

Treatment and Care

Your treatment and care will be based on the decisions made collaboratively with your case manager and recorded in your Individual Service Plan (ISP).

Treatment and care may include:

- ◇ social and emotional support
- ◇ education about mental illness
- ◇ medication
- ◇ counselling
- ◇ crisis intervention
- ◇ rehabilitation
- ◇ practical assistance
- ◇ support for family members or carers
- ◇ arranging access to other needed services
- ◇ 24 hour crisis assessment and treatment (Acute Assessment, Response & Treatment - AART)

Treatment and care is often provided in conjunction with others, particularly GPs. Your case manager will talk to you about ongoing contact with your local doctor and other service providers.

Inpatient Treatment

Wherever possible, people are treated in the community with extended hours intensive support, however sometimes inpatient care is needed.

Inpatient services for clients of the Adult Community Mental Health Service are provided by Kerferd Unit at Wangaratta District Base Hospital.

If you are admitted to an inpatient service your case manager will liaise with hospital staff and will maintain contact with your family and/or carer.

Finishing Your Involvement

Usually when the goals of public mental health service involvement are achieved, arrangements are made for GPs or other suitable professionals to provide any needed ongoing care. People can also re-contact the Adult Community Mental Health Service if they need help at some point in the future.

YOUR RIGHTS

The Wodonga Regional Health Service - 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 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 manager
- ◇ Clinical Coordinator or Service Manager

In addition, our Adult Mental Health Service Consumer Consultant is interested in hearing about your experiences and suggestions for improvement. This can happen through individual contact or a group meeting. Telephone and ask to speak to a Consumer Consultant.

Adult Community Mental Health Service
107 Hume Street, PO Box 1406, Wodonga VIC 3690
Telephone: (02) 6049 1500 Fax: (02) 6056 3964
24 HOUR CRISIS LINE 1300 881 104

MENTAL HEALTH SERVICE

Adult Community Mental Health Service

How can we help?

The Wodonga Regional Health Service - 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 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 statewide 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.

ADULT MENTAL HEALTH SERVICES

Access

Adult mental health services are available to people aged 16 to 64 years who have, or are at risk of, serious mental illness and people who are at risk of suicide.

If you have persisting mental health problems that are disrupting your life or causing you significant distress you can seek assistance either through your local doctor or by direct contact with the Adult Community Mental Health Service.

We provide community mental health services to adults who live in the City of Wodonga, Indigo Shire, Towong Shire and the Kiewa Valley.

The Adult Community Mental Health Service operates from 107 Hume Street Wodonga during business hours and the Acute Assessment, Response & Treatment (AART) Team provides an extended hours mobile crisis service during evenings, weekends and public holidays.

Contact with the service is made by telephoning (02) 6049 1500 during business hours or the Crisis Line 1300 881 104. You will be referred to the Triage Worker, who is a qualified mental health professional.

Referrals are accepted from a variety of sources, including GPs, local hospitals, general health and welfare agencies and concerned family members.

In the event of a medical emergency you should present immediately to your GP or local hospital where staff can arrange a mental health referral if required. All referrals are screened and a mental health response will be arranged according to urgency.

Initial Assessment

A mental health worker will meet with you to talk about your concerns and discuss with you what help you need immediately to deal with your mental health problems.

The worker will usually ask for your permission to contact other people such as your GP, your immediate family and other agencies that have been providing services to you.

Sometimes there may be other services that may be more useful, such as a local doctor, counsellor or community agency. If so, the mental health worker will assist you to access these services.

In circumstances where people are at a high level of risk, a risk management or safety plan is implemented.

The worker will let you know whether further contact with the mental health service is needed and will provide you with information about ongoing assessment, treatment and care. All people who receive services will be registered and will have their rights explained.

Assessment, Planning and Review

Once it is established that you can be assisted by the Adult Community Mental Health Service, regular contact will be made with you and others involved in your care.

The staff member who has major responsibility for working with you is called a *case manager*. Case managers are qualified and experienced mental health professionals, including psychiatric nurses, occupational therapists, psychologists and social workers.

The case manager will coordinate your care and initially will work with you and other relevant people, to establish a clear picture of your health and personal situation. This comprehensive assessment will help to identify your long term needs and will assist the case manager to develop a plan that specifies what services will be of assistance to you.

The case manager may involve other mental health services staff, such as a psychiatrist or doctor, to provide specialist assistance during the assessment, planning and review phases.

The plan developed collaboratively between you and your case manager is called an Individual Service Plan (ISP). Your carer, significant family members or other service providers may also be involved in the development of this plan.

The ISP 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 will guide ongoing treatment and care and will be reviewed at least every six months.

The review, which occurs at a meeting of mental health services staff, 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 to use public mental health services.