

Metro North Hospital and Health Service

Metro North Mental Health
Royal Brisbane and Women's Hospital

Making the most of your Mental Health Service

**A guide to the
Metro North Mental Health RBWH
Community Clinics**

INTRODUCTION

This information guide has been created to assist you to make the most of your treatment with the Continuing Care Teams at Metro North Mental Health, RBWH.

We welcome you to the clinic and we will endeavour to assist your recovery with the involvement of medical, nursing and allied health staff.

We recognise that people who are living in the community and on their recovery journey should be working in a partnership with their treating team to take control of their recovery. The recovery journey is about a positive mindset and a belief that you can live meaningful and fulfilling lives despite mental illness.

At Metro North Mental Health RBWH, we are striving to develop a culture where recovery is encouraged, promoted and nurtured.

Our service aims to improve the quality of life of people with mental disorders and mental health problems through high quality consumer and carer focussed services, teaching and research, and by providing leadership and excellence in mental health care.

We wish you well on your recovery journey.

Published August 2016

Approved by Assoc. Prof. Brett Emmerson, Executive Director, Metro North Mental Health

Review date: August 2018



Partnering with Consumers - This booklet was developed in collaboration with our consumers



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QUICK REFERENCE GUIDE

Clinic Phone Number

Mental Health after-hours number (24 hrs) 1300 MH CALL (1300 64 2255)

My Treating Team – people assisting in my recovery:

Mental health clinician

Treating doctor

Psychiatrist

General practitioner

Others

.....



USEFUL NUMBERS

- E-Floor Outpatients Reception: 3646 1150 or 3646 1189
- Inner North Brisbane Mental Health Service Fortitude Valley Clinic: 3834 1605

24 HOUR HELPLINE PHONE NUMBERS

- Emergency Services: 000
- Lifeline: 13 11 14
- Domestic Violence Line: 1800 811 811
- Child and Youth Mental Health: 3068 2555
- Kids Helpline: 1800 551 800
- Alcohol and Drug Info Service: 3837 5989 or Free Call 1800 177 833
- HPIQ Homeless Persons Information QLD: 1800 474 753

OTHER USEFUL NUMBERS

- 13Health: 13 43 25 84
- Sexual Assault Statewide: 1800 010 120
- Queensland Transcultural Mental Health: 3167 8333
- SANE Australia: 1800 18 SANE (7263)
- Beyond Blue: 1300 22 46 36
- Mental Illness Fellowship Qld: 3358 4424
- Reclink Australia: 3036 4448
- Carers Hotline(ARAFMI): 3254 1881
- Communify: 3510 2700

**If your concern is life-threatening,
please contact 000 for police or ambulance**





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MENTAL HEALTH AND MENTAL ILLNESS

Mental health means having a sense of wellbeing, enjoying positive relationships with others and being able to cope with the inevitable ups and downs of life.

Mental illness is when you are not coping with life and you are seriously affected in the way that you feel, think, behave or interact with others. A mental health problem may be short-term and may occur when there is a stressful event or circumstance, or it may extend to seriously affecting a person's ability to relate to others, to work or to enjoy leisure time, and to cope with everyday living.

TEAMS WITHIN METRO MENTAL HEALTH

Northern and Southern Teams

The Adult continuing care teams provide assertive outreach treatment and care to consumers aged 18 to 65, who are experiencing mental health issues within the Royal Brisbane and Women's Hospital catchment and operates Monday – Friday 0830 – 1630.

Mobile Intensive Rehabilitation Team (MIRT)

The Mobile Intensive Recovery Team is an intensive community based resource attached to the Continuing Care Teams, which operates between the hours of 0700-2100 7 days a week.

Community Care Units (CCU)

Community Care Units (CCU) based at Windsor Qld is an accommodation facility for adult mental health consumers who are going through the recovery process. The CCU provides clinical care and rehabilitation services in a home like environment. CCU provides a range of programs, including:

- medium- to long-term clinical and rehabilitation support for people until they are able to live in other community residential options.
- access to 24-hour multidisciplinary clinical support and treatment, including regular medical psychiatric review.
- residential rehabilitation programs.
- individualised assessment, care planning and review of suitability for less restrictive treatment and care.

Acute Care Team

The Acute Care Team provides 365 day a year access, assessment, brief intervention and referral for adult consumers experiencing mental health issues within the Royal Brisbane and Women's Hospital catchment.



Homeless Outreach Team

The Homeless Health Outreach Team (HHOT) is an assertive outreach service for people experiencing homelessness, mental health and/or drug and alcohol problems. The service provides holistic mental health services to people who are homeless and residing within a 5km radius of the Brisbane GPO.

WHERE ARE THE CLINICS?

