St Kilda Road Clinic
Level 3, 607 St Kilda Rd
Melbourne, 3004

Monday to Friday 8.30am - 5:00pm
Tel: (03) 9076 9888 Fax: 03) 9076 9855

Waionra Clinic
Level 2, 435 Malvern Road
South Yarra 3141 (enter from Hobson St)

Monday to Friday 8.30am - 5:00pm
Tel: (03) 9076 4700 Fax: 03) 9076 4788
Welcome, we are here to help

This may be your first contact with a mental health service, or your first contact with us, and you may be feeling confused or apprehensive about what you can expect from us.

We want you to know that we are committed to helping you along your journey. Our team includes many skilled and caring people, and we will all do our best to make our time together as healing and supportive as possible. Our shared goal is for us to work together, alongside your own personal goals to help you to achieve mental health and wellbeing.

The way your team works is based on a recovery approach, meaning we want to know how we can help you feel better and more stable. Our recovery approach is a whole-of-person approach; including your physical health, social needs, housing, employment and community connections that will help you achieve your own idea of recovery. We believe, with our help, you can have a better, safer and more stable lifestyle; with and without symptoms. We may not have all the answers, but will work with you in a respectful way; we will listen to your views and preferences, and together will plan your goals and treatment journey with us.

This handbook is here to help you too – with lots of useful information. Please feel free to ask questions, about anything you are unsure of and we will do our best to help.

Alfred Mental and Addiction Health
The Alfred
Melbourne, Victoria
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My contact people
Names and numbers of the people who can help you

Mental Health Clinician

Psychiatrist and Registrar

Community General Practitioner (GP)

Other Professional Supports (Psychologist, Social Worker, Peer Support Worker, Occupational Therapist)

Family, Friends and other support people

In case of crisis after hours call Alfred Psychiatry Triage on 1300 363 746 or 000 for emergencies
The basics – what you need to know

Payment for consultation, treatment and medication

There is no cost for services provided at the clinic for Medicare card holders. Medications are subsidised for all people with a Medicare card. Prescriptions for any medication can be filled by your nominated pharmacy or in some cases this can be arranged through our service. Talk to your treating doctor / team if you have difficulty with payment for prescribed medication.

Your privacy

Alfred Psychiatry Community program is committed to protecting your privacy and adheres to all privacy laws. A secure health record is kept allowing health professionals within Alfred Health to access and record information about your treatment to optimise safe and consistent care.

For more information, there is an Alfred Health brochure “What Happens to Information about me?” available in the waiting room or ask your clinician. If you would like to restrict information being shared with certain parties-please talk with your mental health clinician.

Cultural, religious and spiritual lifestyle

People with diverse culture, race, religion, spirituality, gender, language, age or sexual orientation are respected and supported in our service. If you have any particular needs (eg, an interpreter, prayer space, or staff of the same gender) please make your request with your mental health clinician.

Interpreter services

If you require interpreter services, please enquire at reception prior to your appointment. This is a free service – you are not expected to have a family member interpret for you or on your behalf, if this is an issue for you and you would like support, please let us know and we will make arrangements with you.

Your responsibilities

Alfred Psychiatry staff, consumers, carers and visitors expect to be safe in our clinics and we believe in providing a safe environment for all. We expect that you will not exhibit any behaviour that might put others at risk, such as; threats, verbal, physical or sexually inappropriate behaviour. People exhibiting such behaviours may be asked to leave the premises.

If you are fearful or witness inappropriate behaviour, please speak to reception and your team immediately. Alfred Health has a strict no smoking policy as per government regulation. No drugs or alcohol are allowed on the premises.
Feedback and Complaints

We welcome all feedback—whether it’s a compliment, a complaint or just general feedback about your experience—feedback helps us to improve our service and make sure all consumers receive the best care possible. Making a complaint or giving feedback will not have any negative impact on your care or relationship with your team, and can be made anonymously via the feedback forms.

We invite you to give feedback directly to staff, complete a feedback form available at reception or ask to speak to the Clinic Manager.

Waiora Ph: 9076 4700
St Kilda Road Clinic Ph: 9076 9888.

Alternatively you can contact the Patient Liaison Officer at The Alfred on 9076 8001 or email on feedback@alfred.org.au.

