation.

www.adec.org.au

Drug and Alcohol Support Services

DirectLine (VIC) Free Call: 1800 888 236 (24hrs, 7 days a week)

Provides free, anonymous, confidential drug and alcohol counselling, information and referral to services. At DirectLine, you can talk to professional counsellors who are experienced in alcohol and drug-related matters. .

Victorian Alcohol and Drug Association (VAADA): 9412 5600

VAADA's purpose is to ensure that the issues for people experiencing the harms associated with alcohol and other drug use and the organisations that support them are well represented in policy and program development and public discussion.

www.vaada.org.au

Eastern Drug and Alcohol Service: 1300 650 705

Provides free and confidential drug and alcohol counselling, support and education in the Eastern region.

www.edas.org.au

Al-Anon Family Groups Australia: 9620 2166

If you are troubled by the drinking of someone close to you please call 1300 252 666 or 1300 ALANON

<http://www.al-anon.alateen.org/australia/>

Alateen

Alateen is a fellowship of young Al-Anon members, usually teenagers, whose lives have been affected by someone else's drinking.

<http://www.al-anon.alateen.org/australia/>

Eating Disorders Services

The Butterfly Foundation: 9822 5771 Support Line: 1800 33 4673

The Butterfly Foundation provides support to those affected by eating disorders and negative body image and their carers. May provide financial support for treatment of eating disorders.

www.thebutterflyfoundation.org.au

Eating Disorders Foundation Victoria: 9885 0318

Help line: 1300 550 236 The Eating Disorders Foundation of Victoria (EDFV) supports those whose lives are affected by eating disorders by providing a help line, support groups for consumers and carers, information, education and a family support worker.

www.eatingdisorders.org.au

Legal Advice Services

The Mental Health Legal Centre Inc: 9629 4422 toll free 1800 555 887

The Mental Health Legal Centre provides a free and confidential legal service to anyone who has experienced mental illness in Victoria where their legal problem relates to their mental illness.

www.communitylaw.org.au/mentalhealth

The Public Interest Law Clearing House (VIC) Inc. (PILCH): 8636 4444

An independent, not-for-profit organisation committed to furthering the public interest, improving access to justice and protecting human rights. PILCH does this by facilitating *pro bono* legal services to Victorian individuals and organisations in need, and by undertaking law reform, policy work and legal education.

www.pilch.org.au

The Office of the Public Advocate: 1300 309 337

Information and advice on the rights of people with a disability, guardianship, powers of attorney, medical consent and other matters.

www.publicadvocate.vic.gov.au

Sexual Assault

Sexual Assault Crisis Line Victoria: 1800 806 292 (5pm weeknights to 9am next day)

State-wide, after-hours, confidential, telephone crisis counselling service for victim/survivors of both past and recent sexual assault.

SACL operates between and throughout weekends and public holidays.

www.sacl.com.au

Suicide Prevention

SuicideLine 1300 651 251 (24hrs, 7 days a week)

The counsellors of SuicideLine provide specialist telephone counselling and information to anyone thinking about suicide, affected by suicide., worried about someone, or have lost someone to suicide.

www.suicideline.org.au

Vocational Rehabilitation

CRS Australia: 1800 277 277

Provides services for people with a disability, injury or health condition to choose, get and keep a job.

www.crsaustralia.gov.au

Youth Services

Child Youth Mental Health Services (CYMHS): 1300 721 927

CYMHS offers mental health care to children, youth (up to the age of 25) and their families or carers. CYMHS is funded by the State Government of Victoria, and is a free service.

www.easternhealth.org.au/services/mentalHealth/default.aspx

Kids Help Line: 1800 55 1800 (24hrs, 7 days a week)

Kids Help Line is a free, confidential and anonymous, telephone and online counselling service specifically for young people aged between 5 and 25. It operates 24 hours a day, 7 days a week

www.kidshelp.com.au

ORYGEN YOUTH HEALTH: 9342 2800

Orygen Youth Health (OYH) is Australia's largest youth-focused mental health organisation.

www.orygen.org.au

Carer Consultant

What is a Carer?

