



The ICOT case manager will:

- at a minimum, see you once a week to provide weekly support to you and your family, and more if it is required
- help you build a sense of hope by developing a recovery plan and crisis awareness plan with you. This plan will help you to increase your control over your life circumstances and symptoms
- help you learn and improve existing skills to manage your life and lifestyle
- get you home as soon as possible if you are in hospital by working closely with the hospital team.

ICOT operates Monday to Friday from 8.30am to 5.00pm. You can also have the support of the Assessment and Treatment Team in the evening and weekends. For urgent matters, you can contact staff at the Mental Health Emergency Response Line (MHERL) on 1300 555 788.

Important phone numbers

City Community Mental Health
9224 1720

Butler Community Mental Health
6372 1500

Waneroo Community Mental Health
9406 7100

Mirrabooka Community Mental Health
9344 5400

Osborne Community Mental Health
6457 8350

Swan Community Mental Health
9347 5700

Mental Health Emergency Response Line (MHERL)
1300 555 788

Police 131 444

**This information is available in
alternative formats upon request**

Produced April 2014.
© Department of Health 2014



Government of **Western Australia**
Department of **Health**
North Metropolitan Health Service **Mental Health**

Intensive Clinical Outreach Team

A team that provides intensive support and addresses your specific needs during your recovery and increases your independence.



Artwork contained within the brochure have been created by Perry, who has a case manager in the City Mobile Intensive Outreach Team.

What is the Intensive Clinical Outreach Team?

The Intensive Clinical Outreach Team (ICOT) is a new service developing in the City, Joondalup, Stirling and Swan Catchments. Mental health clinicians comprise of doctors, nurses, social workers, clinical psychologists, occupational therapists and others with specialist skills to help you manage your mental illness.

The ICOT can help you with improving the management of your mental health and well being through your recovery plan by focusing on your individual needs such as:

- symptom control
- medication
- recovery
- physical health care
- improving relationships
- managing your finances better
- accommodation needs

It is a service that can come to you in your home or other places in the community if you prefer. ICOT aims to provide the same service to you, even if you change your address in the north metropolitan suburbs.

ICOT case managers have the capacity so that they can be available to work with you and your family to determine the help you need to meet your recovery goals.



Meet artist Perry McIntosh. Perry was the first artist to attend the Reflections Art Studio in Northbridge. He paints in a variety of media and creates his own music. He says “Art is peaceful and anyone can get something out of his paintings.” Perry benefits from input from Felicity at Reflections Art Studio and not just working on his own.

Perry now has a case manager on the ICOT team who provides intensive clinical interventions to help him stay well and assists Perry’s family when needed.



How do I get referred to the Intensive Clinical Outreach Team?

You will already have a case manager in a community mental health service. If your case manager thinks your circumstances require intensive support, they will discuss a referral to ICOT with you.

ICOT consumers typically have:

- persistent mental illness
- had hospital admissions in the past two years
- difficulty keeping well
- difficulty in maintaining accommodation and managing finances
- A need to access a number of services to meet their recovery goals.

What can I expect to happen?

Your case manager will introduce you to a clinician from ICOT, who will see you for an assessment. They will be particularly interested in:

- what your strengths are
- your short-term and long-term goals (what you want and are prepared to do) to help improve your life
- your support network which includes the people and services that help you recover with your mental illness.

Consumers accepted into the Intensive Clinical Outreach Team and their family will have access to intensive support which can come to your home.