

Client Information

Mackay Mental Health Service

Inpatient Unit and Community Mental Health



“Health is a state of complete physical, mental and social well-being, not merely the absence of disease or infirmity”

Accessing Crisis Care

You don't have to do this alone. Tell someone you trust how you're feeling and ask them for help, so you can stay safe. Asking for help can be difficult, especially if you are feeling stressed or confused. Getting the right support can help you through the situation a lot easier, give you strategies to manage the situation and give you some perspective. We all go through tough times and sometimes we are not able to solve problems on our own. It is incredibly courageous to recognise you need support and to ask for help if you need it. It's hard right now, but with help you can feel better. ***You can get through this!***

There are four ways to ***access immediate and local support***:

If you are at imminent risk of suicide or self-harm and feel unsafe with your current level of support, please:

- Contact **Emergency Services 000** or
- Go straight to your local **Emergency Department**

You will be assessed by a mental health clinician and a plan will be made with you to make sure you are supported and safe. This plan may include things such as; medication, therapy and possibly admission to the inpatient unit.

If you are not at imminent risk but are concerned or require support, please:

- Contact **1300 MH CALL (1300 642255)** for 24-hour mental health crisis assistance & support.
- Contact your Case Manager (if you have one), these staff work 8.30 - 4.30 Monday to Friday
 - Mackay – 4968 3893
 - Whitsunday – 4813 9540
 - Moranbah – 4941 4680

What is 1300 MH CALL?

1300 MH CALL (1300 64 22 55) is a state-wide 24-hour crisis assistance and support line, providing clients within the Mackay Hospital and Health Service district with a single point of entry to the mental health service and access to clinicians who can advise and facilitate appropriate care, support or referral. You can call this number from anywhere in Queensland and you will be connected to your local mental health service.

Important Contacts	
Emergency Services	000
24hr Mental Health Line	1300 MH CALL (1300 64 2255)
Mackay Base Hospital Switchboard	4885 6000
Independent Patient Rights Advisor (IPRA)	4885 5773 / 0438 389 906
Mackay Mental Health Inpatient Unit	4885 5701
Mackay Community Mental Health	4968 3893
Whitsunday Community Mental Health	4813 9540
Proserpine Hospital	4813 9400
Bowen Hospital	4786 8222
Hinterland (Moranbah) Community Mental Health	4941 4680
Moranbah Hospital	4941 4600
Clermont Hospital	4983 4000
Dysart Hospital	4941 1911
Collinsville Multi-Purpose Health Service	4785 4777
Office of the Health Ombudsman	133 OHO (133 646)

Remember, in conjunction with mental health clinicians, you can have family, friends or a trusted person involved every step of the way

Welcome

This guide has been developed to provide you with information on mental health services available through the Mackay Hospital and Health Service (MHHS), and additional community services available in the Mackay district, which you may find helpful either while being treated or upon discharge.

We recognise the impact that a mental health diagnosis can have, not only on yourself but also for your family, friends and the other people in your life. Dealing with this can be frightening and confusing so we would like you to remember that you are not alone in this. It is important to us that you feel safe, respected, supported, listened to and informed.

Who is a Client?

A client is the person directly receiving treatment and care in our service. A client may also be referred to as patient or consumer.

Who is a Support Person?

Support Persons can come from different backgrounds, and many never think of themselves as a support person. They can be a family member, partner, acquaintance, support worker or friend of someone with a mental illness, mental health issues or substance use and whose lives are also affected by this. Many feel they are doing what anyone else would in the same situation. Support persons provide support and assistance to the person throughout their recovery. A support person may also be referred to as a carer.

Throughout this guide are links to additional online information. This information can be accessed by clicking on the link (electronic version). If you have any trouble accessing or would like a hard copy of any of the additional information mentioned via links, please let a member of staff know and we can assist you with this.

Effective communication between clients and staff is important. ***Interpreter services and Aboriginal and Torres Strait Islander Health Workers*** are available and will be organised by a member of your treating team. All information is confidential. Please speak with a member of staff for further information or to request either of these services.

This information is available in hardcopy, electronically via email and on the Mackay Hospital and Health Service (MHHS) [website](#)

If you would prefer this information in a different format, please speak with a member of staff to arrange.

We hope you find the information helpful and if you have any questions or suggestions on how we can improve this information please contact our **Consumer Consultant - 4968 3893**.

Thank you

Mackay Mental Health, Alcohol and Other Drug Service



Table of Contents

Accessing Crisis Care	2
Welcome.....	3
Recovery Oriented Practice	5
My Treating Team	6
Definition of staff roles	7
Providing Feedback	8
Your Rights and Responsibilities	9
Privacy, Confidentiality & Information Sharing	10
Medication Information	12
Smoking and Mental Illness	12
Mackay Mental Health Inpatient Unit	13
Mackay Community Mental Health.....	18
External Support Services	19
Hospital Map.....	25

Recovery Oriented Practice

Recovery refers to gaining and retaining hope, embracing complete and positive mental health, understanding your abilities and mental health challenges, engaging in an active and purposeful life, personal independence, social identity and a positive sense of self. Recovery looks different for everyone, it is a personal & self-directed process of change based on individual values, cultures, strengths and goals. The term recovery is used to describe the journey someone with mental health concerns takes from illness to improved health and wellbeing, so they can live a satisfying life. Recovery may mean living with or without symptoms and may even include relapses and the need for ongoing medication. Please remember, mental illness is treatable and recoverable, but it can be difficult to predict just how and when this will happen. Recovery is about your whole life not just the mental illness or symptoms.

The Mackay Mental Health Service has a strong commitment to recovery-oriented practice, provided in collaboration with clients and those supporting them. This approach aims to support building resilience, personal resourcefulness, individuality, strengths and abilities in people. An important part of a successful recovery is having the opportunity to be actively involved in your own healthcare alongside the people supporting you. This is completely your choice and you can be as involved as you wish. This allows you to have greater control over your situation and ensures that treatment choices are influenced by what matters most to you.

We will provide you with the necessary information, so you can make informed choices about your care and treatment, but you also have the right to ask questions and let us know when something doesn't feel right for you. We will work with you and anyone else you would like involved to the extent that you want so you can make the best healthcare decisions for you.

Further information on recovery-oriented practice can be found by following the below link

<https://www1.health.gov.au/internet/publications/publishing.nsf/Content/mental-pubs-i-nongov-toc~mental-pubs-i-nongov-pri>

Step-Up Step-Down Service (SUSD)

The Mackay Step-Up Step-Down Service (SUSD) provides short-term, residential treatment services located in the community, with a recovery focus. SUSD services provide early intervention for people who are becoming unwell but do not require a hospital admission and for those in the early stages of recovery following an inpatient admission. SUSD offers a unique setting for people to start their recovery journey and resume their role in the community by providing coordinated, recovery-oriented treatment and support. The SUSD setting encourages links to the person's natural supports and their participation in community life. Accessing the SUSD requires a referral from your treating Doctor, Case Manager or a member of the Acute Care Team (ACT).



My Treating Team

Each person accessing care through our service will have their treatment and care managed by a treating team. The treating team consists of multiple staff across various specialties to ensure a holistic approach is provided.

Below is a list of the various roles and specialties that can make up a treating team. Primary contact points are marked with an *.

