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WESTERN NSW LOCAL HEALTH DISTRICT
MENTAL HEALTH DRUG AND ALCOHOL SERVICE

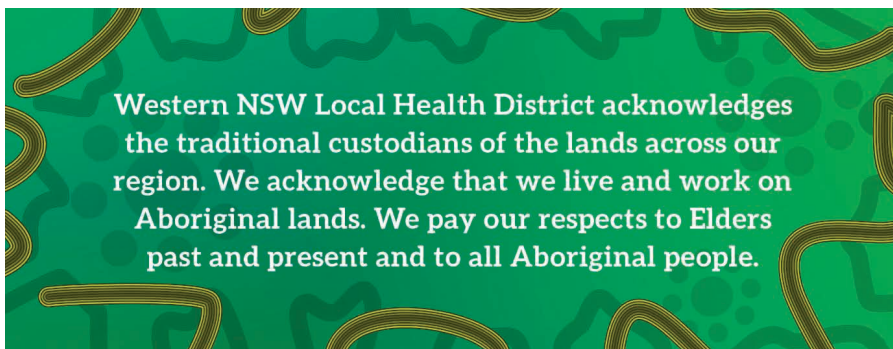
Information Guide



Health
Western NSW
Local Health District

Adapted from the artwork of Jasmine Sarin

This document was developed
with input from consumers and carers



A note about language

Language has an impact on people and the use of inclusive and contemporary language minimises stigma and changes culture over time.

After consultation, the terms used in this guide are:

1. 'person/people with lived experience' refers to a person who:
 - has had an experience of mental illness and has recovered
 - are currently experiencing mental illness and are on their recovery journey
 - has had a drug or alcohol experience and have recovered
 - are experiencing a drug or alcohol problem and are on their recovery journey
 - has a current or previous experience of caring.
2. 'patient' refers to a person who is currently in hospital
3. 'consumers and carers' may be used when referencing a group of people

Interpreter Services

We provide a free interpreter service to people who do not speak English or who are deaf. Please ask our staff if you need an interpreter.

Need an Interpreter?



Ask one of our staff for help.

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Western NSW Local Health District

Western NSW Local Health District (WNSWLHD) covers 31% of NSW. It is one of the largest LHDs in NSW with a population of 276,000 people and 13% of our residents identify as Aboriginal. The communities we serve are diverse – people live in large regional centres, rural and remote towns and villages. Mental Health Drug and Alcohol Services are made up of community and inpatient services located across the District.

Every year, our services provide mental health treatment and care for 9,000 people and substance use treatment and support for another 2,500 people.



Welcome

This booklet outlines the services we provide and contains information about the service, staff, care provided, the responsibilities of our service, as well as your rights in accessing health care.

Thank you for taking the time to read this guide, we hope you find it a useful resource.

At any time you can ask for more information or ask any questions. Please speak to a clinician or a staff member.

Recognition of Lived Experience

We recognise the lived or living experience of people with a mental health or drug or alcohol issue and those who offer them support and hope. Thank you for your contributions to this guide and the ongoing development of mental health and drug and alcohol services.



Artwork supplied from a
Bloomfield Art Workshop

How to Access or Refer to Mental Health Drug and Alcohol Treatment and Care

Western NSW Mental Health Drug and Alcohol Service delivers specialist mental health and drug and alcohol assessment, treatment and care in both community and hospital based settings across Western NSW.

The GP is a good place to start when you are looking for Mental Health Care. The GP can help you work out what level of support is needed and the best place to get the support you need.

If the situation is important but not urgent:

Call Community Mental Health Teams are located in or outreach to most towns, you can access this support by appointment. Please see page 45 for details.

Call Community Drug and Alcohol Teams are located in major towns and some smaller towns in Western NSW. Please call the Drug and Alcohol Helpline on 1300 887 000 for an appointment.



If the situation is urgent:

Call the NSW Mental Health Line 1800 011 511 is a 24-hour seven days a week call line that can support you with mental health needs or questions

Go to your local Hospital You will either be seen by a Mental Health Clinician in person, or over a video link and have the option of having a support person with you.

After you have talked with the Mental Health Clinician, a plan will be put in place which may include these options:

- *Follow up with your GP for a mental health care plan.*
- *Follow up with the local Mental Health Clinician.*
- *An admission for hospital based care. This will be discussed with you and your family or carer.*
- *Referral to other local Mental Health Drug and Alcohol supports.*

How can your GP support you?

Many GPs are used to talking about depression, anxiety, mental health issues and drug or alcohol use.

Your GP may conduct an initial general check-up to identify whether there are any physical causes to your symptoms.

Your GP may complete a Mental Health Care Plan or refer you to a Mental Health or Drug and Alcohol professional, such as a psychiatrist, psychologist or a community mental health or drug and alcohol clinician. You will need to book a longer appointment with your GP to have time to complete the Mental Health Care Plan.

If you do have a mental illness or drug or alcohol issue, your GP may:

- Recommend some psychological intervention, such as cognitive behavior therapy or interpersonal therapy
- Prescribe medication

Private psychology or other counselling services

There may be options for private counselling sessions in your local area or through telehealth. These sessions are an opportunity to develop skills or strategies to support your mental health and/or drug or alcohol recovery.

The WNSW Primary Health Network (PHN) has a list of some of the Mental Health services available.

<https://www.wnswphn.org.au/services/mental-health>

About our services

The Mental Health Drug and Alcohol Service works within a framework of human centred care which includes recovery oriented-practice, trauma-informed care and recognising individual rights and responsibilities.

What is recovery-oriented practice?

