# INFORMATION

A GUIDE TO MENTAL HEALTH AND DRUG & ALCOHOL SERVICES PROVIDED BY THE FAR WEST LOCAL HEALTH DISTRICT

book



# NSW Health

# Core Values

We strive to reflect these CORE values in our workplaces and in our conduct by demonstrating the following characteristics:

# Collaboration

- We are an organisation that believes in its people and is people centred;
- Our leaders are role models for our core values and they are accountable;
- We willingly work in teams to provide excellent levels of care;
- Our teams are strong and successful because we all contribute and always seek ways to improve; and
- We encourage and recognise outstanding performance.
- We want our community to have confidence in their local health services;
- We foster greater confidence and cooperation through open communication;
- Our performance is open to public scrutiny through patient and employee surveys;
- We welcome and use feedback as a tool to do better;
- We encourage those around us to speak up and voice their ideas as well as their concerns by making it clear that speaking up is worthwhile and valued; and
- We communicate clearly and with integrity.

# **Openness**

# Respect

- We never lose sight of our patients' fundamental right to be treated with dignity, compassion and respect;
- We listen to patients, the community and each other;
- We welcome new ideas and ways of doing things to improve patient care;
- We treat our colleagues and patients with dignity and respect, and care about those around us;
- Each of us is responsible for workplace culture and performance; and
- We have zero tolerance for bullying and no-one, no matter how senior, is exempt.
- We encourage and support local decision making and innovation;
- We accept that with local decision making comes responsibility and accountability;
- We make best use of resources and experience to meet patient and community expectations;
- While we seek direction from our leaders, we believe that everyone is empowered to make a difference in our workplace;
- As individuals, we can improve our workplace culture and performance by addressing issues that hold us back; and
- We strive for individual excellence on behalf of our patients and our teams, and to deliver the best possible care and services.

**Empowerment** 

# Thank you ...

We would like to thank the MHDA Consumer and Carer Advisory Group (CCAG) members who worked with us on this project:

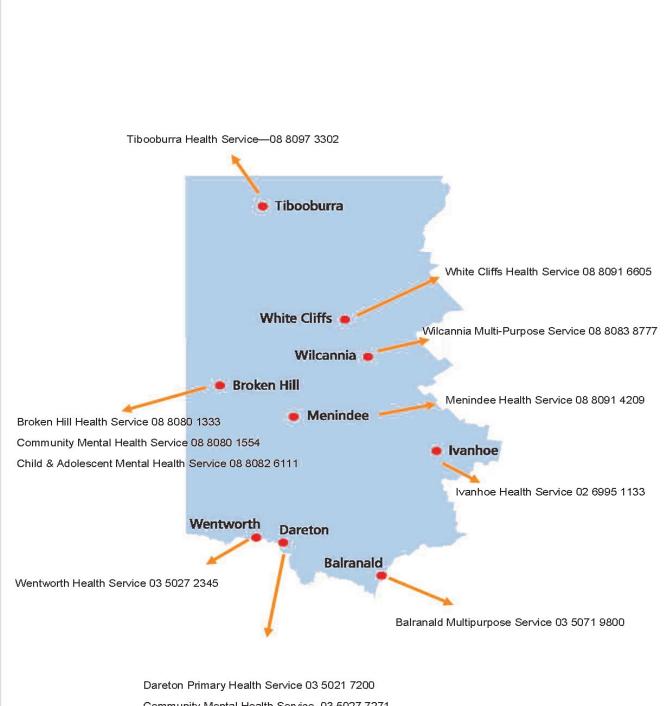
- Janine Anderson
- Steven O'Reilly
- Ian Hutchinson
- Margot White
- Agnes Leyh
- Karrie Lannstrom
- Kathryn Cox
- Glenys Dayman
- Anne Andrews
- Deanna Leeds

A special thank you to Janine, who provided us with the beautiful artwork throughout the book.

Far West Local Health District - Mental Health and Drug & Alcohol Service Further information contact: FWLHD-DistrictMHDA@health.nsw.gov.au **Published: August 2015** 

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# Map of Far West Local Health District



Community Mental Health Service 03 5027 7271

# Introduction

To those experiencing mental distress ...

This guide provides information for those accessing Mental Health and Drug & Alcohol (MHDA) Services in the Far West Local Health District. It was developed by consumers, carers and staff who are aware of the difficulties faced by those accessing services. Reaching out for assistance isn't easy; it can also be overwhelming and frightening, especially when you are in distress and your loved ones are experiencing it for the first time. It is our hope that this guide will help make this a little easier by explaining what services are available through MHDA, how to contact them, what the response should be, and what you can do if this doesn't happen.

Mental illness can have a devastating impact on lives and adversely impact our ability to cope with everyday relationships, home lives and work. It can result in a profound decrease in self confidence and self esteem and an increase in anxiety and stress. I've personally experienced the result of this, particularly in the earlier years of my life when my deterioration was accompanied by loss of jobs and income, frequent changes in accommodation, loss of family support and broken relationships. Returning from a period of mental distress often required me to somehow find the strength and will to pick up the pieces and move on. In my early periods of recovery, it was easy for me to become overwhelmed again and question my commitment to life. It doesn't have to be difficult. **Ask for help earlier**. This enables intervention to occur more quickly and for others to assist you to take the first step onto the recovery road before you become too lost.

It really is possible to return to a productive and meaningful life after experiencing distress due to a mental illness. Recovery is about all those interventions that you do, and others support you to do, which help you return from mental distress. This booklet is our guide to the MHDA Services provided by the Far West Local Health District that can help you recover. It contains information on what you can do in a crisis, how you can care for yourself, your rights and responsibilities as a mental health consumer / carer, and other sections providing guidance on seeking help. It provides tips and guidance on making choices and maximising the benefit you get from contacts with MHDA Services. It is also for those who care about you and are also probably needing much reassurance and support.

Importantly, it is also to remind everyone going through these difficult times that help is available. There is always hope, and you are not alone.

Janine Anderson

Mand

Consumer and member of Consumer and Carer Advisory Group MHDA

# A Word from the Director

Navigating health services can be confusing and frustrating. No one wants this; it's just that health services are complex and complicated. This guide has been written to take away some of the confusion and make it a little easier to access services whenever they are needed.

This booklet outlines the public Mental Health and Drug & Alcohol (MHDA) Services provided by Far West Local Health District. We also work closely with our local schools, services and communities to provide well-coordinated support to people who live with mental ill health and their families. Our staff can tell you more about other local services that can help according to your individual needs.

Inside the front cover of the booklet, you will see the CORE values of NSW Health. Our CORE values, collaboration, openness, respect and empowerment, form the basis of how we do business and you can hold us accountable to them. If you are not treated with dignity, compassion and respect, please talk to any senior member of the MHDA team, including me. We want to make sure you and the people who care about you are treated as equal partners in a team that works together to keep you well.

You will hear a lot about personal recovery throughout the booklet. Only you can decide what makes your life meaningful, what makes you as well as you can be and how you want to live. Our job as MHDA workers is to support you to do this. One way we can do it is to develop Wellness Plan with you and the people who care about you. You can find out more about it towards the end of the booklet. If you don't already have a Wellness Plan, please remind us to help you with it.

Lastly, I'm pleased and proud to announce that this booklet is the first major initiative of the MHDA Consumer and Carer Advisory Group (CCAG). The beautiful art work throughout the booklet is the work of Janine Anderson, one of our talented CCAG members. Janine and a key group of CCAG members identified the sort of information they needed and worked with us to make sure it was produced. It is the result of a lot of hard work on their part, and on the part of our MH Family & Carer Coordinator who kept us all on track. Thank you to each and every one of you.

CCAG is an enthusiastic and ever changing group of people and family members who live with mental ill health and work with us to improve local MHDA services. Its activities are varied and its aim is equal participation for positive change. I invite everyone to join CCAG, where you will be supported to participate as little or as much as you wish. Our payment schedule for participation reflects our appreciation for your valuable input.

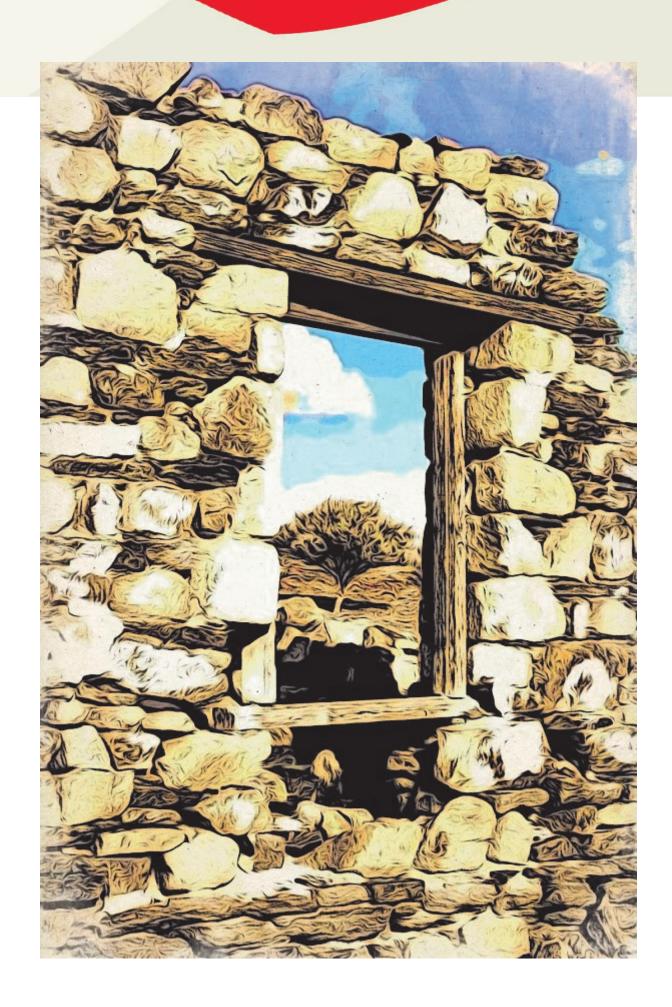
Best wishes

Susan Daly

Director Mental Health and Drug & Alcohol Service

# Quick Guide to Contacting MHDA Services

# FAR WEST MENTAL HEALTH DRUG & ALCOHOL (MHDA) SERVICE



# Mental Health Line 24 hours 1800 011 511



# What To Do In A Mental Health Crisis?

In the middle of a crisis it can be difficult to know who to contact and when you should call them.

