

South Eastern Sydney Local Health District

Teal geometric shapes, including triangles and polygons, are layered over the top half of the cover, partially obscuring the background image.A close-up photograph of green leaves and thin branches, with sunlight filtering through, creating a bright, slightly blurred effect.

Family and Carer

Resource Book

Teal geometric shapes, including triangles and polygons, are layered over the bottom half of the cover, partially obscuring the background image.A close-up photograph of a dark, textured branch, possibly a tree trunk or a thick twig, with some green leaves visible in the background.

Eastern Suburbs Mental Health Service

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1 Contact numbers

1.1 Emergency contacts

| | |
|--|--------------|
| 13YARN -Aboriginal or Torres Strait Islander Crisis Support 24/7 | 13 92 763 |
| Domestic Violence Line 24/7 | 1800 656 463 |
| Lifeline 24/7 | 13 11 14 |
| Mental Health Line 24/7 | 1800 011 511 |
| Police, Fire, Ambulance 24/7 | 000 |

1.2 Mental Health Service contact numbers

Wards can be contacted 24 hours a day, seven days a week (24/7)

Please note that some of the contacts listed only operate during business hours

If you need an interpreter, please call Translating and Interpreting Service (TIS National) on 131 450

| Service / Clinic | Phone Number |
|---|--------------|
| Adult Community Mental Health Service -Euroa Centre | 02 9382 3753 |
| Adult Community Mental Health Service - Maroubra | 02 9366 8711 |
| Child and Adolescent Mental Health Service (CAMHS) | 02 9382 4347 |
| Children Of Parents with Mental Illness Coordinator | 02 9382 3371 |
| Early Psychosis Program (EPP), Bondi Junction | 02 9366 8610 |
| Euroa Older Persons Mental Health Inpatient Unit | 02 9382 3797 |
| Family and Carer Consultant | 02 9382 4918 |
| Headspace Bondi Junction | 02 9366 8800 |
| Kiloh Centre | 02 9382 4352 |
| Kiloh General | 02 9382 4319 |
| Kiloh Observation Unit (Kiloh Obs) | 02 9382 4333 |
| Mental Health Intensive Care Unit (MHICU) | 02 9382 0991 |
| Older Persons' Mental Health Service | 02 9382 3759 |
| Perinatal and Infant Mental Health Service (PIMHS) | 02 9382 3753 |
| Psychiatric Emergency Care Centre (PECC) | 02 9382 9924 |

1.3 Useful websites

| Service | Website |
|---|--|
| 13YARN – Resources to support mob during challenging times | www.13yarn.org.au/factsheets |
| Carer Gateway - Emotional, practical, and financial support for carers | www.carergateway.gov.au |
| Carers Australia - Peak body representing carers in Australia | www.carersaustralia.com.au |
| Choice and Medication – Information about medications used in mental health conditions | www.choiceandmedication.org/seslhd-mentalhealth/ |
| Family Drug Support - For family members and friends supporting a person who uses alcohol and/or drugs | www.fds.org.au |
| headspace - National youth mental health foundation | www.headspace.org.au |
| Karitane – Parental support, education and advice | www.karitane.com.au |
| Mental Health Carers NSW - Peak body representing mental health carers in NSW with information for carers of a person with mental health issues | www.mentalhealthcarersnsw.org www.mentalhealthcarersnsw.org/resources/carers-rights-under-the-mental-health-act/ |
| Recovery and Wellbeing College - Provides education that promotes healing, wellbeing and recovery | www.seslhd.health.nsw.gov.au/recovery-wellbeing-college |
| Relationships Australia - Relationship support services | www.relationships.org.au |
| SANE Australia - Support services | www.sane.org |
| Services Australia - Government payments/supports for carers | www.servicesaustralia.gov.au/caring-for-someone |
| Transcultural Mental Health Centre - Support for carers from culturally and linguistically diverse communities | www.dhi.health.nsw.gov.au/tmhc |
| Young Carer Program | www.carersnsw.org.au/services-and-support/programs-services/young-carers/young-carer-program-at-carers-nsw |



As a service, we...