Metro North Mental Health RBWH has two clinics:

The Northern team
at the E-Floor Outpatients Clinic

Getting there by train:

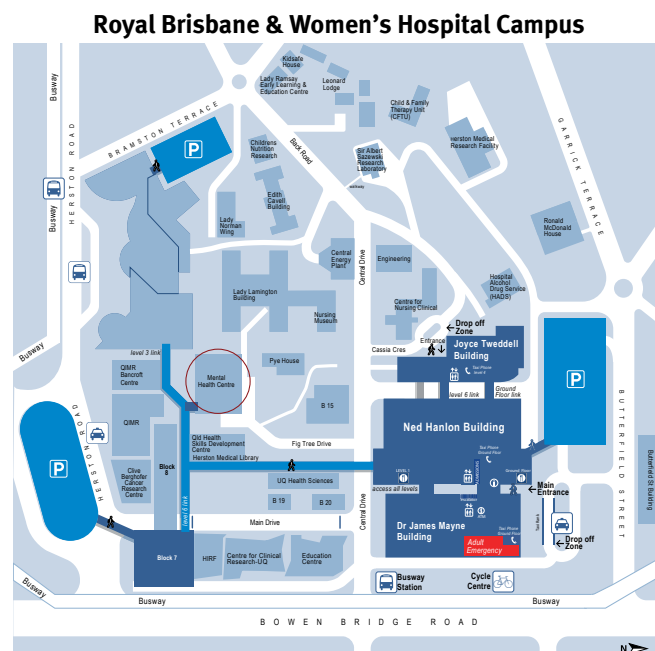
The nearest railway stations are Fortitude Valley and Bowen Hills. Both involve a 15 minute walk to the hospital. Regular buses run from Fortitude Valley Station.

Getting there by bus:

Bowen Bridge Road, adjacent to the hospital, is a major bus route with frequent bus transport during the day. All inbound and outbound buses stop at the RBWH Bus Station. For transport information, call **Trans Info Hotline on 13 12 30**

Getting there by car:

The Metro Car Park is open from 6:00 am to 12 midnight, ww7 days a week. (24 hour access can be obtained on request). The car park is situated in Butterfield Street next to the Ned Hanlon Building (Centre Block) and is the closest car park to the main hospital buildings. An undercover walkway links the car park to level 1 of the Ned Hanlon Building. There is Ground floor access to the Main Foyer of the Ned Hanlon Building.





The Southern Team at the Valley Clinic is at 162 Alfred Street Fortitude valley.

Getting there by train or bus:

You can get a train to Fortitude Valley Railway Station on Brunswick Street or a bus to Brunswick Street in Fortitude Valley. The clinic is a very short walk from Brunswick Street. For transport information, call Trans Info Hotline on 13 12 30.

Getting there by car:

Parking in the Valley can be expensive and difficult to find. You are encouraged to use public transport if possible. Alternatively you can use Valley Metro Secure Parking on 230 Brunswick Street, Fortitude Valley, with an entry on Alfred Street or Alden Street. Please note there is a no smoking policy within the Metro North Hospital and Health Service is a no smoking campus – this includes all public buildings and grounds both at the RBWH and at the community clinics.



GETTING HELP IN AN EMERGENCY

During business hours, contact your mental health clinician in the first instance. If you have difficulties contacting them, please call 3834 1605 and ask to speak with the Clinical Support Person for your team.

If you require urgent mental health assistance outside of business hours, please call 1300 MHCALL (1300 64 22 55) or present to the Department of Emergency Medicine at Royal Brisbane and Women's Hospital.

If the issues are life threatening, please call 000 for police or ambulance.



THE PURPOSE OF THE CONTINUING CARE TEAMS

The Continuing Care Teams are here to provide specialist mental health assessment and treatment to service users.

YOUR TREATING TEAM

If you attend a Community Clinic, you will work in partnership with your doctor and a mental health clinician. This means that your plans, goals, opinions, needs and ideas are considered to be as important as those of your doctor and mental health clinician. Your treating team will also ask you for your permission to communicate with other people involved in your life (such as your family or carer, other services such as community organisations, and your general practitioner or private psychiatrist /psychologist), so that your treatment is well-coordinated and everyone is working together.

THE ROLE OF THE MENTAL HEALTH CLINICIAN IN YOUR RECOVERY

Your mental health clinician will be a clinical nurse, occupational therapist, social worker or psychologist. He or she will have regular appointments with you and will be your main point of contact with the service if you have any concerns about your mental health. You will have regular appointments with your mental health clinician. A secondary mental health clinician will be assigned for when your usual mental health clinician is not available, or is on leave.

We want you to know that recovery from serious mental illness is not only possible, it is probable! The role of the mental health clinician is to assist you to set achievable goals related to your recovery, and to assist you to access the most appropriate mental health care and treatment for your needs. Your treating team will work with you to enhance your recovery and encourage your participation in daily activities and roles. In particular, a mental health clinician may work with you:

- To help you develop your recovery plan - identifying goals and the steps you can take to achieve them. These may include areas of your life such as managing your mental and physical health issues, work, housing, finances, and day to day activities; relationships, social and leisure activities, and spirituality;
- To help you identify your strengths and build upon them.
- In providing a range of treatments or therapy to manage depression, anxiety, drug or alcohol use, psychotic symptoms or self-harm.



- To access assessment and treatment from other members of the multidisciplinary team to support your care.
- To access information about your mental illness and treatment.
- To offer help in navigating the hospital system.
- To identify ways to stay well; avoiding relapse by identifying triggers or signs that you may be getting unwell.
- To link into community organisations to help you with day to day assistance, if required (e.g. shopping, cleaning, moving house, transport to mental health or other appointments).
- To link into support groups, social or leisure activities.
- By providing support and advocacy for you to deal with other agencies, if you wish (e.g. Centrelink, housing providers, welfare agencies, support groups, counselling agencies, Legal Aid).
- With support and information about your mental health issues for family members, carers and friends (with your consent).
- To develop strategies to manage in a crisis.
- To provide support to link with a general practitioner who can assist in the management and administration of medication, physical health monitoring and ongoing provision of care following discharge from the Mental Health Service.