A Carer is someone who provides essential ongoing care and support for a person with a mental illness, and whose life is also affected by the mental illness. The carer may not necessarily live with the person with mental illness. A carer may be a family member, friend or other person who has a significant role in the life of the person with a mental illness.

What is a Carer Consultant?

Carer Consultants' understanding of the needs of families and Carers derives from their lived experience. They are people who have cared for a person with a mental illness who has used Public Mental Health services. This experiential knowledge complements the professional knowledge of the clinician, and is a vital component of support for families. Eastern Health Adult Mental Health Program employs a Carer Consultant to assist the organisation to increase Carer participation and improve its responsiveness to families and carers.

What does a Carer Consultant do?

- Work collaboratively with other staff to develop a coordinated approach to the needs of family and other Carers
- Contribute to staff training sessions on family and Carer issues, through provision of a family and Carer perspective
- Promote Carer participation at the individual level and in service planning, implementation and evaluation

Carer Consultant continued ...

What is Carer Participation?

Carer participation is the term used for when carers of people with a mental illness are involved in the planning, development, implementation, delivery and evaluation of mental health services. This participation is undertaken in partnership with mental health service providers. Carer participation provides the opportunity for carers to be valued and paid members of committees, working groups and quality improvement activities. Carers' experiences and ideas are invaluable to the Eastern Health Adult Mental Health Program.

If you are a carer who would like to take part in Carer participation projects please contact the Carer Consultant on 9843 5800, or alternatively via email: kathy.collet@easternhealth.org.au

Compliments, Comments, Complaints & Blowing the Whistle

Eastern Health values patient/client feedback and we are interested in hearing about your personal experience with our organisation.

Patient Relation Managers are available at all of Eastern Health sites to assist you where possible in:

- Providing feedback on your experience with our organisation
- Seeking resolution to any concerns that you may have regarding care provided to yourself or a loved one.
- Blowing the whistle on serious wrongdoing.

The contacts below provide you with further information on our services as well as access to our complaints form.

Wantirna Health	9955 1200
Box Hill Hospital	9895-3333
Maroondah Hospital	9871-3333
Yarra Ranges	9091-8888
Angliss Hospital	9764-6111
Peter James Centre	9881-1888
Healesville Hospital	5962-4300

Hours: Monday to Friday 9am - 4.30pm

If you prefer, you can also provide your feedback online at

www.easternhealth.org.au/feedback

Compliments, Comments, Complaints & Blowing the Whistle continued ...

USEFUL LINKS

Health Services Commissioner – ph: (03) 8601 5200
<http://www.health.vic.gov.au/hsc/>

Chief Psychiatrist

The Chief Psychiatrist's responsibilities include monitoring the clinical standards of psychiatric practice and treatment provided by public mental health services and responding to complaints from consumers, carers and others.

Complaints and information (Mon-Fri 9am-5pm)

Toll free: 1300 767 299 (local call cost from anywhere within Australia)
Telephone: (61 3) 9096 7571 Facsimile: (61 3) 9096 7697
or write to:

