



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



# Community Adult Mental Health Service

Consumer information guide





# Welcome to our service

## Kaya

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欢迎使用我们的服务。

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**Chào mừng đến với dịch vụ của chúng tôi.**

**Bār tēn aguier luocida.**

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If you require this information translated or read to you, please ask at the reception of your local mental health service. We can provide an interpreter for any appointments or phone calls with our service.

You have a right to be involved in your care and to make your own decisions. Please let us know what you would like to happen and how we can provide a better service to support your recovery.

The information provided in this booklet is designed to provide helpful information about the North Metropolitan Health Mental Health Public Health Dental Service and specifically the Adult Community Mental Health Clinics. References are provided for informational purposes only and do not constitute endorsement of any websites or other sources.

If you have any suggestions or comments for this booklet, please contact the MHPHDS Quality Improvement coordinator.

MHPHDS.SQPU@health.wa.gov.au

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# Mental health and recovery

Recovery is a unique and individual process that means something different to each person.

Our mental health services are recovery orientated and can support you along your recovery journey while you work with us.



## Who are we and who uses our service?

The Community Adult Mental Health Service is a State Government health service providing specialist mental health assessment and treatment for people with mental health needs living in the community.

We use the term consumer to describe people who use our service.

Not everyone referred to us will require assistance from the Community Adult Mental Health Service. You may be provided with information about other organisations to meet your needs.

When you are discharged from our service you may return to the care of your general practitioner (GP).

## Referrals

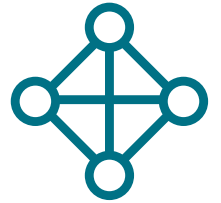
Referrals to our service can be from a family member, GP, health professional, another service provider, inpatient service, or you can self-refer.



## Meet our team

At North Metropolitan Community Adult Mental Health Service, you may be looked after by a number of different team members who will work together to ensure you receive the best support and care.

Clinicians working in the service include psychiatrists, community mental health nurses, occupational therapists, social workers and clinical psychologists. You may also be supported by a peer support worker, occupational therapy assistant or Aboriginal mental health worker.





## Case manager

Everyone who attends the Community Adult Mental Health Service is allocated a case manager from entrance to discharge from the service.

The case manager coordinates recovery orientated care. This involves assessment, treatment and support to consumers, carers or significant others, with clear communication between those involved.

Your case manager may be a psychiatrist, community mental health nurse, clinical psychologist, occupational therapist or social worker.

Your case manager looks after your interests while you are a consumer at the clinic. They coordinate with other team members to ensure your identified needs are met.

Your case manager is your first point of contact if you have any questions, and you will meet with your case manager regularly so that they can monitor your progress and discuss any issues. Your case manager is responsible for working with you to create your individual care and crisis awareness plans.

Your case manager helps you manage day-to-day issues, including:

- How to deal with stress and illness
- Your emotional and mental wellbeing
- Your physical health
- Your safety and the safety of others



If you do not already have a GP, your case manager can help you find one in the first few weeks of your care so you will be familiar with them by the time you are discharged.

## Peer support workers

Peer support workers are staff members who have a lived experience of mental health challenges. In addition to their lived experience, they are trained to support you in exploring your own recovery pathway.

## Aboriginal mental health workers

Aboriginal mental health workers are available to support Aboriginal or Torres Strait Islander consumers of the service.



## General practitioner (GP)

Your GP remains an important part of your team while in the care of North Metropolitan Community Adult Mental Health Service. Your psychiatrist will send regular letters to your GP so they can be kept up-to-date with your care. When you are discharged, your GP will already be aware of your treatment while in our care.

## Do you have a person who supports you in the community?



This can be a family member, friend or other support person, and we call them carers. This may be different to your nominated person or next of kin. These are the people you have identified to be contacted if there is an emergency.

Your support person, carer or nominated person is welcome to contact the service if they would like advice, support or education on mental health, medications and how best to support you.

It is important if you have a carer that we know who they are, so that we can let them know how to best support you, and what information you would like us to share with them. We can talk about how much health information you would like us to share, and what you don't want shared.



# Your journey through our service

## Assessment & Treatment Team (ATT), Active Recovery Team (ART) or Connect to Community Team (C2C)

- Provide support for 6 weeks, with a possible extra 6 weeks if needed.
- A clinician will talk with you about your immediate needs.
- You will be linked in with supports at the clinic and in the community.
- The team will be in touch with your GP so that there is consistent care.
- The team consists of various clinicians, including social workers, nurses, occupational therapists, psychologists and psychiatrists.



If you need further support  
you will be referred to



## Continuing Treatment Team (CTT)

- You will be assigned a new clinician who will be your case manager – you may also be assigned a new doctor.
- You can expect to see your case manager on a regular basis to address your needs.
- Case managers can meet you in the clinic, at your home or somewhere you are comfortable.
- Your case manager will work with you to create a Care Plan based on your needs and recovery goals.
- You may not need to see our doctor if your GP is happy to manage your medications.



## Discharge from the service

If the ATT feel you can continue to be supported within the community, and through linking in with your GP, then you will be discharged from the service.