Throughout the time they are working with you, your mental health clinician will assess your mental wellbeing in order to keep you and other people safe.



ABOUT THE DOCTORS

Your doctor will form part of a team that will support your wellness. This assessment will take into account biological, psychological, social and cultural aspects. The doctors will have a role in prescribing medication.

As a service user, you will have regular medical appointments with a psychiatrist who has overall responsibility for your clinical care. Your regular medical appointments will be with a doctor who is a consultant psychiatrist or a registrar (a doctor who is training to be a specialist). Registrars change twice a year due to their training requirements so your registrar may change in your time with the Continuing Care Team. You can talk to your treating team if you are having any difficulties with this transition.



General Practitioner (GP) at the Fortitude Valley Mental Health Clinic.

Every Thursday morning from 9am – 12 noon Dr Ann Solari (GP) has a GP clinic at the Fortitude Valley Mental Health Clinic at 162 Alfred Street. Dr Solari is a local GP who bulk bills and she runs her community based practice from a number of sites around the inner city.

The GP clinic at 162 Alfred Street has been operating since October 2014 and is a drop in clinic which means no appointment is required.

This service is available to consumers of the Inner North Brisbane Mental Health Service (INBMHS) who do not have a GP.

PROMOTING INDEPENDENCE AND RECOVERY

Wherever possible, your mental health clinician will aim to enhance your level of independence. This means that he or she will be aiming to assist you to do things for yourself, rather than the mental health clinician doing things FOR you.

Your mental health clinician's main priority is providing treatment and support for you to **look after your own mental health.**



APPOINTMENTS

Regular appointments with both your mental health clinician and doctor are an important part of your recovery journey. Your treating team will discuss with you about the frequency and location of your appointments. We encourage you to invite your family member, carer or significant other to attend appointments with you.

From time to time we may need to change your appointment time. Please let reception staff or your mental health clinician know of changes to your address and contact details so we can advise you of any changes to your appointment time.

Appointments with your doctor

You will be advised of appointments with your doctor by either a letter or in person. The day prior to your appointment you will receive a text message confirming your appointment if the service has your mobile number. If you are unable to attend an appointment, please advise reception staff and rebook for the earliest available appointment. This then allows your unused appointment slot to be used for someone else who needs help.

Appointments with your mental health clinician

Regular appointments with your mental health clinician will be arranged with you at a time that is convenient to you and the mental health clinician. Please let your mental health clinician know if you cannot attend an appointment so it can be rescheduled.

Your mental health clinician can be contacted during business hours by calling the team AO as follow **Northern team** - 3646 1189 **Southern team** - 3834 1605

HOW FREQUENTLY WILL I NEED TO ATTEND THE CLINIC?

On average a person will attend the clinic to see a Psychiatrist every 4 – 8 weeks but this may be more or less frequent depending on your needs at the time.



WHAT TO EXPECT FROM YOUR INVOLVEMENT WITH THE CONTINUING CARE TEAMS

ON ENTRY TO THE CONTINUING CARE TEAM (FIRST 2 WEEKS)

- A mental health clinician will be provided for you within 2 business days of you being referred to the Continuing Care Team.
- The mental health clinician should then contact with you within another 2 business days.
- If you have been admitted to the Mental Health Inpatient Unit, a mental health clinician will see you within the first 7 days of your discharge.
- You will see a Consultant Psychiatrist or a Psychiatric Registrar at their first available medical appointment. Generally, this will be within the first 4 weeks after your referral to the Continuing Care Team.
- If you are on a Treatment Authority or Forensic Order you will usually see your treating team at least every two weeks.
- If you are voluntarily accessing treatment, how often you need to see the treating team will be discussed with you at your first appointment with the mental health clinician.



Liaising with your support people

- Research shows that sharing information is significant to recovery. The best treatment outcomes can be achieved when you, your family and/or close friends work in partnership



with the treatment team. We encourage you to consent to the involvement of family members, carer, General Practitioner and or significant others in your treatment. The information they provide can help the treating team make a comprehensive assessment and also assist in targeting your individual needs. They will also be provided information to help them understand your journey better and to identify how they can support you effectively.

- The mental health clinician will ask you about the people who support you and will discuss with you who you would like the treating team to contact regarding your treatment and care.
- If you prefer not to consent to the treating team providing your family and or significant others with information about treatment, your right to confidentiality will be respected. However there may also be times when mental health professionals are required or allowed to report certain information by law, for example, to keep you or others safe.

Liaison with your support people may include family members, carer, General Practitioner or significant others. With your permission, this person will be contacted to discuss:

- How to contact your treating team
- How they may be involved to support your recovery
- Any information they may need to support your recovery
- Information on community supports for family members, carers or significant others.
- If you are being treated on an Treatment Authority or a Forensic Order, you will be encouraged to nominate a Support Person, who is someone you choose to help you have your say about your care and treatment under the *Mental Health Act 2016*.
- The mental health clinician will ask you for the details of your treating General Practitioner (local doctor) and any other services you access such as non-government organisations in the community or private psychiatrists or psychologists. With your consent, we will make contact with these services so that we can work together to give you the best possible care and treatment.