Acknowledge the contribution of family members and loved ones

Value the knowledge of family members and loved ones

Respect family and carer rights

Offer support to family members and loved ones



A Caregiver's Bill of Rights

I have the right . . .

- To take care of myself. This is not an act of selfishness. It will give me the capacity to take better care of my loved one.
- To seek help from others even though my loved one may object. I recognise the limits of my own endurance and strength.
- To feel safe at all times when caring for my loved one.
- To maintain facets of my own life that do not include the person I care for. I know that I do everything that I reasonably can for this person, and I have the right to do some things for myself.
- To reject any attempt by my loved one (either conscious or unconscious) to manipulate me.
- To take pride in what I am accomplishing and to applaud the courage it has sometimes taken to meet the needs of my loved one.
- To protect my individuality and my right to make a life for myself that will sustain me if there is a time when my loved one no longer needs my help.
- To expect and demand that new strides are made in finding ways to support caregivers.

3.2 Carers and the NSW Mental Health Act 2007

The **NSW Mental Health Act 2007** recognises the value of carers and supports their right to information and inclusion in decisions about treatment and discharge. It also ensures that professionals take into account any information provided by carers, relatives and friends.

Professionals are required to maintain the confidentiality and privacy rights of any person who accesses mental health services. It is important that professionals balance consumer privacy with the rights of carers. This protects both the carer and care recipient, during and after accessing a mental health service. Be sure to inform the relevant professional that you are a carer when you first come into contact with a service.

A consumer can nominate up to two '**designated carers**' to receive information about their condition and treatment plan. They can also nominate people who they do not want to receive information about, or be consulted about, their treatment. Nominations are valid for twelve months, but consumers can make changes at any time.

A '**principal care provider**' can be identified by the authorised medical officer or director of community treatment of a mental health facility. This person is the individual who is primarily responsible for providing support or care to a care recipient. They can be, but do not have to be, a designated carer as well.

Designated carers and principal care providers should be informed of issues relating to admission, detainment, incidents of absconding, planned discharge, transfer, or in cases where a community treatment order or a particular therapy is being considered. They can also request information about the types and dosages of medication being administered.

If you are not a designated carer or principal care provider, you do not have the same rights to information about a care recipient but can contact a hospital or service and advise them of your views or concerns. The treating team should take your views into account.

If a consumer has an appointed guardian, that person is automatically their only 'designated carer'. Consumers between 14 and 18 years of age can nominate someone other than their parents to be their designated carer.

For more information on caring for someone with mental health issues go to:
www.mentalhealthcarersnsw.org/resources/carers-rights-under-the-mental-health-act/

3.3 REACH – Patient and Family-Activated Escalation

What is REACH?

You know the person you care for best.

The REACH program helps you share your concerns with us.

We encourage you to first raise your concerns directly with your nurse or doctor. If you still feel worried, call your local **Prince of Wales REACH number 02 9382 2622**.

Who can use REACH?

REACH can be used by patients **currently in our hospital** or by their family members or carers.

Making the call

Tell the operator:

- Who you are (patient, family member, carer)
- That you need a REACH call
- The name of the ward
- The bed number

Will I offend staff if I make a REACH call?

No. We want patients, family members and carers to be involved and create the best experience possible.

Are you worried
about a recent **change** in your **condition**
or that of your loved one?
If yes... REACH out.

WHAT IS REACH ABOUT?

- R** You may recognise a worrying change in your condition or in the person you care for.
- E** **1** Engage (talk) with the nurse or doctor. Tell them your concerns.
- A** **2** Ask the nurse in charge for a "Clinical Review". This should occur within 30 minutes.
- C** **3** If you are still worried call REACH. You can use your bedside phone or ask for a ward phone.
- H** Call **REACH** on your local REACH number. Help is on its way.

Speak to your nurse or doctor first.
They may be able to help with your concerns.

4 Hospital Visitors

Visitors are welcome in our wards.