- Builds on the person's strengths, supports, independence and healthy lifestyle,
- Supports the person's choices and promotes the legal and human rights of the person,
- Partners with consumers and carers in all areas of care planning, treatment and goal review (while respecting the person's consent around privacy and confidentiality).

People with a mental illness or drug and alcohol concern and their families and carers can work in partnership with our staff and other service providers to explore recovery options including:

- Medication
- Psychological therapies such as Cognitive Behaviour Therapy
- Social supports and connecting with family and friends
- Healthy lifestyle choices such as exercise, sleep, dietary habits and managing stress
- Counselling
- Peer support groups
- Self-help books, apps or online forums
- Mental health and physical health education

What is trauma?

Trauma is defined as an event, a series of events or set of circumstances that is experienced by a person and has lasting effects on a person's mental, physical, social, emotional and spiritual wellbeing.

What is Trauma-informed Care?

Trauma informed care is based on the knowledge and understanding of how trauma affects people's lives and their service needs.

How do we provide trauma-informed care?

Being sensitive to trauma is considered an important feature in trauma-informed care. Trauma informed care is human-centred and recovery-oriented.

Some ways that we improve your experience of care include:

- Welcoming people and ensuring they feel supported
- Being able to speak to staff easily
- Giving people choices
- Giving notice if changes have to be made
- Keeping a calm environment
- Involving your support network

What is a culturally safe service?

A culturally safe service treats people with cultural differences respectfully and works in partnership with people when providing care and treatment.

What is cultural competence?

Cultural competence is the knowledge, behaviour, attitudes that guide staff to provide supports that meet the needs of the diverse cultures that we work with.

As well as education and training, there are a number of useful resources to support staff in cultural competence.

Transcultural Mental Health Centre logo

Transcultural Mental Health Centre work with people from culturally and linguistically diverse communities, health professionals and partner organisations across NSW to support good mental health. These services complement public Mental Health Services (hospital and community) and enhance pathways to care for culturally and linguistically diverse communities.

<https://www.dhi.health.nsw.gov.au/transcultural-mental-health-centre-tmhc/about-us>

LGBTIQ Care and support

Our service supports all LGBTIQ people and your individual needs.

The Gender Centre is the peak state-wide multidisciplinary centre of excellence providing a broad range of specialised services that enables the exploration of gender identity and assistance with the alleviation of gender dysphoria.

<https://gendercentre.org.au/>

How do we provide a culturally safe service for Aboriginal people?

We ask everyone 'Are you of Aboriginal or Torres Strait Islander origin?' This is a routine question so the service can offer culturally safe care and support which includes:

- Considering family and kinship.
- Providing access to culturally safe spaces
- Clinicians communicate respectfully
- Building a good understanding and relationship
- Considering social and wellbeing
- Cultural awareness training is provided to staff
- Understanding culture
- Having Aboriginal people as part of the clinical team
- Providing comfortable and welcoming facilities

Please ask staff if you would like:

- support from an Aboriginal Clinician or Aboriginal Health Worker
- to access a cultural space
- to access Aboriginal specific resources
- to see some of the Aboriginal art in the facilities

A culturally safe service can strengthen working relationships with Aboriginal people.

For Aboriginal specific resources please visit

<https://healthinonet.ecu.edu.au/>

Your Healthcare Rights

Our Health District works under The Australian Charter of Health Care rights. The charter describes what you can expect when receiving health care.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

PUBLISHED JULY 2019



I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit

<https://www.health.nsw.gov.au/patientconcerns/Pages/your-health-rights-responsibilities.aspx>

Charter for Mental Health Care in NSW

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

- Respect human rights
- Are compassionate and sensitive to the needs of the individual
- Foster positive attitudes to mental health in the larger community
- Promote positive mental health
- Encourage true consumer involvement at all levels of service policy development
- Provide effective treatment and care across the life span
- Are widely accessible to people with mental health needs
- Provide care in the least restrictive environment, consistent with treatment requirements
- Provide effective and comprehensive prevention programs across the lifespan
- Promote living well with mental illness
- Address quality of life issues such as accommodation, education, home and family
- Use language that reduces stigma, discrimination or negativity
- Respect and are responsive to the diversity in lifestyle, sexuality and sexual preference
- Are culturally sensitive and appropriate to the needs of the individuals they serve
- Encourage and support self-help

What is Health Literacy?

Giving the right information, at the right time improves the quality of healthcare so you can be more involved in your care

Please ask for information to be repeated or explained a different way if needed.

What is health literacy?

Health Literacy is:



your
health



health & health care
information



your health
decisions



making decisions
together



taking health
action



feeling good about
your health

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

www.safetyandquality.gov.au

Privacy and confidentiality

Staff have to follow these rules when they access your health information:

We protect your privacy



When we provide health care, we collect information about you and your health.

Privacy laws allow doctors, nurses and other staff, involved in your care, to access your information.

This includes staff who treat you in other hospitals and facilities.

All staff must comply with strict rules. These are set out in NSW privacy laws.

For more information, **please talk to a staff member**, and ask for the **NSW Health Privacy Leaflet for Patients**.

Also visit **NSW Health Patient Privacy** www.health.nsw.gov.au/patients/privacy

Community Mental Health Services

Our services offer a range of supports and referral options. You will be able to discuss the best option or plan of care for your situation with a clinician. The options may include:

- Conducting a mental health assessment
- Providing care coordination management and a range of supports
- Working with psychiatrists, inpatient services and GPs to give the best care
- Helping with admission to an inpatient mental health unit
- Working with your family or carer (with your consent)
- Crisis support
- Support from an Aboriginal Mental Health Drug and Alcohol clinician or trainee
- Offering support from a peer worker
- Providing support following discharge from a mental health inpatient unit.