IN THE FIRST 6 WEEKS OF TREATMENT

Assessment

- Your mental health clinician and/or your treating doctor will complete a comprehensive mental health assessment to guide your future treatment planning. This will involve asking you about your mental and physical health, your social circumstances, and your goals for your recovery.

Physical health

- You will be asked to have measures of your physical health recorded (blood pressure, weight, waist measurement) and will be referred to your General Practitioner for any needed follow-up or tests.



Treatment programs

- There are various treatment programs offered by the service available to support your recovery. Your treating team will discuss the options that best suit your needs

Diagnosis and medication

- Your treating team will discuss your diagnosis and medication and will provide you with any information you need. You are encouraged to ask questions about anything you don't understand regarding your diagnosis and medication. You can also ask for assistance should you need to access more information.

Recovery Plan

- The mental health clinician and the treating team will work with you to develop a Recovery Plan - please refer to enclosed template at the back of the book. This plan focuses on your recovery goals. You will be asked to think about your hopes and plans for your short and long term future. Your treating team will regularly review the plan with you. The plan assists the treating team to include your recovery needs as an important part of your treatment and care planning. Your family, carer or significant other can be involved in this with your consent. Both you and the treating team will have a copy of your Recovery Plan.

Treatment plan

- If you are on an Treatment Authority or Forensic Order, your treating doctor will develop a *Treatment Plan* outlining the proposed treatment, rehabilitation or other services provided for you. You are encouraged to discuss the treatment plan with your treating team.

ONGOING TREATMENT

Links with a General Practitioner

- You will be asked to link with a General Practitioner, (if you do not have one already) for physical and mental health treatment. Assistance to do this can be provided, if required.
- If you are on depot (injectable) medication, you will be required to have this with your General Practitioner.

Links with other supports

- You will be assisted to link with any other supports you might need, for example, housing, support to find employment, Peer Support Workers, social or leisure activities, or assistance with day-to-day tasks.

Developing a plan to stay well

- Your treating team will work with you and your supports to develop plans for ways you can become more independent and stay well. This may include a Recovery Plan, Relapse Prevention Plan and Sensory Plan.
- The plan will also identify early warning signs and ways to manage setbacks and crises should they arise.
- You will receive a copy of this plan. With your consent your family member, carer or significant other will also be given a copy.

Discharge planning from the Continuing Care Team

- The majority of people who received Continuing Care Team services will be discharged to the care of their General Practitioner, or private practitioner / psychiatrist. The length of time you access treatment will vary according to your individual needs and circumstances.
- Your treating team will discuss with you and your family members, carers or significant others about your discharge and any follow up treatment, services or support you may need.
- Should you need to, you can return for treatment at any time. You and those who support you will be provided with information on how to re-contact the Mental Health Service should you require assistance in the future.

MEDICATIONS AND PHARMACY

The Mental Health Centre Pharmacy is located to the right of the reception on E floor of the Mental Health Centre at the RBWH and is open for outpatients from 10am to 5pm on Mondays to Fridays excluding public holidays.

Prescriptions written by hospital doctors on hospital prescriptions only are accepted. Any user of the mental health service can use this pharmacy if they have the appropriate prescription however patients are encouraged to link in with their local community pharmacy to get their prescriptions filled when possible.

Consumers must pay for medications that they receive from the pharmacy, the cost being the same as if medications were received from a community pharmacy. Payment is preferable at the time of collection of medication; however an invoice may be issued for payment at a later date.

Payment can be made in cash or by credit card at the pharmacy. Eftpos payments can only be made at the main hospital pharmacy on level 1 of the Ned Hanlon Building, RBWH. There are details on the invoice as to other ways to pay and any issues with payments should be directed to the telephone number on the invoice. Paid invoices for both PBS and non-PBS items count towards the Safety Net - for more information on this please ask at the pharmacy.

Service users prescribed Clozapine must get their medication from the hospital pharmacy. For consumers of the Southern Team who are taking Clozapine there is a pharmacy at the Valley Clinic on Thursdays. This pharmacy does not dispense any medications other than Clozapine and is open on Thursdays only.





If you have any questions about your medications, please ask at the pharmacy or call **3646 1112**. Information leaflets about medications are also available upon request from the pharmacy or your doctor or case manager.

Further information about medications is available at the following web site:
<http://www.choiceandmedication.org/queenslandhealth/>

ASKING QUESTIONS AND COMMUNICATING WITH THE TREATING TEAM

If you have any questions whatsoever about the illness or treatment, please don't hesitate to ask your doctor or mental health clinician. No question is a silly question and you should feel free to ask about whatever is on your mind, whether it is a small or large problem. It is a good idea to make a list of the questions that you want to ask to bring along to your appointment.

Questions you might ask about diagnosis

- What illness do I have?
- If a diagnosis has not been made, what are the possibilities?
- What has led to this diagnosis?
- What signs and symptoms suggest this?
- What is the likely cause?
- Where can I get information about this illness?