- Please phone before visiting the wards and discuss any special requirements with the Nurse Unit Manager.
- Flexibility or restrictions may apply in certain circumstances. Visitors may be asked to leave at any time at the discretion of nursing staff.
- There may be limits to number of visitors and length of stay.
- All belongings should be provided to nursing staff to be documented and searched, including personal items and gifts. Some items may be contrabanded for safety reasons.
- Where possible, we encourage consumers to leave their belongings with a family member or carer.
- All wards have their own booklet - you can request one from staff for more specific information.

Kiloh Observation Unit and Kiloh General Ward: 4-8pm weekdays, 10am-8pm weekends

MHRU (Mental Health Rehabilitation Unit): 5-8pm weekdays, 10am-8pm on weekends

Older Persons Mental Health Unit: 1-8pm weekdays, flexible weekend hours (call before visiting)

PECC (Psychiatric Emergency Care Centre): 4-8pm weekdays, 10-8pm on weekends

MHICU (Mental Health Intensive Care Unit): 9am-7pm (except mealtimes)

4.1 Parking



Prince of Wales Hospital Main hospital car park: Up to three hours free for concession card holders. Present concession card, parking ticket, and photo ID to the information desk inside the Barker Street entrance.

If your loved one is having a lengthy admission, you visit regularly, and you have trouble paying for parking, please contact the Family and Carer Consultant on 9382 4918, the Nurse Unit Manager, Mental Health Unit social worker.

Maroubra Centre: Street parking is available around the centre.

Bondi Centre: No parking at the centre and limited street parking. Parking nearby at Westfield or Eastgate shopping centre or Hollywood Ave Council Carpark (entry via Waverley St).

4.2 Feedback, Concerns and Complaints

Please discuss any concerns with the staff members caring for your loved one, the nurse in charge of the ward, or the manager of the department. You can provide feedback face to face or via email or letter.

If the matter is not resolved, you can provide your feedback to the Hospital's Consumer Feedback Manager by:

- **Phone:** 9382 2755
- **Email:** SESLHD-POW-ConsumerfeedbackESMHS@health.nsw.gov.au
- **Writing a letter:** Consumer Feedback Manager, Level 3, Executive Unit, High St Building, Prince of Wales Hospital, Randwick, NSW 2031

If you want help talking to hospital staff, advice about your rights, and any concerns you have about treatment contact the **Official Visitors Program** 1800 208 218 or OfficialVisitorsProgram@health.nsw.gov.au or visit www.officialvisitorsmh.nsw.gov.au/Pages/OVP

4.3 Involuntary and voluntary patients

An **involuntary patient** is someone being cared for in hospital or the community who does not wish to receive treatment. They must be experiencing symptoms of a mental illness (as defined in the Mental Health Act 2007) and be at a serious risk of harm to themselves or others. Treatment is necessary for the person's own protection or protection of others from serious harm. While serious harm is not defined in the Mental Health Act, it is interpreted to include physical harm, financial harm, harm to reputation or relationships, neglect of self, and neglect of others.

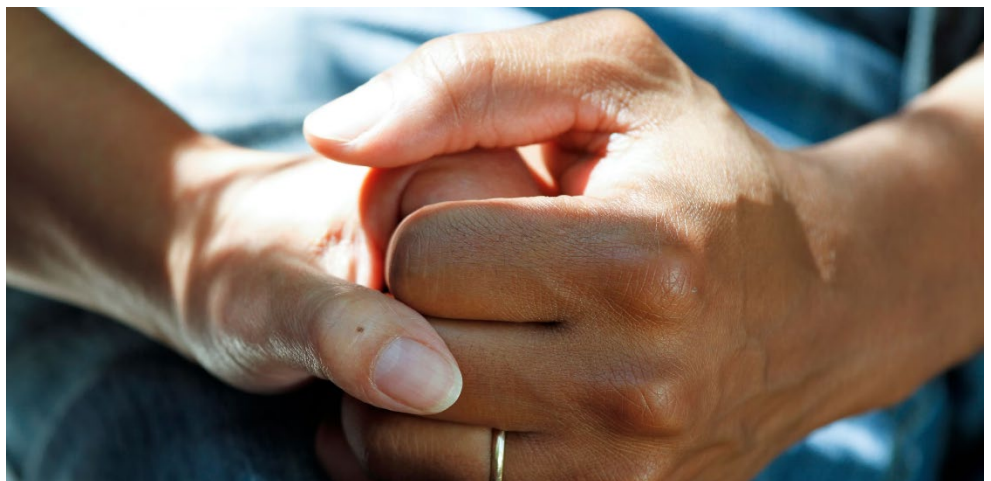
An involuntary patient can be brought by an authorised ambulance officer, accredited mental health professionals, police or magistrates to a declared mental health facility e.g. emergency department or mental health inpatient unit, for further mental health assessment.