The following information is provided to assist you in a crisis or emergency situation.

If you feel that the person you care for is heading for a crisis, it is important to discuss it with their case manager or another member of the Community Mental Health Drug and Alcohol Service. They will be able to help you identify early warning signs and assist in making a plan.

This may help in preventing the crisis and minimise the impact on the person and those around you.

## Who should I call first?

You should seek help when you feel concerned about your safety or the safety of your family member or friend. The service you call first will depend on the type of crisis or emergency situation when it occurs.

Phone the NSW Mental Health Line to speak with a mental health professional.

# NSW MENTAL HEALTH LINE 1800 011 511

The Mental Health Line is a 24 hour telephone service operating seven days a week across NSW.

The Mental Health Line is available to coordinate a response to mental health crises and emergency situations. If you are unsure how urgently help is needed, you can call the Mental Health Line and discuss the situation with them.

This may lead to a mental health professional talking to you, your family member or friend over the phone and asking them to present to the Emergency Department at the nearest hospital for a more thorough assessment.

If there is immediate risk to the physical health of your family member or another person

## Contact the Ambulance service

directly if emergency medical attention is required. This may include situations where the person has caused severe physical harm to themselves (eg overdose)

Call the Ambulance on: 000

If there is immediate threat to you, a family member or someone else

# Contact the Police directly

The mental health service can assist in these situations, but if there is a high risk of violence then the police can respond more quickly and with more appropriate resources.

Call Police on: 000

# **MHDA Services Business Hours Contacts**

**ADULT MHDA SERVICES** 18 years +

## **Broken Hill:**

Call 08 8080 1554 Or attend in person at Primary Health, Broken Hill Health Service



## **Dareton:**

Call 03 5021 7200 Or attend in person at 55 Sturt Place, Dareton

CHILDREN & **ADOLESCENT SERVICES Under 18 years** 



## **Broken Hill:**

Call 08 8082 6111 Or attend in person at Child & Family Health Centre, 2 Oxide Street, Broken Hill



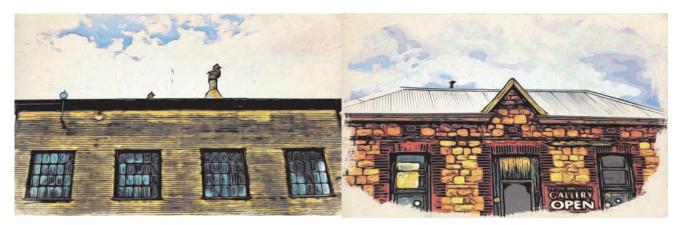
## **Dareton:**

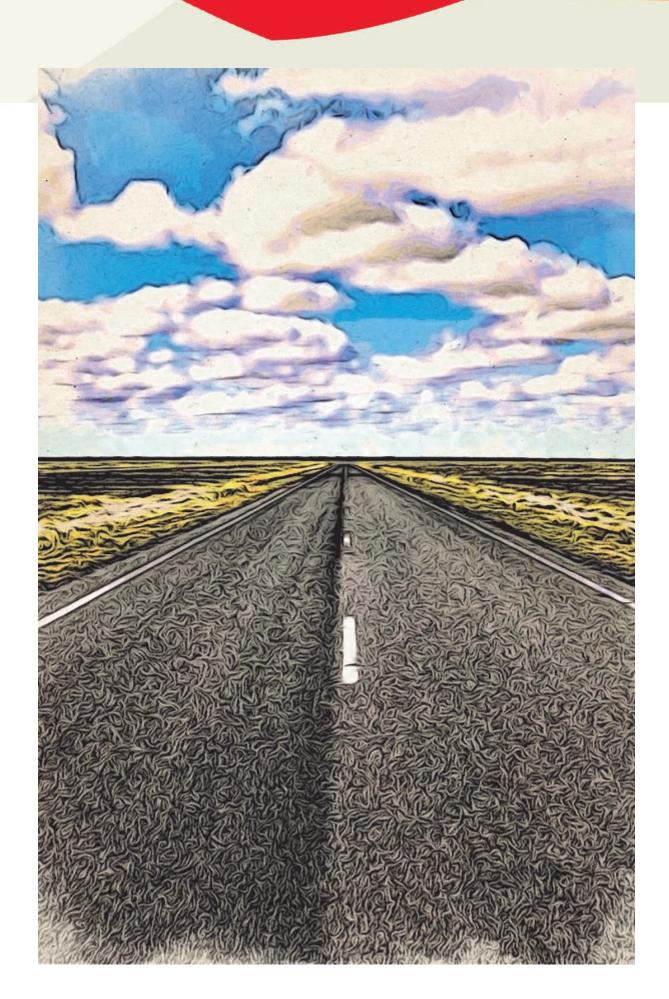
Call 03 5021 7200 Or attend in person at 55 Sturt Place, Dareton

The Mental Health Line is available 24 hours - 1800 011 511

The Alcohol & Drug Information Service (ADIS) is available 24 hours for information, referral and crisis counselling NSW: 1800 422 599

VIC: 1800 888 236





# **Broken Hill Community MHDA Service**

# This service offers assessment, support and treatment.

## How do I access your service?

Phone 8080 1554 or attend the Primary Health Department of the Broken Hill Health Service. No referral is necessary. The team operates from Monday to Friday, 9am to 5pm.

# What do I do if it is after hours or an emergency?

If you are seeking advice, you can call the Mental Health Line on 1800 011 511 or the Broken Hill Health Service Emergency Department on 08 8080 1333. If urgent treatment or assistance is needed, you can present to the Broken Hill Health Service Emergency Department. If it is an emergency, please call 000 and ask for either the Police or Ambulance, depending on the situation.

## What does the service offer?

Our service offers assessment, support and treatment through a range of approaches. Our clinicians are professionally trained and come from a variety of backgrounds such as nursing, aboriginal health science, psychology, social work, social welfare and psychiatry. We provide treatment for mental health and drug and alcohol issues such as depression, anxiety and psychosis. We can also support you to address drug and alcohol issues. We provide group work for anxiety and can refer you to a range of other services for specialised care. We can meet with you at the Primary Health Department or we can visit you at home. We encourage you to involve supportive family members or friends in your care.

#### What will happen when I contact you?

When you contact the service the triage worker will ask for information about you and your situation. They will then determine what service you need and how quickly you need it. If you need to be seen urgently, the triage worker will meet you to assess your needs in more depth. If your situation is less urgent, the worker will discuss your concern with the team the next working day and a member of the team will get in touch with you to discuss the range of options available to you.

## What information do you need from me?

When we meet with you, we will ask you what has brought you to the service and how we might be of assistance. We will also ask you questions about your physical, social and emotional health. It is helpful if you provide us with a list of any medications you are taking.

## Who do I contact if these things don't happen?

You can contact the Manager, Broken Hill MHDA Service on 8080 1554 or the Manager, Primary and Allied Health on 8080 1414.

Location: Broken Hill Health Service, Primary Health Department Thomas Street, Broken Hill Phone: 08 8080 1554

Hours: Monday to Friday 9am to 5pm After Hours: 1800 011 511

# Child & Adolescent Mental Health Service

This service offers assessment, support and treatment for under 18's.

## How do I access your service?

To access Child & Adolescent Mental Health Services (CAMHS) for your child (under 18 years), you will need to complete a referral form stating the reason for your concern and the assistance you are hoping to receive.

The referral form can be emailed to you or completed in conjunction with your local school or other professionals you may be working with. You are welcome to collect a referral form from the Child and Family Health Centre and ask to speak with a CAMHS worker who can explain the format and procedure.

## What do I do if it is after hours or an emergency?

CAMHS is not an emergency service and operates Monday to Friday from 9am to 5pm. If you need to make contact after hours you can either call the 1800 011 511 Mental Health Line or present to the Emergency Department of the local hospital. If there is immediate risk to physical health please call an Ambulance on 000. If there is an immediate threat to you or anyone else please contact the Police on 000. If you have any child protection concerns call 13 21 11.

#### What does the service offer?

CAMHS provides a range of services. The service provided will depend on what has been assessed and discussed during the referral, intake and triage process. Services range from assessment, diagnosis, counselling, service coordination and family work.

## What will happen when I contact you?

All referrals are triaged by the intake worker on the same day or the next working day. A phone call will be made to the carer of the child to confirm details, obtain further information and explain the range of available services. If you or your child is eligible for CAMHS care, a case manager will be allocated.