Questions you might ask about assessment

- What tests have been done and what further tests may be done?
- Are there any physical problems that have been discovered?

Questions you might ask about your care and treatment

- What are the aims of care and treatment?
- What is the plan for treatment?
- Who is involved in the treatment?
- What happens if I refuse treatment?
- Can you provide me with information on the Advance Health Directive?
see attached brochure

- What are the advantages and disadvantages of hospital treatment?
- If I go to hospital, how long am I likely to stay?
- If I go to hospital, what arrangements will be made for my care, after I leave?
- Will my family be routinely involved in discussions about my treatment?

Questions you might ask about medication

- What medication is to be used?
- Why was this medication chosen?
- What are the possible side effects?
- What signs do I look for that might mean the dosage needs changing or the side effects are too much?
- What will happen if I stop taking medication?
- Do you have any written information regarding the medication?

Questions you might ask about getting help

- Who is my key contact in the treating team?
- How can I get in touch with the psychiatrist?
- Who do I contact if I am worried?
- How can I get a second opinion?
- Are there any local self-help and / or family support groups?

This set of questions is adapted from those developed by the Royal College of Psychiatrists (UK) for you to use in discussion with mental health professionals. It is useful to:

- Have these questions prepared before the interview and record the answers.
- Keep an ongoing diary record of observations you have made about yourself to take to the meeting





YOUR RIGHTS AND RESPONSIBILITIES

The key rights of people who are utilising this Community Clinic are:

- the right to respect for individual human worth, dignity and privacy;
- the right to participate in decision making regarding treatment, care and rehabilitation;
- the same rights as other people to health care; income maintenance; education; employment; housing; transport; legal services; equitable health and other insurance; and leisure activities;
- the right to receive information in a way that you understand, eg education about the mental health problem, its treatment and the services available to meet your needs;
- the right to timely and high quality treatment;
- the right to make a complaint;
- the right to refuse treatment (unless subject to mental health legislation);
- the right to have support people who will speak on your behalf;
- the right to have contact with relatives and friends;
- the right to have cultural background, religion and gender taken into consideration in the provision of mental health services;
- the right to contribute and participate as far as possible in the development of mental health policy, provision of mental health care and representation of mental health service user interests;
- the right to privacy and confidentiality;
- the right to live, work and participate in the community to the full extent of your capabilities without negative discrimination;
- the right to receive assistance to communicate effectively.
- the right to an Advance Health Directive - refer to attached brochure

The responsibilities of service users are:

- To respect the human worth and dignity of other people and:
- To participate as far as possible in reasonable treatment and rehabilitation processes.

(Adapted from the Australian Government Department of Health and Ageing Website)

Australian Charter of Healthcare Rights - please refer to page 27



RIGHTS OF PATIENTS OF MENTAL HEALTH SERVICES

The *Mental Health Act 2016* plans to improve and maintain your health and well-being in a way that safeguards your rights.

What is the Statement of Rights?

The *Statement of Rights* outlines your rights under the *Mental Health Act 2016* when receiving treatment and care in a Mental Health Service.

If you are admitted to a mental health service as a patient, a staff member will explain the *Statement of Rights* to you. You can also ask for a copy.

The *Statement of Rights* provides information about:

- your right to information about your treatment and care
- your right to make decisions about your treatment and care; if you are able to do so
- your rights as an inpatient, including communication with others
- your right to make a complaint or ask for a second opinion
- the responsibilities of those working in a mental health service
- the rights of your support persons

Who does the Statement of Rights apply to?

The *Statement of Rights* applies to:

- an involuntary patient under the Act
- any other patient receiving treatment and care in a mental health service, including:
 - under an advance health directive
 - with the consent of a personal guardian or attorney

What about support persons?

The importance of family, carers and other support persons is recognised under the Act through:

- requirements to give information to family, carers and other support persons
- a general right to visit patients
- a general right for patients to communicate with family, carers and other support persons
- the ability for persons to appoint one or two nominated support persons

GUARDIANSHIP FOR ADULTS, FINANCIAL ADMINISTRATOR AND LEGAL MATTERS

Information regarding legal, administrative and guardianship services for people with decision making impairment can be accessed at the following website links:

**The Public Trustee:**

Website: <http://www.pt.qld.gov.au/services/>

Telephone: 07 3213 9288

Queensland Civil and Administrative Tribunal:

Website: <http://www.qcat.qld.gov.au/>

Telephone: 1300 753 228

Legal Aid Queensland:

Website: <http://www.legalaid.qld.gov.au/Home>

Telephone: 1300 65 11 88

Public Guardian:

Website: <http://www.publicguardian.qld.gov.au/adultguardian>

Telephone: 1300 65 31 87

CONFIDENTIALITY

You have the right to confidentiality of personal information. We will normally forward information about your general progress to your GP. However, if you do not wish your GP to be informed please discuss your concerns with your treating team.

We recognise that the people who matter most in your life (your family, partner, carer, or friend) play an important role in your recovery and we actively encourage their involvement in planning your care and recovery. However, if you have concerns about anyone involved in your care being given information, please talk about these concerns with your treating team. For more information on confidentiality, **please refer to the brochure: Respecting Your Privacy.**


CARERS

Carers and advocates have the right to comprehensive information, education, training and support to facilitate the understanding, advocacy and care of those people for whom they care.