Community Drug and Alcohol Services

Community Drug and Alcohol services offer a range of supports and referral options. You will be able to discuss the best option or plan of care for your situation with a Drug and Alcohol clinician.

Drug and Alcohol Helpline 1300 887 000 is a service for referral to drug and alcohol services. The helpline clinician can also provide advice and information. 8.30am to 4.30pm Monday to Friday excluding public holidays.

Community Drug and Alcohol Counselling provide counselling by specialist drug and alcohol clinicians. Most drug and alcohol services are co-located with mental health services, supporting treatment and shared care.

Opioid Treatment Program (OTP) provides opiate replacement pharmacotherapy to people who have an opioid dependence. Dosing is provided through public clinics, hospitals, or community pharmacies.

MERIT Program (Magistrates Early Referral Into Treatment)

Merit is a 12 week intensive program based in Orange and Dubbo, with outreach services to Wellington, Bathurst, Oberon, Forbes and Parkes courts.

Substance use in Pregnancy and Parenting Program (SUPPP) is a coordinated approach to engaging and maintaining pregnant women in drug and alcohol treatment, providing pre and postnatal care, and parenting skills. SUPPP clinicians are based in Bathurst, Dubbo and Orange and provide support to surrounding communities.

How do I get services?

- You can phone ahead to make an appointment
- You can walk in to speak with a clinician
- If you come without an appointment you may need to wait.
- You can be referred by your GP
- You can refer yourself
- In smaller towns clinicians visit regularly but may not be available every day
- In smaller towns there may be an option for you to engage with community mental health services via telehealth

What should I bring to an appointment?

- Bring any information that could be helpful such as a list of medications you are taking, the name of your GP, information about other health problems and any recent discharge summaries
- You can make a list of questions to bring with you and ask any questions for more information

What will happen at my appointments?

Deb shares her experience of how working with the mental health team supported her recovery.

They are there to help you and talk about options for your mental health issues. It is a difficult time and you may be anxious or unsure, but it helps if you have a good attitude towards the people that are trying to help you.

Don't think that any question is too hard to answer by the staff. It may be a good idea to write down your questions before you come to the appointment.

The community and hospital are a safe place to express what is troubling you in your mind. It is really good if you can tell the staff as much information as you are comfortable to share as this can really help them to understand you and what support you may need.

I thank the nurses for being on my case to eat healthily and exercising each day. Even though I didn't want to hear it all the time, healthy eating and exercise helps to clear your head and eating good fruit and vegetables and protein assists you along the way.

Be patient and accept the help you are offered.

An experience of working with the Drug and Alcohol Team

If I had of known this type of help was available and my health and my life would have improved so dramatically, I would have taken this step a lot sooner.

Hospital-based services

Acute Mental Health Inpatient Units provide short to medium term treatment options to people experiencing mental distress. The units have a range of health staff providing care to people during their stay.

LOCATION	UNIT NAME	AGE GROUP
Dubbo	Gundaymarra Adult Acute	18 – 64 yrs
Orange: Bloomfield Campus	Mental Health Intensive Care Unit (MHICU)	18 – 64 yrs
	Adult Acute	18 – 64 yrs
	Amaroo	18 – 64 yrs
	Older Persons Acute	65yrs +
	Child and Adolescent Mental Health Inpatient Unit (CAMHS)	12 – 18 yrs

Involuntary Drug and Alcohol Treatment (IDAT) Unit provides involuntary treatment for people with a severe substance dependency. A person must meet the mandated criteria to be suitable for involuntary admission to this unit.

Orange: Bloomfield Campus	IDAT Unit	18 years +
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Mental Health Sub-Acute Units provide a short stay residential care structured recovery program.

Bathurst	Panorama	18 years and over
Dubbo	Barraminya	18 years and over
Orange	Wattlegrove	18 years and over

State Wide Rehabilitation Units provide medium to long term residential treatment and rehabilitation for people who have long lasting symptoms of mental illness. The team works with people and their families/ carers to improve their quality of life and support community living.

Orange: Bloomfield Campus	Turon House (Female)	18 years and over
	Manara Clinic (Male)	18 years and over
	Macquarie (male) Forensic Unit	18 years and over
	Castlereagh (male) Medium Secure Unit	18 years and over

What will happen if I go to an inpatient unit?

You will be admitted to the unit and provided extra information on leave arrangement, technology use, nicotine replacement therapy options and visiting.

Please ask staff if you have any questions or need more information.

A personal experience of going into an inpatient unit

When I was first admitted to a mental health facility I came in as a voluntary patient. I stayed for a few days and was assessed. After that time the staff determined that I needed to be scheduled. This means that you stay involuntarily in the hospital for a period of time, until you are recovered. I was very frightened at the thought of not being able to leave the hospital.

It is important to remember that the staff are there to help you and that you will only have to stay for the shortest time possible. If you have concerns you can contact the Official Visitors Program or the Human Rights Commission. You will have the opportunity to be reviewed by the Mental Health Review Tribunal, a three member panel of experts who will determine whether you need to remain in the hospital. You can have a legal aid solicitor appointed to represent you. The tribunal will ensure that you receive care in the least restrictive environment possible. This may mean you can be treated in the community. In some cases, you will need to stay in hospital until you are better. The psychiatrists and nursing staff have your best interests at heart. Try not to be frightened of them. It is their hope that you are discharged as soon as you are well enough.

