Mental Health Services 2011
Publication of this Mental Health Service Guide is a part of the Mental Health Mapping initiative commissioned by the City of Stonnington.

As a context for the project methodology, VicHealth’s description of mental health is: *Mental health is not merely the absence of mental illness. It is the embodiment of social, emotional and spiritual wellbeing. It is fundamental to physical health, productivity in the workplace, school, family and overall quality of life. Mental health provides individuals with the vitality for active living, to achieve goals and to interact with one another in ways that are respectful and just*.

The City of Stonnington is working to plan, act and advocate effectively on mental health issues within the municipality. To enable this to happen, Council wants the community to be well informed about government mental health policy, mental health services and key mental health issues across all age groups in the City of Stonnington.

The services included in this booklet are:

- Child and adolescent mental health services (0-18 years)
- Youth Services (12-25 years)
- Adult specialist mental health services (16-64 years)
- Aged persons mental health services (65 years+)
- Non-clinical specialist mental health services
- State-wide and specialist services that cover Stonnington (the latter includes support services and consumer organisations) and
- Key generic services for people with mental health issues.

This guide is an important step for the City of Stonnington in taking action, particularly with other partner organisations, to address awareness of mental health issues in Stonnington and to facilitate access for residents to appropriate mental health services and support, when they need them.

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Frequently called phone numbers

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<thead>
<tr>
<th>Name/Organisation</th>
<th>Phone</th>
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<tr>
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<tbody>
<tr>
<td>Quick Guide</td>
<td>4</td>
</tr>
<tr>
<td>State-wide and Specialist Mental Health Services</td>
<td>5</td>
</tr>
<tr>
<td>Generic Services</td>
<td>6</td>
</tr>
<tr>
<td>Local Mental Health Services</td>
<td>20</td>
</tr>
<tr>
<td>Stonnington – Mental Health Service System Overview</td>
<td>27</td>
</tr>
<tr>
<td>Mental Health Service – Summary Table</td>
<td>28</td>
</tr>
<tr>
<td>Definitions</td>
<td>29</td>
</tr>
<tr>
<td>Common Abbreviations</td>
<td>32</td>
</tr>
<tr>
<td>Common Terms</td>
<td>33</td>
</tr>
<tr>
<td>Definitions of Target Groups</td>
<td>37</td>
</tr>
<tr>
<td>Definitions of Service Components</td>
<td>39</td>
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</tbody>
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Quick Guide

Emergency 000

Local Police Stations

Prahran Police Station 9520 5200
396 Malvern Road, Prahran

Malvern Police Station 9822 2487
278 Glenferrie Road, Malvern

Local Public Hospitals

The Alfred Hospital 9076 2000
55 Commercial Road, Prahran

Local Private Hospitals

Cabrini 9508 1222
183 Wattletree Road, Malvern

The Avenue 9529 7377
40 The Avenue, Windsor

Delmont Private Hospital 9805 7333
298 Warrigal Road, Glen Iris

The Epworth 9426 6666
89 Bridge Road, Richmond

Crisis Phone Lines

Mental Health Triage 1300 363 746
Lifeline 13 11 14
Kids Help Line 1800 551 800
Nurse on Call 1300 606 024
Poisons Information Centre 13 11 26
Women’s Domestic Violence Crisis Service 1800 015 188
Mens Line 1300 789 978
Gamblers Help 1800 858 858
Grief Line 9596 7799
OCD & Anxiety HelpLine 9886 9377
or 1300 ANXIETY (Victoria)
ParentLine 13 22 89
SuicideLine 1300 651 251

Alcohol and Drugs Phone Lines

The City of Stonnington has produced a brochure and wallet card. Refer to www.stonnington.vic.gov.au

DirectLine 1800 888 236
Family Drug Helpline 1300 660 068
YSAS – Youth Substance Abuse Service 1800 014 446
Quitline 13 78 48
Alcoholics Anonymous 9429 1833
Narcotics Anonymous 1300 652 820
Windana Alcohol and Drug Recovery 9529 7955

Local Community Health Centres

Caulfield Community Health Service 9076 6666
Inner South Community Health Service 9525 1300