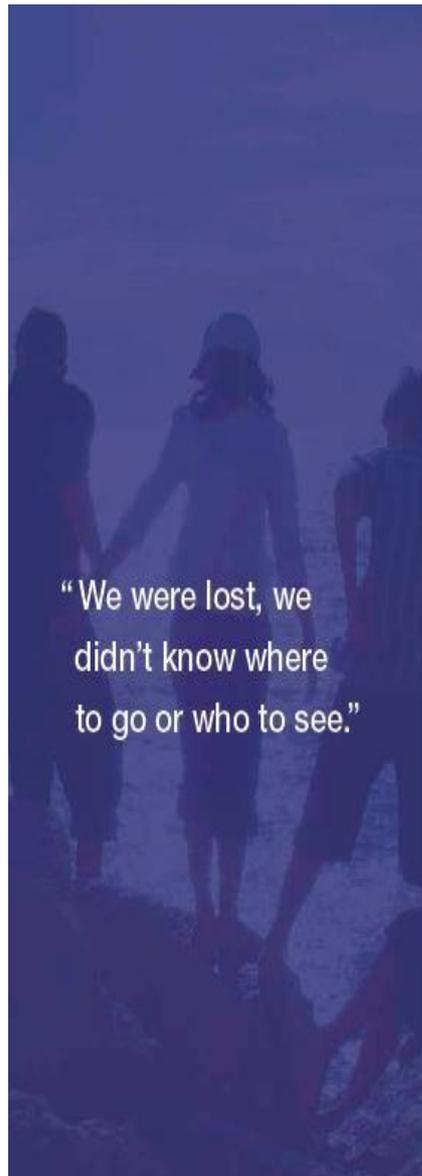
Dr Mark Oakley-Browne
Chief Psychiatrist
Level 17, 50 Lonsdale Street
Melbourne 3000
Victoria, Australia
<http://www.health.vic.gov.au/chiefpsychiatrist/>

Office of the Public Advocate – ph: 1300 309 337
<http://www.publicadvocate.vic.gov.au/>

Elder Rights Advocacy – ph: (03) 9602 3066
<http://www.era.asn.au/index.html>

Aged Care Complaints Investigation Scheme – ph: 1800 550 552
www.health.gov.au/internet/main/publishing.nsf/Content/ageing-complaints-index.htm

Carers Offering Peers Early Support (COPES)

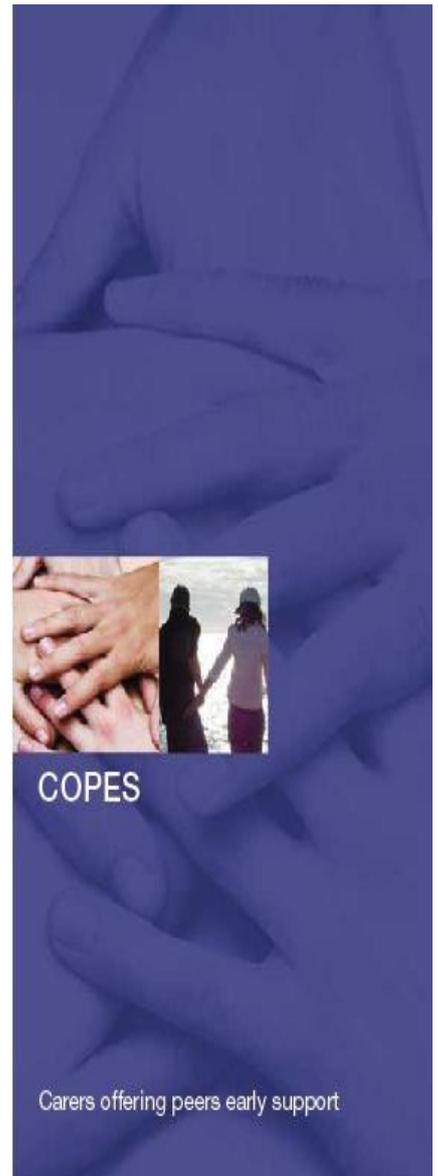


“We were lost, we didn't know where to go or who to see.”

Your privacy is important to us.
 Your contact details will only be used for the purpose of making contact with you.

Family and Carer Support at Eastern Health Adult Mental Health Service.

COPES is a collaborative program between Eastern Health, EACH in the Outer East (Ringwood region) and ARAFEMI in the Central East (Box Hill region).



COPES

Carers offering peers early support

Carers Offering Peers Early Support (COPES) ...

Carers Supporting Carers

Do you have a family member or friend who is using mental health services in the East or has been admitted to an Adult Inpatient Unit?

