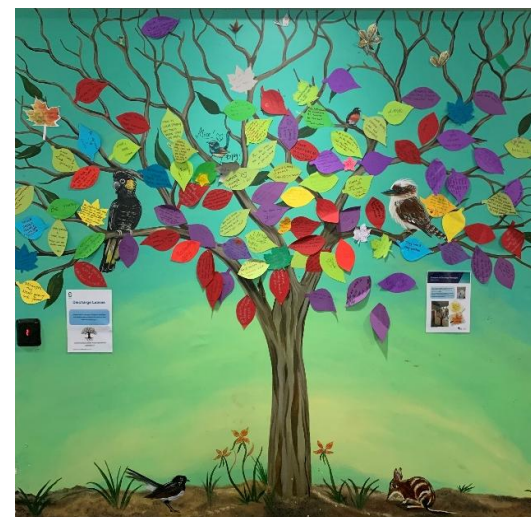




You have the right to get information about your healthcare in a way that makes sense to you. If you have trouble speaking or understanding English, you can call us anytime at 0396053056, for a free 24/7 interpreter service to help you.



## Welcome to the Adult Mental Health Inpatient Program



**The Mental Health Inpatient Units provide a safe environment to support the recovery of people experiencing a mental illness in the Eastern Region of Melbourne.**

Eastern Health  
5 Arnold Street, Box Hill, Victoria 3128  
Tel: 1300 342 255  
[www.easternhealth.org.au](http://www.easternhealth.org.au)  
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If you have any feedback or suggestions on how to improve this brochure, please contact us at [brochure.request@easternhealth.org.au](mailto:brochure.request@easternhealth.org.au)



Program/Dept: Mental Health and Wellbeing  
Approval Date: 18/03/2026  
Review Date: 18/03/2029



## **EASTERN HEALTH HOSPITALS ARE SMOKE FREE – NO SMOKING IS PERMITTED**

**Alcohol and Illegal Drugs are not permitted on the premises under any circumstances for your health and safety**

### **1. Contact Details**

**Maroondah Hospital - Inpatient Unit 1:** (03) 9955 1116

**Maroondah Hospital - Inpatient Unit 2:** (03) 9955 1144

**Box Hill Hospital - Upton House:** (03) 9895 4956

**Box Hill Hospital – 1 East:** (03) 9895 4903

**You are an important person and your wellbeing is important to us.**

Together we can work out what's been going on in your life. You are valued, respected, and appreciated by all members of the multidisciplinary team. You will be provided with medical care that meets your needs. We value your safety, privacy and confidentiality.

### **2. Coming and Going from the Unit**

Leave from the unit is a collaborative decision between you and your treating team. The first 48 hours of an admission is an assessment period and therefore leave is not allowed.

There are different types of leave that can be discussed with your doctor.

### **3. Contact Nurse**

At each shift change, you will meet your contact nurse who will introduce themselves to you. You will be involved in the handover each shift and:

- We will ask your views about your treatment, and we will discuss any queries or concerns
- We will offer you support and assistance including therapeutic interventions

### **4. Treating Team**

The team consists of:

- Social workers
- Carer and Consumer Peer Support Workers
- Occupational Therapists
- Nurses
- Psychiatrists
- Doctors
- Pharmacist
- Dietitian
- Physio

### **5. Medication**

Please only take medication prescribed from your treating team whilst you are in hospital – this protects you from possible harm. Any personal medication brought in to hospital will be kept and returned to you upon discharge.

## 6. Mutual Expectations

We will treat you with respect at all times and we also ask that you treat staff with respect. Eastern Health will not tolerate aggression and threatening behaviour to other consumers, visitors and members of staff.

Any property damage or physical assault to any person is a reportable offence to Victoria Police. Intimate relationships are not permitted, even if they are consensual during your admission. In addition, we ask that you and your visitors do not touch other people and always respect other people's "personal space". Touch or close personal proximity can be misinterpreted and can cause distress to another person even when this is not what was intended.

For safety, we request that you do not enter other people's bedrooms, even if invited. Please always respect other people's privacy and confidentiality.

## 7. Families and Visiting Hours

**Visiting Hours:** please talk to the treating team.

Visitors are welcome and encouraged to visit you in our common areas.

Children are welcome to visit their parents during their stay. A private family visiting room is available, which provides a quiet area for children and adolescents. There are books and toys available for children to play with and space for adolescents to read or spend time with you.

## 8. Discharge Times and PAPU Transit Chairs

We aim for planned discharges to occur at 09:30; this may vary depending on your discharge plan.

Please keep in mind how you will travel home; family/carer, support worker, travelling by train, travelling by bus, or arranging a taxi or uber. Please ensure you have sufficient funds for your trip.

On occasion, if discharge can't be arranged prior to 09:30, you may be transferred to a PAPU transit chair.