Inpatient Unit

Nursing *

- Daily allocated nurse

Allied Health *

- Occupational Therapist
- Social Worker
- Psychologist

Medical

- Psychiatrist
- Registrar *
- Junior Doctor

Supporting Clinicians

- Dual Diagnosis / AODS Worker

Community

Case Manager *

- Occupational Therapist
- Social Worker
- Psychologist
- Nurse

Medical

- Psychiatrist
- Registrar *
- Junior Doctor

Supporting Clinicians

- Dual Diagnosis / AODS Worker

Non-Clinical Support Staff

In addition to treating teams, there are non-clinical roles who provide further support and advice to clients, their support persons and clinical staff. These roles support the delivery of recovery focused care appropriate to the individual and assist in the improvement of mental health services, based on the needs of our clients and those supporting them.

Inpatient Unit Only

- Recreation Officer
- Ward Assistant
- Operational, Safety & Fire Officer (OSFO)

Inpatient Unit and Community Mental Health

- Consumer Consultant
- Aboriginal and Torres Strait Islander Mental Health, Alcohol and Other Drugs (ATSI MH & AODS) Consultant
- Independent Patient Rights Adviser (IPRA) – See page 10 for detailed information on this position

Definitions of these positions are available on the following page



Definition of staff roles

Nursing

Nurse – First point of contact for care and support of clients regarding all aspects of their admission including; liaising with other clinical staff, administering medication, physical observations and providing therapeutic engagement. Nurses are allocated clients on a ratio basis (e.g. 1:5) daily.

Shift Team Leader (Nurse) – Senior clinician responsible for the co-ordination of each shift on the inpatient unit including; supporting staff, overseeing care and responding to any arising issues.

Nurse Unit Manager (NUM) – Manages the inpatient unit including all nursing and allied health staff.

Clinical Nurse Consultant (CNC) – Clinical lead for all nursing staff on the inpatient unit.

Allied Health

Psychologist – Provides various therapeutic interventions, individually or through groups and activities, on strategies to better manage feelings/mood, troubling or distressing thoughts and techniques for relaxation and mindfulness. Psychologists are unable to prescribe medication.

Occupational Therapist – Provides support and assistance, individually or through group activities, to enhance independence in the everyday activities that people engage in and find meaningful. They draw on a range of strategies to help people understand and cope with their daily function, productivity and capacity through the prescription of graded tasks and activities.

Social Worker - Uses various therapeutic interventions, individually, family focused or through groups, providing support and strategies to help better manage a person's distressing thoughts and feelings/mood. They consider a person in their environment, including recognising the social networks and external factors that impact on mental health. They can provide advocacy and connections to appropriate resources and support.

Medical

Psychiatrist – Diagnosis and treatment of mental illness. Responsibilities include; admission, medication prescription/review, leave approval and discharge. They also supervise Registrars and Junior Doctors.

Registrar – Completing specialty training within the mental health service, with a view to become a Consultant Psychiatrist. Generally sees the client daily (MHIU) and is the first point of call.

Junior Doctor – Early stages of general training, completing placement within the mental health service to improve their exposure to and ability to treat mental ill health.

Case Manager

Mental health clinician who assists a person with their recovery, working with them, their supports and other community organisations. They will be an **occupational therapist, psychologist, social worker** or **nurse** who have chosen to specialise in mental health. They will work with you to develop a recovery plan, including self-help and relapse prevention, provide evidence-based therapeutic interventions and education around mental illness, symptoms and medication. They will organise regular reviews with your psychiatrist and will continue to maintain this relationship if ever you need to be in hospital.

Non-Clinical Support Staff

ATSI MH & AODS Consultant – Identifies as Aboriginal and/or Torres Strait Islander and works within clinical teams, to provide culturally appropriate services to Aboriginal and Torres Strait Islander clients accessing the service.

Consumer Consultant – Has lived experience of mental illness. Represents the interests and views of clients and those supporting them, in all areas of service delivery, by actively promoting client and support person participation and drawing on their own lived experience.

Dual Diagnosis / Alcohol & Other Drugs Worker – Supports treating teams in working with individuals who experience both mental health and substance use challenges.

Recreation Officer – Maintains the running of the inpatient unit Recovery Program. Working alongside the allied health, nursing and medical teams, the position aims to support meaningful activities for clients and provide various supports throughout their admission.

Ward Assistant / Operational, Safety & Fire Officers (OSFO) – Ensures housekeeping tasks are completed and assists nursing and allied health staff with care duties.

Providing Feedback

Feedback on your experience with the Mackay Mental Health Service is important to help us understand what we are doing well and in which areas we need to improve. All feedback including compliments, suggestions, concerns or complaints are encouraged and valued. We offer several ways for you to tell us how we're doing.

Feedback on your experience with the mental health service

Compliments, Complaints and Suggestions Feedback Form

- Feedback forms and collection boxes are situated in various locations at Community Mental Health sites, Mental Health Inpatient Unit and throughout the hospital.
- Contact the Mackay Hospital and Health Service Consumer Feedback Service **4885 7690** or MHHSFeedback@health.qld.gov.au
- Complete online or download the feedback form by visiting the following link <http://www.mackay.health.qld.gov.au/get-involved/your-feedback/>
- Once completed, feedback forms can be placed in a collection box or mailed to;
Consumer Feedback Service
Mackay Hospital and Health Service
PO Box 5580
Mackay MC QLD 4741
- If you are unsatisfied with the response you have received from the MHHS you may contact the Office of the Health Ombudsman for further advice **133 646** | <http://www.oho.qld.gov.au/>

Your Experience of Service (YES) Survey

The YES Survey is an annual survey collection designed to gather information about the experiences of care received by people accessing public mental health services in Queensland. The survey is available in March/April for a 6-week period. Participation in the survey is voluntary and responses anonymous. Survey results are used to inform us of areas requiring improvement.

Surveys are available to current clients across all mental health facilities within the Mackay Hospital and Health Service district during the collection period. Please speak to a member of staff if you would like further information or to complete a survey.

Feedback on your experience when on leave or discharged

Leave and Discharge from Hospital Feedback

When you go on leave or are discharged from hospital, you will be offered the opportunity to provide feedback on how things went. The information received will help us to better support you when you return from leave or at your first review in the community.



Your Rights and Responsibilities

Australian Charter of Healthcare Rights

The Australian Charter of Healthcare Rights describe the rights individuals can expect when receiving health care. These rights apply to all people in all places where health care is provided in Australia. This includes public and private hospitals, day procedure services, general practices and other community health services. The seven healthcare rights are:

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 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 or 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
- Request access to 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

Staff can provide a copy of the Australian Charter of Healthcare Rights or further information can be found by following the link <https://www.safetyandquality.gov.au/australian-charter-healthcare-rights>

Mental Health Act 2016

The Mental Health Act 2016 (The Act) provides the legal framework for the treatment and care of people with a mental illness without their consent. The Act contains extensive safeguards for the treatment and care of patients, to ensure the protection of patient rights. <https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/clinical-staff/mental-health/act>

Your rights under the Mental Health Act 2016

The **Statement of Rights** contains important information about your rights under the Mental Health Act 2016 for:

- Involuntary clients, such as a person subject to a treatment authority made by a doctor under the Mental Health Act 2016
- Voluntary clients being treated in a mental health service, including a person being treated under an advance health directive or with the consent of a personal guardian or attorney
- A client's support person/s (family, carers and other support persons)

Further information on the Mental Health Act can be found by following the below links

- **Statement of Rights**

https://www.health.qld.gov.au/_data/assets/pdf_file/0036/639873/Statement-of-Rights.pdf

- **Rights of Family, Carers and Other Support Persons**

https://www.health.qld.gov.au/_data/assets/pdf_file/0025/444940/rights-of-family-fact.pdf

- **Overview of the Act**

https://www.health.qld.gov.au/_data/assets/pdf_file/0035/444896/mha2016-overview.pdf

- **Advance Health Directive**

https://www.health.qld.gov.au/_data/assets/pdf_file/0033/444984/ahd-less-restrictive-ways-fact.pdf

- **Nominated Support Persons**

https://www.health.qld.gov.au/_data/assets/pdf_file/0016/445003/role-of-nominated-support-persons.pdf

- **Independent Patient Rights Advisers**

https://www.health.qld.gov.au/_data/assets/pdf_file/0023/444920/role-of-ipras-fact.pdf

Who can help you understand your rights under the Mental Health Act?