Facing the possibility of a family member being diagnosed with a mental illness or admitting a relative or friend to a psychiatric unit can be a traumatic experience. Although it can be a relief when a family member or friend becomes involved with a mental health service, you may feel confused, sad, isolated or fearful of the future.

COPES workers are carers who have a family member with a mental illness. They have an understanding of how stressful it can be when a relative is admitted to a psychiatric unit.

About the COPES Program

COPES operates in the Central and Outer Eastern Regions of Melbourne.

The program is staffed by workers who are carers of a relative or friend with mental health issues. They can offer you individual support in the form of a listening and sympathetic ear, as well as useful information about mental health services, workers and support services available for yourself and your family member or friend.

COPES staff have cared for a relative with mental health issues:

- Individual appointments at the inpatient unit or clinic
- Telephone support
- Information and advice on how to get the help you need
- Contact information for Carer Support Groups

Accessing COPES

You can make contact with the COPES workers by calling the number listed in this pamphlet or leave a message and we will endeavour to return your call as soon as possible (within the week).

Referral Contact Details

Central East / Box Hill area
Ph: (03) 9843 5800

Outer East / Ringwood area
Ph: (03) 9955 1177

Carer Support Fund



Who can I talk to about getting assistance?

You can get more information from mental health service staff including case managers, carer consultants, carer peer support workers, other family support workers or your local Psychiatric Disability Rehabilitation Support Services (PDRSS) workers. You will be asked some questions to determine the best way to assist you in your caring role.

How do I apply?

All applications are made through your local mental health service. Whilst consulting with you, either in person or over the phone, the mental health service staff will complete the application on your behalf. You will need the relevant invoice, quote or receipt for the goods or service outlined in your request.

It is important to note that funds are limited. Applications are assessed on an individual basis for approval. If you are not satisfied with the outcome of your application and you believe you have grounds for appeal, contact the relevant worker to discuss the appeals process.



Fund administration

The Mental Health Carers Support Fund is administered by the Victorian Mental Health Carers Network Inc

www.carersnetwork.org.au
carersupportfund@carersnetwork.org.au



The Mental
Health Carer
Support Fund

Information for Carers



Carer Support Fund continued...



Recognising carers

Families and other carers are important contributors to the care of a person with a mental illness.

Caring for a relative or a friend with a mental illness presents carers with many challenges.

What is the Mental Health Carer Support Fund?

The Carer Support Fund aims to meet the needs of carers by providing funding to assist carers in their role, promoting and sustaining the caring relationship and improving the wellbeing of carers.

Funds will not be provided for services that would usually be the responsibility of the public mental health service. However short-term counselling for the family or carer, beyond that usually provided by the public mental health system, may be supported.

Who is eligible?

Family members or friends who are in a caring relationship with a person who is receiving services from a Victorian public mental health service are eligible to apply.

Applications may be made to benefit family members as long as the carer is the principal beneficiary.

The fund should not be used to meet consumer costs unless it is an exceptional circumstance where the carer derives the main benefit.

NB Professional carers are not eligible to apply for this assistance.

What can the Mental Health Carer Support Fund be used for?

- Transport and/or accommodation costs associated with visiting the person with a mental illness in hospital or accompanying them to medical appointments as appropriate.
- Educational expenses - opportunities for the carer to pursue vocational opportunities through short-term educational activities.
- Respite - opportunities for the carer to have a break from the caring role.

- Carer education programs and conferences to enhance an understanding of mental illness, the mental health system, carer coping capacity, knowledge and self-care.
- Counselling - short term counselling provided by a practitioner outside the mental health service to address the emotional and relationship impacts of caring for someone with a mental illness.
- Reimbursement of costs (that cannot be claimed through other Department of Health concessions or other funding sources for carers) incurred by the carer on behalf of the person for whom they care when they are unwell.
- Wellbeing activities - for carers, individually or in groups, to access opportunities, such as yoga, meditation, sporting, art, music or other recreational groups, to support their personal wellbeing.
- The fund may be used to support an activity for a group of carers such as attendance at a sporting event.
- Sitting fees for carers who participate in systemic carer participation activities on behalf of the mental health services such as membership of Carer and Family Advisory Groups.