## 9. Safety in the Unit

At times we may need to ask for your consent to conduct a search of you or your belongings to make sure the unit remains free of dangerous items.

We may also use a metal detector during this process. This is not dangerous and we hope you will not find it disturbing. You may see security staff in our units, they are a valuable part of the therapeutic environment.



## 10. Personal Items and Valuables

For everyone's safety, staff will check all clothing and belongings coming into the units. This will include anything brought in for you by visitors as well. We recommend that you do not leave valuables on the ward. Any valuables you do bring such as car keys or phone can be locked in the ward safe or lockers provided.

It is suggested that only a small amount of money (\$50) be kept on the ward.

## 11. Meal Times

Meals are usually served at the following times in the dining room:

- Breakfast 8 am
- Lunch 12 noon
- Dinner 5 pm
- Supper 8pm

A menu is given out at dinner time for you to fill out for the next day. Hot meals are available to enjoy during meal times.

## 12. Consumer Rights

Staff will provide and explain a **Statement of Your Rights** information booklet. Please ask if you have not received this. You have the right to be given this information at any time during your stay.

The following services are also available:

- IMHA (Independent Mental Health Advocacy)  
Ph. 1300 947 820.
- MHCC (Mental Health Complaints Commissioner)  
Ph. 1800 246 054
- Mental Health Legal Aid Centre  
Ph. (03) 9629 4422
- Office of the Public Advocate (OPA) Ph. 1300 309 337
- Legal Aid – weekly attendance at the unit.  
Please speak to your nurse to set up appointment.

## 13. Community Visitors

Community Visitors are volunteers who visit the ward. Their role is to independently check on the quality of the service provided and uphold the rights of every person on the ward.

Anyone wishing to contact the Community Visitors can do so via:

- **Toll Free:** 1300 309 337

## 14. Mobile Phones

You may have your mobile phone on the ward however, to ensure your comfort, safety, confidentiality and privacy, we request that you do not take, photos or video of any other people on the ward. If the use of your mobile phone causes distress to you or others, doctors will discuss this with you.

Phones can be charged via our wall mounted chargers.



## 15. Services within the Inpatient Units

**Pharmacist** – available for consumers and carers (*for advice*). Please speak to the contact nurse to organise a meeting with the pharmacist.

**Allied Health** - The team consists of occupational therapists, social workers and other allied health professionals who are available to work with you, your family, children and carers. They will work with you individually, and in the group programs, to support your recovery and discharge planning.

**Lived Experience Support** – we have a team of people who have had experience of mental illness and recovery. They can be a great resource and are available to support you. Please speak to your nurse or doctor about a referral or for a copy of our '**How a Peer Support Worker can support you**' pamphlet for further information. Our Peer Support team also facilitate groups such as mutual help meetings, mindfulness and sensory sessions.

**Therapeutic Group Program** - You are encouraged to attend groups during your admission. These groups are facilitated by the occupational therapists, social workers nursing, peer workers, & allied health staff from Monday to Friday. An outline of the program is displayed within wards. Mutual help meetings are run regularly and are an effective way to meet people and problem solve together.

**Telephones** – free public phones are located on the units for local calls. Please consider other patients' needs by limiting the time spent on the phone.

**Laundry** - The ward has laundry facilities for consumers to do their own laundry. There is no charge and laundry powder is available. Please ask your contact nurse if you wish to do your washing - for safety reasons these rooms remain locked when not in use.

**Spiritual care** - We have pastoral care staff members available. If you wish to see a priest, a chaplain, a minister, a Rabbi, or someone else, please ask your contact nurse.

**Sensory room** - Our sensory room is available for relaxation and recovery. Talk to staff about sensory options and daily activities that may help your recovery. You can request time in the sensory room. Please see the Occupational Therapist to benefit from using the sensory items.

## 16. Communication and Feedback

At Eastern Health, we appreciate and value all feedback from our patients, carers, family members and friends.

Please provide us with your comments, compliments and complaints so we can review and improve the services and care we provide.

|                                |                         |
|--------------------------------|-------------------------|
| <b>First point of contact</b>  | Contact Nurse for shift |
| <b>Second point of contact</b> | Nurse in Charge (ANUM)  |
| <b>Third point of contact</b>  | Nurse Unit Manager      |

### Additional feedback avenues:

Contact The Centre for Patient Experience

- Phone: 03 8804 0465
- Open Monday to Friday; 9am – 3pm

Complete a **feedback form** (available at nurses' station and in your Welcome Pack)

- Return to staff member OR
- Post to: Centre for Patient Experience  
PO Box 94  
Box Hill VIC 3128

### Internet

- Email your feedback to [feedback@easternhealth.org.au](mailto:feedback@easternhealth.org.au)
- Visit [www.easternhealth.org.au](http://www.easternhealth.org.au) and click on the feedback icon at the top

**Patient Experience Survey** (*available during your discharge process*)

- Return to staff member