All public mental health services have one or more **Independent Patient Rights Advisers (IPRA)**. Their role is to assist you and your support network to understand your and their rights while accessing the mental health services. The IPRA can also help with communicating with your treating team, completing advance health directives, appointing a nominated support person or applying for legal representation for the mental health review tribunal. The Mackay Hospital and Health Service IPRA is Linda McGregor. Linda can be contacted directly by you, their support person or through a member of your treating team. The IPRA is available Monday – Friday, 8am – 4.30pm via phone or email, **4885 5773 / 0438 389 906** or linda.mcgregor@health.qld.gov.au Linda is also available weekly on the inpatient unit for anyone currently admitted and fortnightly at Step Up Step Down for current residents.

Our Responsibilities under the Mental Health Act

Prior to placing someone under the Mental Health Act, the treating team will ensure there is no less restrictive way of providing the necessary care. This could be through an advanced health directive (AHD), allocated guardian, appointed attorney, statutory attorney or for those under 18 years the consent of parents can be used to consent to care and treatment.

Privacy, Confidentiality & Information Sharing

Your right to privacy and protecting your personal information is extremely important to us, yet we also know that sharing certain information with those that support you most in your life is likely to significantly improve your recovery.

Who might we share your personal information with and what information can be shared?

Personal information provided or revealed during the professional relationship between yourself and your health professional may be shared with others such as; important support people in your life, and your GP, other treating health services/hospitals or specialists, given how important it is for them to be able to co-ordinate the different types of care you may be receiving. This information is shared for purposes directly related to your treatment and care only.

However, your health professional may also engage with and request information from others and provide them with general information, advice or support; that is not directly related to your treatment or care. Confidential information may be shared with your consent (express or implied) regarding specific information and to specific people.

Express Consent – Verbal or written consent to share information

Implied Consent – Assumed consent based on your actions, facts and circumstances of a situation, e.g. your mum comes with you to your Dr appointment. It is implied that you consent to your mum being involved and that we can share information with her.

To assist us in understanding who you wish to have involved in your treatment and care and who you would like us to share your information with, please inform staff of the following:

- Who your support persons are (family, friend, carer or nominated support person) and whether staff have permission to speak to them about your progress, treatment and care
- If there is anyone that you **don't** want involved or you **don't** want us to share your information with

Can we share your personal information without your consent?

Although we will always ask for your consent, it is important for you to know that there are times that we will still share your information even if you have asked us not to. These exceptions allow the people supporting you, to receive information which will help them to better understand what is happening for you and provide the support you need. However, it still remains our preference to gain your consent before sharing any information.

Further details on information sharing can be found by following the link

https://www.health.qld.gov.au/_data/assets/pdf_file/0026/444635/info_sharing.pdf

Applying for clinical records or personal information

Clients have the right to access and request a copy of their clinical record and personal information held by the Mackay Hospital and Health Service. To respect privacy and confidentiality laws, proof of identity and completion of relevant forms will be required before any personal information can be released. If you would like further information or to arrange access to your clinical records, please speak to a member of the treating team.

Further information on accessing your clinical records can be found by following the link

<http://www.mackay.health.qld.gov.au/patients-and-visitors/access-your-medical-records/>

My Health Record

A My Health Record is a personally controlled online digital summary of your key health information. This information can be viewed securely online from any computer or device that's connected to the internet anywhere, at any time; even if you move or travel interstate. This means whether you are visiting your GP or are in the emergency department, healthcare providers involved in your care can access important health information such as; allergies, medications and diagnosed medical conditions. This helps you get the right treatment at the right time. If you didn't choose to opt of having a My Health Record than one has been created for you.

Further information on My Health Record can be found by following the link

<https://www.myhealthrecord.gov.au/for-you-your-family/what-is-my-health-record>

QLD Health - Zero Tolerance to Violence

All hospital staff have the right to work in a safe workplace and all patients and visitors have the right to visit or receive healthcare in a safe environment, free from risks to their personal safety and from exposure to acts of violence. Queensland Health has a 'Zero Tolerance to Violence' policy, which states that no person in the hospital or the healthcare system should be exposed to verbal or physical aggression.

QLD Health - Smoking Policy

- Smoking is prohibited at all Queensland public and private hospitals and health facilities
- The ban extends five metres beyond the boundary of the hospital/health facility grounds (Mackay Base Hospital and all Community Health Facilities)
- These no-smoking laws apply always, to all staff, patients and visitors and include the use of all smoking products, including electronic cigarettes and vape pens
- Disregard of smoking policies can have serious consequences such as fines

Medication Information

It is important to remember that any medications prescribed will take time to have an effect. Medications can be taken in multiple ways; orally (tablet & liquid) or injections (intramuscular & depot). You have the right to receive information about your medication needs, options, risks and possible side effects. Detailed information is available from a member of the treating team, via the weekly medication group held on the inpatient unit or the medication information stand at community mental health.

Further information or to access information leaflets on numerous medications can be found by following the link <https://www.choiceandmedication.org/queenslandhealth/printable-leaflets/>

What is depot medication?

Depot medication is a special preparation of a long-lasting medication, which is given via injection. This allows the medication to be slowly released into the body over several weeks. Medication given by the depot method is the same as if it was taken in tablet form. The only difference is the route through which it enters the body. Therefore, the benefits and side effects are also the same in both methods. Benefits of depot medication are;

- You only need to have the medicine between once a week or once a month.
- You are less likely to forget to take your medicine.

Medication can be dispensed in many ways including monthly scripts, weekly pickups and Webster packs. Speak to your pharmacy on whether they can prepare your medication in a Webster pack. If you have any other concerns or questions regarding your medication, please speak to a member of the treating team.

Smoking and Mental Illness

The number of people smoking is declining in Australia yet remains high among people with mental illness. Smokers with mental illness often say that smoking is a way of dealing with feelings such as boredom, anxiety and stress and can also be a way to reduce anger, frustration and even promote feelings of calmness. These supposed benefits can be mainly connected to the temporary relief of nicotine withdrawal symptoms, which creates the false impression that smoking is relaxing. Smoking however actually increases stress levels overall. Smoking interacts with both psychiatric and non-psychiatric medications commonly used by people with mental illness. Quitting smoking may result in requiring a reduced dosage of medication, which in turn may lead to fewer side effects.

