

Support Person Information

(Families, Friends & Carers)

**Are you supporting someone
accessing the Mental Health Service?**



*We celebrate the incredible strengths you demonstrate as a support person and the enormous contribution you make to the recovery of the person you are supporting.
We also acknowledge the complexity of your role.*

Division of Mental Health, Alcohol & Other Drugs
Mackay Hospital and Health Service

Accessing Crisis Care

There are four ways to **access immediate and local support for the person you are supporting**:

- **Present to local Hospital Emergency Department**
 - If the person you are supporting is at imminent risk of suicide or harm, isn't safe with the current level of support and **agrees to seek help**.
 - This is the preferred option where possible.
- **Emergency Services 000**
 - If the person you are supporting is at imminent risk of suicide or harm, isn't safe with the current level of support and is **refusing to attend the Emergency Department**.
 - Either the Ambulance Service or Police will assist and where appropriate help the person access care.
- **Mackay Mental Health Service – 1300 MH CALL (1300 64 2255) 24 hours & all areas**
 - If there is no imminent risk but you are concerned, this number connects you to your local mental health service and can provide support, advice and referral.
- **Community Mental Health – Monday - Friday 8.30am – 4.30pm**
 - If the person you are supporting has a Case Manager these staff work 8.30 - 4.30 Monday to Friday and are the best point of contact when available
 - **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.

Interpreter Services

Effective communication between clients and staff is important. Interpreter services 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 interpreter services.

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)

Welcome

This guide has been developed to provide you with information to support you in caring for someone with a mental illness, mental health issues and/or substance use.

We recognise the impact mental health concerns or substance use has, not only on the individual but also their family, friends and other people in their life. Discovering someone close to you is dealing with these concerns can be frightening, confusing and distressing for all those involved. We would like you to feel acknowledged, supported, validated and listened to throughout the entire recovery journey of the person you are supporting.

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.

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.

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.

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



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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 the choice of the individual and they can be as involved as they wish. This allows individuals to have greater control over their situation and ensures that treatment choices are influenced by what matters most to them.

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

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
- Wards 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 12 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 Units 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 <https://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/>

Carer Experience Survey (CES)

The Carer Experience Survey asks you about your experiences as a carer over the last three months. Completing the survey will tell us about your experiences as a carer rather than the experience of the person you care for. Combining experience feedback from carers, consumers and services, allows us to work together to deliver the best possible care for all Queenslanders accessing public mental health services. Participation in the survey is voluntary and responses are anonymous. Survey results are used to inform us of areas requiring improvement.

Surveys are available to any person providing support to a current consumer of our service and are available within all mental health facilities within the Mackay Hospital and Health Service district. Please speak to a member of staff if you would like further information or to complete a survey.

Feedback on your experience when the person you are supporting is on leave or discharged

Leave and Discharge from Hospital Feedback

When a person goes on leave or is discharged from hospital, they and those supporting them will be offered the opportunity to provide feedback on how things went. The information received will help us to better support them when they return from leave or at their first review in the community.



How You Can Be Involved as A Support Person

Recovery oriented practice recognises the importance of family, friend and carer involvement in the recovery journey and encourages this. Evidence shows the significant benefits of involving support persons such as: reduced relapse rates and hospital admissions, improved medication compliance, improved functioning of the individual and improved relationships.

We support recovery-oriented practice and recognise that positive recovery is about:

- Having the opportunity to make choices
- Living a meaningful, satisfying and purposeful life
- Being a valued member of the community
- Acknowledging that recovery outcomes are unique and personal
- Empowering individuals to be actively involved in their treatment
- Treating individuals with dignity and respect

Privacy, Confidentiality & Information Sharing

An individual's right to privacy and protecting personal information is extremely important to us, yet we also know that sharing certain information with those in a supporting role is likely to significantly improve recovery.

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

Personal information provided or revealed during the professional relationship between an individual and their health professional may be shared with others such as; important support people in their life, their GP and 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 they may be receiving. This information is shared for purposes directly related to their treatment and care only.

However, their 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 their treatment or care. Confidential information may be shared with their 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.*

Can we share personal information without consent of the individual?

Although we will always seek consent from the person, it is important to know that there are times that we will still share personal information with support persons, even if they have asked us not to. These exceptions allow an individual's support network (family, friends, carers and other support persons) to receive information which will help them to better understand what is happening and provide the support needed. Clinical judgement is used by practitioners in determining whether to disclose such information. However, it still remains our preference to gain consent before sharing any information.