Mental Health Information Lines

Mental Health Foundation of Victoria 9427 0406
Mental Illness Fellowship Helpline 8486 4222
Reconnexion – treating panic, anxiety, depression and tranquilliser dependency 1300 273 266
Sane Mental Illness Helpline 1800 187 263
Victorian Transcultural Psychiatry Unit 9288 3300
Mental Health Legal Centre 9629 4422
Victorian Interpreter and Translating Service 9280 1941
Mental Health Advice Line 1300 280 737

Legal Services

St Kilda Legal Service 9534 0777
The Mental Health Legal Centre 9629 4422
Centre Against Sexual Assault 9928 8741
State-wide and Specialist Mental Health Services

Victorian Institute of Forensic Mental Health (Forensicare) phone 9947 2500

Personality Disorder Service
• Spectrum, Ringwood East, phone 9871 3900

Brain Disorders Service
• Community Brain Disorders Assessment and Treatment Service (CBDATS), Kew, phone 9490 7366
• Brain Disorders Unit, Mary Guthrie House, Kew, phone 9490 7322

Mother – Baby Services
• Austin Health – Mother and Baby Unit, Heidelberg, phone 9496 6407
• Monash Medical Centre, Clayton, phone 9594 1414
• Werribee Mercy Hospital – Mother/Baby Unit, Werribee, phone 9216 8465
• PaNDA – Post and Natal Mood Disorders Support, Education and Training, phone 1300 726 306

Eating Disorders Services
• Austin Health – Mood and Eating Disorders Unit, Heidelberg, phone 9496 6407
• Monash Medical Centre, Clayton, phone 9594 1414
• RMH North Western Mental Health Eating Disorders Program, Parkville, phone 9342 4033
• Eating Disorder Foundation, phone 9885 0318
• The Victorian Centre of Excellence in Eating Disorders (CEED), phone 8387 2673
• Butterfly Foundation, phone 9822 5771

Koori Services
• Victorian Aboriginal Health Service Family Counselling, Northcote, phone 9419 3000
• St Vincent’s Mental Health Service Koori State-wide Inpatient Service, phone 24 hours 9288 2211

Child Inpatient Unit (Austin Health)
• Austin Health, Eagle Child Unit, Heidelberg, phone 9496 5108 and after hours 9496 5053 or 9496 5051

Dual Disability Service
• Victorian Dual Disability Service, Fitzroy, phone 9288 2950

Neuropsychiatric Service
• RMH Neuropsychiatry Unit, Parkville, phone 9342 8750

Early Psychosis Prevention and Intervention Centre
• EPPIC – ORYGEN Youth Health, Parkville, phone 9342 2800 and after hours 1800 888 320

Psychotropic Drug Advisory Service
Parkville, phone 9389 2920

Victorian Transcultural Psychiatry Unit
phone 9288 3300

Anxiety Recovery Centre
Victoria, phone 9886 9377

Association of Relatives and Friends of the Emotionally and Mentally Ill (ARAFEMI)
• Carer Helpline 1300 550 265

Statewide Psychiatric Intensive Care Service at Alfred Psychiatry 9076 3912

Carers Vic Australia 1800 242 636

National Network of Adult and Adolescent Children (NNAAMI) who have mentally ill parent/s, phone 9889 3095

Reconnexion – treating panic, anxiety, depression and tranquiliser dependency, phone 1300 273 266
There is a range of generic community services that provide treatment or support to people with mental health problems. These include services for accommodation, recreation, counselling and medical treatment. These are outlined below and complement the available specialist mental health services.

**Mental Health Advice Line 1300 280 737**
A state-wide telephone information service available to all Victorians seeking mental health information, advice and referral for themselves or another person. The service operates 24 hours a day, seven days a week, including public holidays.

A list of Victoria’s mental health services can be found at the Victorian Government Health Information website [www.health.vic.gov.au/mentalhealth/links.htm](http://www.health.vic.gov.au/mentalhealth/links.htm)

**Fees and Charges**
Currently there are no fees for clients who access services provided by Area Mental Health Services. Psychiatric Disability Rehabilitation Support Services charge for specific activities including outings, art groups and computer classes. Services provided by direct care staff are not fee based.