Most people make many attempts before they successfully quit smoking. Just as you 'learned' to smoke you can also 'learn' to become smoke free. Please remember that this can take time. Withdrawal symptoms may begin within 4 hours after the last cigarette, generally peak at 3-5 days and disappear after 2 weeks. For this reason, the first two weeks are critical and the use of nicotine replacement therapy (NRT) is encouraged during this period to ease withdrawal symptoms.

Smoking cessation groups are also available through the inpatient unit and community mental health which you can attend and work with others who are also wanting to kick the habit.

If you are interested in quitting, please speak to any staff member, contact Quitline 13 78 48 or download the free My Quitbuddy App to your smartphone

Mackay Mental Health Inpatient Unit

The Mackay Mental Health Inpatient Unit aims to provide a safe service that protects and safeguards the rights of individuals with mental health issues, whilst supporting them through their recovery. People may require in-patient care in a hospital if they are acutely unwell and cannot be treated effectively while living at home. Length of admission is dependent on the individual and the level of support and treatment they require. We have a diverse team including; psychiatrists, mental health nurses, occupational therapist, psychologist, social worker, dietician and other specialist doctors. The Mackay Mental Health Inpatient Unit is available to anyone within the Mackay Hospital and Health Service catchment area who may require a hospital admission for mental health concerns (Bowen, Clermont, Collinsville, Dysart, Mackay, Moranbah, Proserpine, Sarina, Glenden and Middlemount).

Admission Process

Admission occurs either via the Emergency Department or directly to the ward from Community Mental Health facilities (Mackay, Whitsunday, Moranbah) and requires both mental and physical health assessments to be completed. You will be asked many questions to confirm information such as; name, date of birth, contact details, next of kin etc. To confirm identification, wristbands will be provided which we encourage you to wear throughout your admission and a photo will be taken. You will be asked these same questions by multiple staff and while we understand that this can be very frustrating, correct identification is essential to maintain your safety. You will be allocated and reviewed by a Psychiatrist within the first 24 hours. A staff member will show you around the ward and provide you with this guide which should answer many of the questions you may have. On arrival, orientation to the ward, including explanation of rights & responsibilities and Mental Health Act (where relevant) will occur within the first 24-72 hours after being admitted.

Medication

All medications including over the counter and herbal remedies that you bring into the ward must be given to nursing staff on arrival. During your stay your doctor will discuss these and any new medicines you need to take and advise you of your allocated medication times (these may change during admission). At your allocated medication time, you will be asked to present to the medication window. **Medication Times (approx.):**

- 8.00 am
- 12 Midday
- 2.00 pm
- 8.00 pm

What can I bring into hospital?

The following are suggested items to bring with you to hospital or have a support person bring for you when visiting:

- 4 sets of casual clothes (including jumper and long pants)
 - Please be mindful of the season/weather and that the ward is airconditioned so may feel cooler than outside
 - Laundry facilities are available for use within the ward
- 4 sets of underwear
- Shoes
- Toiletries **excluding** items such as: razors, mirrors, nail clippers, nail files or glass bottles

There will be random searches of the lockers for harmful items and if there is enough suggestion of these items being on the ward then a room or person search may also be required. Searches only occur if necessary, to protect yourself and others and will be done in a private and respectful manner.

Property

It is advisable that clients **do not** bring valuables onto the ward, however, if this is not possible there is a hospital cashier where money, Eftpos/Credit Cards and other valuables will be safely held during your stay and returned on leave/discharge. On arrival, staff will work with you to record all items

brought onto the unit. While our staff take every care, the Mackay Hospital and Health Service does not accept responsibility for any loss or damage that may occur to items brought into hospital. All items that clients choose to keep with them while on the ward are the client's responsibility.

Dress Code

During admission it is an expectation that appropriate clothing is worn. This is to respect the dignity of yourself and others, and includes;

- Coverage from shoulders to the mid-thigh, including stomach. This coverage needs to be maintained in all circumstances. If the staff has concerns relating to your dress, they will speak with you privately about this
- Items may be removed based on levels of risk, this will be discussed with you prior to removal and all items will be returned on discharge

What can I NOT bring into hospital?

Harmful items that are not to be brought onto the unit:

- Any sharp or dangerous items that a person could use to harm themselves or others
- Any items that are identified as presenting a risk of causing harm
- Any electronic device with a fixed cord e.g. hairdryer, electric shaver
- Any alcohol or drugs (prescribed medication will be held and dispensed by staff as required)
- Any cigarettes, tobacco, electronic cigarettes, vape pens, lighters and matches
 - As the unit is a no smoking environment, staff will arrange a private locker for smoking items and provide you with the key when you are on leave
- Any caffeinated drinks as they may interfere with medication and result in extended admissions

Items that may be brought onto the unit with restrictions:

- Mobile phones, electronic items and anything that can record or photograph individuals. We have a duty of care to protect individuals from this or any of their personal information being shared or placed on social media platforms.
 - Based upon a thorough risk assessment completed during the admission process, mobile phones/tablets may be able to be kept in an individual's possession
 - Mobile phones/tablets are self-managed by clients during admission, apart from charger cords which are safely stored on admission.
 - A charging station is available to all clients in the common area.
 - Mobile phones/tablets can be used in all areas of the ward; however, it is not acceptable for photographs or videos, of any description to be taken. If this occurs, phones/tablets will be confiscated immediately.
 - Review of the decision to provide or remove phones/tablets will be discussed daily with your treating team.
 - Mobile phones/tablets may be removed at any stage during admission if it is determined that use of these devices is detrimental to the health or wellbeing of the person or others.
 - Mobile phones/tablets are **not permitted** in the psychiatric intensive care unit (PICU). Exceptions may be made if specified by the treating team and with monitored use.
- Small portions of food and drink **without** caffeine may be brought onto the unit with the following precautions:
 - Perishable items must be labelled and placed in the ward kitchen fridge
 - Non-perishable items may be stored in bedrooms but must be in plastic containers to discourage ants

Urine Screen

As part of your recovery, the treating team will require a urine sample to rule out medical conditions and identify any substances that may be impacting your mental health and your recovery.

Smoking Reduction

If you are coming into hospital and you smoke, your smoking will be assessed, and you will be offered nicotine replacement therapy (NRT) such as nicotine patch, spray and inhalers, to help you not smoke during your hospital stay. Use of NRT will reduce any withdrawal symptoms such as cravings, irritability and anxiety you may experience.

***Smoking is prohibited on all areas of the hospital grounds - if you choose to continue to smoke, the closest permitted area is off hospital grounds on Bridge Road on the opposite side of the street.**

Visiting Hours

We welcome and encourage families, friends and support persons to visit, as it is recognised that they are an important part of our client's wellbeing and recovery process in hospital. Visitors can help people recover faster, are an important source of support and can also help reduce anxiety and stress. However, it is up to the person in hospital to decide if they want visitors and this will be respected. Visitors must also respect hospital policies and visiting hours. Care for our clients is always our primary focus, so there may be times when visitors are asked to leave an area for short periods of time because of care being provided. Please feel free to bring items in which may provide comfort to the person you are visiting, i.e. snack foods, magazines/books and photographs.

