



**Eastern Health  
Adult Mental Health Service**

**Information for  
Family, Children and Carers**

**August 2016**

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## Attachments:

Advance Statement Writing Information  
COPEs (Carers Offering Peers Early Support) brochure  
Mental Health Carer Services in Melbourne's Eastern Region  
Tandem (Carer Support Fund) Information Brochure  
Tandem Information for Carers Brochure

# Welcome to Eastern Health Adult Mental Health Service

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## **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.”

“When my wife became unwell, our children were 3 and 5. I was overwhelmed and out of my depth. I needed so much help to understand the system and where to get help for everyone in our family. The COPES worker pointed me in the right direction services and partners support group has been a great support for me, somewhere I can talk openly without being judged.”

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.

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 work under the recovery model, please refer to page 9 for information on recovery to help you understand the framework we work within.

We believe the best recovery 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**

# Important Telephone Numbers

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**EMERGENCY (Police, Ambulance, Fire):**                      **000**

**PSYCHIATRIC TRIAGE (Eastern Health):**                      **1300 721 927**

**Mental Health Service Phone:**                      \_\_\_\_\_

**MANAGERS Name:**                      \_\_\_\_\_

**TEAM LEADERS Name:**                      \_\_\_\_\_

**CLINICIANS Name:**                      \_\_\_\_\_

**Phone:**                      \_\_\_\_\_

**DOCTORS Name:**                      \_\_\_\_\_

**Phone:**                      \_\_\_\_\_

## **OTHER IMPORTANT NUMBERS**

Eastern Health Adult Mental Health

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# Glossary of Terms

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**Advanced Statement:** A document prepared by a person living with mental illness, when they are well, stating how they would like their treatment to be if they become unwell. Can include preferred medications, preferred type of containment, dependents that need to be considered and cared for.

**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.

**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.

8.00 am – 10.30pm 7 days week.

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

**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.

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

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

**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 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.

**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.

**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.

**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.

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

**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

**Nominated Person:** People living with a mental illness can nominate a person to provide them with support and to help represent their interests when they become unwell. This person must be consulted in accordance with the Act about the consumers treatment, and must be notified when specific changes happen. E.g. Admission to an inpatient unit, change of medication, ECT.

**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.

**PARTS/ PACER Teams:**

A proactive, early intervention partnership between Victoria Police and Eastern health.

Team receives notification of a client requiring an urgent mental health assessment, assess the type of response required and make appropriate referral or admission.

PARTS (outer East) 2.00pm – 10.30 pm 7 day week

PACER (central east) 2.00pm – 10.30 pm Monday to Friday

**Peer Workers:** An employee of Eastern Health, who has the lived experience of living with a mental illness or caring for someone living with mental illness. Includes Carer and Consumer Consultants, and COPES.

**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.

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

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

**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.

**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.

**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.



# Recovery

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**The National framework for recovery-oriented mental health services defines personal recovery as being able to create and live a meaningful and contributing life in a community of choice, with or without the presence of mental health issues.**

**Recovery-oriented practice encapsulates mental health care that:**

- Recognises and embraces the possibilities for recovery and wellbeing created by the inherent strength and capacity of all people experiencing mental health issues.
- Maximises self-determination and self-management of mental health and wellbeing.
- Assists families to understand the challenges and opportunities arising from their family member's experiences.

**Key recovery concepts:**

## **Uniqueness of the individual**

**Do I feel supported to build on my unique strengths and promote self responsibility?**

Do I feel supported with my physical health needs and overall wellbeing?

Are staff sensitive to my cultural, religious and social needs?

Am I given the opportunity to discuss my experience of trauma?

## **Real choices**

**Am I provided with sufficient information to make informed choices about care and treatment, and future planning?**

Does the service facilitate opportunities where I can discuss very difficult choices?

Does the service try to understand difficult choices from my perspective?

## **Attitudes and rights**

**Are my legal and human rights advised, respected and promoted?**

Does the service at all times convey an attitude of respect for me and a desire for an equal partnership in working together?

## **Dignity and respect**

**Do I feel welcomed to the service, and continue to feel welcomed?**

Does the service make the environment physically and emotionally safe for me?

Does the service listen to, and support me with my recovery goals?

## **Partnership and communication**

**Does the service proactively involve and inform me of all aspects of care planning and treatment with a recovery focus?**

Am I proactively linked with other services and supports to help me achieve my recovery goals?

## **Evaluating recovery**

**Am I involved in the review of my recovery goals?**

Does the service evaluate my recovery outcomes and use them to drive service

*Recovery is individual and based around connections, hope, identity, personal meaning and empowerment.*

# Eastern Health Values

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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.

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

We may be able to provide you with useful information.

**If you are of Aboriginal or Torres Strait Islander descent**

We would be happy to tailor our care to your cultural needs.

**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

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**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.

## **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.

## **INTERPRETER SERVICES**

Triage has access to telephone interpreting services if required.



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.