Within the private sector, fees charged by private hospitals for inpatient stays vary depending on the client’s health insurance cover. Private psychiatrists and psychologists charge varying amounts:
- Up to 12 psychology/social work/occupational therapy counselling sessions can be funded through Medicare
- Some private psychiatrists bulk bill (limited)
- Other psychiatrists charge between $150 and $250 per session.

### Supported Residential Services

<table>
<thead>
<tr>
<th>SRS</th>
<th>Phone Number</th>
<th>Target Group</th>
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<tbody>
<tr>
<td><strong>Balmoral</strong></td>
<td>9572 3012</td>
<td>Psychiatric, ABI and intellectual disability Mix of Pension and above</td>
</tr>
<tr>
<td>75 Waverley Road East Malvern 3145</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Burke Lodge</strong></td>
<td>9571 3108</td>
<td>Psychiatric, disabilities Pension Provide respite</td>
</tr>
<tr>
<td>6 Burke Road East Malvern 3145</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Hollydale Lodge</strong></td>
<td>9571 1543</td>
<td>Psychiatric and intellectual Disability – younger age Pension Provide respite</td>
</tr>
<tr>
<td>37 Burke Road East Malvern 3144</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Malon House</strong></td>
<td>9510 5058</td>
<td>Frail aged, psychiatric Pension Provide respite</td>
</tr>
<tr>
<td>54 The Avenue Windsor 3181</td>
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</tbody>
</table>

The Department of Health SRS Program can provide general information relating to SRSs - phone 9096 7467 or email [srs@health.vic.gov.au](mailto:srs@health.vic.gov.au) Website: [www.health.vic.gov.au/srs](http://www.health.vic.gov.au/srs)
Royal District Nursing Service – Homeless Persons Program
(RDNS – HPP)

Service: The Homeless Persons Program has a team of specialist community health nurses who work with, and on behalf of, individuals and groups experiencing homelessness throughout the Melbourne and metropolitan area.

Services include:
- outreach to people in rooming houses, crisis accommodation, hotels, parks and on the street
- primary care including:
  - health and social assessments
  - professional nursing care
  - counselling and active support
  - first aid
  - follow up
- advocacy on behalf of individuals experiencing homelessness
- promotion and maintenance of health and illness prevention
- education about homelessness to health professionals and community groups
- liaison and collaboration with other health services.

Address: 113 Rosslyn Street, West Melbourne 3003
Phone: 1300 334 455 clients/ general public
        1300 6877 464 (1300 NURSING) health professionals
Fax: 1300 657 265
Website: www.rdns.com.au

Criteria: People who are homeless or at risk of homelessness. In the City of Stonnington our main focus is on pension level SRS residents.

Referral: As per phone or fax above.
General Practitioners

General Practitioners (GPs)
If depression, anxiety or other mental health problems occur, a GP is the first step towards receiving the appropriate care. GPs can provide care or refer patients to a mental health professional who will work collaboratively with the GP to offer care. Some GPs have completed specialised training in mental health care and can provide skilled counselling instead of having to refer patients elsewhere. There is Medicare funding for this type of consultation and a GP can provide ongoing management whether or not a patient has a Mental Health Treatment Plan. In addition, any GP can talk with patients about their mental health.

Who is eligible to receive mental health care under the Medicare Benefits Scheme?
Anyone who has been diagnosed with a mental health disorder.

Does the referral to a mental health provider need to be made by your ‘usual’ GP?
A patient is usually referred by the GP who has completed the patient’s GP Mental Health Treatment Plan. This would generally be the patient’s usual doctor (i.e. the doctor or practice which has provided the majority of services to the patient over the previous 12 months).

To find a GP
Contact the Better Health Channel on 1800 126 637 or visit the website www.betterhealth.vic.gov.au and search for one. Alternatively, see the Yellow Pages under Medical Practitioners.

What are the referral requirements?
Patients must be referred by a GP after the preparation of a GP Mental Health Treatment Plan. The mental health professional must be in receipt of the referral at the first session with the patient.

