

Illawarra Community Mental Health Service

Welcome Pack



Health
Illawarra Shoalhaven
Local Health District

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Acknowledgement of Country

The Illawarra Shoalhaven Local Health District operates on the lands of Dharawal and Yuin nations, which encompass five language groups: Wadi–Wadi, Dharawal, Wandandian, Walbanga and Yuin.

We acknowledge that Aboriginal people are the oldest living continuous culture and have been here for over 65,000 years. We pay our respect to Elders past, present and emerging. We recognise that Aboriginal people have remained strong, resilient and resourceful and have a continuing connection to culture, customs, land and waterways across the region.

We acknowledge people with lived experience of mental health challenges. We also acknowledge the experiences of their families and significant others. We envisage and hold hope for all to live a purposeful and meaningful life.

What is this Welcome Pack about?

In this booklet we explain how mental health staff care for you while you are a consumer of our service. We work hard to provide high quality, safe and collaborative therapeutic care. We will support you on your recovery journey.



What is Illawarra Community Mental Health Service?

Illawarra Community Mental Health has a new way of providing support. The service is made up of two key teams - the Acute Care Team and the Continuing Care Team.

Alongside the Acute Care and Continuing Care Teams the service also employs senior clinicians to support Vulnerable Person's with mental health issues, and also assist with specialist treatment for those on Clozapine via a specialist Clozapine program.

Also located in our building are the following services that we work closely with such as the Safeguards Team, Child/Adolescence and Youth Mental Health Service, Eating Disorder Team and the Perinatal Infant Mental Health Service

Acute Care Team

The Acute Care Team (ACT) delivers mental health services in a community setting to people experiencing serious mental illness and acute crisis. The team aims to deliver services in a least restrictive way rather than in a residential or hospital setting.

ACT allows you to receive treatment in your own environment or at the community mental health centre with a team of professionals who can provide support using a whole team approach. This multidisciplinary team includes psychologists, psychiatrists, nurses, Aboriginal mental health workers, registrars, social workers and peer workers.

ACT operates everyday including public holidays.

Office hours are from 8am until 8:30pm.

Continuing Care Team

The Continuing Care Team offers medium to long term care to support your mental health and wellbeing. The multidisciplinary team consists of social workers, mental health nurses, psychologists, peer workers, occupational therapist, Aboriginal mental health workers, registrars and psychiatrists working together to support you in achieving your recovery goals. This service is offered to adults experiencing serious and ongoing mental health conditions that significantly impacts on day to day living. It offers consumer centred, recovery orientated treatment and community focussed care and relapse prevention.

Continuing Care Team operates Monday-Friday from 8:30am to 5:00pm, excluding public holidays.

We can offer you:

- A multidisciplinary team to work with you to help you improve your mental health and wellbeing
- Individual and tailored care that focuses on improving your mental health and wellbeing.
- Visits within your home, visits at our centre, or Audio-visual appointments if you are unable to attend the centre.



Alongside of your mental health recovery goals, The Continuing Care Team can also help you with:

- Physical health needs
- Family issues
- Medication
- Employment needs: This might involve referring you to other services for assistance and advocating for your needs.

We also work closely in collaboration with the Illawarra Community Mental Health Rehabilitation Team which is a community team that focuses more on your individual mental health rehabilitation and recovery goals.

Frequently asked questions:

What is recovery?

We know that each person is different and as a result have their own views on what recovery means to them. That is why we work with you to develop strategies to achieve your goals. Your journey to recovery will be based on your values, interests and abilities taking in to account your relationships, supports, culture and community to mention a few.

We are committed to supporting you to “be the person you want to be”. We know that your goals may change over time and we will support you as much as possible. Important elements of your recovery may be:

- Regaining hope and feeling positive about the future
- Improving important relationships
- Being connected with your family and community
- Learning new ways of living with a mental or physical illness
- Building on your strengths to live the life you want to live.

What is a Wellness plan?

A wellness plan identifies ways of keeping you safe and well. It identifies your abilities and strengths, what makes you stressed and how you can reduce stress. It also identifies the early warning signs of you becoming unwell and ways you can manage in life with these early warning signs.