**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

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**General Emergency: 000**

**Eastern Health Triage: 1300 721 927** (24hrs, 7 days a week)

**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](http://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

**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](http://www.casa.org.au)

**Safe Steps Family Violence Response Centre:**

**9928 9600 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.safesteps.org.au](http://www.safesteps.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](http://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 766 491** (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](http://www.mrs.org.au)

**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](http://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](http://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](http://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](http://www.switchboard.org.au)

webchat at [www.qlife.org.au](http://www.qlife.org.au)

# Mental Health Organisations Information & Support

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## **Eastern Mental Health Community intake:**

**1300 785 358**

Central Intake point for Mental Health Community Support Services for people experiencing mental health concerns.

Servicing the regions of Yarra Ranges, Knox, Maroondah, Whitehorse, Manningham and parts of Monash.

## **SANE Australia:**

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

## **Wellways Victoria:**

**8486 4200 Help line: 8486 4222** (9am - 5pm Monday to Friday)

A state-wide, self-help organisation working for the wellbeing of people with mental illness, their families and carers. Services include family education, (Well ways) 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

## **MIND Australia:**

**1300 550 265**

(Formally ARAFEMI) Provides a state-wide carers helpline and a range of specialist supports for Mental Health Carers.

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

## **Eating disorders Victoria:**

**1300 550 236**

Support for those caring for someone with a eating disorders by providing a range of services including a helpline, support groups, information, education and psychologists'.

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



# Accommodation and Support

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## **Eastern Metropolitan Region Homeless Crisis Service:**

**9856 0098 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](http://www.wesley.org.au)

## **Mind:**

**1300 286 463**(9am-5pm weekdays)

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

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

## **CREST:**

**9720 2500** (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](http://www.each.org.au)

## **Salvation Army:**

**8756 6200** (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](http://www.salvos.org.au)

## **MI Fellowship (VIC):**

**Mitcham: 8873 2500** Accommodation and support options for people that have experienced mental illness.

## **Eastern Health Homelessness Resource Guide for Eastern Health Mental Health Program**

# Depression and Anxiety

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

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

(Mon-Fri 10.00am-5.00 pm)

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](http://www.panda.org.au)

# Carer Organisations

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## **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.

## **Wellways Victoria:**

**8486 4200**

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

**Mitcham 8873 2500**

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

## **MIND (formally ARAFEMI) Australia:**

**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.

[mindaustralia.org.au](http://mindaustralia.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](http://www.carersvic.org.au) **Adult Mental Health Service** Eastern Health Adult Mental Health Service Information for Families and Carers August 2013 Page 21

## **GROW:**

**1800 558 268** (Mon – Fri 9.00 -5.00pm)

“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](http://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](http://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](http://www.parentline.vic.gov.au)

**Commonwealth Carer Respite Centre delivered by Uniting Care Life Assist:**

**1800 052 222**

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

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

**Anglicare Victoria:**

**Box Hill 9896 6322,**

**Knox 9721 3688**

**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](http://www.anglicarevic.org.au)

**Villa Maria Eastern Community Services Carer Support Program:**

**1300 650 615**

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

[www.villamaria.com.au](http://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](http://www.youngcarers.net.au)

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

Resources promoting better outcomes for children and families where a parent experiences mental illness. Resources for Children, parents and professionals.

[www.easternhealth.org.au/fapmi.aspx](http://www.easternhealth.org.au/fapmi.aspx)

The Eastern Health Families where a Parent has a Mental Illness (FaPMI) Program works closely with the Australian government funded National COPMI (Children of Parents with a Mental Illness) Initiative

Information and resources for families and children, and what's available in the Eastern Region.

## **Child FIRST**

**Inner East (Whitehorse, Manningham, Booroondara, Monash) 1300 762 125**

**Outer East (Yarra Ranges, Maroondah, Knox) 1300 369 146**

The Inner East and the Outer East Child Family Information, Referral and Support Teams (Child FIRST) provide a central, community-based referral point to a range of integrated family services (including Connections UnitingCare, Anglicare Victoria, Camcare, Doncare, Starting Out VACCA, Link Health and Community, Monash Youth & Family Services Boorndawan Willam Aboriginal Healing Service, Eastern Access Community Health, Uniting Care East Burwood Centre) and other supports for vulnerable children and their families in the Eastern Metropolitan Area.

<http://www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/family-and-parenting-support/family-services/child-first-child>

# Services for specific cultural and linguistic needs

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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: 9231 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.vtpu.org.au](http://www.vtpu.org.au).