Things were getting out of control when my worker told me I was going into an involuntary treatment unit for my alcohol use (IDAT). I was angry at first as I couldn't just sign myself out but each day there it got better and better. Life is back to normal now, looking back on my time in IDAT it saved my life, I was really sick. I can see this now why my worker sent me. Thank you.

Having visitors when you are in an inpatient unit

Some inpatient units are locked to maintain a safe environment and may have restrictions on visiting hours or what items visitors can bring into the unit.

In some units there may be restrictions around visiting, such as for children under 16 years.

When your family or friends visit, health staff will walk them into the unit and then walk out with them when they are ready to leave.

Some things aren't allowed in the units and your visitors may be asked to leave their personal belongings in a locker. These include cigarette lighters, handbags and phones.

You may like to go for a walk, sit in a quiet outdoor area or spend time in the family and carer room with your visitors.

You can make and receive telephone calls.

Family and Carer rooms

Family and carer rooms are located in some units and are provided to allow for a quiet family friendly visiting space. Please ask staff how you can access the rooms.

Official Visitors program

Official Visitors are appointed by the NSW Minister for Mental Health to visit people in mental health and drug and alcohol inpatient facilities in NSW. They can provide advocacy and support during an inpatient stay.

Official Visitors are independent from the health system and come from the community from a range of backgrounds.

They 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.

To request to see an Official Visitor, you can telephone 1800 208 218 between 9am and 5pm Monday to Friday.

Plans to support treatment

In Mental Health Drug and Alcohol a range of plans are used to guide treatment. Some of these plans support consumer and carer partnership with clinicians. If you haven't completed one of the plans listed below, please ask staff.

A Wellness Plan is used by a person to lead their own care, particularly in terms of symptom management, relapse prevention and crisis planning.

Care plans are usually completed in partnership with the person receiving care and the clinician and sometimes the carer. The care plan sets out goals of treatment and identifies supports.

Advance Care Planning is thinking and talking about your values and the type of health care you would like to receive if you become seriously ill. There is no particular form for this.

Advance Care Directive is the result of advanced care planning and is the written record of a person's wishes, preferences and instructions about future medical treatment. An advanced care directive will only be used when the person does not have capacity to decide for themselves or to communicate their wishes.

"These plans are brilliant because they show you progress through your stay and can follow you into getting help from the community teams" - Deb

<https://www.health.nsw.gov.au/patients/acp/Publications/acd-form-info-book.pdf>

Leaving hospital

When you are ready to leave hospital, the staff will talk to you about leaving, this is called discharge planning or transfer of care. Discharge planning may also include families and carers.

You are responsible for your own transport home, if you are unable to get home by public or private transport, please talk with the staff as early as possible.

Discharge plan

Discharge planning includes referrals and plans put in place to support your care after leaving an inpatient unit or the service. Discharge planning involves the person, the treating team, the community health service and can also include families and carers.

At the time of discharge the person being discharged should receive discharge papers which can be called a discharge or transfer summary.

Information that should be included on the summary is;

- The persons' name and current contact details
- Date of discharge
- Current medication/s
- Carer's name and contact details
- Follow up health care arrangements or details of support services such as; community mental health drug and alcohol service contact and appointment details.
- Your GP's phone number and appointment details

Medication

The best treatment usually includes a combination of medication, psychological therapy and social and community supports. Only take medications which have been prescribed to you by the psychiatrist or Doctor.

Ask your Doctor or pharmacist for information about your medication including:

- Medication name, what it is for and how it is taken
- Food, drinks, other medicines and activities that you should avoid while taking this medication
- Possible side effects. If you experience side effects, there are things that can be done to help. Your Doctor may be able to change your medication, change the dose or discuss changing the time of the day that you take medication

Sometimes it can take up to six weeks before a change is noticed and up to several months before the full benefit is felt.

It is a good idea to use a daily routine, for example at bedtime, to remind you when to take medications.

If you would like your medication reviewed, please speak with your Doctor.

Peer Workers

Peer Workers are people with a lived experience who work alongside clinical staff to promote a recovery oriented mental health service.

Peer Workers:

- have experienced mental illness themselves, so are able to understand and empathise with your experience
- are able to share information, skills and strategies to support your recovery and promote hope
- can support you to advocate for yourself
- can advocate for you in meetings, planning and reviews
- support you to develop recovery strategies and skills to assist you to live in the community
- provide information such as rights and recovery and community support options
- support families and carers

If you would like to speak to a peer worker, please ask staff.

*“it’s really easy
to talk to her”*

*“anyone can have a
mental illness and
recover, peer workers
are proof of this”*

Infant Child Youth and Family Mental Health Service (ICYFS)

ICYFS provide therapeutic care for children and adolescents who are experiencing difficulties with their mental health and wellbeing. Care is planned around the needs of the young person and their family.

Most ICYFS programs are delivered in the community with a focus on treating young people close to home.

ICYFS work with other child and youth services including schools, GP's and paediatricians to provide coordinated care.

"I had no idea that there were people out there wanting to help me. I had no idea that others were battling this mental illness too. It was a huge eye opener. For the first time in a long time, I started to feel okay again."

Abby

Older Peoples' Mental Health (OPMH)

OPMH services provide care to older people with a mental illness or who have developed, or are at risk of developing, a mental health condition such as depression, anxiety or psychosis.

The OPMH service provides care that is focused on recovery and is guided by the person with a mental health condition, together with carers and families.

"What the Older Peoples' Mental Health Team do is wonderful. They help people in distress and follow up in the community, they are so empathetic and show a great understanding of their clients."

Mrs N, 68 years old, Orange.