## What information do you need from me?

CAMHS requires you to fill out our referral form with as much information as possible, including previous assessments and current service providers. It is important to be very clear about your concerns so that you can be matched to the right sort of care.

## Who do I contact if things don't happen?

You can contact the Child and Family Health Centre on 8082 6111 and speak to the CAMHS Clinical Leader or the Manager, Child and Family.

Location: Child & Family Health Centre
2 Oxide Street, Broken Hill
Phone: 08 8082 6111
Hours: Monday to Friday 9am to 5pm

After Hours: 1800 011 511

# **Dareton Community MHDA Service**

This service offers assessment, support and treatment.

# How do I access your service?

Contact the triage worker either by phone on 03 5021 7200 or in person at 55 Sturt Place. No referral is necessary. The team operates from Monday to Friday, 9am to 5pm.

## What do I do if it is after hours or an emergency?

If you are seeking advice you can call the Mental Health Line on 1800 011 511 or the Mildura Base Hospital Mental Health Triage on 03 5022 3500. If urgent treatment or assistance is needed you can present to the Mildura Base Hospital (MBH) Emergency Department. You will speak to a triage worker who will decide if you can return home or if a mental health worker will come to talk with you. If it is an emergency, please call 000 and ask for either the Police or Ambulance, depending on the situation.

## What does the service offer?

Our service offers assessment, support and treatment through a range of approaches. Our clinicians are professionally trained and come from a variety of backgrounds such as nursing, aboriginal health science, psychology, social work, social welfare and psychiatry. We provide treatment for mental health and drug and alcohol issues such as depression, anxiety and psychosis. We can also support you to address drug and alcohol issues. We provide group work for anxiety and can refer you to a range of other services for specialised care. We can meet with you at the MHDA Service or we can visit you at home. We encourage you to involve supportive family members or friends in your care

## What will happen when I contact you?

When you contact the service, the triage worker will ask for information about you and your situation. They will then determine what service you need and how quickly you need it. If you need to be seen urgently, the triage worker will meet you to assess your needs in more depth. If your situation is less urgent, the worker will discuss your concern with the team the next working day and a member of the team will get in touch with you to discuss the range of options available to you.

# What information do you need from me?

When we meet with you, we will ask you what has brought you to the service and how we might be of assistance. We will also ask you questions about your physical, social and emotional health. It is helpful if you provide us with a list of any medications you are taking.

# Who do I contact if these things don't happen?

If you do not receive the appropriate service you can ask to speak to the Team Leader MHDA or the Primary Health Manager on 03 5021 7200.

Location: 55 Sturt Place, Dareton Phone: 03 5021 7200 Hours: Monday to Friday 9am to 5pm After Hours: 1800 011 511

# Far West Mental Health Recovery Centre

This service can provide a live in recovery program for up to 6 weeks.

# How do I access your service?

The Far West Mental Health Recovery Centre (FWMHRC) service is available to anyone who:

- Has a mental illness, or is suffering from mental stress
- Is willing to participate in the programs offered
- Is willing to not use drugs or alcohol while staying at the Centre
- Is willing to participate in activities such as meal preparation and minimal household duties.

To access the FWMHRC you can phone 8080 1365 Monday to Friday from 9am to 5pm.

The FWMHRC is not a drug and alcohol rehabilitation centre. It is run by a non government organisation called NEAMI National and is supported by the Broken Hill MHDA Service.

## What do I do if it is after hours or an emergency?

Phone the Mental Health Line on 1800 011 511 or access mental health care at the Emergency Department of your local hospital.

#### What does the service offer?

The Recovery Centre offers residential care and day programs. It has 10 rooms, each with an ensuite bathroom, bar fridge and television. The kitchen, laundry and lounge room are shared.

The Centre also offers an Anxiety Management Group and smoking cessation education.

## What will happen when I contact you?

You will be offered an appointment for assessment. You can then meet with staff who will talk to you about your situation, goals and how the FWMHRC can support you.

## What information do you need from me?

When we meet with you, we will ask you what has brought you to the service and how we might be of assistance. We will also ask you questions about your physical, social and emotional health. It is helpful if you provide us with a list of any medications you are taking.

## Who do I contact if things don't happen?

You can contact the Service Manager on 8080 1381 or the Director MHDA on 8080 1539.

Location: Old War Vets Road Thomas Street entrance Broken Hill Phone: 08 8080 1365 Hours: Monday to Friday 9am to 5pm

After Hours: 1800 011 511

# **Magistrates Early Referral into Treatment Program**

This service offers treatment and counselling for people with drug and alcohol related matters before the Local Court.

## How do I access your service?

To access the Magistrates Early Referral Into Treatment (MERIT) Program you must be over 18 and be referred from the Broken Hill Local Court via the magistrate and solicitors or other service providers. You can also refer yourself.

## What do I do if it is after hours or an emergency?

This service is available Monday to Friday from 9am to 5pm. If you leave a message on the MERIT phone, you will contacted on the next working day.

If you are in distress, please contact the Emergency Department, Broken Hill Base Hospital or call the Mental Health Line on 1800 011 511.

## What does the service offer?

Treatment and counselling for people with drug and alcohol related matters before the Local Court.

## What will happen when I contact you?

You will be given an appointment to attend an assessment interview with a counsellor. If you are eligible, at your next court date the Local Court will be informed that you seek referral to the Program. The ultimate decision about your participation in the program resides with the Magistrate.

## What information do you need from me?

We will need to know your current charges and receive your voluntary consent to attend. To meet the selection criteria, you cannot be charged with an indictable offence, or an offence that is violent or of a sexual nature. We will also need to know your current levels of drug and/or alcohol use.

## Who do I contact if these things don't happen?

You can contact the MERIT Team Leader on 8088 7199 or your solicitor.

Location: Trades Hall building 234 Blende Street, Broken Hill Phone: 08 8088 7199

Hours: Monday to Friday 9am to 5pm After Hours: 1800 011 511

# Mental Health Inpatient Unit

# This service offers inpatient support and treatment.

## How do I access your service?

Access to the Mental Health Inpatient Unit is via the Broken Hill Community MHDA Service for direct admission or via the Broken Hill Health Service Emergency Department.

## What do I do if it is after hours or an emergency?

Call the 1800 011 511 Mental Health Line or present to the Broken Hill Health Service Emergency Department. If there is immediate risk to physical health please call an Ambulance on 000. If there is an immediate threat to you or anyone else please contact the Police on 000.

## What does the service offer?

The MHIPU is a 6 bed unit that offers both voluntary and involuntary treatment under the NSW Mental Health Act. The MHIPU offers 24/7 care by 2 registered nurses under the guidance of a psychiatrist.

People in the MHIPU receive counselling, medication and help with problems like housing and finances.

## What will happen when I contact you?

The MHIPU doesn't take direct referrals from people in the community. A mental health worker in the Community MHDA or MHEC-RAP team will talk about your needs and work with you to determine the most appropriate care.

## What information do you need from me?

When we meet with you, we will ask you what has brought you to the service and how we might be of assistance. We will also ask you questions about your physical, social and emotional health. It is helpful if you provide us with a list of any medications you are taking.

# Who do I contact if things don't happen

You can contact the Nurse Unit Manager or the Operations Nurse Manager of Broken Hill Health Service. Call 8080 1333 and ask for them to be paged.

Location: Broken Hill Health Service Thomas Street, Broken Hill Phone: 08 8080 1554 Hours: Monday to Friday 9am to 5pm

After Hours: 1800 011 511

# **Opioid Treatment Program Service**

This service offers maintenance therapy and counselling for opiate addiction.

## How do I access your service?

The best way to access the Opioid Treatment Program (OTP) is through the reception desk at Primary Health at the Broken Hill Health Service. They will arrange for an intake worker to speak with you.

## What do I do if it is after hours or an emergency?

You can call the Opioid Treatment Line on 1800 642 428 or present to the Broken Hill Health Service Emergency Department.

## What does the service offer?

The service offers maintenance therapy for opiate addiction. It also offers counselling, case management and regular follow up by a doctor.

## What will happen when I contact you?

An assessment time will be arranged where you will be asked a range of questions regarding your needs and drug use. Based upon your responses, a decision will be made about your eligibility for the program. If you are eligible, you will be allocated a case manager and given an appointment with the prescribing doctor.

## What information do you need from me?

We will need your contact details and a detailed history of drug use and any mental health issues that you may have.

## Who do I contact if these things don't happen?

You can contact the Manager, Broken Hill MHDA Service on 8080 1554 or the Manager, Primary and Allied Health on 8080 1414.

Location: Broken Hill Health Service, Primary Health Department
Thomas Street, Broken Hill
Phone: 08 8080 1554

Hours: Monday to Friday 9am to 5pm After Hours: 1800 011 511

# **Consumer Wellbeing Program**

Most of a person's recovery occurs at home, so their family, friends, neighbours, local community, church, clubs, school or workplace have an important role to play.

Recovery is a concept everyone can relate to, because everyone experiences growth, satisfaction and happiness as well as change, uncertainty, loss and grief. It is not necessarily about cure but is about having opportunities for choices and living a meaningful, satisfying and purposeful life.

(A National Framework for Recovery-Orientated Mental Health Services: Policy & Theory August 2013)

The key elements of this Program are to help people experiencing mental health problems to enjoy life, feel connected, build resilience and resourcefulness to cope with life's stressors and to help them participate in their own care.