## **Vicdeaf:**

**1300 302 031 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](http://www.vicdeaf.com.au)

## **ADEC (Action on Disability within Ethnic Communities)**

**9480 1666 or 1800 626 078**

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

# Drug and Alcohol Support Services

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## **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](http://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](http://www.edas.org.au)

## **Al-Anon Family Groups Australia:**

**9620 2166 1300 252 666**

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

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## **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](http://www.thebutterflyfoundation.org.au)

## **Eating Disorders Foundation Victoria:**

**9417 6598**

**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](http://www.eatingdisorders.org.au)

# Sexual Assault Services

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## **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](http://www.sacl.com.au)

# Suicide Prevention

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## **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](http://www.suicideline.org.au)



# Legal Advice Services

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

## **Mental Health Tribunal**

The Mental Health Tribunal is an independent statutory tribunal, established under the Mental Health Act 2014. The tribunal is an essential safe guard under the act to protect the rights and the dignity of people with mental illness. The primary function of the Tribunal is to determine whether the criteria for compulsory mental health treatment as set out in the 2014 Mental Health Act apply to a person. The Tribunal makes a treatment order if all the criteria for that legislation apply to that person.

The tribunal also handle matters relating to ECT, security patients, and transfers to other mental health services.

[mht@mht.vic.gov.au](mailto:mht@mht.vic.gov.au) **1800 242 703**

## **Mental Health Complaints Commissioner:**

Established in conjunction with the 2014 Mental Health Act,, to be a specialist independent mental health complaints body that is accessible, supportive and responsive.

The Resolutions and Review team members receive and respond to enquiries and complaints. They help people to raise concerns about public mental health services and provide referrals. They assess issues that are raised and work with consumers, families, carers and services to resolve complaints in ways that support recovery and improve services.

[www.mhcc.vic.gov.au](http://www.mhcc.vic.gov.au) **1800 246 054**

# Youth Services

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## **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](http://www.easternhealth.org.au/services/mentalHealth/default.aspx)

## **Headspace 1800 650 890**

**Knox 9801 6088**

2 Capitol City Boulevard,  
Westfield Knox Zone  
Wantirna South

[info@headspaceknox.com.au](mailto:info@headspaceknox.com.au)

[www.facebook.com/headspaceknox](https://www.facebook.com/headspaceknox)

Headspace support young people and their families who are going through a tough time.

## **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](http://www.kidshelp.com.au)

## **ORYGEN YOUTH HEALTH:**

**9342 2800**

**1800 888 320**

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

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

# Carer Consultant

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## **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

## **What are Carer Peer Workers?**

Carer peer workers are people with the lived experience of caring for someone with an illness, who work within Eastern Health, to support carers and to work with Eastern Health staff, assisting them to understand the carer perspective and service development.

**COPES (Carers Offering Peers Early Support)** workers provide direct information and support to families who are new to the mental health journey. Any staff member in the mental health program can help families with a referral to COPES.

## **What is Carer Participation?**

Carer participation is the term used, 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.

From time to time we interview carers to be members of our Carer Bank.

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](mailto:kathy.collet@easternhealth.org.au)

# Compliments, Comments, Complaints & Blowing the Whistle

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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 - 4.30 pm

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

[www.easternhealth.org.au/feedback](http://www.easternhealth.org.au/feedback)

or:

Patient opinion Aust – Be heard  
[www.patientopinion.org.au](http://www.patientopinion.org.au)



# **Advance Statement Writing Information**

## **This information sheet is designed to help people write an advance statement.**

The Mental Health Act 2014 outlines two important areas for people. It gives people the right to have an individual advance statement about mental health treatment preferences. It gives people the right to choose a nominated person who is kept informed of one's mental health treatment.

### **What is an advance statement?**

Advance statement is a written document that contains an individual's wishes regarding how they wish to be treated. Advance statement focus on mental health treatment preferences.

An individual may choose a nominated person. The nominated person has rights regarding being informed of your treatment.

If you are given compulsory treatment under the Mental Health Act 2014, your advance statement treatment preferences need to be considered by your treating team. If you have a nominated person, they can be kept informed.

### **Why write an advance statement?**

Advance Statement can empower people with their decisions regarding mental health.

Advance Statement can help the communication between the patients and their treatment team.

This can help with patient's treatment and protecting their rights by having their treatment preferences considered.

## Where do you begin?

We (mental health peer support people) suggest you start with a blank page. You write what you want on your advance statement. You can write as much or as little as you wish. Advance statements may contain details about your whole life. It can be very stressful to reflect and write down all the details relating to your life. It can be like writing a living will. When writing Advance Statement, please limit writing time to 15 minutes per day and not more than a few days per week. We suggest not working at it for long period as this can have a negative effect on you.

## What do you write?

There are information guides about writing Advance statements. We suggest the 'Guide to Advance Statements' by VMIAC (Victorian Mental Illness Awareness Council). This Information sheet will focus on the content in your advance statement that will be most helpful if you are given compulsory treatment under the Mental Health Act 2014.

## Who are you?

Please write clearly your name, your address, and date of birth. When your advance statement is authorised it will also have your Mental Health Victorian Statewide UR number.

## What are your treatment preferences?

Please write and answer the following sentence. **"If I am given compulsory treatment under the Mental Health Act 2014, the following are my treatment preferences. I also include reasons for these preferences because they can help my treating team understand my preferences."**

Please write the mental health treatment preference and the reason for this preference. The preference may be a treatment that you agree with. The preference may be a treatment you don't agree with.