Further information 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 a person's 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/>

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 healthcare, 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. The Act sets clear expectations regarding the involvement of support persons, acknowledging the important role they play in the persons recovery.

The Act states; to the greatest extent practicable, family, carers and other support persons of a person who has a mental illness are to be involved in decisions about the person's treatment and care, **subject to the person's right to privacy**. While having a nominated support person is beneficial to a client, authorised mental health services should recognise and engage with all support persons in the client's best interests.

Nominated Support Persons

If an individual does require treatment or care under the Mental Health Act, then your role as a nominated support person is activated.

Role of a Nominated Support Person

- To contact the person while they are undergoing treatment and care
- To participate in treatment decisions
- To receive information about the person's support, care, treatment, rehabilitation and recovery
- To arrange other support services for the person such as respite care, counselling and community care facilities (you will be assisted with this if required)

Rights of a Nominated Support Person

- You must be given all notices about the person that are required under the Act
- You may discuss confidential information about the person's treatment and care
- You may represent, or support the person in hearings of the Mental Health Review Tribunal
- You may request a psychiatrist report if the person is charged with a serious offence

Responsibilities of a Nominated Support Person

- To respect the person's dignity and humanity
- To consider the opinions and skills of health practitioners who provide treatment and care to the person
- To co-operate with reasonable programs of assessment, treatment, care, support, rehabilitation and recovery of the person

The individual themselves can only appoint, change or revoke the appointment of a nominated support person when have the capacity to make this decision

Client 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

- **QLD Government / QLD Health – Mental Health Act 2016**
<https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/clinical-staff/mental-health/act>
- **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 the individual and their support network to understand their and your rights while accessing mental health services. The IPRA can also help with communicating with the 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 the individual, their support person or through a member of the 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.

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 to five metres beyond the boundary of the hospital/health facility grounds
- 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). Individuals have the right to receive information about their 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, community mental health medication stand, or you can visit <https://www.choiceandmedication.org/queenslandhealth/printable-leaflets/> to access information leaflets on numerous medications.



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. The person 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 they will be encouraged to wear throughout the admission and a photo will be taken. They 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 their safety. They will be allocated and reviewed by a Psychiatrist within the first 24 hours. A staff member will show them around the ward and provide them with a *Client Information Guide* which should answer many of the questions they 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.

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

Contacting and Communicating with the inpatient unit

The easiest way to give or receive information is to call the inpatient unit and ask to speak to the client's allocated nurse. Please speak to our administration staff to ensure your contact details are up to date in the event that we need to contact you. If you would like to arrange a meeting with the treating Doctor, the following details will be required 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?
- Any specific details i.e. are there particular questions or a concern you have or topic you wish to discuss?

Remembering we have an obligation to maintain client confidentiality, so there may be limitations on the information we can provide to you, however you are always encouraged to share information you think will be relevant to the treatment and care of the person you are supporting.

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.

We welcome feedback from support persons if there are any concerns while the person is on leave. You will be provided a feedback form at the time of leave and/or discharge as outlined in the feedback section of this guide.

There are additional requirements which apply to involuntary consumers admitted 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.

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 the person and their supports to participate in discussions to plan for discharge and we highly encourage clients and if possible, a trusted support person to be actively involved to ensure the plan suits their individual needs. Ideally, these discussions involve the client, their trusted support person, the 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. Clients will receive at least one face to face appointment with a community mental health clinician after leaving hospital. Dependent on 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)
- The Client
- Client's GP



Let's get them home from hospital

Community Mental Health

If the person you support requires care from one of the community teams, they will be allocated to one of the teams documented below.

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.

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, the person will be triaged and/or assessed by a mental health clinician to determine the most appropriate type of care. 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 the client themselves, support person or other service providers such as GP, support worker and community, government and non-government agencies.

Mackay Community Mental Health 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 may also have mental health and medical problems.

Rural Community Mental Health Teams (Moranbah & Whitsunday)

Adult – Provides access to specialist mental health practitioners for individuals aged between **18 & 65 years** living in the community; offering assessment, case management, clinical rehabilitation and therapeutic interventions.

Child & Youth – Provides access to specialist mental health practitioners for children and young people **up to the age of 18**, who have severe and complex emotional disorders that impact on their daily functioning, or those at risk of becoming so and whose needs cannot be met by other services; offering assessment, case management, clinical rehabilitation and therapeutic interventions.