The Consumer Collaboration Coordinator works with mental health consumers and health workers to develop a strong MHDA program, to develop pathways to group activities in the community and other services, and to advocate on their behalf.

The goal is to provide support through a wellbeing program that includes regular coffee groups, education and other activities.

Consumer activities are held each month across the Local Health District. The activities are provided free of charge to all consumers of our Mental Health and Drug & Alcohol Service. A monthly "What's on" flyer is sent out through mail and via case managers.

If you would like support to access the Mental Health and Drug & Alcohol Service, or information on Consumer Wellbeing Program activities, please contact the Consumer Collaboration Coordinator.

Contact: Consumer Collaboration Coordinator Mental Health Drug & Alcohol Service - District Phone: 08 8080 1509 / 0429 030 136 Email: FWLHD-DistrictMHDA@health.nsw.gov.au Hours: Monday to Friday 9am to 5pm After Hours: 1800 011 511

# **Outreach Services**

# **Mental Health Emergency Care Rural Access Program** (MHEC-RAP)

MHEC-RAP is a mental health service that operates via videoconferencing. It is a 24 hour service based in Orange that is manned by trained mental health nurses.

Far West Local Health District (FWLHD) uses MHEC-RAP to see people who may need mental health care in towns that don't have an onsite mental health team.

MHEC-RAP also provides mental health assessments in the Broken Hill Emergency Department outside of business hours.

When a person comes to the local health service or Emergency Department with a potential mental health problem that needs urgent attention, the staff contact MHEC-RAP.

The person is taken to a room where they can see and talk to the mental health clinician on a screen. Family members and carers are also invited to speak to the MHEC-RAP workers about their concerns. MHEC-RAP staff will then devise a plan for care with the person, any family present and staff in the Emergency Department or Health Service.

MHEC-RAP will also contact the local Community MHDA team and/or psychiatrist on call for help as required.

# Royal Flying Doctor Service (RFDS) Mental Health and Drug & Alcohol Team

The RFDS MHDA team provides regular clinics in some of the more remote towns in Far West NSW. The team consists of a psychologist, a mental health nurse and a drug & alcohol counsellor.

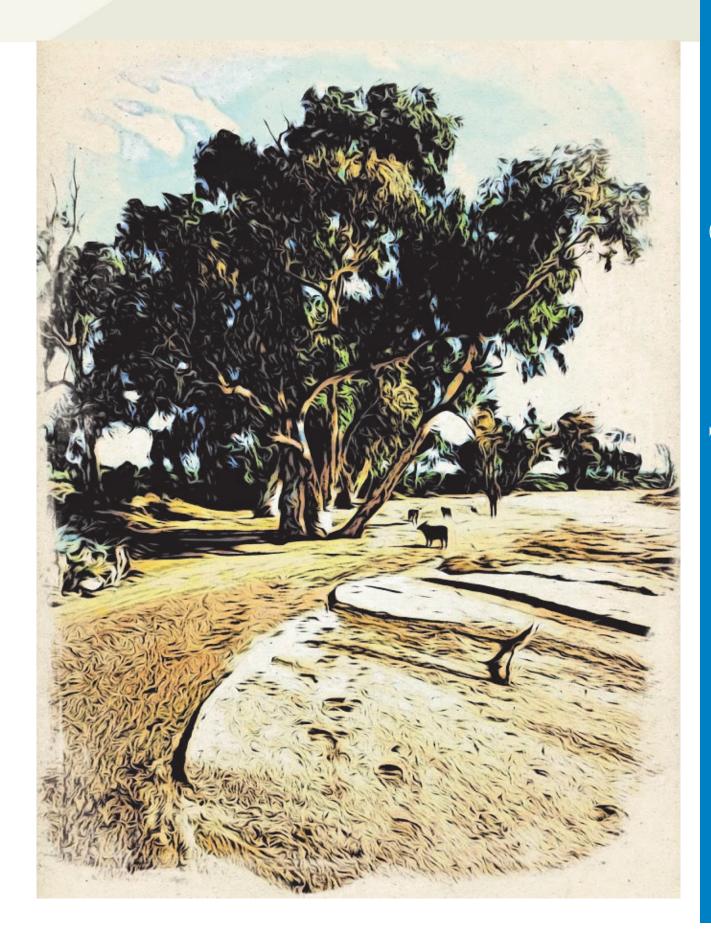
They regularly visit Menindee, White Cliffs, Wilcannia, Tibooburra and Ivanhoe.

For more information about contacting the RFDS team in your town, get in touch with your local health service.

The RHUBI information system on the FWLHD website also has details about all RFDS clinics.

# **RHUBI**

Helping you find the right information for your health care needs www.rhubi.com.au



# **Charter for Mental Health Care In NSW**

The Charter for Mental Health Care outlines the way in which you can expect Mental Health Services to be delivered in NSW.

# Every person in NSW has the right to mental health services that:

- 1. Respect human rights.
- 2. Are compassionate and sensitive to the needs of the individuals they serve.
- 3. Foster positive attitudes to mental health in the larger community.
- 4. Promote positive mental health.
- 5. Encourage true consumer involvement at all levels of service delivery and policy development.
- 6. Provide effective treatment and care across the lifespan.
- 7. Are widely accessible to people with mental health needs.
- 8. Provide care in the least restrictive environment, consistent with treatment requirements.
- 9. Provide effective and comprehensive prevention programs across the lifespan.
- 10. Promote 'living well' with mental illness.
- 11. Address quality of life issues such as accommodation, education, work and income, leisure and sport, home and family and other relationships.
- 12. Use language that reduces stigma, discrimination, or negativity for those affected and their families.
- 13. Respect and are responsive to the diversity in lifestyle, sexuality and sexual preference.
- 14. Are culturally sensitive and appropriate to the needs of the individuals they serve.
- 15. Encourage and support self help.

More information on NSW state laws, standards and guidelines is available at: http://mhrm.mhcc.org.au/chapter-2/2b.aspx

# **Consumer Rights and Responsibilities**

As a person who uses MHDA services, you have the right and responsibility to make decisions about your own health care. Staff are there to ensure your rights are protected and to assist you with making informed choices about your mental health and wellbeing.

Some of your rights are guaranteed by law. Others are commonly recognised by your community. All of these rights are equally important and must be protected.

## **Rights**

Consumers have the right to:

- Have your individual worth, dignity, privacy and confidentiality respected.
- Take responsibility for your own health care and we will support you to do so.
- Be part of all decisions relating to your health care.
- Be listened to.
- Have your family or carer recognised and included as a partner in your care.
- Accept or refuse advice or treatment except where legislation prevents you doing so.
- · Seek a second opinion, and we can assist you.
- To be called by your preferred name.
- Have staff introduce themselves and explain their role to you. You can request to see their identification card.
- Be treated politely and with respect regardless of your age, sex, disability, sexual preference, marital status, race, religion or political beliefs.
- Receive clear information about your health problem and care in a way that you understand.
- No information being given about your health to others, unless you agree in writing or the law requires that information must be given out.
- Admit or refuse admission of health professionals to your home, unless legislation enables emergency access.
- Be provided with written and verbal explanations of your rights and responsibilities as soon as possible after contacting the FWLHD MHDA service.

# **Consumer Rights and Responsibilities**

## **Rights**

You also have the right to:

- Complain about the service provided, without fear of reprisal, by the person or the service against whom the complaint has been made.
- Contribute to and participate in service planning and development.
- Request the help of an interpreter service.

## Responsibilities

Health care is a partnership, and with your rights, there are accompanying responsibilities. These are to:

- Behave in a way towards staff that respects their individual worth, dignity and privacy.
- Cooperate with your health care or clearly communicate your decision not to cooperate.
- Know what medications you have been prescribed.
- Inform staff when you are unable to keep an appointment.
- Respect health service property.
- Let us know if something has gone wrong or if the service can be improved.
- Only use the designated smoking area, as all of our facilities are smoke free environments.



# **Mental Health Act 2007**

The NSW Mental Health Act 2007 is an Act of Parliament that governs the care and treatment of people in NSW who experience a mental illness or mental disorder.

The NSW Mental Health Act 2007 states that people are to receive the most effective care and treatment possible in the least restrictive environment. The objective of the Act is to ensure that consumers receive the best possible quality of care while being treated and to protect their civil rights and dignity. This might mean that the person could be treated in the community, and not necessarily in hospital, depending on the level of risk or severity of illness.

The NSW Mental Health Review Tribunal is a specialist legal body established under the Mental Health Act 2007. It has a wide range of powers that enable it to make and review Orders about the treatment and care of people with a mental illness. They conduct hearings in the Far West via video conferencing. The panel consists of a lawyer, a psychiatrist and a suitably qualified or experienced community person. Consumers are entitled to legal representation at the hearing.

## What does the Act provide for?

The Act makes provisions for the care of people who:

- Are admitted to hospital voluntarily (voluntary patient)
- Are admitted to, or detained in hospital against their wishes (involuntary patient)
- Are required to receive treatment in the community (community treatment order)
- Have committed a serious offence and are mentally ill (forensic patient).

## How can you be admitted to a mental health facility?

You can be admitted either voluntarily or involuntarily.

A voluntary admission is when you are admitted at your own request or at the suggestion of a doctor or people who care about you - this may be at a time when you need some extra support.

An involuntary admission is when an experienced mental health clinician has assessed that you require hospitalisation. In these situations, you don't have to agree to be in hospital but you will be given access to a lawyer who can represent you to the Mental Health Review Tribunal.