What is a Safety Plan?

A Safety Plan helps you and your family to develop strategies to keep you safe during a crisis. At times of crisis, putting a Safety Plan in place is useful for reducing the intensity of distressing thoughts and increases your ability to cope with these thoughts. Think of your Safety Plan as your “mental health first aid kit” it includes many different things that will help you through a crisis. If you want to create or update your Safety Plan, please ask our staff and we will assist you with this.

Frequently asked questions:

Can I access an Aboriginal Health Worker?

Yes, we have Aboriginal health workers that work from a strengths based approach to address the social, emotional, physical, cultural and spiritual wellbeing of Aboriginal consumers within the service

An Aboriginal health worker is a critical link between the health service and the Aboriginal community, providing culturally appropriate service coordination and supporting Aboriginal consumers to connect with services to bring about positive change. You can access them at any point during your care with us. Please ask us if you would like any further information.

What is a Consumer Peer Worker?

Consumer Peer Workers share their lived experience of recovery and can help you during your care as they have also lived with mental illness. The Peer Worker can advocate for you and support you to talk to your doctor or others involved in your care. Please ask us to contact a Consumer Peer Worker if you would like to talk to someone who also has personal experience of living with a mental health issue.

Peer Supported Transfer of Care (Peer-STOC)

A peer worker can provide extra support on your recovery journey.

If you have been referred to us by a Mental Health Inpatient Unit you may also have been referred to our Peer-STOC Program. The Peer



STOC Worker also has a lived experience and provides follow up for up to six weeks both before and after discharge from mental health units.

Will you be talking to my family or carers about me?

We would like to talk to a family member, friend or support person while you are receiving care with the Illawarra Community Mental Health Service. When you first arrive, we will ask you to name someone we can talk to. This person can give us important information to help us better understand your needs. There may be situations where we are required to share information for safety reasons. You can also nominate up to two (2) designated carers who will be involved in your care. Please ask us about the type of information we must share. For more information about this, please see page 12 of this welcome pack titled (FACT sheet for carers and families).



What if I prefer to speak a language other than English or have hearing difficulties?

If you are not fluent in English or find it hard to hear, we can organise a health care interpreter to assist. Interpreters help us to communicate clearly so that we can better understand your needs. Interpreter Services are free and confidential. You can bring a family member or friend with you to the appointment. You can also call the Translating and Interpreting Service on 131 450 if you need to speak to us before your appointment.

What other supports are available to make sure my cultural needs are understood?

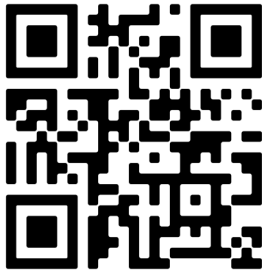
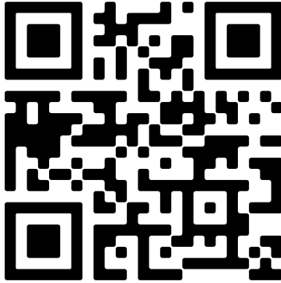
We acknowledge the importance of a person's connection to culture and are trained to consider your culture and its impact on your mental health recovery. We can assist you to contact a multicultural service if you would like to talk to someone about your cultural needs.

What if I need to speak to someone after hours?

The Mental Health Line operates on a 24/7 basis. You can contact the Mental Health Line on **1800 011 511**. The Mental Health Line is a triage referral line that can assist to direct your queries and concerns to the most appropriate channels. This is not a counselling service. For more information about other supports, please see page 16 (where to go for support information).

Do you offer virtual appointments (Audio-visual)?

Yes, we have the capacity to offer virtual appointments via audio-visual platforms and can arrange this with you if there are barriers to you attending your appointments. Virtual appointments are offered via a confidential, secure program. To use this platform you will require a smart device and Google Chrome browser. Please let us know if you would like to access this service. Please see QR code below for access:

Acute Care Team Virtual Care QR Code	Continuing Care Team Virtual Care QR Code
	

Which organisations do you work closely with?