How many services can each patient access?
Up to 12 individual sessions and 12 group sessions per calendar year. In exceptional circumstances, patients may receive an extra six individual sessions above those already provided (to a maximum of 18 sessions per patient, per calendar year). Exceptional circumstances apply when there has been a change in the patient’s clinical condition or care circumstances and must be authorised by the referring medical practitioner. If the patient exceeds this limit they will not be eligible for further claims (correct at time of printing). If unsure, the patient can ring the Medicare Enquiry Line on 132 150.
Clinical Psychologists with Medicare rebate for mental health care

Medicare rebates are available for visits to psychologists. There may be a fee to cover the gap between the rebate and the psychologist’s fee. The rebate amount varies between psychologists with a few psychologists bulk billing. For information about actual costs please ask the psychologist directly.

The Australian Psychological Society [www.psychology.org.au](http://www.psychology.org.au) has a psychologist locater service: phone 1800 333 497 or email referral@psychology.org.au

A General Practitioner can discuss a patient’s needs with them and provide a referral.

The following local psychologists are accredited to provide clinical psychology services under the Better Access to Mental Health Initiative and are eligible for a higher Medicare rebate.

<table>
<thead>
<tr>
<th>ARMADALE</th>
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<tbody>
<tr>
<td>Ms Lynda Katona MAPS</td>
<td>0402 071 138</td>
<td></td>
</tr>
<tr>
<td>Dr Sandra Neil FAPS</td>
<td>9824 7755</td>
<td></td>
</tr>
<tr>
<td>Ms Barbara O’Loughlan MAPS</td>
<td>9824 8144</td>
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<tr>
<td>Mr Robert Postlethwaite MAPS</td>
<td>9500 1772</td>
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</tr>
<tr>
<td>Dr Bethany Vella MAPS</td>
<td>0425 860 397</td>
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<tr>
<td>Ms Ilona Zagon MAPS</td>
<td>0400 666 922</td>
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<tr>
<th>GLEN IRIS</th>
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<tbody>
<tr>
<td>Dr Penny Brabin FAPS</td>
<td>9809 0809</td>
<td></td>
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<tr>
<td>Mr Tony Catanese MAPS</td>
<td>9804 3748</td>
<td></td>
</tr>
<tr>
<td>Dr Patricia Di Parsia MAPS</td>
<td>9886 9400</td>
<td></td>
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<tr>
<td>Dr Richard Eisenmajer MAPS</td>
<td>8851 3600</td>
<td></td>
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<tr>
<td>Dr David Harvey MAPS</td>
<td>9889 0788</td>
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<tr>
<td>Dr Belinda Jude MAPS</td>
<td>0407 305 325</td>
<td></td>
</tr>
<tr>
<td>Ms Jenny Makros MAPS</td>
<td>0417 620 402</td>
<td></td>
</tr>
<tr>
<td>Mr Geoffrey Martin MAPS</td>
<td>8851 3600</td>
<td></td>
</tr>
<tr>
<td>Ms Louise Sellenger MAPS</td>
<td>0411 316 178</td>
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</tr>
<tr>
<td>Location</td>
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<td>Phone</td>
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<tr>
<td>MALVERN</td>
<td>Mrs Linda Clifton MAPS</td>
<td>9509 9396</td>
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<td></td>
<td>Dr Elizabeth Cosgrave MAPS</td>
<td>0409 571 196</td>
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<tr>
<td></td>
<td>Mrs Else Gingold MAPS</td>
<td>9576 8620</td>
</tr>
<tr>
<td></td>
<td>Ms Janet Gluch MAPS</td>
<td>9500 2866</td>
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<tr>
<td></td>
<td>Mr Geoffrey Martin MAPS</td>
<td>9509 2055</td>
</tr>
<tr>
<td></td>
<td>Dr Therese Meallin MAPS</td>
<td>9815 1100</td>
</tr>
<tr>
<td></td>
<td>Ms Fausta Petito MAPS</td>