If you feel that we have not resolved your complaint you can contact the Mental Health Complaints Commissioner on 1800 246 054.

About your rights

You have a number of different rights

It is important that we all play an active role in discussions and decisions about your treatment and care. Please share any wants and needs, voice any concerns and ask questions if there is anything you don't understand. This includes information about any ‘diagnosis’ you may have been given, experiences we may not understand and past experiences of treatment and medication.

If you are not sure about the best choice for your treatment, ask your doctor or mental health clinician: what are all the choices, what are the pros and cons and are there any side effects? If you need support to do this, you can speak to a peer worker. There are also websites that explain – “Supported-Decision Making” and the “Victorian Charter of Human Rights”

You have the right to:

- Know what diagnosis the psychiatrist thinks you have, and what this means. You can ask for this to be explained to you and to get written information. Please ask questions about experiences and their relationship to symptoms— it’s important to understand what will help you.
- Disagree with your diagnosis if the psychiatrist doesn’t have all the right information about you. Please tell us if we are missing any important information or something we haven’t asked you about; such as trauma, abuse, neglect.
You have the right to ask for a second opinion about your diagnosis and treatment from another Alfred psychiatrist or from an external psychiatrist (but the second option may incur costs to you). There is a second opinion state wide service for clients on a Community Treatment Order (CTO). Please contact 1300 503 426 for details.

Complete an advanced statement and have your preferences from your advance statement considered.

Be involved in developing your treatment plan, and to have your treatment choices explained to you (eg, medication, therapy, support services), what treatments are recommended, and why.

Know what medications you are being offered and be involved in the decision about which medication you will take by discussing why those medications are offered, and all possible side effects.

What if I am on a Community Treatment Order (CTO)?

If you have been placed on a CTO this means that you are receiving compulsory treatment under the Victorian Mental Health Act; however, you still have rights. Your treating team will work with you towards discharge from the CTO.

You have a number of rights related to CTO treatment. Ask your mental health clinician or doctor to give you the rights booklet and explain it to you – or contact the Mental Health Legal Centre to understand your rights under the Act and the Human Rights Charter. If you want to appeal the service’s decision to give compulsory treatment, you have the right to appeal to the Mental Health Tribunal (MHT).

Your mental health clinician can provide the form to complete or call 1800 242 703. You can receive free legal assistance to assist you with representation at the MHT Hearings. Speak to your mental health clinician or consultant for more details or phone Victorian Legal Aid on 1300 792 387.

Advanced Statements

Writing an advance statement will help you to express your treatment preferences to your treating team and let them know your wishes if you become unwell and are unable to express your needs or wants. Your treating team must read and consider your advance statement when making treatment decisions on your behalf. You can request a written explanation if the treating team does not do what is in your Advance Statement.

To create an Advanced Statement, ask your mental health clinician or doctor to help you. The consumer peer worker is available to help you with create one if you would like someone other than your treating team to help.
Making a decision about Nominated Persons
You can choose a Nominated Person such as a friend, partner or family member who can tell the treating team your wishes and views, and support you if you become unwell and require compulsory treatment. A Nominated Person will be kept informed about your treatment. They can assist you to exercise your rights and support you – a Nominated Person will not make decisions for you, they can only support your views and wishes. For more information about Nominated Persons or to nominate someone - speak to your mental health clinician or doctor.

What to expect when you first arrive
There will be an Initial Assessment Period over the first 6 weeks to allow us to get to know each other and to help us understand your needs. This may involve:

Understanding what’s happening with your mental health
You will have a meeting with one or more of our mental health clinicians to find out how we can best help you and what part of the service and type of care may be right for you. You’ll have the chance to share what’s going on for you, what experiences you are having, how you understand those experiences or your concerns with them, how you are thinking and feeling, your history and your mental health needs.

Working with families, carers and/or your support network
Who supports you when you are not well? Whoever it is, you are welcome to involve these people in your care if you wish. Alfred Psychiatry recognises the importance of involving family and support people in providing you with the best possible care. A mental health clinician will ask you about your family and supports and you are encouraged to invite your support people to attend your initial meeting.