# What is a Community Treatment Order (CTO)?

A CTO is a legal Order made by the Mental Health Review Tribunal. It requires a person to accept medication, therapy, rehabilitation or other services for up to 12 months in the community. A CTO can be issued either in hospital or while living in the community.

# **Mental Health Act 2007**

# What does the Act say about families and carers?

The Act recognises the needs of carers to access information about the person living with a mental illness so as to provide care and support, whilst at the same time giving the consumer the right to control who will be accessing this information. A consumer can nominate their 'primary carer' - who is the person the mental health facility will contact, share information with and involve in the consumer's treatment and discharge planning. Consumers are also able to exclude a person or persons who they do not wish to receive information about them or their treatment.

The nomination stays in force for a 12 month period. However the consumer can change this nomination or reverse it at any time.

# Who can arrange for involuntary admission of a person to hospital?

- Medical practitioners
- Police
- Ambulance Officers
- Accredited Person (who is a gazetted mental health professional)
- A Court / Magistrate

## What is the Mental Health Advocacy Service?

The Mental Health Advocacy Service coordinates free legal representation for mental health patients in NSW. It provides a free telephone advice service on mental health law and coordinates free legal representation at hearings to patients throughout NSW, who are involuntarily detained in hospital. Patients can organise a private lawyer if they wish.

# Where can I find out more information about the Mental Health Act and the mental health legal framework in NSW?

The Mental Health Coordinating Council has the NSW Mental Health Rights Manual (3rd Edition) available online. This manual incorporates the latest legislative reform and government directives, ensuring ongoing access to current legal information for anyone in contact with the mental health sector. It is written in plain language and is an invaluable readily accessible resource, bringing together vital information crucial to anyone having to navigate the mental health system, enabling them to become acquainted with their rights, the legal and service system, and access support and guidance.

The NSW Mental Health Rights Manual (3rd Edition) is available online at: http://mhrm.mhcc.org.au/chapter-2/2b.aspx

# Official Visitor Program

Official visitors are appointed by the Minister for Health to visit people in mental health inpatient facilities and are available to assist consumers on Community Treatment Orders. They are independent and come from the community from a range of cultural, professional and personal backgrounds.

## What do the Official Visitors do?

Official Visitors aim to safeguard standards of treatment and care, and advocate for the rights and dignity of people being treated under the NSW Mental Health Act 2007.

They make regular visits, talk to patients, inspect records and registers, report on the standard of facilities and services, liaise with staff about any issues or concerns, and report any problems to the Principal Official Visitor and/or the Minister for Health.

## How can an Official Visitor help you?

They listen to your concerns and help you resolve them or, with your permission, they act to resolve them on your behalf.

## Who can contact an Official Visitor?

Patients (consumers), carers, family, friends, staff and other people with an interest in the care and treatment of people with a mental illness.

## How can you contact an Official Visitor?

People in the Mental Health Inpatient Unit can speak to Official Visitors during their regular monthly visit.

Between visits, you can telephone 1800 208 218 between 9am and 5pm free of charge, Monday to Friday. In order for an Official Visitor to call you back you need to tell the person who answers the phone:

- Your name
- Where you are
- Your phone number

If you urgently want to see or speak to an Official Visitor outside of these hours, phone 1800 208 218 and leave a message, or ask the Hospital staff to arrange it for you.

The Official Visitor must be notified of your request within two days.

You can also leave a letter in the Official Visitors Box in the ward, or write to: Official Visitors
Locked Bag 5016
Gladesville NSW 1675

More information is available at: www.ovmh.nsw.gov.au

# We welcome your feedback & comments

Your comfort and satisfaction are important to the staff who care for you and the management of the Far West Local Health District. We welcome your feedback which helps us improve our service.

## How do I provide feedback?

Any time you have a concern about your care or that of a family member, please let one of our staff know and we will try to resolve it for you.

## They will:

- Identify your main concerns.
- Answer any questions you have.
- Ensure your concerns are addressed as soon as possible.

## If you still feel unsatisfied, you can:

- Tell a staff member and ask that your feedback be lodged in the incident system for further investigation.
- Lodge your feedback on the internet at www.fwlhd.health.nsw.gov.au clicking on the 'Concerns about your Health Care' icon.
- Contact the Health Service Manager, Director MHDA or General Manager, Broken Hill Health Service.
- Contact the Clinical Governance Unit by phone on (08)8080 1580.

## Who else will know about my feedback?

We are bound by the privacy legislation, so your feedback will be dealt with in a confidential manner and will only be discussed with people who can help resolve your concerns.

## What can I do if I'm unhappy with how my feedback has been handled?

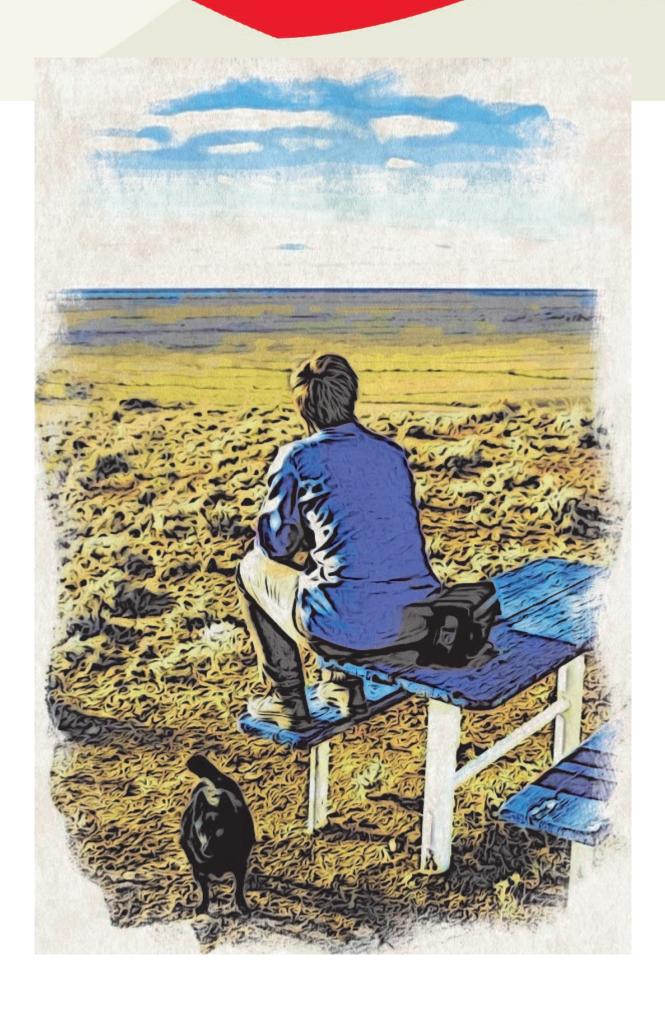
The Chief Executive is responsible for the feedback management process. Many concerns can be resolved quickly and easily by speaking to the local staff in the first instance. Give the service a chance to fix the problem if you think they can. However, should you have any remaining questions or concerns that have not been answered or addressed to your satisfaction, the Chief Executive will arrange for a review of your concerns.

If you are not satisfied with the management of a complaint you can write to either:

Chief Executive
Far West Local Health District
PO Box 457 Broken Hill
Phone: (08)8080 1580

Health Care Complaints Commission (HCCC) Locked Mail Bag 18, Strawberry Hills NSW 2012 Phone: (02)9219 7444

Toll Free in NSW: 1800 043 159



# **Recovery - What Does This Mean?**

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.

# What do we mean when we talk about recovery?

The word recovery has two meanings in mental health services.

The first is the traditional meaning - recovery means when the symptoms of the illness have gone. This is what mental health professionals call a 'clinical recovery'.

The second meaning of recovery is about *personal recovery*. There is no single definition or description of recovery. Personal recovery is different for everyone and can only be defined by you. It is your version of a satisfying and meaningful life, without necessarily having a clinical recovery. Only you can decide what you want your life to be like and the best way of achieving this. Recovery is possible for everyone - it is a process of change, through which you can improve your health and wellness, live a self-directed life and strive to reach your full potential.

The most widely used definition of recovery is from Anthony (1993):

...a deeply personal, unique process of changing one's attitudes, values, feelings, goals, skills, and/ or roles. It is a way of living a satisfying, hopeful and contributing life, even within the limitations caused by illness. Recovery involves the development of new meaning and purpose in one's life as one grows beyond the catastrophic effects of mental illness.

Pat Deegan, a psychologist who is in recovery with schizophrenia, describes the recovery process as:

...a series of small beginnings and very small steps, rather than as a linear process marked by successive accomplishments. Professionals cannot manufacture the spirit of recovery and give it to consumers. Recovery cannot be forced or willed. However, environments can be created in which the recovery process can be nurtured like a tender and precious seedling. To recover, psychiatrically disabled persons must be willing to try and fail, and try again.

## Who is in charge of the recovery process?

Recovery is a personal choice, it can only be lived by you and your family. Our Mental Health Services can create an environment where you can make decisions about your life and be supported in achieving them (Shepherd, Boardmand & Slade 2008).

As a Service, we are committed to supporting you in your recovery journey, by enabling you to use your personal resources to build a meaningful and satisfying life.

# **Recovery Principles**

The purpose of principles of recovery oriented mental health practice is to make sure that mental health services are being delivered in a way that supports the recovery of mental health consumers.