There are many different services that offer support to people with mental health issues. These services may include:

- General Practitioners (Illawarra Primary Health Networks)
- Aboriginal Medical Service
- Flourish Australia
- NEAMI
- WELLWAYS
- Grand Pacific Health
- One Door Mental Health
- Drug and Alcohol Services
- Official Visitors
- National Disability Insurance Scheme (NDIS) (On intake, staff will ask you if you have NDIS package or plan)
- Department of Communities and Justice.

Rights and Responsibilities

Please take time to read through our Rights and Responsibilities information flyer. These are to help us, and you, in how we interact and assist with your recovery. Please ask staff and they can help you in obtaining this information.



As a patient, client, carer, family member, consumer or visitor of the Illawarra Shoalhaven Local Health District you have the right to:

Access - the health services and treatment you need.

Safety - receive high quality care in a safe environment.

Respect - be treated with dignity and respect regardless of your culture, religion, beliefs, values, sexuality, age, gender or ability.

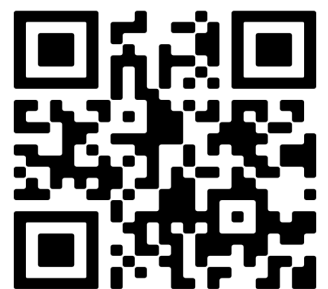
Partnership - ask questions and be involved in decisions about your care. To include the people you want involved in those discussions and decisions.

Information - receive information about your health care, and the risks and benefits of different tests and treatments. To receive this information in a way that you can understand, so that you can give informed consent. To be told if something has gone wrong during your healthcare, how it happened and what is being done to make care safe.

Privacy - to respect your personal privacy, and to keep information about you and your healthcare secure and confidential.

Give feedback - or make a complaint without it affecting the way you are treated. To have your concerns addressed in an open, honest and timely way. To share your experience and to help us improve the quality of the care and services we provide.

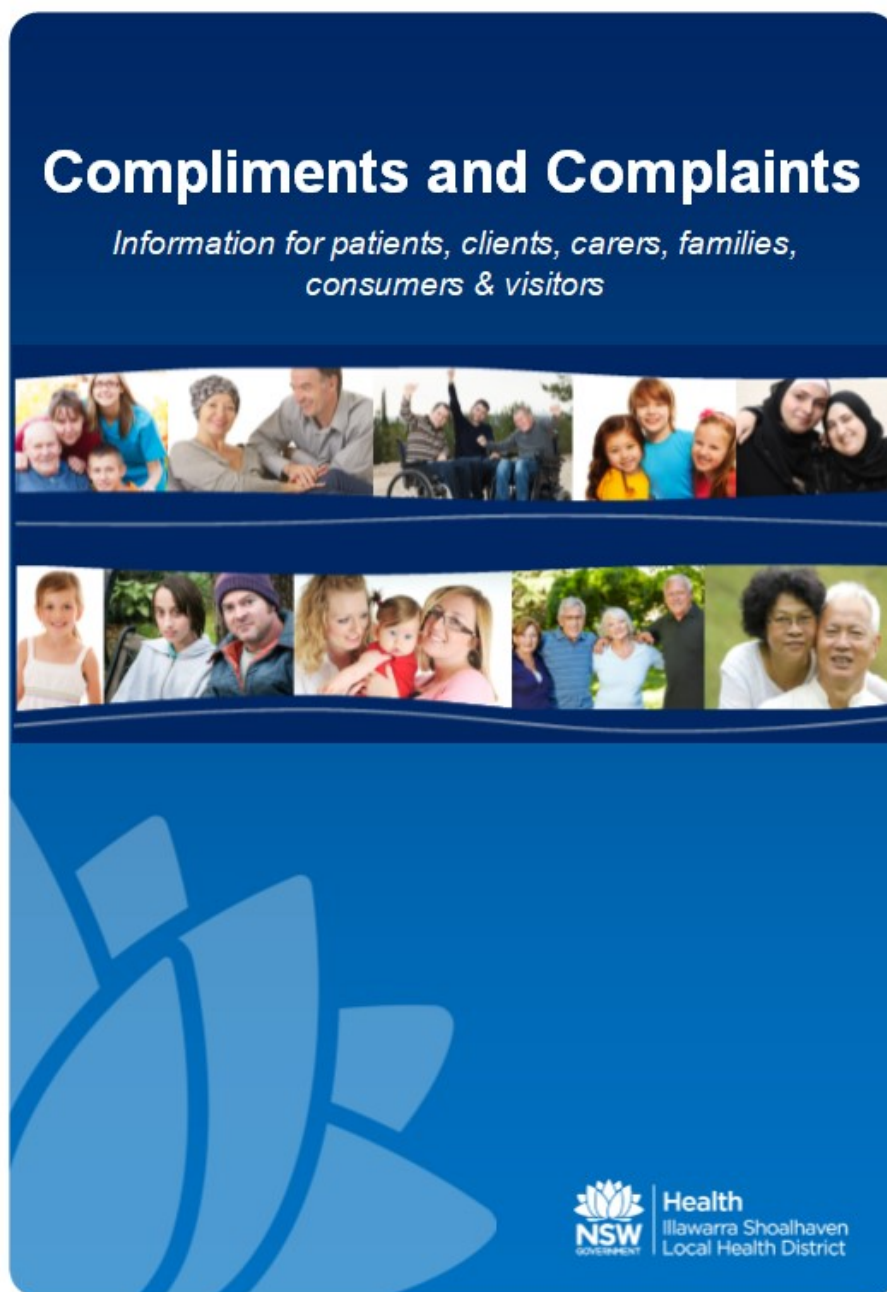
To find out how to give us feedback ask our staff for a '*Compliments and Complaints*' brochure'.