After arriving at hospital, a person must be given a form explaining their rights and examined by a doctor within 12 hours. If the doctor finds the person is 'not mentally ill' nor 'disordered', they must be discharged or may be made a voluntary patient if they need inpatient treatment. This is considered the least restrictive option for care. If they find the person is 'mentally ill' or 'disordered' a further examination is conducted, usually by a psychiatrist.

A **voluntary patient** receives treatment, care or observation, at their own will. The Mental Health Review Tribunal must review a voluntary patient who remains in care for a continuous period of more than 12 months.

For more information about the Mental Health Act, its terminology, and consumer and carer rights under the Act, visit:

Mental Health
Coordinating Council
Mental Health Rights
Manual
<https://mhrm.mhcc.org.au/>



4.4 Mental Health Carer Experience Survey

Your feedback helps us improve our mental health services.

The **Mental Health Carers Experience Survey** is a national survey asking about carer experiences of mental health services. It was designed with carers and mental health staff.

You can complete the paper form, found in our waiting rooms and wards, or online via <https://www.yourexperience.health.nsw.gov.au/>

Be sure to click on the green 'Carer' icon. You will also need a service code for the online form, which can be provided by a staff member.

Alternatively, contact the Family and Carer Consultant on 02 9382 4918.

5 Support for Family and Carers

5.1 Family and Carer Mental Health Program

The Family and Carer Mental Health Program aims to ensure families and carers receive appropriate support, information and referrals to fulfill their roles as carers while also sustaining their own health and wellbeing.

How we can Help

- We can provide information and support to better understand Mental health challenges and recovery
- Assist in improving relationships and communication within the family
- Assist in learning coping and self-care strategies
- Referrals and links to other services

How to Access Support

If you wish to have support to better understand your family member's mental health or to improve your relationships and communication within the family, you can speak to your family member's doctor or primary clinician who will organise a referral to the Family and Carer Mental Health team.

5.2 Support for Children



Episodes of mental illness and hospitalisation can be confusing and stressful for children.

COPMI (children of parents with a mental illness) is part of the family focused recovery program in mental health services.

The COPMI Coordinator can assist families find the most helpful way to talk to children about mental illness, provide

resources and meet directly with families and children to provide counselling and support. The

COPMI Coordinator can speak to you about parenting concerns, help build parenting skills and refer to additional supports or services to support you and your children.

COPMI supports the children (0-17 years) and family of people who are linked in with community or inpatient mental health services.

Children, regardless of their age will benefit from some level of age-appropriate information to help them to make sense of mental health, mental illness and their own experience.

How to refer to COPMI

Please speak with your primary clinician about referral or contact to:

Family Focused Recovery COPMI Coordinator, Eastern Suburbs Mental Health Service on SESLHD-COPMI-ESMHS@health.nsw.gov.au

South Eastern Sydney Recovery & Wellbeing College

South Eastern Sydney Recovery and Wellbeing College provides education to encourage learning and growth for better mental health.

It is currently FREE of charge and open to people 16 years of age and over in our community, including for carers and family members.

The education and training programs are developed and delivered in partnership with people who have lived experience of mental health concerns and health professionals.