There may be circumstances when the consumer is unable to give consent, or may refuse consent because of their mental state. In such cases, it may be appropriate for service providers to initiate contact with the consumer's carer while upholding the rules of privacy.

Carers have the right to:

- Provide information concerning family relationships and any other matters relating to the mental state of the consumer to health service providers.

- 
- Seek further opinions regarding the diagnosis and care of the consumer.
 - Place limits on their availability to consumers.
 - Use the mechanisms of complaint and redress.
 - Get help with their own difficulties which may be generated by the process of caring for or acting as an advocate for a person with a mental illness.

Carers and advocates also have a responsibility to:

- Respect the human worth and dignity of the consumer;
- Consider the opinions of professional staff and recognise their skills in providing care and treatment for the consumer
- Co-operate, as far as possible, with reasonable programs of treatment and care aimed at returning the consumer to their optimal personal autonomy.

If you have not received a Carer's Pack, please request this from a mental health staff member or view on line at Metro North mental Health

<https://www.health.qld.gov.au/rbwh/services/mental-health/consumer-carer.asp>

For more useful information please visit the

Caring for somebody with a mental illness Website at:

<https://www.qld.gov.au/health/mental-health/carers/index.html>



WHAT DO I DO IF I HAVE FEEDBACK?

How to let us know what you think



The quickest way to resolve a concern or provide a compliment is to speak to a member of staff



To provide informal feedback in writing, complete a "Have your say" form and put it in a suggestion box



To provide more formal feedback please ask a member of staff to provide you with a formal compliment and complaints form. When your formal written feedback is received we may write or talk to you to get more information and we will advise you of an outcome.



If a concern is not resolved to your satisfaction contact the Office of the Health Ombudsman - www.oho.qld.gov.au

We invite you to get in touch

Consumer and Carer Services:

Royal Brisbane and Women's Hospital: (07) 3114 0803

Email:

mnmh.consumer.carer.services@health.qld.gov.au

Written complaints can be forwarded to:

C/O Operations Manager, INBMHS
162 Alfred St
Fortitude Valley, QUEENSLAND 4006

If you feel your problem has not been resolved to your satisfaction you can contact:
The Office of the Health Ombudsman
<http://www.oho.qld.gov.au/>

or

GPO Box 13281
George Street
Brisbane 4003
Telephone: 07 3120 5999
Toll Free: 1800 077 308

The office of Health Ombudsman is independent of the public health system. One of its functions is to deal with complaints involving health professionals and organisations such as hospitals, clinics and nursing homes.



CAN I REQUEST TO CHANGE MY DOCTOR OR MENTAL HEALTH CLINICIAN?

Your treating team encourage you to discuss any concerns with them in the first instance, as soon as issues arise. If you do not wish to do this or do not feel able, you can discuss your concerns with the Team Manager of the community team providing your care. You can contact the Team Manager through the reception of the clinic that you normally attend. All efforts will be made to resolve your concerns and changing your doctor or mental health clinician may be one option.

CHANGING HEALTH AND HOSPITAL SERVICE

The Inner North Brisbane Mental Health Service provides treatment to people residing in a defined catchment area. If you change address and move from one area to another, your mental health clinician will help you make contact with the right service, find out who will be seeing you, and possibly arrange to be part of a joint meeting with your new mental health clinician.

MOVING ON FROM THE MENTAL HEALTH SERVICE

Most people do not need to use the community clinic for long periods of time and are able to receive treatment with their General Practitioner or a private psychiatrist.

As you gain skills in managing your mental health issues, your treating doctor and mental health clinician will discuss you options for ongoing care. One option is the service's GP Liaison Program which provides one year (or longer depending on your needs) of support to you and your GP as you move on from the mental health service.

Some people receive ongoing treatment from a private psychiatrist. If you feel that this is an option for you please speak with your doctor or mental health clinician.

If you or your GP have concerns about your mental health, you can always come back and see us. In case of emergency please see **"Getting Help in an Emergency"** on page 11 of this booklet. You will receive an assessment of your mental health and can re-enter the service if needed.



MENTAL HEALTH PROGRAMS AND THERAPIES THAT MAY HELP IN THE RECOVERY JOURNEY

Metro North Mental Health RBWH offers many programs and therapies to assist with your recovery. If you are interested in any of these programs, ask your mental health clinician or contact the Resource Team on 3114 0812.

The programs are:

- Mind Gym – Computer based groups to improve thinking skills.
- Quit Smoking Program – Information and help you to cut down and quit.
- Consumer and Carer Meetings and Forums - for valuable information, inspiring guest speakers and peer support.
- Healthy Living Group.
- Psychological Treatments – Cognitive Behavioural Therapy for assistance in managing depression, anxiety or psychotic symptoms;
- Dialectical Behaviour Therapy (DBT): The DBT program has been developed to assist people with Borderline Personality Disorder (BPD), who struggle with self-harm and/or suicidal urges.
- Occupational Therapy - Assessment, recommendations and group work to improve everyday living skills; sensory approaches to enhance awareness of sensory preferences to improve occupational performance and coping skills.
- Indigenous Health – Cultural support for Indigenous and Torres Strait Islander people.
- Multicultural Mental Health – Cultural support for people from a culturally and linguistically diverse background.
- Employment program – support to get a job in the competitive market.
- Care Co-ordination – support to link with all the services I need.
- Social Cognitive Interactive Therapy – A 10 week program to improve the social functioning of people with psychosis or schizophrenia

Your mental health clinician may also discuss with you about other programs offered in the community by other organisations and support groups to support your recovery.