## How do you develop and create your advance statement?

When you are developing your advance statement, we suggest that you do so over several months. During this time, you can develop an understanding of mental health treatments; understand what helps you and what does not help you. You can seek assistance through places like VMIAC. You may develop a treating team that includes psychiatrist, psychologist, social worker, case manager and GP (General Practitioner).

## What are some questions you might wish to have in your advance statement?

Remember answer each preference by writing, **“My treatment preferences are ... the reasons for this preference are ...”**

The following is a list of questions that may aid the writing of your Advance Statement.

Are you ok to take medication?

Are you ok to receive injections?

Are you ok with blood tests?

Are you ok with ECT (electro-convulsive treatment) treatment?

Are you ok with psychological treatments?

What treatment do you consider to be the least restrictive?

What treatment do you consider to be the next least restrictive?

Are you ok to receive a therapeutic level of treatment?

Are there any medications that you prefer?



Are there any medications you don't like?

Are there any medications that you had significant reactions too?

What side effects and symptoms are you able to tolerate or not tolerate?

## **What are some details you might wish to have in your advance statement?**

I am currently on medication...

The last time I had my medication treatment changed ...

I am ok with my current treatment. I still experience some side effects...

My treatment preferences are related to my recovery goals in the following way/s ...

## **What else can you write in your advance statement?**

Your Advance Statement may contain anything you wish that may aid your treatment and care. You might request your next of kin or your nominated person to do tasks concerning information in your advance statement that is not relating to your treatment preferences but may aid your recovery.

## **What is a Nominated Person?**

A Nominated Person is someone you choose to be kept informed of your treatment. They don't have the right to make decisions for you. They have the right to be kept informed. If you wish for your nominated person to be kept informed, please write this as part of your advance statement. **"My nominated person is ... and their contact details are..."**

**“I give permission for the above nominated person to be kept informed and up to date with information regarding my medical condition and treatment.”**

## **Does your Nominated Person agree to be your nominated person?**

Your nominated person needs to agree to be your nominated person.

## **What about information that is not related to treatment preferences?**

Your advance statement may contain information that is not related to treatment preferences. Please write, **“I understand that this information is not treatment preferences, but I would like people to know these things about me if I become too unwell to communicate them.”**

The information may contain requests that your nominated person may do. Please write, **“Can my nominated person please assist with the following tasks?”**

You may wish to give your nominated person permission to do certain tasks. Please write, **“The above nominated people are aware of the actions I might need assistance doing if I am receiving mental health treatment. I give permission for the nominated people to access my home, diary and details to perform any domestic task necessary.”**

## **What are some details and tasks that you may need others to do?**

You may be worried about tasks that you usually do. In writing them in your advance statements, they may be done by others. It is a good idea your nominated person agrees to do these tasks.

The following are some tasks and details others may do that aid your recovery.

I usually care for or look after the following: children under my care/ other people/ elderly/ pets/ plants

I have the following financial commitments:

House- rent/ bills: electricity/ gas/ water/ rates/ phone/ internet/ other

Debts/ Loans & Credit Repayments for credit card/ insurance/ health insurance/ loan/ debts/ house/ car/ personal/ other

Please do what is required for my income sources: Centrelink/ Employment/ Other

Please do what is required for my health cover: DSP/ Medicare/ Health Cover

Please check my address details are current: Medical Records/ Medicare/ Health Insurance/ Centrelink/ GP

## **Who do you want to be contacted and not contacted?**

If you become too unwell to communicate under the Mental Health Act, your nominated person will be contacted.

You may wish to write a list of people your nominated person may contact and not contact list.

Please write, **“Can my nominated person please contact the following people... and do not contact ...”**

## **Why does the nominated person need to do these tasks?**

Your nominated person is the most likely person to complete tasks that are not treatment preferences. You may acknowledge the help of your nominated person. Please write, **“I appreciate the nominated person for assisting with these tasks.”**

## **How does your advance statement become authorised?**

Your advance statement needs to be written. You may type the document. You need to have an authorised witness to sign the statement. The authorised witness needs to observe you sign your advance statement and include in the opinion of the witness, **“the person making the advance statement understands what an advance statement is and the consequences of making the statement.”** There are laws about who can be an authorised witness. Please seek advice about who can be an authorised witness.

## **Where is your Advance Statement?**

We suggest you keep a copy of your advance statement. We also suggest your nominated person has a copy of your advance statement. When you give Eastern Health your advance statement, it will be placed in the legal section of your file. It will also be noted in your file that you have an advance statement. When your advance statement is authorised it will also have your Mental Health Victorian Statewide UR number.

## **Can your Advance Statement be modified?**

Your advance statement can't be modified. It can be revoked. Then you can create a new advance statement. Your new advance statement needs to be authorised.