Alcohol & Other Drugs (AOD) – Provides access to AOD practitioners; offering assessment, counselling, drug withdrawal management, advice on education and training and health promotion/prevention. Linkages to opiate replacement and needle/syringe programs are also available and a full list of needle exchange locations for the Mackay Hospital and Health Service is available via health direct [here](#).

Moranbah Psychiatrist Coverage

Adult – A rural Psychiatrist and Registrar provide regular face to face and telehealth clinics in Moranbah.

Child & Youth – A rural child & youth Psychiatrist provides regular face to face & telehealth clinics in Moranbah.

Whitsunday Psychiatrist Coverage

Adult - A rural Psychiatrist and Registrar provide regular face to face and telehealth clinics at Proserpine and Bowen hospitals and Cannonvale Community Health.

Child & Youth - A rural child & youth Psychiatrist provides regular telehealth clinics at Proserpine and Bowen hospitals.

Contacting and communicating with Community Mental Health

- **Mackay** | 12-14 Nelson St | 4968 3893
- **Proserpine** | Proserpine Hospital Taylor Street | 4813 9540
- **Moranbah** | 142 Mills Ave | 4941 4680

Community services are available Monday – Friday 8am – 4.30pm (excluding public holidays)

If you would like to speak with a member of the treating team, this can be arranged by calling the relevant facility and requesting an appointment with the Case Manager and/or Team Leader of the person you are supporting. The following details will be required to arrange the appointment to assist with scheduling and allow 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 contact to be made?
- Are there any specific details i.e. is there a particular 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 the best chance of a successful transition back to the community. There is opportunity for individuals to participate in these discussions and we highly encourage them and where possible, a trusted support person be actively involved, to ensure the plan supports their 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, clients can discuss discharge with their 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.

Support for You When Supporting Others

A support person can be a family member, partner, friend or simply a trusted person. They provide support and assistance to the person with a mental illness and their lives are also affected by that illness. A support person may also be referred to as a carer.

Caring for someone experience mental ill health can bring many unique challenges:

- Mental health disorders can vary significantly in severity, cause, treatment and recovery
- Communication can be extremely challenging for all involved
- Emotional and psychological strain such as; denial, anger, social isolation, guilt, exhaustion, sleeplessness, emotional volatility, difficulty concentrating and health problems
- Financial and legal pressures

Whether the care provided is for a brief or extensive period, it is important that you receive enough support and information to sustain you in this role. The various emotions and physical strains you may be feeling are perfectly normal, caring for someone is hard work so please remember to **be kind to you!**

Adopting **strategies to assist you in coping** with the pressures will allow you to be better equipped to take care of another and you will also feel happier and healthier:

- Learn about the illness
- Learn about the mental health system
- Develop good communication techniques
- Maintain realistic expectations
- Accept your feelings
- Share your feelings
- Stay positive
- Laugh
- Make healthy choices – eat well, sleep and exercise
- Make time for yourself – it's important to allow yourself time-out to de-stress and regain your strength
- Seek support – remember it's ok to ask for help; a listening ear to acknowledge and validate your feelings

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.

Local Services (All services listed are culturally appropriate)

Aboriginal and 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 & 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 | <http://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 experiencing alcohol and drug dependence, many of whom may also have mental health and/or medical problems.

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

Carers QLD

Provides practical resources, information and counselling to assist you in your supporting role, inclusive of the cultural & linguistic diversity (CALD) program.

4944 0544 | 1800 242 636 | 4/19 Palmer St North Mackay | <https://carersqld.com.au/>

Centrelink

Provider of government payments and services.

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

Headspace

Provides mental health services and support to young people aged 12-25 years and their families, 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/>

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/our-services/qld/for-families/>

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/>

Connect to Wellbeing

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

1300 020 390 | <https://www.connectowellbeing.org.au/>

Relationships Australia

Provides counselling services for individuals and families.

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

Wellways – Carer Gateway

Carer Gateway is a national support service funded by the Australian Government connecting carers with local supports, practical information and advice. Services include support planning, counselling, peer support, financial packages and emergency respite. Carer Gateway is free to access for anyone caring for a family member or friend who is living with a disability, mental health condition, chronic health condition, terminal illness, or is frail aged. Wellways Australia is the chosen service provider of Carer Gateway services throughout Queensland.

1800 422 737 | <https://www.carergateway.gov.au/>

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

Provides information, resources and 24-hour support via a helpline and online forum. Support is facilitated by mental health professionals between the hours of 8.30am – 4.30pm and volunteer carers between 4.30pm – 8.30am.