What happens next?
Recommendations will be discussed with you regarding the best and most appropriate options of care. This may include allocating you a clinician for ongoing care or should it be decided that your needs are best met elsewhere, ongoing treatment options and referrals will be discussed and made with you. This is your opportunity to decide what the next steps will be.
What does it mean if I am allocated a mental health clinician?

The appointment of a dedicated mental health clinician to co-ordinate your care is usually a social worker, occupational therapist or nurse, who can assist you to identify and work towards improving your life and overcoming the difficulties you’ve faced. This may be in the areas of: support, medication, mental health care, housing, employment, relationships, physical health or activities of daily living. Your clinician works as part of a team that includes a psychiatrist, registrar (trainee psychiatrist), psychologist and other clinicians. All clinicians do similar roles as a mental health clinician; they just come from different educational backgrounds.

Will I see a doctor?

If you were not assessed initially by medical staff, you will be booked in to see a doctor within the first 2-4 weeks with us. A consultant psychiatrist is responsible for overseeing your treatment and care whilst with us. You may also see a registrar who is a doctor that is training to become a psychiatrist. The purpose of this review is to discuss your medical and mental health history, any current concerns with unusual or frightening experiences, thoughts or feelings, and to review any medications you may be taking.

Every 6 months our registrars rotate through into different areas of our service, so you may experience a change in doctor during your treatment and care with us. Each new registrar will have access to your file and will know your history with your team, it may seem unusual for someone you haven’t met before to know things about you but this is to make sure you won’t need to tell us the same things many times.

Medication

Please tell us if you have any allergies or bad reactions to any medications, or if there are medications you are scared to take. You have a right to be given information about any medication you are prescribed, including what it is prescribed for and any side effects – please ask for information if you are still unsure. Please continue to discuss any concerns with the medical staff or your treating team.
Ongoing care and treatment

Treatment and Recovery Plan
Once you’ve been here a bit longer, usually after about a month, we will start to work with you on your treatment plan – all the things that will help with your recovery, your goals and how we will work together to achieve them. You will be given a copy of your treatment and recovery plan once complete, if you do not receive it- please ask your mental health clinician or doctor for a copy.

Clinical Review
Every 3 months your treating team will meet to discuss your progress, your mental health clinician will ask you if you have a particular question or feedback you would like brought to that meeting to ensure it is discussed and an answer is provided to you.

Planning for discharge
From the time you enter the service we will be partnering with you to improve your stability, mental health experiences and symptoms to the point where you can transfer into the care of your GP or other support services, without the continued need of the team. When we start to discuss discharge we will work with you to develop a plan, in case your mental health starts to get unstable and link you with community supports prior to discharge. We also have a transitions team that can provide extra support with linkage prior to discharge.
Cycle of care

**There may be times if you are unwell that other parts of the service such as the CATT team, Inpatient Unit or PARC may be involved in your care. If this is indicated, we will all work closely together to support you back to wellness**
Resources you may be interested in

Consumer Consultant and Participation
Consumer consultants are people with a lived experience of mental illness and recovery and bring the voice of consumers to service design and improvement. There are a number of opportunities for consumers to get involved in service improvement, including our Consumer Reference Group and our Virtual-Consumer Reference Group. If you are interested, please contact the consumer consultant on 9076 4700 or email psychcrg@alfred.org.au

Consumer Peer Support Workers
We also have consumer peer workers available to support you who are part of the treating team. Peer workers are people with lived experience of a mental illness and recovery and use this experience to support other consumers and foster hope. If you wish to contact the consumer peer support worker, please contact St Kilda Road Clinic on Ph: 9076 9888 or Waiora Clinic on Ph: 9076 4700.

Support for Family and Carers
We recognise the important role that families, carers and support people have in your recovery. Your family, carers or support people are encouraged to attend appointments with your treating team along with you.

There are also specialist services available to support you and your family or carer or support people. If you have children, we would like to support your role as a parent. These supports include carer peer worker and specialist family interventions (such as family consultations) or therapy. There are also a variety of other organisations that provide support for family and carers. Your family or carer may also be able to receive financial assistance through the Carer Support.

There are also a variety of other organisations that provide support for family and carers, such as Inner South Family and Friends who can be contacted on 9076 4713. Your family or carer may also be able to receive financial assistance through the Carer Support.