## **What happens when you are given compulsory treatment under the Mental Health Act 2014 and you have an advance statement?**

Your advance statement must be considered when having treatment under the Mental Health Act 2014.

There are situations where your advance statement can be overridden.

## **When can your Advance Statement (AS) be overridden?**

If an AS has a treatment preference that is not a treatment ordinarily provided by the designated mental health service, or is not clinically appropriate then AS maybe overridden.

If an AS states you want no treatment, then the medical treatment team can still provide treatment provided they meet the overridden criteria.

If an AS states you don't want any medication, tablets or injections, then you can be given treatment provided they meet the overridden criteria.

If a valid AS states not to have treatment A, and treatment A is considered the best treatment, then the overriding criteria need to be met for you to be given treatment A.

**The medical treatment team can still provide treatment provided they consider your advance statement including your reasons. If they give treatment not in accordance with your advance statement then they need to meet the overridden criteria.**

## **What are the overriding criteria?**

If AS is overridden the authorised psychiatrist must inform the patient of the decision and include the reasons for the decision and the right to request written reasons.

If AS is overridden and the person requests written reasons for the decision then an authorised psychiatrist must provide in writing within 10 days the reasons they overrode the AS.

## **What happens when you are given compulsory treatment under the Mental Health Act 2014 and have a nominated person?**

The nominated person has the right to be kept informed and up to date with information regarding your medical condition and treatment. It is important

to include in your advance statement a sentence that your nominated person has this right. This will empower your nominated person with the rights you give them.

**This information sheet is designed to aid the writing of your advance statement.**

**All information given here is for general advice. You may seek legal advice.**

**If you are given compulsory treatment under the Mental Health Act 2014 then your advance statement is a document that contains information that you wish to be considered about your treatment and your nominated person is kept informed of your treatment.**

## Feedback

Feedback of any kind is encouraged. Feedback forms are available in the holders opposite the nursing station. You can request feedback forms from staff.

## Protecting Your Privacy

Eastern Health is committed to protecting your privacy.  
We will keep your personal information secure and  
will disclose information about you only when required or permitted by law.

We comply with relevant information and privacy legislation.  
If you would like more information, please ask a staff member  
or visit our web site [www.easternhealth.org.au](http://www.easternhealth.org.au)

Eastern Health is accredited by the Australian Council on Healthcare Standards.



If you have any English language difficulties, please ask staff to book an interpreter.  
From home, you can contact us directly by using the  
Telephone Interpreter Service 9605 3056.  
Interpreter services are provided free of charge.  
Ask staff to check if this information is available in your preferred language.



5 Arnold Street  
Box Hill, Victoria, 3128 Australia  
P: 1300 342 255

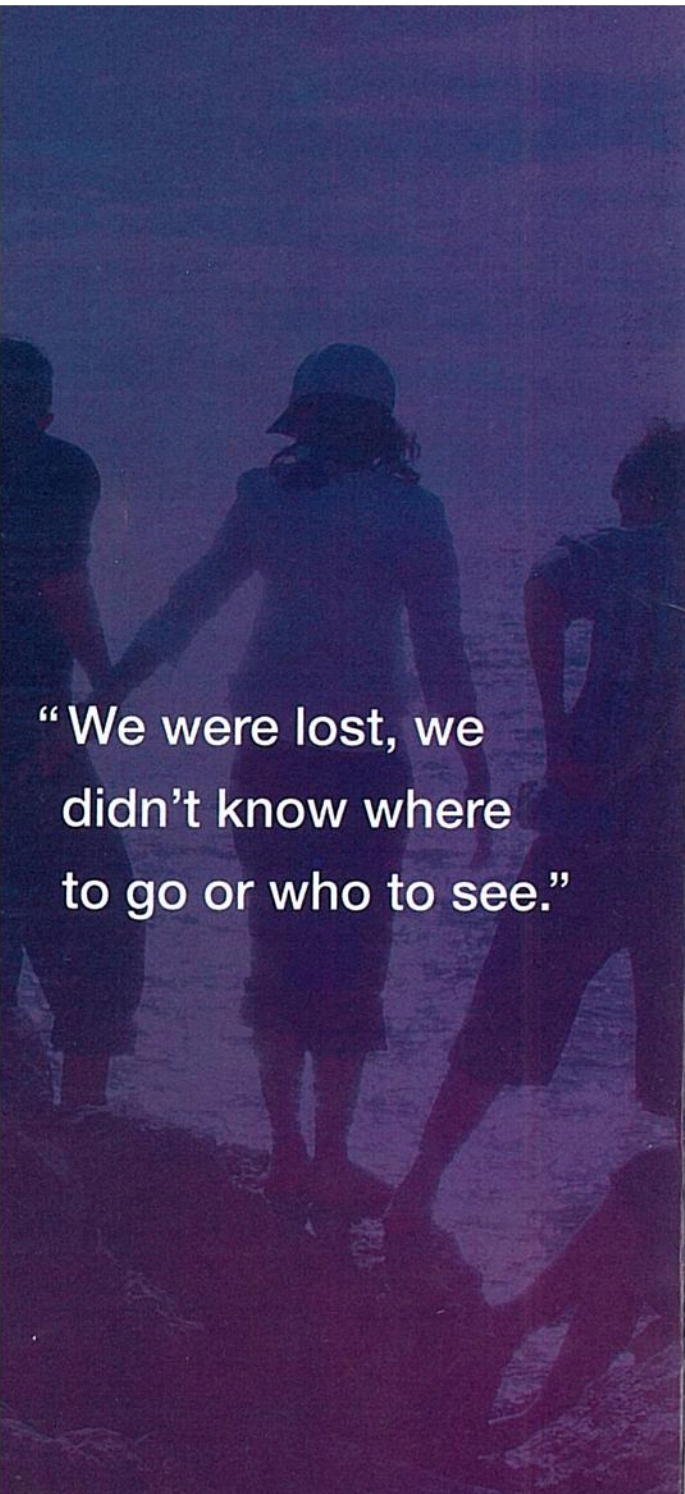
[www.easternhealth.org.au](http://www.easternhealth.org.au)