1800 351 881 24 hours (free call on landline) | <https://arafmi.com.au/>

Beyond Blue

Provides support, practical resources and information to help you feel confident in providing support, as well as looking after yourself

1300 22 4636 24 hours | 7 days – Chat online 1pm – 12am | Email via the website for a response within 24 hours | <https://www.beyondblue.org.au/personal-best/pillar/supporting-others>

COPMI – Children of Parents with a Mental Illness

Provides information and resources for children and families where the parent has a mental illness.

<http://www.copmi.net.au/family-friends>

DV Connect – Womensline

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

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

DV Connect - Mensline

Free state-wide service providing; confidential telephone, counselling, referral and support service especially for men, available from 9am to midnight 7 days per week.

1800 600 636 | 9am – midnight 7 days per week | <http://www.dvconnect.org/mensline/>

Alcohol & Drug Information Service (ADIS)

Provides information, advice, counselling and referral for people concerned or supporting someone with alcohol and drug issues.

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

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 with mental health concerns.

<https://headtohealth.gov.au/>

Lifeline

24-hour telephone crisis support and suicide prevention.

13 11 14 | <https://www.lifeline.org.au/>

Mates in Construction/Mining/Energy

Provides suicide prevention through community development programs on construction and mining sites and supports workers in need through case management and a 24/7 help line. Provides Life Skills Toolbox training to apprentices and young workers.

1300 642 111 | <http://matesinconstruction.org.au/>

Men's Line

Provides free professional telephone and online counselling 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>

Parentline

Confidential telephone service providing professional counselling, support, information & counselling for parents and carers of children in QLD and NT. Phone and webchat services available 7 days per week.

1300 301 300 | Ph: 8am – 10pm | Webchat 8am – 9pm | <https://www.parentline.com.au/>

SANE Australia

National charity assisting Australians affected by mental illness, providing a range of helpful information & resources for both individuals and those supporting them.

1800 18 7263 | <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>

Victim Assist Queensland (VAQ)

A state-wide service providing financial assistance, to support the recovery of victims of violence. The violence does not need to be reported to Police but can be reported to a health practitioner who is assisting you. For VAQ applications the Health Practitioner will need to be able to provide written confirmation of your report of violence to them.

1300 546 587 | VictimAssist@justice.qld.gov.au | www.qld.gov.au/victims

Victim Support Service - QLD Health











A free state-wide service specialising in counselling, support & information to support victims of personal violence when the person charged is assessed as having a mental illness and the charges are referred or likely to be referred to Mental Health Court. The service can also assist in providing referrals to other specialist services.

For more information view a short video at: www.health.qld.gov.au/qhvss

1800 208 005 | North Qld QHVSS **0429 621 764** | Victim.Support@health.qld.gov.au