Visiting hours

- 8am – 8pm daily

Meal Times

All meals are served in the communal dining area. If you need any help with meals, or have specific dietary requirements/preferences, for example vegetarian, please discuss this with a staff member as special diets can be accommodated. **Meal Times (approx.):**

- Breakfast: 7:30 am to 8:30 am
- Morning Tea: 10 am - 10.30 am
- Lunch: 12:00 pm to 12.45 pm
- Afternoon Tea: 2.45 pm – 3.30 pm
- Dinner: 5:30pm - 6.15 pm
- Supper: 7pm - 7.30 pm

Cultural & Social Diversity

We understand people accessing the mental health service come from diverse backgrounds and cultures, including different languages, values, beliefs, customs, rituals and behaviours and may require additional services to support them through their treatment. Staff are here to assist and help all clients feel comfortable and respected throughout their hospital stay so please discuss any concerns you may have with them. There are many ways in which we can support different needs to ensure the care provided is respectful, effective and appropriate. If you identify as any of the below or have any other concerns, please speak with a member of staff about the supports available so this can be arranged for you;

- Aboriginal and/or Torres Strait Islander descent
 - Three bedrooms are available for indigenous clients which have a small private courtyard and the ability to sleep outside in this courtyard
 - Aboriginal and Torres Strait Islander Advanced Health Workers are available to provide culturally appropriate support throughout your admission
- Hearing impaired
- Non-English speaking
- Specific religious/spiritual beliefs
- Physical disability
- LGBTIQ+

Gender Appropriateness

Males and females are different and at times their healthcare needs will also differ. To ensure all clients have a comfortable and quiet space to go, bedrooms are separated into gender specific wings and nursing rosters ensure each shift has a mixture of both male and female staff available. If you feel you would benefit from a gender specific nurse (male or female only), please speak to a member of your treating team so that this can be arranged.

Recovery Program

Clients are encouraged to participate in a daily recovery program while on the inpatient unit. Activities within the program are graded and varied, allowing staff to better support clients at different stages of their recovery. Currently the recovery program starts with a daily Morning Meeting, which provides clients and staff the opportunity to say how they can help others on the ward and make requests for how they could also benefit from the help of others. The recovery program also consists of; psychological interventions, exercise, gardening, music, social activities, cooking, arts & crafts, sensory based activities, community outings, alcohol and other drug (AOD) input and educational groups. The inpatient unit is always working to further develop and expand upon this to offer more choice to our clients.

Leave from the inpatient unit

Leave plays an important part in supporting recovery, so spending time away from the ward can be helpful, particularly prior to discharge. Leave supports a person's recovery by transitioning them to returning to the community with appropriate support, treatment and care in place. All clients will be involved in planning their leave as part of their care plan.

There are additional requirements which apply to clients receiving involuntary treatment under the Mental Health Act and these can be further explained by a member of the treating team. Please discuss available leave allowances with your Doctor. Leave may also be referred to as limited community treatment or LCT.

Your responsibilities when on leave

The mental health service wants to create a safe and comfortable environment for our staff, clients and visitors. Everyone deserves to feel safe in the healthcare setting and clients deserve an environment that supports recovery. For this reason, there is an expectation that while on leave, clients will maintain a standard of behaviour that aligns with recovery-oriented care. For us to ensure the ward environment remains safe and therapeutic, any clients using substances while on leave or return from leave intoxicated or behaving in an unacceptable manner may be discharged home or have their leave allowances reviewed.

Community Visitor Program

The Community Visitor Program protects the rights and interests of adults, children and young people living in accommodation, such as a mental health facility. Community Visitors independently monitor authorised mental health services, by conducting regular announced and unannounced visits to the facility. Unannounced visits are done to observe the standard of service delivery provided by the site on a typical day and work to identify issues for or on behalf of clients. Every child or young person entering or re-entering a mental health facility will receive a visit from a Community Visitor. How often the Community Visitor visits will depend on individual needs, however Community Visitors can be contacted directly between visits, by phone or email whenever you need to.

More information on the Community Visitor Program can be found by following the below links

Adult <https://www.publicguardian.qld.gov.au/community-visitors-for-adults/visiting-adults>

Child or Young Person

<https://www.publicguardian.qld.gov.au/i-am-a-child-or-young-person/who-can-help-you/community-visitors>

Preparing for the Doctor

The *Questions for Doctor Form* is available to help you better prepare for when you see the Doctor. The form includes questions relating to how you are feeling on the ward and commonly asked questions about leave, medication and discharge however, you can add any question you would like answered to this form. If you give yourself a little while to have a look at this form and think about what you would like to discuss with the Doctor at your review beforehand, it may help you to be better prepared.

An example of this form is located at the back of this book and forms are available on the ward.

Ryan's Rule

Ryan's Rule is an escalation process available to all clients and their support persons. It can be used to get help for a client in hospital when you are concerned that they are getting worse, not doing as well as expected or not improving.

Brochures and information are available on the ward, via the link below or you can speak to any staff member <https://clinicalexcellence.qld.gov.au/priority-areas/safety-and-quality/ryans-rule>

Discharge Planning

We understand nobody wants to be in hospital and everybody would prefer to be in their own home. There are also many benefits of community-based treatment such as; being close to family and friends or continuing to work or study. Where possible, we will work with you to get you home as quickly as we can so planning for discharge commences at admission. There is opportunity for you to participate in discussions to plan for your discharge and we highly encourage you and if possible, a trusted support person to be actively involved to ensure the plan suits your individual needs. Ideally, these discussions involve YOU, your trusted support person, your inpatient treating team, relevant community team, GP and any other relevant external support services.

These discussions may include negotiating periods of leave during admission, identifying social supports that may be required such as; housing, finances, education, work and recreational. Discharge planning involves facilitating follow up in the community after leaving hospital. You will receive at least one face to face appointment with a community mental health clinician after leaving hospital. Dependent on your individual needs this may extend to short term or ongoing case management within the community. A discharge summary outlining the plan will also be provided to:

- My Health Record (unless opted out)
- Client (you)
- Client's (your) GP



Let's get you home from hospital

Mackay Community Mental Health

Community Mental Health provides support and treatment for people living in the community with mental illness and/or substance use, with a focus on recovery to support and maintain independence. Treatment and supports are available for a variety of mental health and substance use concerns. The service uses a holistic approach that formally links the person with appropriate clinical and non-clinical supports and provides a service tailored directly to them, to better meet their needs. Services are provided either from Community Mental Health or home visits. Additionally, some services outreach into the region's other community service providers for ease of access.

12-14 Nelson St Mackay 4968 3893

The service is available Monday – Friday 8am – 4.30pm (excluding public holidays)

Accessing the Service – New Clients

Acute Care Team (ACT)

This is the first point of contact to access public mental health services 24 hours a day, 7 days a week via **1300 MH CALL (1300 64 2255)**.

There are multiple ways to make contact which are outlined below. Once contact is made, you will be triaged and/or assessed by a mental health clinician to determine the most appropriate type of care for you. This may include, crisis interventions, referral to an external service provider, community case management or an inpatient admission. Referrals can be made by anyone, including yourself, support person or other service providers such as your GP, support worker and community, government and non-government agencies via the following;

- **Self-referral;**
 - Call **1300 MH CALL** 24hrs / 7 days per week
- **GP referral;**
 - Your GP can call 1300 MH CALL or provide a written referral via fax 4968 6894
- **Following an inpatient admission;**
 - If your treating team determine that you will benefit from continuing treatment with Community Mental Health, they will arrange for you to be allocated a Case Manager within one of the community-based teams prior to being discharged
- **Emergency Department presentation;**
 - If you present to ED and they determine you will benefit from connecting with the mental health service, ED will complete a referral to mental health triage

Meet the Mackay Community Teams

Continuing Care Team (CCT)

CCT provides clinical case management and other therapies for adults aged between **18 & 65 years**, experiencing significant and long-term mental illness.