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“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 & Carer Support at Eastern Health  
Adult Mental Health Service (AMHS) and  
Child & Youth Mental Health Service (CYMHS)

COPES is a collaborative program between  
Eastern Health’s AMHS & EACH in the outer  
east (Ringwood region) & MIND in the central  
east (Box Hill region) and across CYMHS.

  
easternhealth  
Authorised by  
Eastern Health: EH0309 MH004

  
each  
Eastern Adult Mental Health Service

  
mind  
Mental Health Service  
MIND



COPES

Carers offering peers early support



## 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 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 staff have cared for a family member with mental health issues. 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 cared for 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 workers can offer:

- 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**

CYMHS COPES

**Ph: (03) 9843 5800**

## Additional Supports

**Carers Vic** 1800 242 636 [www.carersvictoria.org.au](http://www.carersvictoria.org.au)

Provides carers with services like counselling, advice, advocacy, education and training.

**Directline** 1800 888 236 Provides 24 hour, 7 day counselling, information and referral for alcohol or drug problems.

### **Eating Disorders Victoria**

1300 550 236 [www.eatingdisorders.org.au](http://www.eatingdisorders.org.au)

Support for those whose lives are affected by eating disorders by providing a range of services including a Helpline, support groups, information, education and psychologists.

**Eastern Health CHAMPS** 0408 291 580 OR 9871 3988

Peer support groups for children aged 8-12 whose parent/s have mental illness/mental health issues.

**Family Drug Helpline** 1300 660 068 Designed to address the support and information needs of parents and significant others of someone with alcohol or other drug use.

**GROW – Better Together** 1800 558 268 OR 9528 2977

[www.grow.org.au](http://www.grow.org.au) A program providing free, ongoing support groups for family, friends and carers. Groups meet twice-monthly to share experiences, gain support and increase coping skills, and understanding. No referral necessary.

**MIFellowship** Helpline 8486 4222 OR 8873 2500

[www.mifellowship.org.au](http://www.mifellowship.org.au) Works to improve the lives of people affected by mental illness, their families and friends.

**MIND Australia** 1300 550 265 [www.mindaustralia.org.au](http://www.mindaustralia.org.au)

Provides a state-wide carers helpline and a range of specialist supports for mental health carers.

**Paying Attention To Self (PATS)** 9294 6716 [www.yrys.com](http://www.yrys.com)

A free peer support program for young people 12-18 years caring for a parent with a mental illness.

**Post & Antenatal Depression Association (PANDA)**

1300 726 306 [www.panda.org.au](http://www.panda.org.au)

Offers support to women and their families who are suffering from post and antenatal depression.

**SANE** 1800 187 263 National charity working for a better life for people affected by mental illness through education, research and campaigning.

**Tandem** 8803 5555 [www.tandemcarers.org.au](http://www.tandemcarers.org.au)

Represents Victorian mental health carers. Advocating for carer involvements, participation, comprehensive support & service improvement. Membership and e-news bulletin available.

**Victorian Government Carer Card Carer Information Line**

1800 901 958 [www.carercard.vic.gov.au/carers](http://www.carercard.vic.gov.au/carers)

A free discount and benefit card available to carers.



## Adult carer support groups

Support groups offering peer support, sharing experiences, coping strategies and information to assist carers in their caring role.

**EACH Partners Support Group** 1300 003 224

**Eastern Health & MIFellowship - Carers supporting an older person with mental illness** (03) 8873 2500

**Ferntree Gully Family Support Group** (03) 9726 5694

**GROW - Better Together (Wantirna South & Nunawading)**  
1800 558 268

**Mt Waverley Chinese Carer Group** (03) 9480 1666

## Online

The Mental Health Services Navigation Tool has been developed to support improved access to mental health services in Melbourne's eastern metropolitan region. To use the Navigation Tool go to: [www.emrmhnt.com.au](http://www.emrmhnt.com.au) and click 'Start Tool'.