These reflective questions provide you with a Recovery Principles Approach to ensure that mental health services facilitate your recovery journey:

## 1. Uniqueness of the individual

- Do I feel supported to build on my unique strengths and promote self responsibility?
- Are staff sensitive to my cultural, religious and social needs?
- Am I given the opportunity to discuss my experience of trauma?

## 2. 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?

# 3. 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?

## 4. 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?

## 5. 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?

## 6. 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 quality improvement?

The National Framework for Recovery Orientated Mental Health Services and the National Standards for Mental Health Services 2010 (which incorporates recovery principles) can be found online at:

www.health.gov.au

# **Checklist for Consumers**

These are some questions you might want to ask your mental health practitioner. There is a full check list available from: www.mhca.org.au

#### **About the Illness**

- What is my condition/illness/diagnosis? What symptoms suggest this?
- Where can I get written information about this illness?

#### About care and treatment

- What are the aims of my care and treatment?
- Where can I get written information about my care and treatment?
- Who will be responsible for my care (in addition to me)? What exactly will they be responsible for?
- What will my treatment consist of (ie medication, therapy or other)?
- What can I do to help myself recover?
- What are the signs and symptoms that I am becoming unwell again?
- What do I do if I am becoming unwell again?
- Who should I contact in an emergency?
- How do I get in contact with people who have the same illness?
- Do you know of any self-help techniques that will help my recovery?
- Are there any local support, self-help or advocacy groups that I could get in touch with?

## **Sharing information**

- Will my carer, family and/or friends be involved in discussions concerning my care and treatment?
- What benefit will I get if my carer is involved in discussions about me?
- Can I decide what information relating to my care and treatment is shared with my carer?

## **About medications**

- Why have you chosen this medication?
- What will the medication do?
- How, when and how often will I need to take it?
- How long will I need to take it?
- What side effects might I experience?
- How much time or effort will it take to experience benefits?
- What is the normal dosage range for this medication?

# **Checklist for Consumers**

#### **About medications**

- What do I do if I forget to take the medication?
- What will happen if I stop taking the medication?
- If I find the side effects are unmanageable, what can you do about managing or counteracting them?
- What other treatment options do I have?
- What symptoms would mean that the dose should be changed?
- Who will be monitoring my medication and how often?
- What specifically will be monitored (ie the effect, toxicity or something else)?
- Can I take this medication safely with the other medications I am already taking?
- Are there any foods or drinks that I should not consume while taking this medication? Why?
- Is this medication listed on the Pharmaceutical Benefits Scheme (PBS) or will there be a private cost to me?
- Where can I get written information about this medication?
- Can we make a time to review the progress and if necessary revise the treatment plan?

## **About other treatments**

- Are there any other treatments for this illness?
- What are they? Are they effective?
- How will you ensure that there is regular communication between yourself and other practitioners involved in my care and treatment?
- How will I know if this treatment is working or not?
- Can we make a time to review progress and if necessary revise the treatment plan?

## **About hospital admission**

- Will I need to be admitted to hospital? If so, for how long?
- Who will taking care of my accommodation/family/pets/bills etc while I am in hospital?
- What arrangements will be made for my care and treatment after discharge from hospital?

# Linking Physical Health & Mental Health

Mental Health Services in NSW have a responsibility to ensure the consumers who use their service have access to physical as well as mental health care.

## What physical health care can I expect to receive from my mental health service?

Mental health services have an important responsibility to ensure they care for the physical and mental health of the people who use their services. Mental health staff in the Far West Local Health District look after your physical health by:

- Supporting you to receive a physical health examination.
- Ruling out any physical causes for your mental illness or disorder.
- Carefully considering how any treatment you receive for your mental illness will affect your physical health.
- Putting you in contact with a GP or other health providers for health reviews or tests.
- Ensuring your care plan addresses your physical as well as mental health needs.
- Helping you to attend activities and giving you information that will improve your physical health and wellbeing.

## What can you do to improve your own physical health?

You need to be an active participant in your own physical health care. You can do this by:

- Having a regular GP and getting regular physical health examinations.
- Giving consent for the mental health service to contact your GP or other health providers so they can work together to address your physical health concerns.
- Asking questions about your physical health to help you understand how to manage it.
- Sharing information about your physical health with your family or carer so they can give you
  practical and emotional support.
- Reading information about health and nutrition and making changes to your diet and exercise routine.
- Taking part in healthy lifestyle programs or activities that will help you to make better choices, such as giving up smoking.

The Physical Health Care of Mental Health Consumers Guidelines can be found online at: http://www0.health.nsw.gov.au/policies/gl/2009/pdf/GL2009\_007.pdf

# Get Healthy Clinic - Broken Hill

Every Monday from 9.30am - 4pm there is a FREE physical health clinic at the Broken Hill Community Mental Health and Drug & Alcohol Service.

An appointment can be made through your case manager. You can just drop in or you can call 8080 1554.

## Why have a physical health clinic in a mental health service?

People with an experience of mental illness have a higher risk than most people of getting a physical illness like diabetes, heart disease, respiratory disease or stroke. We want to work with you so that you can have good physical health as well as good mental health. We will support you to be in the best possible shape, physically and mentally.

## Risks to your health

Waist circumference is the biggest risk factor for chronic disease:

- For females it should be less than 80cm
- For males it should be less than 94cm

## Other risk factors:

- High blood pressure
- · High fasting blood sugar levels
- High cholesterol
- Eating the wrong things
- Too much sitting, not enough moving

If any of these apply to you, talk to your case manager or drop into the Get Healthy Clinic.

## What do we do at the clinic?

We will measure your:

- Height, weight and body mass index
- Blood pressure
- Heart rate
- Blood sugar level
- Waist circumference

## If you need it, we may:

- Do an ECG
- Do blood tests

We will then link you with other people if needed, such as:

- General Practitioner
- Dietician
- Diabetes Educator
- Dentist
- Chronic Disease Program

# Wellness Plan & Self Assessment (K-10)

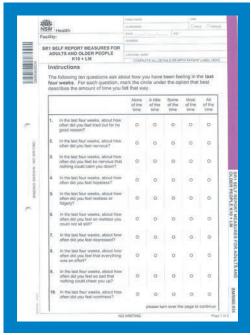
## What is a Consumer Wellness Plan?

The Consumer Wellness Plan is a map of recovery, where you are and where you want to get to. The Plan gives you the chance to have your say about your own care. It helps you identify what is important for your care and recovery.

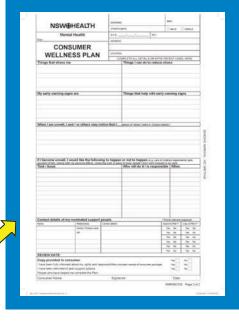
It serves as a reminder about what you can do to stay well, what you will notice when you are unwell, and what you would like to happen if you become unwell.

It may be completed with your nominated carer and/or case manager or you can complete it yourself. You and your family can keep a copy.





Ask for this



# What is a Consumer Self Assessment? (K-10)

The K-10 is the questionnaire chosen by consumers of mental health services in NSW. Its purpose is to help you and your health worker get a better understanding of how you have been feeling for the past 3 days or 4 weeks.

# When should I be invited to participate in self assessment? (K-10)

At the beginning of treatment, every few months during your care and at the end of contact with mental health services.

# What can I expect from my mental health worker?

- Someone who will work with you towards your recovery.
- Assistance to complete your Wellness Plan and K-10.
- Discussion about your responses.
- A care plan that involves you, your family and everyone who supports you.
- Confidentiality.



# Family and Carer Mental Health Support

Family and friends play an important role in caring for and supporting people living with mental illness.

There are many people who provide support to someone living with a mental illness and do not think of themselves as a 'carer'. They do what they do because they care about that person and what happens to them. People often fall into the role of 'carer' because it becomes a natural extension of their relationship with the person.

(Uncharted Waters, Second Edition 2009, Northern Sydney Central Coast Mental Health Drug & Alcohol Service, NSW Health)

The Family & Carer Mental Health Coordinator works with families, carers and health workers to provide guidance and assistance to ensure positive outcomes are achieved for families, carers and the person they are caring for.

The Coordinator can work with all carers and family members to provide support during your journey within the MHDA services and health system. This can include navigating our services and systems, providing illness specific information, carers rights, support and advocacy. Families and carers may require short term interventions from our service, followed by referrals to appropriate services for ongoing needs.

The Coordinator also works with the MHDA teams and Health District staff across the Far West to improve professional and service responsiveness to the needs and circumstances of family and carers. Families and carers must be recognised, supported and included in treatment planning and service provision.

At FWLHD we have a focus on carer wellbeing and work with other carer support services such as CentaCare Wilcannia-Forbes (our partner in the Family & Carer Mental Health Program) and the Commonwealth Respite and Carelink Centre to deliver optimum outcomes for families and carers.

There are a number of family and carer activities held each month across the Local Health District. These are provided free of charge to anyone registered with us to receive family and carer supports. If you would like any more information, the monthly calendar or support to access services within Mental Health and Drug & Alcohol Service, please contact the Family and Carer Mental Health Coordinator.

Contact: Family & Carer Mental Health Coordinator Mental Health Drug & Alcohol Service - District Phone: 08 8080 1525 / 0428 965 310 Email: FWLHD-DistrictMHDA@health.nsw.gov.au

Hours: Monday to Friday 9am to 5pm After Hours: 1800 011 511

# **NSW Carers Charter**

The NSW Carers (Recognition) Act 2010 was introduced to provide recognition of carers and families. The NSW Carers Charter recognises the enormous contribution that carers and families make to our community and provides principles to guide the way services should interact with carers.