For more information on your rights and responsibilities use this code.

Compliments and Complaints

We welcome compliments and complaints as they are improvement opportunities. If you wish to forward a compliment or complaint, there is a compliments/complaints booklet available to help you with this. Please ask the staff and they can assist you in obtaining the booklet . The staff can also help you register your complaint or compliments with the team coordinator, if you need further assistance.



Ph: (02) 4221 6811

ISLHD-Compliments@health.nsw.gov.au

ISLHD-Complaints@health.nsw.gov.au

www.islhd.health.nsw.gov.au

Mental Health Act 2007

The Mental Health Act is a legislation that governs the way in which the care and treatment of people in NSW is provided to people who experience a mental illness or mental disorder.

It aims to protect the rights of people with mental illness or a mental disorder while ensuring that they have access to appropriate care. This care is required to place as little restriction on the rights and liberty of the person as the circumstances permit.

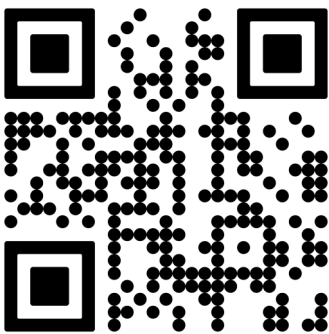
Who does the act apply or relate to?

The Act relates to the care of people (consumers) who are:

1. Admitted to hospital voluntarily (voluntary patients)
2. Admitted or detained in a hospital against their wishes (involuntary patients)
3. Required to receive treatment in the community under a Community Treatment Order (CTO)

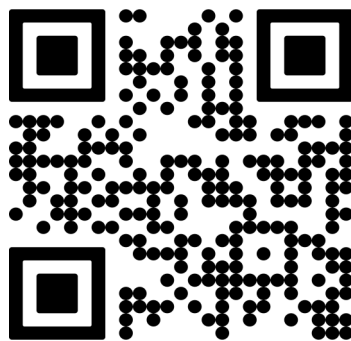
Scan QR codes for more information or visit the link below the QR code.