*Reviewed September 2015 – Eastern Carers Network  
Brochure design by UnitingCare LifeAssist*

# Mental Health Carer & family services in Melbourne's Eastern Region



**A service and  
support guide for  
carers of people  
with mental illness**





## Support for carers of people experiencing mental health issues in Melbourne's east

### Commonwealth Respite & Carelink Centre (delivered by UnitingCare lifeAssist)

1800 052 222 (24hrs) 9239 2500 [www.lifeassist.org.au](http://www.lifeassist.org.au)  
Immediate and short term respite, information, carer support, referral and links to community for carers and young carers.

### EACH 1300 003 224 [www.each.com.au](http://www.each.com.au)

Support for carers through information & referral, carer events and activities. Community-based carer peer support workers.

**Villa Maria Catholic Homes** 1300 971 720 [www.vmch.com.au](http://www.vmch.com.au)  
Mental health carer events, activities, information and referral.

## Carer Consultants

Work in a range of mental health services to advocate for change in service delivery to respond to carer needs.

**Eastern Health (Adult MH Service)** 9843 5800

**Eastern Health (Aged MH Service)** 8804 9908

**Eastern Health (Child & Youth MH Service)** 9843 1200

**St Vincent's (Adult MH Service)** 9417 5696

**St Vincent's (Aged MH Service)** 9231 8443

## Carers Offering Peers Early Support (COPES)

COPES workers are at a number of services, they have cared for a relative with mental health issues and provide individual and telephone peer support and information.

**Eastern Health Box Hill** 9843 5800

**Eastern Health Ringwood** 9955 1177

**EACH COPES** 1300 003 224

**St Vincent's** 9417 5696

## Public Mental Health Triage

Triage provides information and referral to services and assessment for people requiring **urgent** mental health help.

**Eastern Health Adult Mental Health Service** 1300 721 927

**Eastern Health Child & Youth Mental Health Service**  
1300 721 927 (option 2)

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

**Community Mental Health Intake/MHCSS** 1300 785 358

# Summary of support available to carers

	Respite	Activities	Information & Referral	Education	Counselling	Peer Support	Financial Support	Help lines	Carer Support Groups	Family/Young Carers
Carers Vic		●	●	●	●					●
Centrelink			●					●		
Commonwealth Respite & Carelink Centre	●	●	●							●
COPES – Ringwood/BoxHill			●			●				
EACH	●	●	●			●			●	●
EACH Partners Support Group – Ringwood						●			●	
Eastern Health Carer Consultants			●	●				●		
Directline			●	●	●					
Family Drug Helpline			●	●	●	●		●	●	
Eating Disorders Victoria			●	●	●	●		●	●	
Ferntree Gully Family Support Group						●			●	
General Practitioner			●			●				
GROW – Better Together						●			●	
Mt Waverley Chinese carer group						●			●	
MIFellowship	●	●	●	●		●		●	●	●
MIND Australia	●	●	●	●	●	●		●	●	●
Post & Ante Natal Depression Association (PANDA)			●		●			●		
SANE								●		
St Vincent's Carer Consultants			●	●		●	●		●	
Victorian Carers Card							●			
Villa Maria Catholic Homes		●	●						●	
<b>PROGRAMS FOR YOUNG PEOPLE WHERE A PARENT HAS A MENTAL ILLNESS</b>										
Eastern Health CHAMPS		●	●							●
PATS (Paying Attention to Self) Yarra Ranges										●

For more information visit the online Mental Health Services Navigation Tool: [www.emrmhnt.com.au](http://www.emrmhnt.com.au)

## Tandem Research

*Recognising the contribution and experience of families, friends and carers through research, evaluation and consultation.*

The **Carer Research & Evaluation Unit (CREU)** specialises in Experience-based Co-design, to empower families and carers to:

- contribute meaningfully to quality improvement of the mental health system
- actively participate in mental health research and evaluation.

Tandem also undertakes collaborative research.

The **Mental Health Experience Co-design** toolkit was developed together with the Victorian Mental Illness Awareness Council (VMIAC) CREU.

The **MH ECO Toolkit is available** for use and enables carers, consumers and professional staff to work together to improve mental health service development, evaluation and the delivery of care.



## Tandem Training

### Families as Partners

Professional development training to assist mental health staff to support and involve families and carers through all stages of care and planning.

### Carer Skills Bank

Training to assist carers and family members to be effective on committees, working groups and in service development consultations.

## Join Tandem Now

Information, membership and donations:  
Tandem Inc.

Level 1/37 Mollison Street

ABBOTSFORD VIC 3067

P: 03 8803 5555

F: 03 8803 5599

E: [info@tandemcarers.org.au](mailto:info@tandemcarers.org.au)

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

Subscribe to Tandem's E-News bulletin on our website to receive:

- the latest news
- information and education opportunities
- invitations to participate in consultations
- alerts for mental health and other events



**tandem**<sup>®</sup>

representing Victorian  
mental health carers

We advocate for

- involvement in planning and care
- participation in system change
- support for families and carers

better mental health  
involves everyone .