Ask for a copy of the metro North mental Health Prospectus or visit Metro North mental Health website (<https://www.health.qld.gov.au/metronorth/mental-health/default.asp>) for information on groups that will support your recovery.



RESEARCH

Metro North Mental Health RBWH is constantly striving to improve the experience that we provide for our service users. To help us do this we conduct evaluations to find out about how our programs are working. This means that you might sometimes be asked to share your views or to take part in a study. Participation is voluntary and the decision to participate is entirely up to you. If you are invited to participate in research, please take the time to consider what is involved and ask any questions you might have. We would really like to hear from you if you are interested in supporting our research activities and perhaps being involved in organising a study. You can talk to your mental health clinician, Consumer and Carer Services on 3114 0803 or phone the Principal Research Fellow on 3646 0380.

STUDENTS

The RBWH is a teaching hospital and provides clinical placements for students studying medicine, nursing, occupational therapy, social work and psychology at university. You may be asked if a student can observe your treatment, or provide treatment to you under supervision. If you do not wish for this to occur, please advise your mental health clinician and this will be respected.

Useful Websites

We encourage you to research and find out information for yourself about your mental health and your treatment.

<http://www.mentalhealth.org.au/>

Mental Health Association Australia website

<http://www.choiceandmedication.org/queenslandhealth/>

Information leaflets for patients about medicines used in mental health:

<http://www.blackdoginstitute.org.au/>

The Black Dog Institute is a world leader in the diagnosis, treatment and prevention of mood disorders such as depression and bipolar disorder.

<http://www.beyondblue.org.au/index.aspx>

beyondblue is working to reduce the impact of depression and anxiety in the community by raising awareness and understanding, empowering people to seek help, and supporting recovery, management and resilience.

<http://www.youthbeyondblue.com/>

Information and support for young people with depression or anxiety.



<http://www.power2u.org>

The National Empowerment Centre is a US-based organisation. Its mission is “To carry a message of recovery, empowerment, hope and healing to people with lived experience with mental health issues, trauma, and extreme states”.

<http://scottishrecovery.net/>

The Scottish Recovery Network (SRN) is an initiative designed to raise awareness of recovery from mental health problems.

<http://www.sane.org/>

SANE Australia is a national charity helping all Australians affected by mental illness lead a better life – through campaigning, education and research.

<http://www.depressionnet.com.au>

Information, help and support for people who have depression or are depressed.

<http://moodgym.anu.edu.au>

Learn cognitive behaviour therapy skills for preventing and coping with depression

<http://www.eda.org.au>

The Eating Disorders Association Inc (Qld) is a non-profit organisation funded by Queensland Health, to provide information, support, referral and support group services for all people affected by eating disorders in the state of Queensland, Australia

<http://www.mmha.org.au>

The Mental Health in Multicultural Australia Project provides advice and support on mental health and suicide prevention for consumers and carers from culturally and linguistically diverse backgrounds.

<https://www.mentalhelp.net/>

The Mental Help Net website exists to promote mental health and wellness education and advocacy.

<http://www.psychcentral.com>

Information on a wide range of mental health issues.

<http://www.mifq.org.au>

Mental Illness Fellowship Queensland (MIFQ) is a specialist provider of programs and services for people living with a mental illness, their families and carers.

<https://www.health.qld.gov.au/metronorth/mental-health/default.asp>

Information about services provided by Metro North Mental Health

<https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/clinical-staff/mental-health/resources/factsheets-poster/default.asp>

A range of factsheets to help you understand the Mental Health Act. Includes translations in other languages.



https://www.health.qld.gov.au/publications/clinical-practice/guidelines-procedures/clinical-staff/mental-health/guidelines/info_sharing.pdf

Information on information sharing between mental health workers, consumers, carers, family and significant others

<http://www.livingwell.org.au>

Living Well provides information and support to men who have been sexually abused in childhood or sexually assaulted as an adult, to partners, family and friends and to service providers.

AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Charter allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

Guiding Principles

These three principles describe how this Charter applies in the Australian health system.

1 Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.

2 The Australian Government commits to international agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health.

3 Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.



For further information please visit
www.safetyandquality.gov.au

AUSTRALIAN COMMISSION ON
SAFETY AND QUALITY IN HEALTHCARE

What can I expect from the Australian health system?

MY RIGHTS

WHAT THIS MEANS

Access

I have a right to health care.

I can access services to address my healthcare needs.

Safety

I have a right to receive safe and high quality care.

I receive safe and high quality health services, provided with professional care, skill and competence.

Respect

I have a right to be shown respect, dignity and consideration.

The care provided shows respect to me and my culture, beliefs, values and personal characteristics.

Communication

I have a right to be informed about services, treatment, options and costs in a clear and open way.