Your mental health clinician is a great resource to be able to decide which is most appropriate for you and your family, carer or support people. Please speak to your clinician

Working on your physical health
Physical and mental health is closely connected for all of us; improving physical health is an important part of a whole-of-person approach to care and wellness. A good diet, sleep and regular exercise are important to better mental health for everyone; it may be difficult to address these when you are unwell but we can help you with that. Discuss any physical health concerns
you have with your mental health clinician or doctor; they can assist you to link with a GP, drug and alcohol services, connect you with community groups and/or make an appointment with one of our specialist clinicians such as dieticians. There is also a Hepatitis C clinic that runs regularly at one of our clinics and provides a free service.

Alcohol and Drug Services
If you are concerned about drug or alcohol issues that are affecting your life or mental health we have many resources available that can help. Our St Kilda Road Clinic is co-located with Southcity Clinic, which is a specialist addiction service that provides counselling and medical treatment for substance dependence. We also have a specialist mental health nurse who specialises in this area.

Psychology Services
There are clinical psychology services available within our community psychiatry program as well as the wider community. Types of therapy available include Cognitive Behaviour Therapy (or CBT). CBT has helped many people overcome troubling experiences and difficult thought patterns. There are also psychological treatments that can help you build coping strategies and problem solving skills. If you are interested in exploring whether a psychological treatment might be included as part of your treatment, you can discuss this with your treating team. On occasion we may refer you to an external psychologist, dependent on your needs and the availability of our internal clinical psychology service at the time of referral.

Dialectical Behaviour Therapy Program
This is a comprehensive 15-month outpatient treatment program for individuals with borderline personality disorder. Treatment involves a mix of individual and group therapy. Please speak to your treating team for more information.

Statewide Problem Gambling Service
Waiora clinic is home to the state-wide problem gambling service. This service is available for people across the state of Victoria who have issues with mental health and gambling. For more information, please speak to your treating team.

Group Program
There are various group programs available for you that are run from our St Kilda Road Clinic - please speak to your mental health clinician to find out what is running and how to get involved.

Vocational (Employment) Specialist
If you would like help with accessing education, job training, applying for or seeking work, including both voluntary and paid work, please speak to your mental health clinician about a referral to our vocational specialist.
Services Available

Navigations Service
Our Navigations staff are like a tour guide – they will be the first person you will speak to when you contact our service and will assist you in finding the part of our service best placed to help you.

Community Mental Health Team Waiora and St Kilda Road
Our Community Mental Health Teams operate from both Waiora and St Kilda Road Clinics. The clinic you attend is usually closest to where you live. The teams have different educational back grounds but are all mental health clinicians. They will all provide assessment, mental health and physical care and support. Hours of operation are Monday-Friday 8.30-5.00pm. Please contact your clinician at your clinic if you need to reschedule or change an appointment time. If you own a mobile phone, an automated reminder text will be sent.

Homeless Outreach Psychiatric Service (HOPS)
HOPS service has mental health clinicians who provide treatment and support to people who are homeless or at risk of homelessness. They also work in partnership with local homeless services, like Sacred Heart Mission and Launch Southbank. Clinicians from HOPS are based at St Kilda Road Clinic. Ph 9076 9888

Mobile Support and Treatment Service (MSTS)
MSTS service has clinicians who visit people in the community or at the person’s home, to provide intensive support, treatment and rehabilitation. MSTS provide some extended hours service in the evenings and on weekends. This is usually provided when the person needing treatment is unable to attend a clinic due to being unwell or having physical disabilities. To access MSTS please speak to your mental health clinician to discuss whether this is most appropriate for you and your needs.

PARC (Prevention and Recovery Care)
PARC is a psychosocial rehabilitation program delivered and managed by Alfred Health in partnership with Wellways Australia. Our facility has 10 beds and aims to provide a safe home-like environment with independent living with a program that provides support for consumers requiring step down support after hospital or step up support from the community. For further information, please contact your Community Mental Health Clinician.
Use this page to write down any notes or questions you may have
Alfred Mental and Addiction Health
55 Commercial Road
Melbourne, Vic 3004
PO Box 315, Prahran
Vic, 3181, Australia
Tel: 9076 9888
www.alfredhealth.org.au

If you would like to provide feedback or request a copy of this information in a different format, contact us at patient.info@alfred.org.au

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