## Who we are

Tandem is the Victorian peak body representing carers of people with experience of a mental illness or emotional distress.

A carer is a family member or friend who supports a person with a mental illness.

Tandem members include:

- Carers and former carers
- Regional carer networks and support groups
- Organisations with a significant mental health carer focus
- Workers from programs which support mental health carers
- Victorian Carer Academic

## Our values

- Respect
- Empowerment
- Diversity
- Equity
- Partnership
- Excellence
- Innovation
- Inclusion



## Tandem

- Promotes and advocates for carer involvement in the treatment and recovery of people who have experience with a mental illness or emotional distress
- Promotes and advocates for carer participation in the planning, delivery and evaluation of mental health services
- Facilitates relationships between carers, carer workers, carer-focused organisations, groups and networks
- Facilitates communication between carers, government and other stakeholders and advocates for positive policy change
- Works in partnership with the Department of Health and other stakeholders undertaking evidence-based projects
- Promotes the value of carer experience and carer co-design of service improvement and reform activities
- Advocates for support that recognises the diverse needs of all carers
- Promotes and supports the development of the mental health carer workforce and its leadership

We also:

- Keep mental health carers informed of:
  - our work
  - latest policy developments
  - upcoming conferences
  - research
- Have a website that features:
  - help tips translated into several languages
  - up-to-date news and E-News bulletin
  - current projects and events
- Bring carer-based perspectives to mental health conferences and meetings in Victoria, organising carer sessions and forums as appropriate
- Develop training material for mental health professionals from a carer perspective
- Provide information, education and training to members and others involved in caring for people with mental health difficulties
- Administer the Carer Support Fund on behalf of Area Mental Health Services
- Encourage and conduct research on best practice in carer support
- Help raise community awareness about mental health issues

## Who can I talk to about the Carer Support Fund?

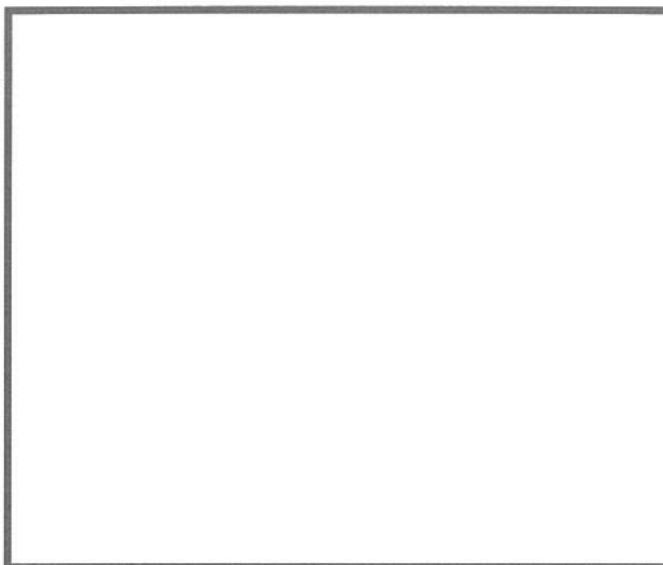
You can get more information from public mental health service staff including Case Managers, Carer Peer Support Workers, Carer Consultants and other family support workers. You will be asked some questions to determine the best way to assist you in your caring role.

## How do I apply?

All applications are made through your local area mental health service. While consulting with you, either in person or over the phone, the mental health service staff member will complete the application on your behalf. You will need to provide a 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 and approved on an individual basis by your area mental health service.

If you are not satisfied with the outcome of your application and you believe you have grounds for appeal, contact the relevant mental health staff member at the service to discuss the appeals process.



## Fund Administration

The Mental Health Carers Support Fund is administered by Tandem Inc. on behalf of Area Mental Health Services. If you require information about your application please contact your service.



# The Mental Health Carer Support Fund Information for Carers

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involves everyone.



## 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, to promote and sustain the caring relationship, and improve the wellbeing of carers.

Funds will **not** be provided for services that are 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 costs associated with visiting the person with a mental illness in hospital or accompanying them to medical appointments as appropriate.
- Carer education programs and conferences that promote knowledge and understanding of mental illness and the mental health system; and to support carer resilience, self-care and wellbeing.

- Respite - opportunities for the carer to have a break from the caring role
- Educational expenses - opportunities for the carer to pursue vocational opportunities through short-term educational activities
- 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
- Wellbeing activities - for carers, individually or in groups, to access opportunities such as yoga, meditation, sporting activities, art, music or other recreational activities to support their personal wellbeing
- The fund may be used to support an activity for a group of carers such as attendance at a conference or sporting event
- Sitting fees for individual carers or members of carer and family advisory groups who participate in systemic carer participation activities on behalf of mental health services