Perinatal Infant Mental Health Clinicians

The perinatal period includes pregnancy up until your child turns 2. Perinatal Infant Mental Health Clinicians are available to provide coordinated care for the mother's mental health needs, their partner and families.

This service helps you get the right care for you and your family when you need it.

If you feel you need support for perinatal health please ask your mental health clinician for a referral.

"Having a brand-new baby and suffering an experience was a real challenge and very distressing. I was an inpatient for a short time and separated from my baby for a short period. However, I had regular visits from my baby and partner. Upon becoming an outpatient I was able to continue to talk to specialised professionals via face to face visits and video-conferencing to help me on my road to recovery."

Eating Disorders

Eating disorders are serious mental health illnesses and it is important to seek advice, support and treatment as soon as you can. If you think you or someone you know has an eating disorder, please speak to your GP for a referral to a dietician and a mental health clinician. If there is immediate concern please present to your local emergency department.

NSW Mental Health Line 1800 011 511

If you or someone you know needs help, the Mental Health Line offers:

- professional help and advice
- referrals to local mental health services.

It is staffed by mental health professionals who will ask questions to determine if you or, the person you are concerned about, needs ongoing mental health care and how urgently it is needed.

They can put you in contact with the most relevant mental health service for children, teens, adults and older people.

The Mental Health Line is available to everyone in NSW and operates 24 hours a day, 7 days a week.

Drug & Alcohol Helpline 1300 887 000

The Drug & Alcohol Helpline offers referral to drug and alcohol services. The helpline clinician will undertake a brief assessment over the telephone to determine how to best help you or the person you are calling for.

Community Support Services

We work with a range of community managed organisations who provide mental health and drug and alcohol supports and interventions. These services can support people to live and participate in the community in the way they want to.

There are different referral methods for these programs so please ask staff for more information.

National Disability Insurance Scheme (NDIS)

People with a psychosocial disability that has a significant impact on their life and is likely to be permanent may qualify for NDIS support.

<http://reimagine.today/> is a helpful website that goes through, step-by-step, how you can access the NDIS for your mental health to support your recovery.

Isolated Patients Travel Accommodation Assistance Scheme (IPTAAS)

IPTAAS provides financial assistance towards travel and accommodation costs when a patient needs to travel for treatment that is not available locally.

Ask staff or your GP for IPTAAS forms or you can find out more and download forms here:

<http://www.iptaas.health.nsw.gov.au/For-patients>

1800 478227

What is the Mental Health Act 2007 (NSW)?

The Mental Health Act 2007 (NSW) is legislation that governs the way care and treatment is provided to people who experience a mental illness in both inpatient and community mental health settings.

It aims to protect the rights of people with a mental illness while ensuring they have access to appropriate care. The planned care is required to place as little restriction on the rights and liberty of the person.

The Mental Health Act 2007 (NSW) sets out that every effort that is reasonably practicable should be made to involve persons with a mental illness or mental disorder and families and carers in the development of treatment plans and recovery plans and to consider their views and expressed wishes in that development.

Link to MH Act guidebook

Receiving voluntary or involuntary treatment?

Most people with a mental illness get support from community mental health services or inpatient mental health services voluntarily. Sometimes, a person may need to have treatment in an inpatient unit or community mental health setting involuntarily or against their will.

What is a schedule?

In order for a person to be brought to hospital against their will, a 'Schedule 1' needs to be completed.

This is a legal document that authorises a person to be transported to and detained in a declared mental health facility against their will so a further assessment of their mental state can be made. You may hear this referred to as 'scheduling' someone, or that the person has been 'scheduled'.

The person could be transported by the police or ambulance.

After a person has been 'scheduled', they will be assessed and further treatment options developed in accordance with the Mental Health Act 2007 (NSW).

Mental Health Review Tribunal

The tribunal is an independent body made up of a community member, a psychiatrist and a lawyer who make and review orders about the treatment and care of people with a mental illness.

Tribunal hearings are usually held via video conference. The person has an opportunity to give their perspective and the carer or other family member also have the opportunity to tell the Tribunal how they feel about the proposed order.

Sometimes there may be a need for people to have extra support to access care and the Mental Health Review Tribunal oversees this process through involuntary patient orders and community treatment orders.

Community Treatment Order (CTO)

A CTO is a legal document that outlines care for a person living in the community. It sets out the terms under which a person must accept medication and therapy, counselling, management, rehabilitation and other services while living in the community.

Involuntary Patient Orders (IPO)

A person's involuntary stay in a mental health facility is determined by The Tribunal and includes the maximum amount of time the person can be held as an involuntary patient in hospital.

The Tribunal must consider whether the person is:

- suffering from a mental illness (as defined by the Act); and
- at risk of serious harm to themselves or others.

The Tribunal will:

- take into account the person's continuing condition, including any likely deterioration; and
- consider whether care of a less restrictive kind is appropriate and reasonably available to the person

For more information www.mhrt.nsw.gov.au/the-tribunal

Designated Carers, Principal Care Providers and Information Sharing

A **Designated Carer** can be nominated by the person with a mental illness. A designated carer is a person who is close to you and has an interest in your welfare. An authorised medical officer can also nominate a **Principal Care Provider**: this is usually a person who provides day to day support and care.

Under the NSW Mental Health Act (2007), designated carers and principal care providers are required to be notified when a person has been admitted to or discharged from a declared mental health facility, or when a person will be reviewed by the Mental Health Review Tribunal.

Designated carers and principal care providers are also able to request information on medication and be consulted in relation to discharge planning and follow-up treatment.