This Charter acknowledges the importance of the Aboriginal culture, disability, age, gender, cultural and religious background of each carer. The Charter establishes 13 principles:

- 1. Recognise the contribution carers make. Support them and the people they care for.
- 2. Be mindful of carers' health and wellbeing.
- 3. Listen to carers and the people they care for.
- 4. Respect and support carers' choices, knowledge and experience.
- 5. Find out what support and services carers need and refer them to those services.
- 6. Respect the relationship between carers and those they care for.
- 7. Recognise that all carers are different.
- 8. Acknowledge that carers have needs and interests beyond their caring role.
- 9. Young carers have the same rights as all children and young people.
- 10. Help young carers overcome any disadvantage they face.
- 11. Carers should have the same rights, choices and opportunities as all Australians.
- 12. Take into account the additional difficulties faced by carers in rural and remote areas.
- 13. Support for carers should be easy to access and available when needed.

More information on the NSW Carers (Recogniton) Act 2010 and the NSW Carers Strategy 2014-2019 is available at: https://www.carersnsw.org.au/facts/carers-recognition-act

# Family & Carer Rights & Responsibilities

The MHDA service acknowledges the valuable contributions made by families and carers to the care of people with a mental illness, and its reliance on families and carers undertaking that role.

Working together is the best way to achieve positive outcomes for everyone.

#### **Rights**

Families and carers have the right to:

- Have your individual worth, dignity and privacy respected.
- Have your knowledge and experience valued and given credibility.
- Be given information about and access to comprehensive information, education, training and support to facilitate your caring role.
- Negotiate appropriate and reasonable assistance and support with difficulties arising out of caring for and advocating for a person with a mental illness.
- Seek help when caregiving is in crisis.
- Be given information regarding the availability of MHDA services.
- Request a review of the risk status of the person you care for when appropriate.
- Request further opinions regarding the care and treatment of the consumer.
- Place limits on your availability to the consumer.
- Be acknowledged and recognised as having your own individual needs within and beyond the caring role.
- Expect mental health professionals to be aware of and sensitive to your cultural background.
- Have access to accredited interpreters when interacting with the service.
- Be provided with written and verbal explanations of rights and responsibilities as soon as possible after contacting the FWLHD MHDA service.
- Use complaint mechanisms without fear of reprisal by the person or the service against whom the complaint has been made.
- Contribute to and participate in service planning and development.

# Family & Carer Rights & Responsibilities

#### **Rights**

Further families and carers have the right, with appropriate consent from the consumer (or official body) to:

- Seek information regarding diagnosis and treatment of the person you care for.
- Have access to the consumer while in hospital.
- Request and arrange for community support services.
- Exchange information concerning the consumer's history, lifestyle and relationships.
- Be involved in considerations around care planning and review.
- Be consulted about the consumer's discharge and recovery plan.

#### Responsibilities

Health care is a partnership and with your rights, there are accompanying responsibilities. These are:

- Respect the individual worth, dignity and privacy of the consumer.
- Behave in a way towards staff that respects their individual worth, dignity and privacy.
- Give value and credibility to the knowledge and experience of professional clinical staff and consider their opinions regarding the treatment and care of the consumer.
- Cooperate as far as possible with reasonable programs of treatment and care aimed at returning the consumer to optimal personal recovery.
- Assist as agreed with the consumer and health professionals, in the implementation of the Care Plan.
- Provide all relevant information concerning the consumer that might influence the effective treatment of the consumer, in the most objective and accurate manner possible.
- Comply with relevant legislation concerning the care of the consumer (eg Community Treatment Orders).
- Act as an advocate, in consultation with the consumer, to ensure that the consumer's rights are upheld.

The NSW Mental Health Rights Manual (3rd Edition) is available online at: http://mhrm.mhcc.org.au/chapter-2/2b.aspx

# Family & Carer Involvement In Recovery

Recovery is an active process for both the person with the illness and their family and friends.

Throughout recovery it is important to talk to each person regularly about their experiences and the recovery process. You can take an active role in supporting your relative or friend in their effort to improve their emotional, physical, spiritual and social wellbeing.

Encouraging and supporting people with a mental illness to live as independently as possible are key components of the recovery process. Family members and carers play a vital role in supporting people to develop the skills of independent living. However, sometimes help is needed. There are programs, such as the Housing and Accommodation Support Initiative (HASI) and the Personal Helpers and Mentors (PHAMS) programs available that can provide extra supports for your relative or friend.

#### **Discussion starters**

To help your relative or friend with their recovery, it is a good idea to discuss some of the following points when they are well and interested in talking about them.

- How will I know when you are going through a difficult time?
- What can I do to help when you are going through a difficult time?
- When would you like me to be involved?
- If you are becoming unwell but don't realise it yourself, what would your wishes be at that time? What would you like me to do?
- Would you like to speak to someone else if it is difficult to discuss things with me? If so, who is that person?
- What can I say that will help?
- What can I do that will help?
- What doesn't help?

Another useful approach is to help your relative or friend reduce their chances of developing a physical illness and to help improve their overall sense of wellbeing. This can be done by encouraging regular physical activity, maintaining a healthy balanced diet and reducing or quitting smoking.

Stress reduction strategies can also be helpful, as excessive stress can make someone with mental illness more vulnerable to relapse. Good stress reduction strategies may even help to reduce the symptoms of mental illness.

To be effectively involved in someone's recovery journey you will need to develop open communication not only with your relative or friend, but also with the mental health workers who are involved in planning and managing their treatment.

#### **Discussion starters**

Some of these questions can be asked and answered without your relative or friend's consent. However, if your relative or friend has not given consent for your involvement, then the mental health worker may be limited in the information that they can share with you.

- What can I do to help?
- What do I need to know that is specific to the mental illness affecting my relative or friend?
- How do I, as a carer, go about getting informed consent from my relative or friend to access information and talk to the health workers involved?
- What treatment options are available?
- What do I do if there is a crisis?
- Are there any support groups that can help me and/or my relative or friend?
- If I have specific needs of my own, who should I ask?



# **Consumer & Carer Participation**

We believe it is important to get the views of people who have had firsthand experiences of our service themselves or through a family member or friend.

We strive to provide excellent consumer and carer focused service delivery. It is our responsibility to ensure that the voice of all consumers/carers is heard by our service and that everyone has an opportunity to participate through a variety of avenues.

The National Standards for Mental Health Services and National Safety and Quality Standard 2 require that consumers and carers are actively involved in the development, planning, delivery and evaluation of services. Consumers and carers have the right to have their needs and feedback taken into account in the planning, delivery and evaluation of services.

Consumer and carer participation is guided by our policy titled 'Consumer and Carer Participation in Mental Heath and Drug & Alcohol Services'. This policy aims to build meaningful consumer and carer participation in the planning and delivery of MHDA services and to ensure that the MHDA program of FLWHD is recovery focused.

The core principles of consumer and carer participation in the MHDA Services are:

- 1. Consumers have a right to participate in their own mental health care and have a direct and active role in processes that affect their lives.
- Carers are recognised as an important part of the treating team, and, as such, will be respected and given such information about a consumer's treatment, risks and care plan as is necessary to enable safe care.
- 3. Consumers and carers with appropriate skills and expertise will be appointed to represent the interests of consumers and carers in MHDA planning.
- 4. Priority will be given to the appointment of consumers and carers who are in a position to provide the most inclusive consultation possible.
- 5. A single person will not be appointed to represent the views of both consumers and carers. Both a consumer and a carer representative are required to represent the view of each respective group.
- Communication between the organisation and consumers and carers must be a two-way process. Information will be shared and exchanged between consumers and carers and staff to enable effective participation. It may incorporate a cultural need for understanding and direction between the organisation, consumers and carers.

For information about how to get involved please see the next page.

# Consumer & Carer Advisory Group

Building meaningful consumer and carer participation in the planning and delivery of MHDA Services in the Far West.

The Consumer and Carer Advisory Group (CCAG) is a formal mechanism for consumers and carers to be actively involved in the planning, delivery and evaluation of MHDA Services in the Far West Local Health District.

CCAG is an open group that consists of consumers and carers who have an experience of using MHDA Services in FWLHD. It meets bi-monthly (first Thursday of the month) from 2pm - 5pm to review, guide and endorse MHDA reports, policies and processes.

You can choose to attend all meetings, or only those that discuss a topic of particular interest. Those who don't wish to attend meetings but would like to participate can do this via email. Members are also able to provide feedback via email or in person outside of the CCAG meetings.

You will receive the appropriate training and orientation required to perform your role in a diverse culturally appropriate service including cultural competency training. There is remuneration paid for representative duties.

The CCAG engages in discussion and activities aimed at:

- Improving quality and safety in MHDA Services;
- Planning the most efficient allocation of resources in MHDA Service;
- Incorporating evidence-based best practice into local service delivery;
- Developing innovative solutions that best address the needs of the local communities; and
- Developing an annual strategic plan for mental health consumer and carer participation.

We encourage you to get involved and work with us to help shape our MHDA Services to become more consumer and carer focused. If you are interested in getting involved please call us on (08) 8080 1525 or email: FWLHD-DistrictMHDA@health.nsw.gov.au

Excerpt from an email from a CCAG member: 'I am pleasantly amazed that MHDA sees it as their responsibility to ensure that the voice of all consumers/carers is heard by the service and that everyone has an opportunity to participate.