<td>9509 9659</td>
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<tr>
<td></td>
<td>Dr Michele Roberts MAPS</td>
<td>0415 861 328</td>
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<tr>
<td></td>
<td>Dr Madeleine Robertson MAPS</td>
<td>0404 003 672</td>
</tr>
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<td></td>
<td>Dr Addie Wootten MAPS</td>
<td>0402 903 101</td>
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<tr>
<td>MALVERN EAST</td>
<td>Dr Clare Heaney MAPS</td>
<td>9561 3200</td>
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<td></td>
<td>Dr Ester Klimkeit MAPS</td>
<td>9500 0455</td>
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<td></td>
<td>Dr Heather McCormack MAPS</td>
<td>9500 0455</td>
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<tr>
<td>PRAHRAN</td>
<td>Dr Roger Brink MAPS</td>
<td>9229 7017</td>
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<td>Dr Matthew Cottrell MAPS</td>
<td>9526 0256</td>
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<td></td>
<td>Ms Rosemary Grahame MAPS</td>
<td>9521 5637</td>
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<tr>
<td></td>
<td>Ms Lynda Katona MAPS</td>
<td>0402 071 138</td>
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<tr>
<td></td>
<td>Dr Irene Panagopoulos MAPS</td>
<td>0408 521 889</td>
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<tr>
<td></td>
<td>Dr Gabriel Phillips MAPS</td>
<td>9529 8877</td>
</tr>
<tr>
<td></td>
<td>Ms Robyn Rowe MAPS</td>
<td>0419 982 335</td>
</tr>
<tr>
<td></td>
<td>Ms Anne Sinclair MAPS</td>
<td>9521 2733</td>
</tr>
<tr>
<td></td>
<td>Mr Jonathon Walker MAPS</td>
<td>9553 8838</td>
</tr>
<tr>
<td></td>
<td>Dr Lisa Warren MAPS</td>
<td>0410 404 496</td>
</tr>
<tr>
<td></td>
<td>Mr Robert White MAPS</td>
<td>0419 900 380</td>
</tr>
<tr>
<td></td>
<td>Ms Nicole Zerman MAPS</td>
<td>0408 830 906</td>
</tr>
<tr>
<td>Location</td>
<td>Name</td>
<td>Phone Number</td>
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</tr>
<tr>
<td>PRAHRAN EAST</td>
<td>Dr Maxine Braithwaite MAPS</td>
<td>0412 340 536</td>
</tr>
<tr>
<td>SOUTH YARRA</td>
<td>Dr Anne Arnott MAPS</td>
<td>0439 616 312</td>
</tr>
<tr>
<td></td>
<td>Dr Annie Curtis MAPS</td>
<td>0400 547 631</td>
</tr>
<tr>
<td></td>
<td>Dr Clint Gurtman MAPS</td>
<td>9674 0390</td>
</tr>
<tr>
<td></td>
<td>Dr Elise Julien MAPS</td>
<td>0488 777 399</td>
</tr>
<tr>
<td></td>
<td>Mr Jeffrey Kelly MAPS</td>
<td>0412 378 367</td>
</tr>
<tr>
<td></td>
<td>Dr Kim Kingston MAPS</td>
<td>9517 0170</td>
</tr>
<tr>
<td></td>
<td>Dr Dennis Mazalin MAPS</td>
<td>9867 7871</td>
</tr>
<tr>
<td></td>
<td>Dr Patricia Miach MAPS</td>
<td>0419 300 605</td>
</tr>
<tr>
<td></td>
<td>Licenciat Maria-Ines Rotmiler de Zentner MAPS</td>
<td>9804 5451</td>
</tr>
<tr>
<td></td>
<td>Ms Louise Van Smeerdijk MAPS</td>
<td>9833 7447</td>
</tr>
<tr>
<td></td>
<td>Mr Thomas Wojcicki MAPS</td>
<td>0431 254 791</td>
</tr>
<tr>
<td>TOORAK</td>
<td>Dr Renata Volich Eisenbruch MAPS</td>
<td>0409 312 830</td>
</tr>
<tr>
<td>WINDSOR</td>
<td>Dr Debbie Fooks MAPS</td>
<td>9500 0751</td>
</tr>
<tr>
<td></td>
<td>Ms Clare O’Bree</td>
<td>0413 874 330</td>
</tr>
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### Private Community Based Centres

- The Delta Centre: 667 Dandenong Road, Malvern 3144, 9500 2866
- Williams Road: 3 Williams Road, Windsor 3181, 9530 2311
- Malvern Psychotherapy: 1232 Malvern Road, Malvern 3144, 9824 4322
- Cabrini Centacare: 1/3 Valetta Street, Malvern 3144, 9576 2377
- The Alma Family Therapy Centre: 403 Alma Road, North Caulfield 3161, 9500 2411
Occupational Therapists with Medicare rebate for mental health care

Occupational Therapists Australia National Office – phone 9415 2900 or email info@ausot.com.au
www.otausvic.com.au
www.ausot.com.au

A General Practitioner (GP) can discuss a patient’s needs with them and provide a referral.