You can always come back into the service if you have mental health needs in the future, by discussing your needs with your GP or by contacting the clinic directly.



## Discharge from the service

Recovery is an individual process. Your case manager will talk to you about leaving our service and will prepare you for this transition.

By this stage you will have established supports and will feel more confident about managing your mental health.

You can always come back into the service if you have mental health issues in the future by discussing your needs with your GP or by contacting the clinic directly.

## Care Plan

All consumers in Community Adult Mental Health Service complete an individual Care Plan. This plan is created between yourself and your case manager. The plan identifies how you maintain your wellness, your signs of distress and what you and others can do to best support you. The plan also includes your individual recovery goals. You will be asked to sign your Care Plan and you will be given a copy.

If you have a carer or significant other and would like them involved, they may also be asked to participate in the development of your Care Plan if you would like them to be.



## Crisis Awareness Plan

A Crisis Awareness Plan is to help you identify triggers, early warning signs and coping strategies for times when you feel more vulnerable. You will develop this plan with your case manager. Your Crisis Awareness Plan will list the things that help you in times of stress, the people you can contact, and helpful phone numbers.

If you have a carer or significant other and you would like them involved, they can be included in the plan.



## Privacy

The privacy of your information is very important to us and all documents and records about you are stored securely according to government guidelines and policies.

We can talk about how much health information you would like us to share. Let us know who is important to you and who would you like us to share information with, such as family, friends, or other services. Let us know what information you do and don't want shared.

There may be times that we need to share information about you, for your own or other people's safety, but your case manager will discuss this with you.

## Freedom of Information (FOI)

Freedom of Information is available should you wish to access your clinical record. Please ask at reception for information relating to FOI.

## Governance

Our mental health services are governed by national standards of care and legislation.

The National Safety and Quality Health Service Standards (NSQHS) provide a nationally consistent statement of the level of care consumers can expect to receive from health care organisations. In addition, the National Standards in Mental Health Services provide a framework for safety and quality in mental health services.

The Mental Health Act 2014 is the legislation relating to when mental health care and treatment can be provided, together with the rights of consumer and carers.

If you would like any further information, please ask your case manager.

## Your healthcare rights

The Australian Charter of Healthcare Rights includes your right to:

### Access

Have access to health care

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### Safety

Receive safe and high quality care

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### Respect

Be shown respect, dignity and consideration

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### Communication

Be informed about services, treatment, options and costs in a clear and open way

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### Participation

Be included in decisions and choices about your care

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### Privacy

Privacy and confidentiality of your personal information

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### Comment

To comment on your care and to have your concerns addressed.

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## Your individual responsibilities

- Attend appointments with your clinical team, including your psychiatrist and your case manager
- Be open in communicating information with your clinical team and ask questions about the care you receive, to ensure you're aware and understand what is involved
- Be involved in decision making and planning your current and future treatment and care
- Treat staff of the service with respect and courtesy and expect to receive the same respect and courtesy

## Consumer and carer participation

Each community mental health clinic may have a Consumer Advisory Group (CAG) or Lived Experience Advisory Group (LEAG), or consumer forums for consumers and carers to attend.

Advisory groups have regular meetings to help the Community Adult Mental Health Service gain advice about how consumers experience the service and the overall mental health system. They also work on local projects to improve services. If you are interested in participating, please speak to your case manager for more information.



## Your feedback

We are very open to feedback. Please tell us if you:

- Receive good service
- Receive service that is below your expectations, or you are not happy with the service you received
- Have a suggestion for improvement

### Ways you can tell us are by:

- Completing our Feedback Form, available from reception
- Putting a note in our Feedback Box located in reception
- Sharing your experience with your case manager

Feedback, concerns or suggestions for our service can also be made by phone, email or online:

#### Consumer Liaison Officer

(08) 9242 9612

MHPHDS.CLS@health.wa.gov.au

#### Care Opinion

[www.careopinion.org.au](http://www.careopinion.org.au)



## Clinic opening hours

Monday to Friday, 8.30am – 5pm

## Contact numbers

### Community Adult Mental Health Service

**Butler** – (08) 6372 1500

**Wanneroo** – (08) 9406 7100

**Osborne Park** – (08) 6457 8350

**Mirrabooka** – (08) 9344 5400

**Subiaco** – (08) 9489 7200

### Adult Mental Health Inpatient Units

**Sir Charles Gairdner Hospital** – (08) 6383 1000

**Graylands Hospital** – (08) 6159 6600

**Joondalup Hospital** – (08) 9400 9400

## Mental Health emergency and after hours

### Mental Health Emergency Response Line

(MHERL) – 1300 555 788

MHERL is available 24 hours, seven days a week

### In a life-threatening emergency, call

Police/fire/ambulance – 000










This document has been designed and reviewed by consumers and carers of North Metropolitan Health Service Mental Health, Public Health and Dental Services

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## **Mental Health, Public Health and Dental Services**

-  303 Rokeby Road, Subiaco
-  (08) 9489 7200
-  [Sarah.ODea@health.wa.gov.au](mailto:Sarah.ODea@health.wa.gov.au)

This document can be made available in alternative formats on request