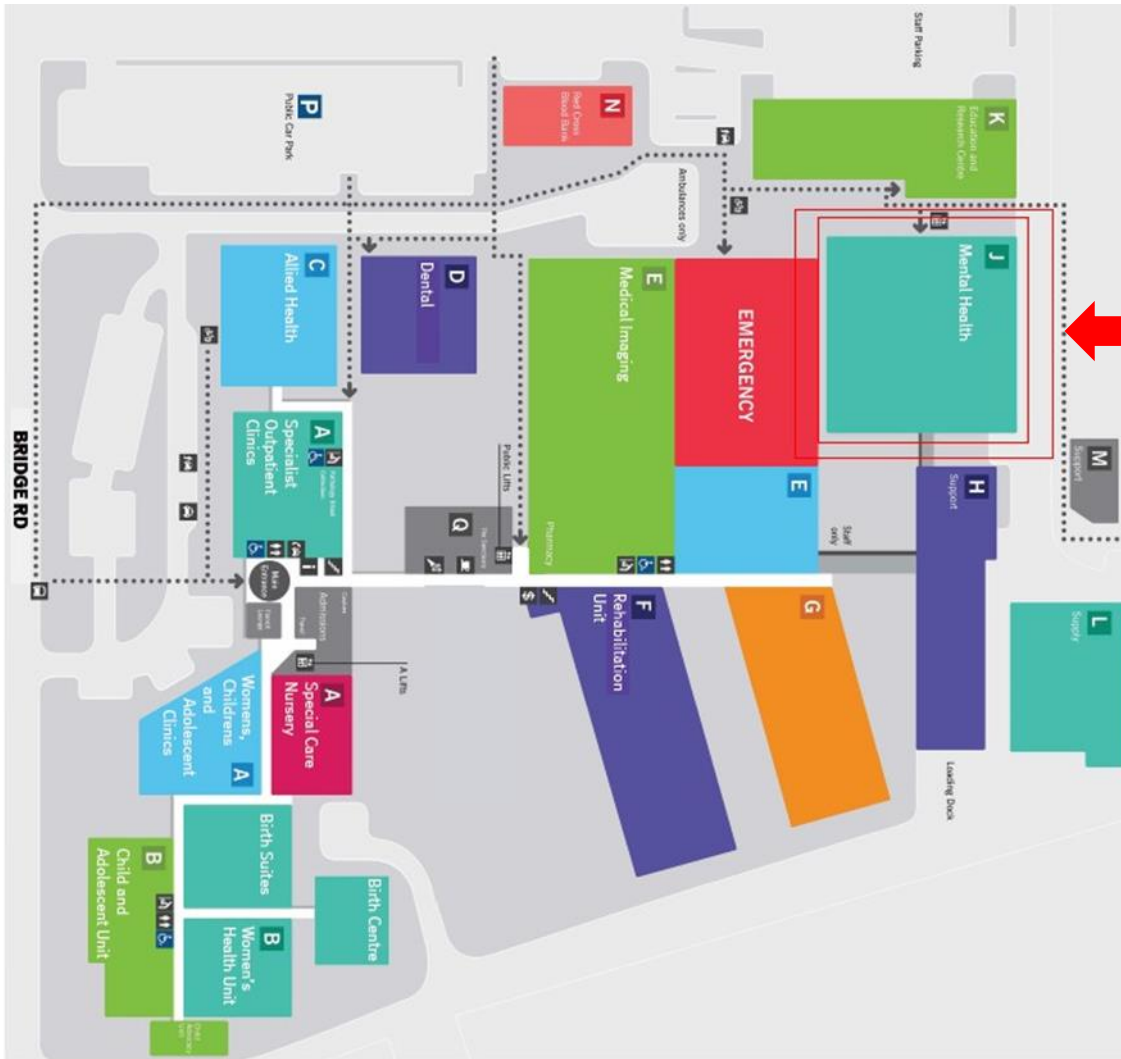
If you have limited computer access or are looking for a service or information which is not included, please let us know so we can arrange brochures or additional information for you.

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.
	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.
	HeadGear – Guides you through a 30-day mental fitness challenge designed to build resilience and wellbeing and prevent things like depression and anxiety.
	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.
	Daybreak Alcohol Support – Helps you to change your relationship with alcohol, to reclaim control and develop healthier habits.
	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.

Hospital Map

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

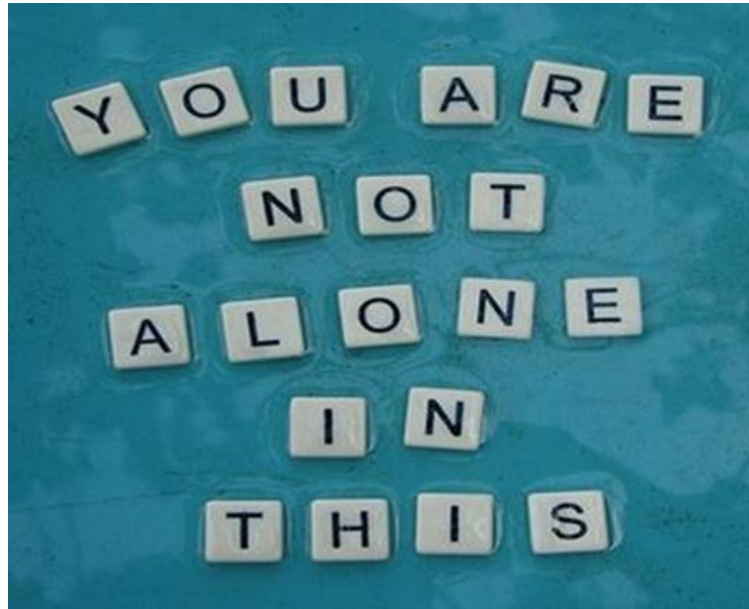


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Our aim in developing this guide, is to provide you with information that will support those who are supporting someone with a mental illness and/or substance use.



We welcome any feedback as to how we can improve this information for others.

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

Consumer Consultant – 4968 3893 (business hours)



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November 2017
Version: 1.5
Review Date: December 2021