Guardianship

A person may need a guardian if they have trouble making their own decisions. The Guardian and Administration Board decides if a guardian needs to be appointed to make a range of personal and health decisions.

A guardian may be an individual or the Public Trustee and Guardian.

People who are guardians can access support from the Private Guardian Support Unit on 1800 451510

Public Guardian

The Public Guardian is only appointed as guardian as a last resort, for example, where an individual is unavailable, unsuitable or unwilling to be appointed as a guardian or, if the willing parties are in conflict about the needs and interests of the protected person.

The Public Guardian can provide advocacy, health and welfare decisions for people under guardianship.

Power of Attorney

A Power of Attorney is a legal document where you appoint someone to manage your finances if you are unable to do so or if you do not wish to do so. This may include managing your assets such as properties and shares but does not include health or lifestyle decisions.

For more information contact **1800 451510**

For more information <https://www.tag.nsw.gov.au/>

What are partnerships with consumers and carers?

Mental Health Drug and Alcohol Services improve when they are built on the experience of people who have used them and the knowledge of health care workers, working together. Partnerships are a way of hearing from people who use our services and can occur in many different ways.

Examples of partnerships with consumers and carers include:

- Improving communication: John attended a meeting with clinicians and managers to discuss ways of improving communication and teamwork in hospitals.
- Sharing experience of service: Josh talked about his health care experience at the Patient Experience Forum. He had many suggestions about ways to improve the system.
- Reviewing patient information: Sophie, Mary and Brian reviewed a patient information flyer about a particular medication to ensure that it could be understood by consumers and carers.
- Giving a consumer perspective: Hannah delivered training and education to mental health drug and alcohol clinicians to help them recognise the impact of caring on her day to day life.
- Consumer representation: Will was on an interview panel for a drug and alcohol clinician. Will provided an independent and person centred care perspective during recruitment.

For more information about ways to partner with us, please contact: **Jennifer Coote** on **6881 4000**

WNSWLHD-MHDA-engagement@health.nsw.gov.au

I became a consumer representative to have the chance to influence and maybe change some aspects of MHDA for the better.

Mrs B, Consumer, Dubbo

Carer Supports

Family and Carer Mental Health Program (FCMHP)

The FCMHP provides support options to people caring for someone with a mental illness.

The program can offer:

- Education and training,
- Individual support and advocacy,
- Young carer support, information and social activities,
- Support groups and social activities,

Dubbo 6883 4600

Bathurst 6334 2033

Orange 6360 0587

Family Drug Support

Provides 24 hours 7 days a week support, resources and information for families and friends of drug or alcohol users including: drug fact sheets and videos and links to support groups **1300 368 186** www.fds.org.au

The Carer Gateway

The carer gateway supports carers who provide personal care, support and assistance to a family member or friend who has a disability, medical condition or mental illness or who is frail aged. These supports includes counselling and connecting with other carers through online forums.

1800 422 737 www.carergateway.gov.au

Information Guide for Families & Carers

For more information on how to access Carer Supports please scan the QR code to download a copy of the guide.



Compliments, complaints and suggestions

Your care, comfort and satisfaction is important. If you have any questions or concerns about treatment in hospital or in the community we want to hear about them.

There are three ways you can raise any concerns

- Let the hospital staff know
- Contact the Manager of the health facility
- Or complete our contact form on the following link.

<https://wnswlhd.health.nsw.gov.au/for-patients/im-seeking-post-hospital-care/leave-a-comment-or-complaint#?>

If you're not happy about how your complaint has been managed, you can contact the NSW Health Care Complaints Commission (HCCC) 1800 043 059

Your Experience of Service Survey (YES)

The survey focuses on your experience of the service. You can tell the service what worked or suggest ways to improve.

Surveys are usually completed when you are discharged from an inpatient unit or after three months with a community mental health service.

Each community mental health team or inpatient unit has their own code, please ask staff for the right code.

<https://www.youexperience.health.nsw.gov.au/>

You said, We did

Teams receive survey results every three months and develop an action plan to make changes based on what you said.

Action plans are displayed in waiting rooms and group areas.

PHONE HELPLINES

NSW Health Helplines

NSW Mental Health Line 1800 011 511

24 hour 7 day telephone triage, assessment and referral service staffed by mental health clinicians. Provides advice about clinical symptoms, urgency of need for care and information about local service providers.

Drug & Alcohol Helpline 1300 887 000

Provides referral into local drug and alcohol services. Available 8:30am – 4:30pm Monday – Friday.

If you call the Drug & Alcohol Helpline, you will be referred to your local community drug and alcohol service for follow up support.

Other Helplines

Lifeline 13 11 14

National helpline for anyone experiencing a personal crisis or thinking of suicide. Trained volunteers are available 24 hours 7 days to listen and provide support and referral.

Kids Helpline 1800 55 1800

24 hour 7 day confidential support and counselling service specifically for kids aged 5 - 25 years. Provides advice for a wide range of issues including family, friends or school, abuse, mental illness, drug and alcohol use, homelessness and suicide. Counselling available via telephone or online.

PHONE HELPLINES

Drug and Alcohol Peer Line 1800 644 413

Peer run telephone service providing support to people who use drugs or who are seeking treatment in NSW.

Suicide Callback Service 1300 659 467

24 hour 7 day service providing counselling, information and referral to carers and people at risk of suicide and those bereaved by suicide.

Alcohol & Drug Info Service (ADIS) 1800 250 015

Confidential and anonymous information, counselling, advice and referral service. Available 24 hours 7 days providing information such as safer injecting advice, parent advice, and detoxification.