Older Persons Mental Health Service (OPMHS)

OPMHS provides clinical case management for adults **over the age of 65 years** (55, for indigenous adults) with a mental illness or a disorder complicating an underlying medical condition.

Mobile Intensive Rehabilitation Team (MIRT)

MIRT provides clinical case management for adults aged between **18 & 65 years** with complex mental health needs, who require more intensive support to recover from mental illness.

Early Psychosis (EP)

EP provides early detection and treatment for people **aged 16-24 years** who are at high risk of or are experiencing their first episode of psychosis.

Child and Youth Mental Health (CYMHS)

CYMHS provides assessment and treatment for children and young people **up to the age of 18** who have severe behavioural and/or emotional difficulties that impact on their daily functioning. The service is based in Mackay with limited outreach services to Bowen, Moranbah and Sarina.

EVOLVE Therapeutic Services

EVOLVE provides mental health support to children, youths and families referred by Department of Child Safety in the Mackay region, through a coordinated partnership between government and non-government agencies.

Assertive Mobile Youth Outreach Services (AMYOS)

AMYOS provide ongoing recovery-oriented assessment and assertive treatment and care, aimed at improving the quality of life for young people with complex mental health needs, who have struggled to meaningfully engage with the Child & Youth team.

Alcohol and Other Drugs Service (AODS)

AODS provides a range of services for clients of all ages experiencing alcohol and/or drug dependence, many of whom also have mental health and medical problems.

Contacting and communicating with Mackay Community Mental Health

If you are receiving treatment via Mackay Community Mental Health and you would like to speak with a member of your treating team, this can be arranged by calling 4968 3893 and requesting an appointment with your Case Manager and/or their Team Leader.

The following details will be required to arrange the appointment to assist with scheduling and allowing suitable timeframes;

- Would you prefer a face to face appointment or phone call?
- What is the urgency i.e. the timeframe in which you would like the contact to be made?
- Are there any specific details i.e. is there a question or concern you have or topic you wish to discuss?

Discharge Process

Everyone receiving treatment with the service is discussed at regular clinical reviews and when an individual is ready for discharge from the service, this is also discussed. Planning for discharge begins early, to allow enough time to discuss and put supports in place to provide you with the best chance of a successful transition back to the community. There is opportunity for you to participate in these discussions and we highly encourage you and where possible, a trusted support person be actively involved, to ensure the plan supports suit your individual needs. A person is discharged when the treating Psychiatrist or Psychiatric Registrar, other relevant clinicians, the individual and their support persons are satisfied that this is the most appropriate course of action however, you can discuss discharge with your Psychiatrist at any time. On discharge, a person may be referred on to other service providers such as GP, private Psychologist/Counsellor, government, non-government and community organisations, for further support and assistance.

External Support Services

Listed below are contact details and links for ***external support services*** that you can access for additional support, counselling, resources and information. These services have been separated into two sections, those with a physical location in Mackay and those which are only accessible by phone and/or online. If you are looking for something that is not listed, please speak to a member of your treating team.

Local Services

Aboriginal & Torres Strait Islander Community Health Service

A holistic health service supporting Aboriginal and Torres Strait Islander communities in managing their health to enjoy a long and quality life. A variety of services & programs are available such as; transport, GP's, nurses & various other health professionals, diabetes support, women's & men's groups, walking program, swimming lessons, health checks, hearing tests, vaccinations and nutritional advice.

4957 9400 | 1800 817 773 | 31 – 33 Victoria St Mackay | <https://www.atsichs.org.au/>

Aboriginal & Torres Strait Islander Legal Service

Provides professional and culturally competent legal services for Aboriginal and Torres Strait Islander people across Queensland including services such as; criminal, civil & family law matters and 24 hr. police station assistance. Outside of business hours you will be redirected to 24 hr. support.

4953 4058 | 33 Sydney St Mackay | <https://www.atsils.org.au/atsils-mackay/>

Alcohol and Other Drugs (AODS) – * Part of Community Mental Health

Provides evidence based AOD treatments and interventions to people of all ages with alcohol and drug dependence, many of whom also have mental health and/or medical problems.

4968 3858 | 12-14 Nelson St Mackay | Monday – Friday 8.30 – 12 and 12.30 - 4pm

CASA (Community Accommodation Support Agency)

CASA combines housing provision with housing support services in the one organisation and assists in supporting disadvantaged people in the Mackay community. CASA's vision is to have functioning households, stable families and individuals in sustainable and affordable housing.

Registered NDIS provider.

4951 4299 | 3/54 Gregory St (Cnr Alfred St) Mackay | <https://www.casamackay.org.au/>

Centrelink

Provider of government payments and services.

132 468 | 12 Greenfields Blvd Mackay | <https://www.humanservices.gov.au/individuals/centrelink>

Community Solutions – Training & Employment

Provides a range of disability supports, community wellbeing programs, employment, apprenticeship and traineeship services to individuals and families. Available in: Mackay, Bowen & Airlie Beach.

4841 8888 | 1800 860 770 | 70 Sydney St Mackay

<https://coact.org.au/service-partner/coact-community-solutions-mackay/>

Connect to Wellbeing

Provides a single point of entry for individuals to access to mental health services across northern Queensland.

1300 020 390 | E: contact@connecttowellbeing.org.au | <https://www.connecttowellbeing.org.au/contact>

Headspace

Provides free or low-cost mental health services to young people aged 12-25 years, along with assistance in promoting young people's wellbeing in physical health, mental health, work & study support and alcohol and other drug services. A range of information & services can also be accessed via the website.

4898 2200 | 2/123 Victoria St Mackay | <https://headspace.org.au/headspace-centres/mackay/>

Horizon Clubhouse

Clubhouse provides a welcoming environment and group activity support for people living with mental illness. Members are supported to gain various skills, to build confidence and friendships. There are opportunities to participate in numerous activities such as; cooking/barista, gardening, music, art & craft, education, clubhouse work and social outings. Activities are real and meaningful, because they arise from the needs and interests of the members and the Clubhouse. Clubhouse gives its members a right to; a place to come, meaningful relationships, a place to return. If you think Horizon Clubhouse is for you there are different ways you can make contact by; come for a visit yourself, bus trip from the inpatient unit or speak to a member of your treating team

4951 2955 | 1 Wood St Mackay | E: horizon@selectability.com.au | Monday – Friday 8.30am – 4.30pm

Ideal placements – Training & Employment

Free service for young people aged 15-22 years to find and sustain employment. They specialise in employment training, resume building, interview support, apprenticeships, traineeships, NDIS, prison release, school transition and indigenous employment. Services available in; Mackay, Bowen, Cannonvale, Airlie Beach, Proserpine, Bloomsbury, Midge Point, Shute Harbour & Hamilton Island.

4957 8177 | 2/5 Peel St Mackay | <https://idealplacements.com.au/>

Lives Lived Well

Provides a variety of programs for people impacted by alcohol, drugs or mental health concerns such as; withdrawal support and counselling services for individuals and their families.