Carers may benefit from any course including:

- Supporting Recovery and Looking After Yourself as a Carer (offered after hours)
- Mindfulness Courses
- Navigating Mental Health and Other Services (available in other languages)
- Understanding the Mental Health Act
- Exploring Grief and Loss (available in Greek)
- Explanatory Frameworks for Mental Distress
- Coping with Strong Emotions

Course Guides and further information is available on their website:
www.seslhd.health.nsw.gov.au/recovery-wellbeing-college

Contact details

P: (02) 9113 2981

E: seslhd-recoverycollege@health.nsw.gov.au



The experience of a mental health condition not only affects the individual, but those closest to them. With Family and Carers support, you can learn skills that support your own mental health, and the people you care for.

Our family and carer support program is run by an organisation called Stride.

Stride offers individual support sessions, support groups, compassion and practical advice, and information and education programs for loved ones, friends and family.

Our friendly Stride workers are available to meet with you to provide reassurance, information and assistance.

Support groups are organised locally for families and carers.

For an appointment, local support group information, or anything else related to Stride, please phone 02 9129 8795 or email familyandcarer@stride.com.au



Do your caring responsibilities affect your ability to work, study or socialise? Are you looking for some support?

Carer Gateway is the Australian Government's national carer hub providing free services, supports and advice for carers. It is for anyone who is an unpaid carer, whether you are receiving a government carer payment or not.

Carers can be any age and can provide any type of care. Some carers provide support 24 hours a day and help with daily living, while other carers provide fewer hours of support and help with occasional transport or cooking. Some carers provide support to someone who doesn't live with them.

Carer Gateway provides many services to support carers in their caring role, including:

- in-person and online peer support groups
- tailored support packages to help with accessing planned respite, transport services, and more
- in-person and phone counselling
- in-person and online self-guided coaching
- online skills courses to support your wellbeing and understanding of legal responsibilities relating to the caring role
- access to emergency respite if you suddenly find you can't provide care, for example if you become ill or injured.

To contact Carer Gateway:

Visit: www.carergateway.gov.au

Phone: 1800 422 737 Monday to Friday 8am - 5pm

5.6 Transcultural Mental Health Centre

The Transcultural Mental Health Centre offers language-specific support groups as well as education sessions and annual forums.

There are support groups specifically for loved ones of people experiencing mental illness offered in Arabic, Assyrian, Cantonese, Dari/Farsi, Khmer, Macedonian and Serbian, Spanish and Vietnamese. There is also a Greek mental health carer support group in Canterbury run by One Door Mental Health.

For more information, contact Transcultural Mental Health CALD Carer Support Program on 9912 3850 or speak with our Family and Carer Consultant on 9382 4918.

If you need an interpreter, please ask our staff to help. You can call the service using a phone interpreter on 131 450. Professional interpreters are available 24 hours a day, 7 days a week if you need help understanding or speaking English. Interpreter services are free and confidential.

6 Document Version Control

| Version number | Dates | Revision | Consultation (Author and Position) |
|----------------|--------------|---|--|
| 1 | 02/2023 | Document drafted | William Morrow, Family and Carer Consultant, ESMHS |
| 1.1 | 15/02/2023 | Partnerships and Transitions Team development, review, and amendment | Jarrad Hickmott, MHS Consumer Partnerships Coordinator |
| 1.2 | 27/03/2023 | Carer Representative amended with feedback | Leigh Yardy, MHS Carer Representative |
| 2 | 06/2024 | Reviewed and updated to style guide and CES feedback | Sydney Boucher, MHS Family and Carer Program Manager |
| 2.1 | 06/2024 | Local facility and Family and Carer Program staff review | Sally Tuffs, COPMI Coordinator Brad Phipps, Family and Carer Consultant |
| 2.2 | 05/08/2024 | Reviewed by ESMHS Community Service | Lucy Pendray, Service Manager, Adult Community Mental Health, ESMHS |
| 2.3 | 10/08/2024 | Reviewed by ESMHS Inpatient Service | Deidre Carberry, Inpatient Service Manager Kiloh Centre/PECC Adam Takacs, A/Inpatient Service Manager ESMHS |
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South Eastern Sydney Local Health District

District Executive Unit
Locked Mail Bag 21
Taren Point NSW 2229

E: seslhd-mail@health.nsw.gov.au