Mental Health Carer Services in Melbourne's Eastern Region

Support for carers of people experiencing mental health issues in the Eastern Region of Melbourne

Commonwealth Respite & Carelink Centre
1800 200 422 (24 hrs) www.ucoa.org.au

Respite referral information and links to community resources for carers and young carers.

Villa Maria
1300 650 615 www.villamaria.com.au

Information, referral and respite activities for carers.

EACH

9871 1850 www.each.com.au

Support for carers and families of a person with mental illness.

Public Mental Health Triage:

Eastern Health Adult Mental Health Service 1300 721 927

Eastern Health CYMHS (Child & Youth Mental Health Service) 1300 721 927 Option 2

St Vincent's Adult/Aged Mental Health 1300 558 862

Triage provides information and referral to services and assessment for people requiring mental health assistance.

Carer Consultants:

Eastern Health (Adult Mental Health Service) 9843 5800

MIND 9455 7900

St Vincent's Mental Health (Adult) 9882 9299

Carer Consultants work in a range of mental health services to advocate for systemic change in service delivery to respond to carer needs.

Eastern Health CYMHS Family/Carer Consultant 9843 1200

Systemic advocacy, peer support and information for CYMHS families/carers.

COPES – Carers Offering Peers Early Support

Box Hill 9843 5800

Ringwood 9955 1177

Based at Eastern Health Adult Inpatient Units & Community Clinics, COPES staff have cared for a relative with mental health issues and provide individual and telephone peer support and information.

Support for carers

	Respite	Activities	Information and Referral	Education	Counselling	Peer Support	Financial Support	Help Lines	Carer Support Groups	Family/Young Carers
ARAFEMI	•	•	•	•	•	•	•	•	•	•
Carers Vic		•	•	•	•					•
Centrelink			•				•			
Commonwealth Respite & Carelink Centre	•	•	•							•
COPES – Ringwood / Box Hill			•			•				
EACH	•	•	•		•	•			•	•
EACH Partners Support Group – Ringwood						•			•	
Eastern Health (Adult Mental Health Service)										
Carer Consultant			•	•			•			
Eastern Health CYMHS (Child and Youth Mental Health Service) and CYMHS Family/Carer Consultant			•	•	•	•	•	•	•	•
Eating Disorders Victoria			•	•				•	•	
Ferntree Gully Family Support Group						•				•
General Practitioner			•		•					
GROW – Better Together						•				•
Mental Health Advice Line			•							
Mental Illness Fellowship	•	•	•	•	•	•		•	•	•
MIND: Carer Consultant			•	•						
PANDA – Post & Ante Natal Depression Association			•		•			•		
SANE								•		
St Vincent's Mental Health – Adult Carer Consultant			•	•		•	•		•	
Victorian Carers Card							•			
Villa Maria		•	•							
Waverley Support Group						•			•	
Programs for families where a parent has a mental illness										
Eastern Health CHAMPS		•	•							•
PATS (Paying Attention to Self) – Yarra Ranges										•
Prabhan Mission Mothers Support Program			•							
Supported Playgroups									•	•



Evaluation of Information for Families and Carers

We hope you have found the information in this kit useful. It has been redeveloped and we would appreciate your feedback about how useful it has been to you and how it could be improved.

Are you a carer, family member, other _____

Did you receive this kit in a timely manner? Yes No

Comments:

Was the format of the kit useful?

Not useful Somewhat useful Very Useful

Comments:

Was the information in the kit . .

Not sufficient Enough Too much

Comments:

Did the pack have the sort of information you needed?

Not at all Somewhat Exactly

Please tell us any other ways this could be improved.

Thank you for taking the time to complete this evaluation. Please return to your case manager/contact nurse or the suggestion box in the inpatient unit or your community service.