My last contact with MH Services was in the mid 90's when no input was sought from or information given by the Service to carers in cases where the consumer was an adult.

It is an exciting direction to be going in for a service that has obviously become much more open and consultative.'

# Your Experience of Service (YES)

The YES Questionnaire replaces MH-CoPES as the data collection method for consumer feedback in NSW public health services.

#### What is the Your Experience of Service (YES) Questionnaire?



The YES questionnaire is designed to gather information from consumers about their experiences of care. It aims to help mental health services and consumers to work together to build better services. The questionnaire was developed with consumer input throughout the entire process. It is based on the recovery principles of the 2010 National Standards for Mental Health Services.

#### Are my answers confidential?

The Yes questionnaire does not record your name, date of birth or any other personal identifiers such as your medical record number. Your answers are completely confidential.

Where can I get help to complete the questionnaire? Feel free to ask a friend, family member, carer or staff to help you complete the questionnaire.

#### What do I do with my YES questionnaire when I have completed it?

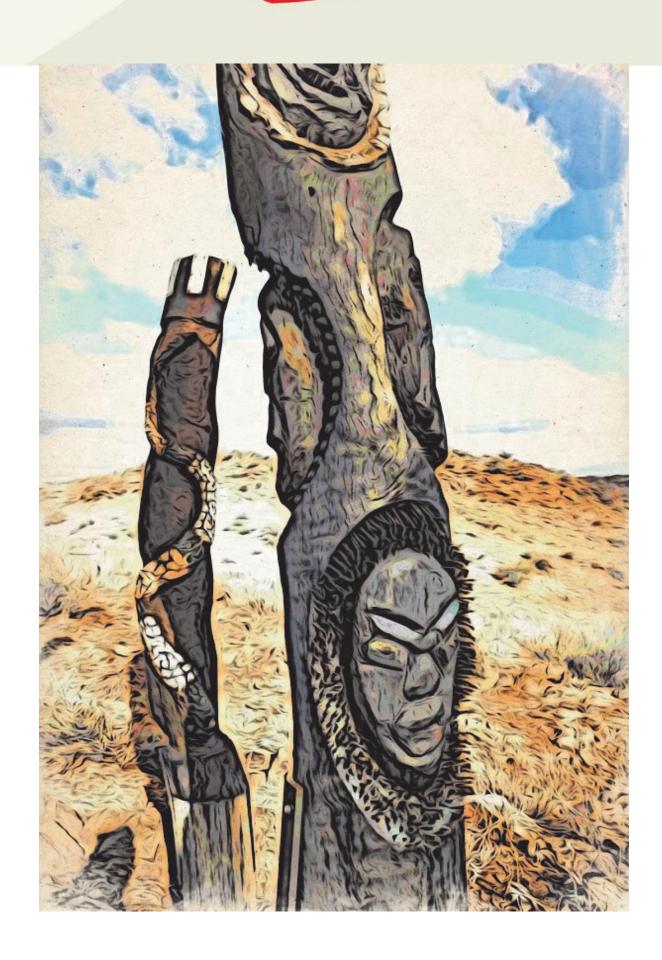
Put it in the reply paid envelope, then post it, or put it in the YES questionnaire return boxes that are available at:

- Mental Health Inpatient Unit
- Broken Hill Community Mental Health and Drug & Alcohol Service, Primary Health Service
- Dareton Community Mental Health and Drug & Alcohol Service

#### What will happen to my feedback?

Your feedback will be combined with other consumers' feedback in reports that will help services see what they are doing well and what they could do better. Services will then use these reports to identify areas where they can improve their service.

YES reports are available for viewing on the MHDA pages of the Far West Local Health District website - www.fwlhd.health.nsw.gov.au



# Mental Health Community Supports Broken Hill

### **Mental Health Support Services**

### **Housing & Supported Housing**

Richmond PRA 3/142 Argent St	8088 6834 1300 779 270
Lifeline 194 Argent St	13 11 14 8087 7525
CentaCare 1/261 Argent St	8087 3477
Mission Australia 125 Chloride St	8087 2518
Salvation Army 633 Lane St	8088 2044
Commonwealth Respite & Carelink Centre	1800 052 222
Maari Ma Health 428 Argent St	8082 9777
Life Without Barriers 32-34 Chloride St	8082 8000
Ability Links NSW	8087 7310
Royal Flying Doctor Service	8080 3777
Community Restorative Centre 178 Argent St	8088 1617
St Vincent De Paul Society 97 Argent St	8087 5813

Compass Housing 32 Sulphide Street	8087 9100
Richmond PRA 3/142 Argent Street	8088 6834 1300 779 270
Salvation Army 196 Wolfram St	8087 5114

### **Financial Counselling**

Lifeline 194 Argent St	13 11 14 8087 7525
CentaCare 1/261 Argent St	8087 3477
Salvation Army 196 Wolfram St	8087 5114

### Legal

Far West Community Legal Centre 5 Chloride St	1800 300 036 8088 2020
Warra Warra Legal Service 184 Argent St	8087 6766
Western Aboriginal Legal Service 35 Sulphide St	8087 3233

# **Support & Counselling Services**

### 24 Hour Support & Counselling Services

Lifeline 24 hour support, counselling, information & referrals	13 11 44
Counselling Online 24 hour drug & alcohol counselling, information & referral	1800 888 236
Kids Help Line 24 hour support for young people aged 5 - 25 years	1800 551 800
Beyondblue 24 hour support	1300 224 636
Domestic Violence Line 24 hour support, counselling, information & referrals	1800 656 463
MensLine 24 hour support and information for Australian men	1300 789 978
Suicide Call Back Service www.suicidecallbackservice.org.au 24 hour telephone & online counselling	1300 65 467

# Information, Support & Advice Services 9am - 5pm Weekdays

Anxiety Disorders Information Line Information & support for anxiety disorders	1300 794 992
SANE Helpline Provides information about symptoms & treatments	1800 187 263
ARAFMI Information & Support Line Information & support for families, carers & friends	1800 655 198
Carers NSW Carer Line For family & carer information & counselling	1800 242 636
TRISS - Telephone Referral Information Support Information, referrals & support to carers & families	1800 985 944

# e-Mental Health Resources

There is strong evidence that online therapeutic programs are equally as effective as, or in some cases more effective than, traditional face to face counselling. There are lots of online tools, more are added all the time, and it can be hard to work out which are reputable. The websites and apps on these pages have been validated by research.

#### **How Can You Find Online Resources?**

<b>Mindhealthconnect</b> is the Australian Government's portal website providing information and links to a wide range of online services in Australia.	www.mindhealthconnect.org.au
<b>Beacon</b> is a guide to e-mental health resources for mental and physical disorders. Provides reviews and evidence ratings for online treatment programs, apps and support groups.	beacon.anu.edu.au

### **Online Crisis Support and/or Online Counselling**

<b>Lifeline online counselling</b> 'chat' counselling provides short-term support for people having difficulty coping or staying safe.	www.lifeline.org.au/Get-Help/Online- Services/crisis-chat	
<b>Counselling online</b> is a free 24/7 counselling service for people using alcohol and other drugs, their family members and friends.	www.counsellingonline.org.au	
Suicide Call Back Service 'chat' counselling for people affected by suicide, including people who are feeling suicidal, people who are worried someone they know may be suicidal, and people who have lost someone to suicide.	www.suicidecallbackservice.org.au/ register	
KidsHelpline online counselling 'chat' and email counselling for people 5 - 25 years.	www.kidshelp.com.au/teens/	
eheadspace 'chat' or email contact with a qualified youth mental health professional for young people 12 - 25 and parents and carers worried about a young person.	www.eheadspace.org.au	
<b>MensLine</b> 24/7 services, peer support forums and online or video counselling available, includes self-care interactive PDF worksheets.	www.mensline.org.au	
QLife 'chat' counselling for lesbian, gay, bisexual, transgender and intersex (LGBTI) people.	www.qlife.org.au	

# e-Mental Health Resources

# **Self Help Programs**

<b>BRAVE</b> online prevention, early intervention and treatment of anxiety. It has child (8-12yrs), teen (12-17yrs) and parent components.	www.brave-online.com	
<b>Centre for Clinical Interventions</b> provides free workbooks for a range of mental health concerns including depression, anxiety, bipolar disorder and distress tolerance.	www.cci.health.wa.gov.au/ resources/consumers.cfm	
<b>e-couch</b> evidence-based information and self-help strategies with modules for depression, anxiety, relationship breakdown, loss and grief.	ecouch.anu.edu.au	
<b>MoodGYM</b> teaches skills to help prevent and manage symptoms of depression.	moodgym.anu.edu.au/welcome	
myCompass resilience and wellbeing for people with stress, anxiety or depression. Includes internet and mobile phone-based mood tracking, motivational messages and self-help modules.	www.mycompass.org.au	
OnTrack provides programs for alcohol, depression, unusual experiences/early psychosis, flood and storm recovery, diabetes and a program for carers.	www.ontrack.org.au	

# **Apps**

Smiling Mind	Offers a variety of online meditation sessions & activities.
Talking Anxiety	Helps you learn how to manage & understand anxiety.
The Check-in	Helps you to start a conversation with a friend who may be struggling.
The Sorter	Easy to use app that will help reduce stress & improve wellbeing for young people.
ReachOut Breathe	Helps you reduce the physical symptoms of stress & anxiety.
Recharge Sleep	A personalised 6 week program that focuses on improving mood, energy & wellbeing by putting in place good sleep/wake patterns.