Carers and Families



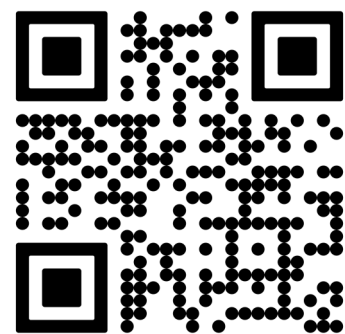
<https://bit.ly/3pm5Inm>

NSW Mental Health ACT
(2007) no. 8 Guide Book



<https://bit.ly/3dmLlOI>

NSW Mental Health ACT
2007, No 8



<https://bit.ly/3PrIum0>

My Healthcare Rights

The Charter describes the rights that consumers, or someone they care for, can expect when receiving health care.

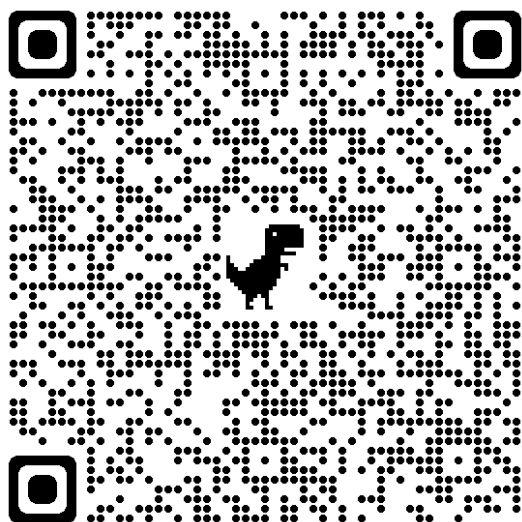
These rights apply to all people in all places where health care is provided in Australia. This includes public and private hospitals, day procedure services, general practice and other community health services.

The first edition of the Australia Charter of Healthcare Rights was endorsed by Health Ministers in 2008. The second edition was launched in August 2019.

Second edition of the Charter

In 2018 the Commission commenced a review of the Charter. Over 1600 survey responses were received and eight workshops were held with consumers, health service staff and policy-makers. The second edition reflects an increased focus on person-centred care and empowers consumers to take an active role in their healthcare.

The Charter can, if needed, be adapted to meet the specific needs of the state, territory, local district or health service organisation; however, the seven original rights should remain in place.



Scan QR code for more information or visit:

<https://www.safetyandquality.gov.au/consumers/working-your-healthcare-provider/australian-charter-healthcare-rights>

Your Experience of Service (YES) and Carer Experience of Service (CES) Surveys

Your experience of care is important to us. To ensure we are meeting your needs:

Please ask staff for a YES Survey to provide feedback of your experience.

Your family and friends may also ask for a CES Survey to identify if services they received were helpful.



**Mental Health
Carer
Experience Survey**

**Carers We Want
Your Feedback**

The Mental Health Carer Experience Survey (CES) is available online!

We need your feedback to help us improve how we work together with carers.

Have your say today!

yourexperience.health.nsw.gov.au





**We Want
Your Feedback**

The Your Experience of Service (YES) survey is available online!

We need your feedback to help us improve the support and care we provide.

Have your say today!

yourexperience.health.nsw.gov.au

Acute Care Team YES and CES Survey QR Code Service code: 4629	Continuing Care Team YES and CES Survey QR code Service code: 5235
	

Towards Zero Suicides Resources

Suicide Prevention



Finding Your Way Back
Finding your way back
for people who have tried
to take their own life.

www.beyondblue.org.au/, type *support after suicide attempt* into the search function.



Guiding Their Way Back
For people supporting
someone after they have
tried to take their own life.

www.beyondblue.org.au/thewayback



Crisis manual for Carers
Information that may help
in a mental health crisis.

<https://www.islhd.health.nsw.gov.au> - go to Your Services, then Mental Health and then Towards Zero Suicides and look for resources



Where to go for support
Support services in the
Illawarra and Shoalhaven.

www.suicidepreventioncollaborative.org.au/need-help/

NSW Mental Health Line on 1800 011 511



Equity and inclusion for all



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Towards Zero Suicides Resources

After a Suicide



Bereaved by suicide or other sudden death

Practical matters, grief and other help.

www.postventionaustralia.org



Supporting children bereaved by suicide To assist you in supporting your children.

www.uwa.edu.au/, in the search function put *supporting children after suicide*



Where to go for support

Support services in the Illawarra and Shoalhaven.

www.suicidepreventioncollaborative.org.au/need-help/



Equity and inclusion for all.