1300 727 957 | 62 Victoria St Mackay | <https://www.liveslivedwell.org.au/>

Low Cost Food Assist Centre

The centre assists low income earners in the Mackay region by providing grocery items at cost price. Shoppers are required to show a pension or concession card at the check-out.

14 Wood St Mackay (Opposite Horizon Clubhouse) | Monday – Friday 10-3pm

Mackay Food Hand Up

The Mackay Food Hand Up project is a charity organisation which provides discount food parcels and assistance to families in need.

Wednesday – Friday 9.30am – 12noon | Newlife Church | 75 Evans Ave, North Mackay

Mackay Advocacy

Free, confidential advocacy services available to people with a disability and those living with mental illness. Advocacy is about giving a voice to people who are marginalised by assisting to advocate and represent their own interests. Services are available in several locations covering; Bowen, Proserpine, Cannonvale/Airlie Beach, Pioneer Valley, Nebo, Moranbah, Dysart, Clermont, Sarina and Ilbilbie.

4957 8710 | 22 Nelson St Mackay | <https://mackayadvocacy.com.au/>

Mackay Regional Community Legal Centre (MRCLC)

Provides free and confidential legal information, advice, referral & migration advice throughout Mackay, Whitsunday & Isaac regional council areas. Services are available via outreach appointments or by phone in Sarina, Cannonvale, Proserpine & Bowen. MRCLC does not provide criminal law advice.

4953 1211 | Suite 9 The Dome, 134 Victoria St Mackay | E: admin@mrclc.com.au

Mackay Women's Centre

Provides an environment which supports and empowers women, including health & information programs.

4953 1788 | 418a Shakespeare St Mackay | <http://www.mackaywomenscentre.com.au/>

Mylestones – Training & Employment

Provides a range of supports to people experiencing barriers to employment to find a job that's right for them.

4968 8100 | 1800 957 984 | 224 Victoria St Mackay | <https://mylestones.org.au/>

Neami – Connect to Wellbeing

Provides a single point of entry to mental health services for anyone needing mental health support in northern Queensland. The centralised intake service is accessible online, via phone or email, via referral from a GP or primary health team.

1300 020 390 | E: contact@connecttowellbeing.org.au | <https://www.connecttowellbeing.org.au/>

Phoenix Place

Provides support to individuals in developing skills to grow or increase their ability to live as independently as possible, such as; daily personal activities, development of daily living and life skills, household tasks, transition, community participation, financial. **Registered NDIS provider.**

4953 5222 | Shop 2 / 234 Shakespeare St Mackay | <https://www.phoenixplace.org.au/>

Orange Sky Laundry

Free mobile laundry & hot shower service for people experiencing homelessness. While your clothes are being washed, the friendly volunteers are available to sit with and have a chat. Mackay region service locations and times are:

***Times may change – current schedule available via <https://locations.orangesky.org.au/>**

ADRA Op Shop

83 Milton St, Mackay

Monday 5:00pm – 7:00pm

Sarina Neighbourhood Centre

65 Broad St, Mackay

Monday 9:00am – 11:00am

CASA

3/54 Gregory St, Mackay

Friday 9:00am – 11:00am

Vinnies (St Vincent de Paul Society)

14 Juliet St, Mackay

Wednesday 9:00am – 11:00am

Friday 11:30am – 1:30pm

Relationships Australia

Provides counselling services for individuals and families

1300 364 277 | 123 Victoria St Mackay | <https://www.raq.org.au/locations/mackay>

Selectability

Mental Wellbeing Practice provides access to a range of services to support individuals. This is done via a *mental health care plan* which can be accessed through your GP.

The practice offers Medicare bulk-billed psychology & counselling services and our NDIS community services include:

- Support co-ordination – linking individuals with services to achieve their goals and maximise the use of NDIS plans
- Individual supports – providing flexible one-on-one support to help build personal skills, develop relationships and improve overall wellbeing. **Registered NDIS provider.**

4951 2973 | The Dome, 134 Victoria St Mackay | <https://www.selectability.com.au/>

Mental Health Hub provides access to a range of services to support individuals experiencing mental illness who do not currently receive NDIS funding. The Hub offers a variety of individual and group recovery-oriented programs

0439 515 299 | 11 Wood St Mackay | <https://www.selectability.com.au/>

Wellways

Provides a wide range of individually tailored services designed to support people experiencing mental health issues, as well as their support persons.

4953 0253 | 1300 111 400 | 131 Victoria St Mackay | <https://www.wellways.org/>



Online/Phone Services (All services listed are culturally appropriate)

Beyond Blue

Provides information, support and resources to help you achieve your best possible mental health.
1300 22 4636 24/7 | Chat online 7 days a week 3pm – 12am | Email via the website for a response within 24 hours | Online forums 24/7 <https://www.beyondblue.org.au/supporting-someone>

DV Connect – Womensline

Free 24-hour state-wide crisis response telephone helpline for Queensland women and their children experiencing domestic or family violence. Practical assistance can be arranged such as; counselling, intervention, transport and emergency accommodation.

1800 811 811 | <http://www.dvconnect.org/womensline/>

DV Connect – Mensline

Free state-wide service for Queensland men experiencing or using domestic and family violence. Providing confidential telephone counselling, referral, information and support especially for men.
1800 600 636 | 9am to midnight 7 days per week | <http://www.dvconnect.org/mensline/>

Drug & Alcohol Information Service

Provides a safe, anonymous and confidential space for people to talk about their concerns, receive information and explore options for appropriate support and treatment.

1800 177 833 | <http://adis.health.qld.gov.au/getting-support/for-you>

eheadspace (Part of Headspace)

Provides a confidential, free and secure space for young people aged 12 – 25 years and their support persons to chat, email or speak over the phone with a qualified youth mental health professional.

1800 650 890 | <https://www.eheadspace.org.au/>

Head to Health

Provides links to trusted Australian online and phone supports, resources and treatment options to improve your own mental health, or support somebody else with mental health issues.
<https://headtohealth.gov.au/>

Lifeline

Provides access to free 24-hour crisis support and suicide prevention services

13 11 14 | Text 0477 13 11 14 12pm – midnight | Chat online 7pm – midnight

<https://www.lifeline.org.au/>

Men's Line

Provides free professional telephone and online support, information and referral service for men with family and relationship concerns anywhere in Australia.

1300 78 99 78 | <https://mensline.org.au/>

My Community Directory

An online portal providing up to date information for numerous organisations that provide services which are free or subsidised to the public in thousands of locations across Australia.
<https://www.mycommunitydirectory.com.au/Queensland/Mackay?id=7971&location=Mackay%204740>

SANE Australia

National charity assisting Australians affected by complex mental health issues, providing a range of helpful information & resources for individuals and their support persons.

1800 18 72 62 or Chat online Monday – Friday 10am – 10pm | <https://www.sane.org/>

Sexual Assault Service – RESPECT

24-hour service providing confidential, counselling, information and support service for people impacted by sexual assault, domestic or family violence and abuse.