Family Drug Support Line 1300 368 186

Provides non-judgmental support and information for families and friends of drug or alcohol users across Australia.

National Sexual Assault, Domestic Family Violence Counselling Service 1800 737 732 (1800 RESPECT)

Sexual assault, domestic and family violence counselling and support services

Gambling Helpline 1800 858 858

Counselling, information and support 24 hours 7 days for people experiencing problem gambling.

MensLine 1300 789 978

24 hour 7 day telephone and online support, information and referral service for men with family and relationship concerns.

PHONE HELPLINES

ParentLine 1300 1300 52

Telephone counselling, information and referral service for parents and carers of children ages 0 to 18. Available 9am – 9pm on Monday – Friday and 4pm – 9pm on Saturday and Sunday

Headspace

A youth friendly service for anyone between 12 – 25 years. With a focus on early intervention, Headspace works with young people to strengthen their ability to manage their mental health and drug and alcohol conditions into the future

Health Direct 1800 022 222

24 hour 7 day telephone health advice line staffed by Registered Nurses for clinical health advice

QLife 1800 184 527

Telephone and online service available 3pm – 12am 7 days providing counselling and referral for people who identify as LGBTIQ. Provides information and advice to family or friends

My Aged Care 1800 200 422

Australian Government's access line for aged care services for people over 65 years of age or Aboriginal people over 55 years of age

Link2home 1800 152152

For people who are homeless or who are worried they will become homeless, as well as for advocates acting on a person's behalf

Quitline 137848

Resources and tools to quit smoking

Online Forums

SANE provides fact sheets on mental illness and treatments. Sane also hosts carers and consumer forums providing safe anonymous discussions for people living with or caring for someone with mental health issues. The forums are monitored 24/7 by mental health professionals

Apps

Beyond Now: is an app you can use to make a step-by-step plan to help you stay safe in those times when you're overwhelmed and are having thoughts of suicide. Developed by Beyond Blue and Monash University

BlackDog Snapshot: general overview of your mental health, aims to point you in the right direction for assistance and help monitor your mood over time

BrainyApp: Designed by Alzheimer's Australia, guides you on how to live a brain-healthy lifestyle and shows that what is good for your heart is also good for your brain

Hello Sunday Morning – Daybreak: helps to manage and reduce alcohol consumption with the support of an online community, health coaches and tailored activities

Smiling Mind: App and web-based program developed by a team of psychologists. Targeted programs at ages from 7 years to adult. Based on the concept of mindfulness

ReachOut WorryTime App: An app to help control everyday stress and anxiety by giving you a place to store worries, and alerting you when it's time to think about them

Youth Beyond Blue Check-in: Steps on how you would approach someone if concerned about their mental health

Websites

Mental Health Carers NSW - www.mentalhealthcarersnsw.org

Peak body for mental health carers offering support and information to family and carers

Way Ahead - <https://directory.wayahead.org.au>

Directory of mental health and community services in NSW

Australian Indigenous HealthInfoNet -

<https://healthinfonet.ecu.edu.au/>

Comprehensive information about Aboriginal and Torres Strait Islander health and wellbeing

Project Air - <https://www.uow.edu.au/project-air/>

Provides information and fact sheets about personality disorders and supports

Headspace - <https://headspace.org.au/?>

A one-stop shop for young people who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support

NSW Mental Health -

<https://www.health.nsw.gov.au/mentalhealth>

A comprehensive list of services, programs and legislation

Head to Health - <https://headtohealth.gov.au/>

Linking you to digital mental health resources

Friendly Faces / Helping Hands - www.friendlyfaces.info

Connects you, your family and carer with support during your stay in a city hospital

Butterfly Foundation - <https://butterfly.org.au>

Support for eating disorders and body image issues

PANDA - <https://www.panda.org.au/about/panda-programs>

Offers a range of programs to support women, men and their families to recover from perinatal anxiety and depression

ACON - www.acon.org.au

Provides information on LGBTIQ+ mental and physical health, providing programs and services in locations across NSW

Head To Health - www.headtohealth.gov.au

Australian Government digital gateway for finding mental health information, services and resources

Young Carers NSW - <https://www.youngcarersnsw.org.au/>

Young Carers NSW website provides young carers with information and support

Hearing Voices Network - www.hearing-voices.org

Information and support about hearing voices and seeing visions

Cultural and linguistically diverse -<https://embracemantalhealth.org.au/>

Provides information and resources for people from culturally and linguistically diverse (CALD) backgrounds

Reach Out - www.au.reachout.com/

Digital self helps tools and tips for young people and their parents to get through everyday issues and tough times

Disability Advocacy NSW - www.dsa.org.au

Advocacy and help with the NDIS for people difficulties accessing services

Beyond Blue - www.beyondblue.org.au

Online counselling and support from 4pm to 10pm, 7 days a week, as well as a directory of e-mental health services and therapies

InsideOut - www.insideoutinstitute.org.au

Rethinking eating disorders from the InsideOut, information for people with eating disorders and those who care for them

Wellmob - <https://wellmob.org.au/>

Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People

Mental Health Drug and Alcohol Service Phone Numbers

Inpatient Units

Dubbo Gundaymarra Adult Acute Unit	6809 8400
Orange Bloomfield Lachlan Building Switch.....	6369 8000
Orange Mental Health Intensive Care Unit (MHICU).....	6369 7677
Orange Adult Acute (AA)	6369 7651
Orange Child & Adolescent Mental Health Unit (CAMHS).....	6369 7315
Orange Older Persons Acute (OPMH)	6369 7502
Orange Involuntary Drug & Alcohol Treatment (IDAT).....	6369 7701
Orange Amaroo	6369 7598
Orange Wattlegrove.....	6369 7579