Thanks to the Illawarra Suicide Prevention & Awareness Network for originally developing this resource.

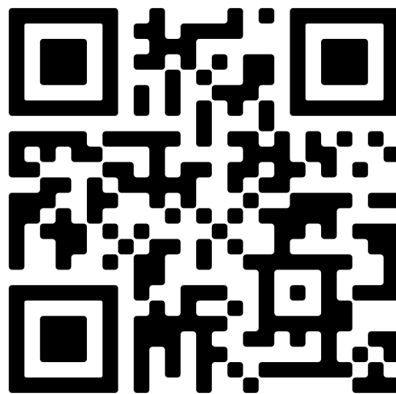
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Find out more about mental health conditions, treatments and medications.

If you are needing more information about your mental health conditions, treatments and medication. This website will be a useful resource. This website is updated and maintained by health care professionals and receives no funding from drug companies. This is for patients, consumers, carers and health professionals in the Mental Health Service, Illawarra Shoalhaven Local Health District. This initiative is supported by funding from the Mental Health Service.

The Website has information leaflets, handy charts, guides and fact sheets. There is information on drugs in pregnancy as well as translated information. If you need any further clarification, please discuss your questions with your General Practitioner or treating mental health clinician.

For further details, please see QR code below and link:



<https://www.choiceandmedication.org/islhd/>

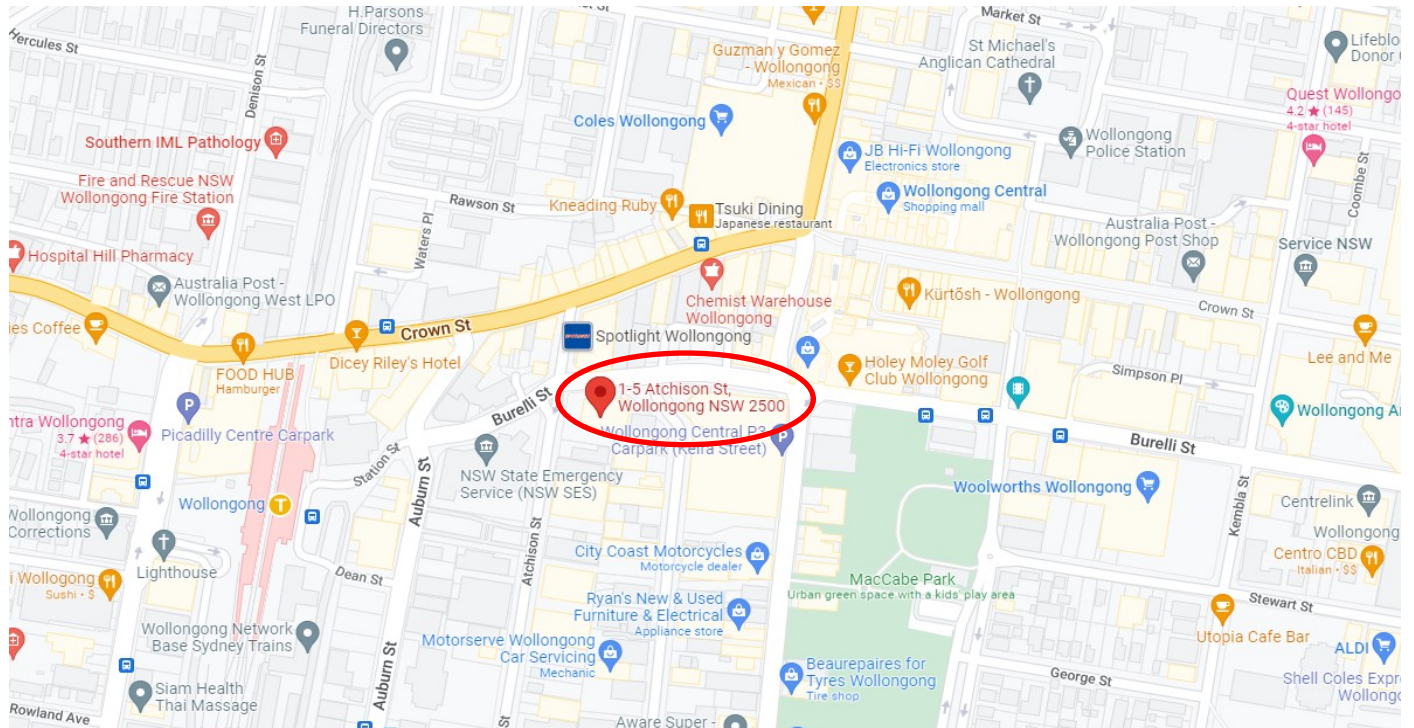
Useful Contact Details

- Mental Health Line (24/7) - 1800 011 511
- Illawarra Community Mental Health Service - 4254 1500
- Nowra Community Mental Health Service - 44247800
- Ulladulla Community Mental Health Service - 4455 9999
- Illawarra Community MH Rehabilitation Service - 4286 8700
- Specialist Mental Health Services for Older People - 4220 7900
- Child, Adolescent and Youth Mental Health Service - 42541600
- Illawarra Aboriginal Medical Service - 4229 9495
- Link2home Information Line - 1800 152 152
- NSW Domestic Violence Line - 1800 656463
- Mensline - 1300 789 978
- Qlife (LGBTIQ) -1800 184 527
- Illawarra Sexual Health Service - 4223 8457