I receive open, timely and appropriate communication about my health care in a way I can understand.

Participation

I have a right to be included in decisions and choices about my care.

I may join in making decisions and choices about my care and about health service planning.

Privacy

I have a right to privacy and confidentiality of my personal information.

My personal privacy is maintained and proper handling of my personal health and other information is assured.

Comment

I have a right to comment on my care and to have my concerns addressed.

I can comment on or complain about my care and have my concerns dealt with properly and promptly.



Queensland
Government

My Recovery Plan

Facility:

(Affix identification label here)

URN:

Family name:

Given name(s):

Address:

Date of birth:

Sex: ☐ M ☐ F ☐ I

If you do not have enough room, please attach more pages at the end.

This is who I am - my characteristics

These are my strengths:

Things I would like to strengthen:

What I do to keep well?

What have I done in the past?

My early warning signs / triggers?

What I have done to manage these in the past?

What have I done in the past that hasn't worked?

DO NOT WRITE IN THIS BINDING MARGIN

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SW024

MY RECOVERY PLAN



Queensland
Government

My Recovery Plan

(Affix identification label here)

URN:

Family name:

Given name(s):

Address:

Date of birth:

Sex: ☐ M ☐ F ☐ I

These are my goals - what I want to do and where I want to be

- Social:**
- My housing needs
 - My social activities (e.g. hobbies, sports, shopping, eating out)
 - My living skills
 - My finances and budgeting

Emotional:

- My relationships (e.g. partner, children, siblings, parents, carer, friends, boss / workmates, pets)
- If I am not home, who will take care of: my children / family; my medication; the mail; the newspaper; my pets; the wheelie bins
- My support networks (e.g. NGO, GP, MHS, local group, other [specify:])

- Physical:**
- My physical health and well-being (e.g. sport, gym, doctor appointments, dental, complementary / alternative therapies, preferred medications)
 - My personal care

- Intellectual:**
- My work
 - My study
 - My volunteering
 - Reading
 - Other social outlets (e.g. trivia night, chess club)

- Spiritual:**
- What I do to keep myself well spiritually (e.g. meditation / prayer, practices)

People I would like involved in my care:

Name:	Relationship to me:	Contact details:
Name:	Relationship to me:	Contact details:

People to contact in an emergency:

Name:	Relationship to me:	Contact details:
Name:	Relationship to me:	Contact details:

How they can best help me:

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I confirm that this is my Recovery Plan, and acknowledge that I understand my role and the role of other persons listed in the Plan. I am also aware that I can request a change to the goals set down if they are not meeting my needs by discussing this with my nominated support staff.

- ☐ I have received contact details and know how to contact my support staff
- ☐ I have been provided with mental health crisis numbers

I was involved in developing this plan and have received a copy.

Signed by Person in Recovery:

I assisted in the development of this Plan.

Signed by Carer:

I assisted in the development of this Plan.

Signed by Clinician:

DO NOT WRITE IN THIS BINDING MARGIN

Supporting documents:

Key document

- **Statement of Rights**
your rights under the *Mental Health Act 2016*

Guides

- **Guide to patient rights**
- **Advance health directive for mental health**
guide and advance health directive form
- **Nominated support persons**
guide and appointment form

Factsheets

- Patient rights
- Role of nominated support persons
- Rights of family, carers and other support persons
- Advance health directives and less restrictive way of treatment

Brochures

- Support persons
- Your rights

To view these documents or for more information, visit:
www.health.qld.gov.au/mental-health-act

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QH841 0117

Mental Health Act 2016

Advance health directives



What is an advance health directive?

An advance health directive is a document that allows you to make decisions for yourself about your healthcare. This document can be used at a future time if you become unwell and are unable to make decisions.

Under an advance health directive, you can:

- agree to the treatment and care you would like to receive
- state the treatment and care you do not want to receive
- appoint another person to make decisions about your treatment and care
- express your views, wishes and preferences about healthcare and personal matters.

You can make an advance health directive at any time you are well and able to make decisions. You should discuss making your advance health directive with a doctor who understands your mental health.

Can a treatment authority be made for me if I have an advance health directive?

A treatment authority authorises a doctor to provide treatment and care to a person who has a mental illness, without their consent.

A treatment authority cannot be made for you if you have an advance health directive that agrees to the treatment and care you need to get well again.

If your advance health directive does not agree to the treatment and care you need, a treatment authority may be made for you if the strict criteria for making a treatment authority apply.

How do I make an advance health directive?

You can make an advance health directive by reading and completing the *Advance health directive for mental health—guide and form*, available from a mental health service or the *Mental Health Act 2016* website.

Updating your health records

You should ask for your advance health directive to be recorded in your health records in a mental health service. By doing this, a doctor will know you have made an advance health directive if you are unable to make decisions for yourself at a future time. Your directive will be available to doctors at any mental health service in Queensland.

Where can I get help if I want to know more about advance health directives?

You can get more information from:

- an Independent Patient Rights Adviser in a public mental health service
- a staff member of a mental health service
- the *Mental Health Act 2016* website.



Notes

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Our vision : to be a world class academic Mental Health Service providing plan focussed care, education, training and research.

Our mission: knowledge led world class recovery focussed care, education, training and research.