Sub-Acute Units

Bathurst Panorama.....	6330 5809
Dubbo Barraminya	6809 8450

Statewide Units

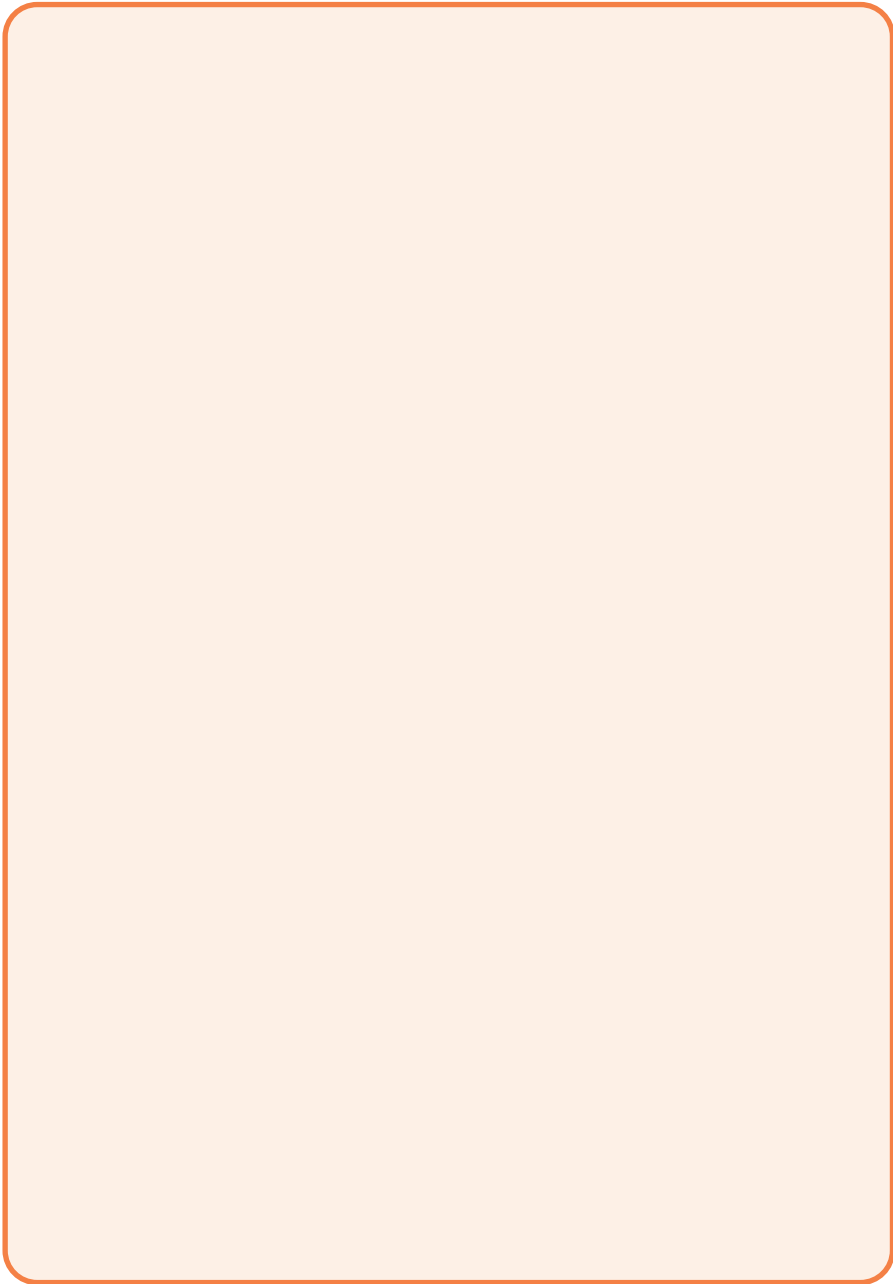
Orange Turon.....	6369 8956
Orange Manara	6369 8958
Orange Macquarie	6369 7567
Orange Castlereagh	6369 7533

Mental Health Drug and Alcohol Service Phone Numbers

Community Mental Health Drug and Alcohol Services

Bathurst.....	6330 5850
Bourke	6870 2600
Coonabarabran	6849 1600
Cowra.....	5338 5700
Dubbo	6881 4000
Forbes	6850 7300
Lightning Ridge	6820 5700
Mudgee	6371 9700
Orange Child & Adolescent Mental Health	6369 7320
Orange Curran Centre	6369 2030
Orange Drug & Alcohol Service, Kite Street	6393 4800
Orange Likemind.....	6311 1700
Parkes	6861 2570
Wellington.....	6845 5500
NSW Mental Health Line	1800 011 511
Drug and Alcohol Helpline	1300 887 000
Alcohol & Drug Information Line	1800 422 599

Key contacts and helpful information



Acknowledgments

WNSWLHD Mental Health Drug and Alcohol Services are committed to partnering with consumers to provide information about service delivery and resources.

Thank you to everyone who helped inform the contents of this guide, especially the people who shared their experiences and knowledge.

Disclaimer

Thank you for taking the time to read this guide, we hope you find it a useful resource. This guide does not intend to be exhaustive nor is it an endorsement of services included, but rather a list of available options. The information included is not a replacement for seeking professional care and advice.

For further information about the availability of services and resources for consumers and carers or to provide feedback please contact:

**Jennifer Coote on
6881 4000 or 0409 334191
jennifer.coote@health.nsw.gov.au**

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