- Community Health - 1300 792 755
- Illawarra D&A Service Information & Referral Helpline - 1300 652 226
- Domestic Family Violence and Sexual Assault Service - 1300 792 755
- Crisis sexual assault Service Illawarra (24/7) - 4253 4977
- Sexual Assault Services Shoalhaven - 4423 9211
- Sexual Assault Services Shoalhaven After Hours - 4222 5000
- Chronic Pain Management Illawarra - 4223 8201
- Chronic Pain Management Shoalhaven - 4429 1610
- LawAccess -1300 888 529
- Department of Communities and Justice Housing Contact Centre - 1800 422 322.

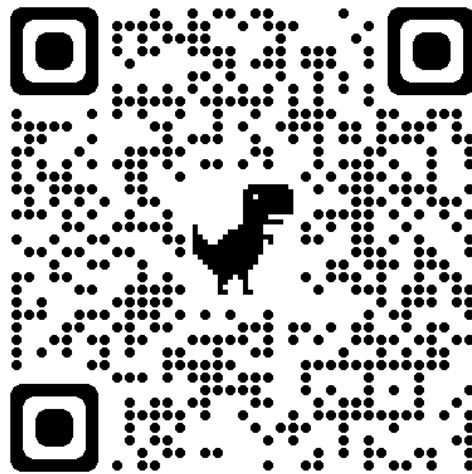
Where we are located

1-5 Atchison Street

Wollongong, NSW, 2500



For further details about the Illawarra Shoalhaven Mental Health Service please see QR code below and link:



www.islhd.health.nsw.gov.au/services-clinics/mental-health-service

This Welcome Pack was created by:

This booklet was inspired by the information found in the ISLHD booklet “Inpatient mental health unit” and the information for consumers, families and carers NSW Health.

We want to acknowledge the following local groups:

- The staff of the Illawarra Shoalhaven Local Health District Mental Health Service who provided information and comment
- The project Steering Committee.
- Consumer Peer Workforce
- Aboriginal mental health clinicians within our team.

Need an interpreter? Professional interpreters are available if you need help to communicate in English, or if you are Deaf. Our staff can also ask for an interpreter. The staff will book an interpreter for you. Interpreter Services are free and confidential. You can bring a family member or friend with you to the appointment. If you need help to communicate it should be through a professional interpreter. You can also call the Translating and Interpreting Service on 131 450 if you need to speak to us before your appointment.