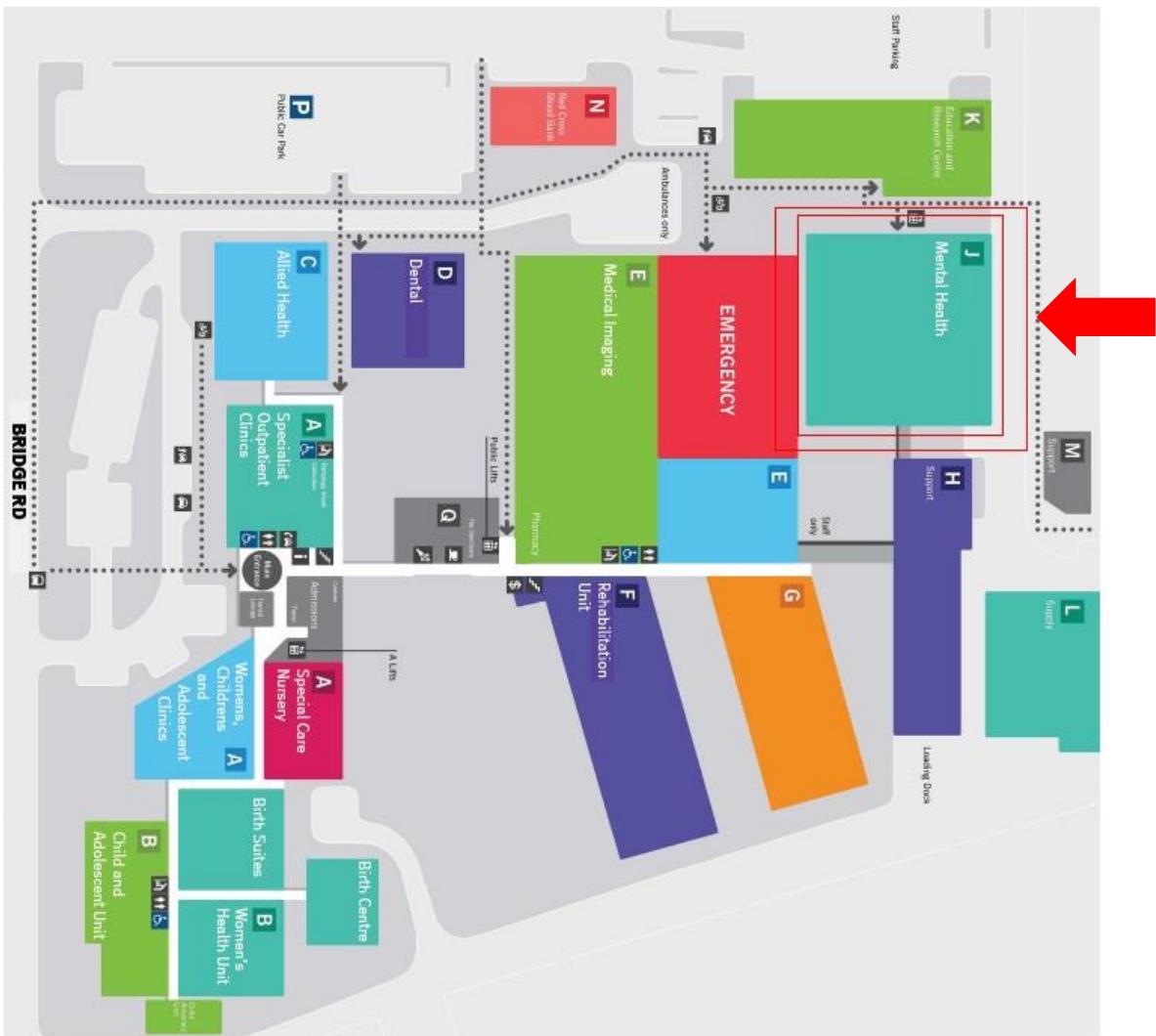
1800 RESPECT (1800 737 732) | <https://www.1800respect.org.au>

Support Strategies - Free or Low-Cost Apps

	TUFMinds - Think Understand Flourish – Mental well-being and suicide prevention program that aims to help people recognise the signs of suicide risk, know the effective steps to take to support anyone with suicidal risk and increase mental resilience
	Unwinding Anxiety – Progressive program consisting of 30 individual modules to help you learn how your mind works so you can change habits and better control anxiety through daily exercises
	Breathe2Relax – Stress management tool providing information on the effects of stress on the body and instructions and exercises to help you better manage stress
	Calm – Promotes relaxation, clarity and improved mental health
	The Mood Meter – Helps you to identify your emotions throughout the day and supports you when you'd like to shift to a different emotion
	Meditation & Relaxation – Learn to meditate in 7 days using simple & effective guided meditation and mindfulness techniques
	YOU Small Actions, Big Change – Practical daily micro-actions to make change easy and empower you to reach your goals
	Daybreak Alcohol Support – Helps you to change your relationship with alcohol, to reclaim control and develop healthier habits
	HeadGear – Guides you through a 30-day mental fitness challenge designed to build resilience and wellbeing and prevent things like depression and anxiety
	My QuitBuddy – Helps you to reach your smoke free goal. Provides helpful tips and distractions to overcome cravings, tracking systems to chart progress and facts to help you understand the impact smoking has on your health.
	Daisy – Connects women around Australia to services providing support for the impacts of sexual assault, family and domestic violence.
	On Track with The Right Mix – Helps you to keep track of your drinking over time to understand the impact it has on your health in both the short and long term.
	Recharge – Personalised six-week program that helps improve your general health and wellbeing by focusing on four key areas: regular wake & sleep times, alarm clock that triggers fun activities, increasing exposure to daylight and increasing physical activity.
	iBobbly – Social and emotional wellbeing self-help for young Aboriginal and Torres Strait Islander Australians aged 15 years and over.

Hospital Map

The inpatient unit is located at the rear of the Mackay Base Hospital in J Block just past the Emergency Department



Directory

SERVICE	
A	Administration Reception
A	Admissions
C	Allied Health
B	Birth Centre
B	Birth Suite
F	Cardiac Care Unit (CCU)
A	Cashier
B	Child Advocacy Unit
B	Child and Adolescent Unit
C	Clinical Measurements Unit
E	Day Surgery (DSU)
D	Dental
E	EMERGENCY
F	Intensive Care Unit (ICU)
E	Medical Imaging
E	Medical Records
F	Medical Unit
J	Mental Health
A	Offices Reception
A	Oncology Day Unit
A	Pathology Blood Collection
E	Pharmacy
N	Red Cross Blood Bank
F	Rehabilitation Unit
A	Renal Services
A	Special Care Nursery (SCN)
A	Specialist Outpatient Clinics
G	Surgical Unit
Q	The Sanctuary (Multi-Faith)
A	Transit Lounge
A	Travel
A	Women, Children and Adolescent Clinics
B	Women's Health Unit



Questions for Doctor Form

Your Name:

Doctors Name:

Review Date:



How have you felt about being on the ward?

What do you hope to gain from this admission?

Do you have any questions you would like discussed at your next review?

Do you have any questions for the Doctor about the following?

Your care whilst in the unit?

Are you able to have leave away from the unit?

Current medication, including side effects?

Expected date of discharge?

Remember, don't be afraid to ask questions – staff are here to help you and answer any questions you may have.

Our aim in developing this guide is to provide you with information which will support you in understanding the Mental Health Service and in making informed decisions on your recovery.



We welcome feedback on how we can improve this guide.

If you would like to provide feedback, have questions regarding the contents, require information which is not included or require further assistance navigating the Mental Health Service please contact.....

Consumer Consultant – 4968 3893



© The State of Queensland, Queensland Health, August 2018
Version: 1.4
Review Date: December 2021