

## Program Planning and Review

Once it is established that you can be assisted by the Benambra Rehabilitation Service arrangements for your move will be made with you and others involved in your care.

The staff member who has major responsibility for working with you at Benambra is called a case worker. Your case worker will work with you to develop an individual program plan and will work with other staff to ensure coordination of your day to day rehabilitation and care. The case worker will also liaise with your community mental health service case manager (if you have one) and others involved regarding your needs and plans to meet those needs.

Staff at Benambra Rehabilitation Service will assist you to maintain regular contact with a local doctor or psychiatrist who can provide specialist medical care during your stay at Benambra.

Every resident of the Benambra Residential Service has a plan that guides service delivery. The overall plan is called an Individual Service Plan (ISP) and your day to day needs and goals are incorporated into an Individual Program Plan (IPP) which will be developed with your involvement. Your case manager, significant family members or other service providers may also be involved in the development of this plan.

The IPP is a written summary of what you are working towards (your goals) and how you are going to get there (strategies that will be used). This plan guides ongoing rehabilitation and care and will be reviewed with your involvement at least every three months.

The review will check whether the goals and strategies are working as intended, whether there are other more effective ways of meeting the goals and, if the goals have been met, whether you still need the specialist residential rehabilitation services provided by the Benambra Rehabilitation Service.

## YOUR RIGHTS

The Wodonga Regional Mental Health Service has a range of obligations in relation to consumer and carer rights under the Mental Health Act 1986 and the National Standards for Mental Health Services.

You have rights in relation to:

- access
- information
- privacy
- safety
- decision making
- advocacy
- quality of care
- consent
- confidentiality
- consultation
- participation in research
- participation in training

Refer to our brochure *Your rights and responsibilities* for a more complete description.

For involuntary patients under the Mental Health Act, specific rights and responsibility provisions apply. Further information is available from our staff.

## HAVE A QUERY OR CONCERN ?

If you have a query, comment, complaint, or just wish to give us some feedback about the care or service provided, we encourage you to raise this immediately either personally or in writing.

If you have a problem or issue you can contact:

- ◇ your case worker or manager
- ◇ the Unit Manager or Adult Service Manager

In addition, our Adult Mental Health Service Consumer Consultants are interested in hearing about your experiences and suggestions for improvement. This can happen through individual contact or a group meeting. You can contact them at 107 Hume Street.

**Benambra Rehabilitation Service**  
11 Wilson Street, Wodonga VIC 3690  
**Telephone: (02) 6056 5803      Fax: (02) 6056 5820**  
**24 HOUR CRISIS LINE 1300 881 104**

# Benambra Rehabilitation Service

## How can we help?

The Wodonga Regional Mental Health Service is funded by the Department of Human Services and incorporates:

Adult Community Mental Health Service  
107 Hume Street Wodonga VIC 3690      Tel. (02) 6049 1500

Benambra Rehabilitation Service  
11 Wilson Street Wodonga VIC 3690      Tel. (02) 6056 5803

NECAMHS - North East Child & Adolescent Mental Health Service  
155 High Street      and      23 Dixon Street  
Wodonga VIC 3690      Wangaratta VIC 3676  
Tel. (02) 6024 7711      Tel. (03) 5722 4837

The Wodonga Regional Mental Health Service is committed to providing high quality mental health services to adults, children and adolescents who live within our catchment area.

Public mental health services provide specialist assessment, treatment and ongoing care to people with serious mental health problems. Services are also provided offering support and advice to their families and/or carers.

Public mental health services are funded by the Department of Human Services and are managed through the Victorian Hospital System. Services include:

- ◇ Child and Adolescent Mental Health Services
- ◇ Adult Mental Health Services
- ◇ Aged Persons Mental Health Services

A variety of state-wide services provide treatment for clients with special needs.

Mental health services staff work closely with GPs and other health and community care providers in order to deliver the best possible care.

## COMMUNITY CARE UNITS

Adult mental health services funded in each area by the Department of Human Services include:

- General Adult Community Mental Health Services
- Crisis Assessment and Treatment (CAT) Services
- Mobile Support and Treatment (MST) Services
- Acute Inpatient Services
- Psychiatric Disability Support Services
- Community Care Units (CCU)

The Benambra Rehabilitation Service is a community care unit (CCU). It provides medium to long term rehabilitation for people who need a residential program with 24-hour clinical care. It is one part of the integrated public mental health service network.

## BENAMBRA REHABILITATION SERVICE

### *Location and Facilities*

Benambra Rehabilitation Service is located in a block of self-contained units in Wilson Street, Wodonga.

The units accommodate eight people on a share basis, with two people per unit. Residents have their own bedroom and share all other facilities in the unit, including kitchen, laundry and lounge room.

One of the units in the block is reserved for office administration, staff facilities and group activities.

Staff are rostered and available 24 hours a day.

### *Rehabilitation Program*

The programs and assistance offered are tailored to individual need. Activities may be offered on an individual or group basis according to your goals and the strategies identified to meet your needs.

Your program may include activities that focus on:

- ◇ Daily living skills
- ◇ Personal development
- ◇ Social activities and skills
- ◇ Recreation and leisure
- ◇ Management of your psychiatric symptoms
- ◇ Medication management
- ◇ Risk management and safety
- ◇ Physical health care
- ◇ Personal hygiene
- ◇ Budgeting and financial management
- ◇ Further education and vocational activities
- ◇ Family and personal relationships
- ◇ Access to community services
- ◇ Moving to more independent accommodation
- ◇ Planning for the future

### *Cost*

Residents are required to contribute to the cost of their accommodation and a moderate fee is charged.

### *Referral*

Benambra Rehabilitation Service is managed by the Wodonga Regional Mental Health Service. It provides a residential mental health service which is available to adults aged 16 to 64 years who have serious on-going disabilities associated with their mental illness.

If you, or someone you know, has a serious mental illness with associated on-going disabilities and requires medium to long term intensive residential support, you can seek referral to the Benambra Rehabilitation Service either through your mental health service case manager, relative, accommodation support worker, doctor or by direct contact with the Benambra Residential Service.

Referrals to the Benambra Rehabilitation Service are accepted for people who live the DHS Hume Region, which includes the Local Government Areas of Wodonga, Wangaratta, Greater Shepparton, Indigo, Towong, Alpine, Delatite, Murrindindi, Mitchell, Moira and Strathbogie.

Referrals are made by telephoning Benambra during business hours on (02) 6056 5803.

### *Eligibility Assessment*

All people who are referred to the Benambra Rehabilitation Service are assessed for eligibility by one of our staff members. This is done so that we can decide whether the Benambra Rehabilitation Service is able to meet your needs.

In order to fully understand your needs, our staff need information from both you and your community mental health service case manager and/or other people involved in your care. Professionals may be asked to complete a referral form before arrangements are made to meet with you.

To minimise duplication we try to gather information that you have already provided and which is available.