Occupational Therapists are expected to have their Medicare registration changed in April 2011. Access to Allied Psychological Services benefits may still be available – please ask your GP for more information.

Occupational Therapists specialising in Mental Health in the Stonnington area

<table>
<thead>
<tr>
<th>Name of OT</th>
<th>Address</th>
<th>Phone No</th>
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<tbody>
<tr>
<td>Michelle Bihary</td>
<td>The Delta Centre 667 Dandenong Road, Malvern</td>
<td>9500 2866</td>
</tr>
<tr>
<td>Janet Cowling</td>
<td>The Delta Centre 667 Dandenong Road, Malvern</td>
<td>9500 2866</td>
</tr>
<tr>
<td>Amanda McLean (children/teens)</td>
<td>3-68 Liddiard St, Hawthorn</td>
<td>9078 6254</td>
</tr>
<tr>
<td>Debbie Isaac</td>
<td>608/89 High Street South, Kew</td>
<td>0425 813 570</td>
</tr>
<tr>
<td>Naomi Kalman</td>
<td>The Delta Centre 667 Dandenong Road, Malvern</td>
<td>9500 2866</td>
</tr>
<tr>
<td>Angela Madden (Paediatric Occu-pational Therapist)</td>
<td>59 Highfield Road, Canterbury</td>
<td>9836 5800, 0402 217 917</td>
</tr>
<tr>
<td>Kay Pfeiffer</td>
<td>PO Box 4170, Balwyn East</td>
<td>9899 3421, 0409 776 599</td>
</tr>
<tr>
<td>Jennifer Sparks</td>
<td>PO Box 123, Highett</td>
<td>9555 1150</td>
</tr>
<tr>
<td>Clare Edgecome</td>
<td>110 Woodhouse Grove, Box Hill North</td>
<td>9898 8595, 0402 455 046</td>
</tr>
<tr>
<td>Andrew Sullivan</td>
<td>Hawthorn</td>
<td>0407 551 661</td>
</tr>
<tr>
<td>Christina Roach</td>
<td>Caulfield</td>
<td>0413 485 544</td>
</tr>
<tr>
<td>Ali McCormac</td>
<td>59 Highfield Road, Canterbury</td>
<td>9836 5800</td>
</tr>
<tr>
<td>Dianne Tribe</td>
<td>59 Highfield Road, Canterbury</td>
<td>9836 5800</td>
</tr>
</tbody>
</table>
Social Work Counselling with Medicare rebate for mental health care

Australian Association of Social Workers
www.aasw.asn.au

A General Practitioner (GP) can discuss a patient’s needs with them and provide a referral. Social Workers are expected to have their Medicare registration changed in April 2011. Access to Allied Psychological Services benefits may still be available – please ask your GP for more information.

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
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<tbody>
<tr>
<td>Bonita Cohen</td>
<td>The Delta Centre, 667 Dandenong Road, Malvern</td>
<td>9500 2866</td>
</tr>
<tr>
<td>Anna McDowall</td>
<td>Suite 231, South Place, 29 Milton Parade, Malvern</td>
<td>9832 0850</td>
</tr>
<tr>
<td>Ronald Ingram</td>
<td>102 Leopold Street, South Yarra</td>
<td>9820 1712</td>
</tr>
<tr>
<td>Nada Lane</td>
<td>Williams Road Family Therapy Centre, 3 Williams Road, Windsor</td>
<td>0438 074 959</td>
</tr>
<tr>
<td>Gabby Baschuk</td>
<td>The Delta Centre, 667 Dandenong Rd, Malvern</td>
<td>9500 2866</td>
</tr>
<tr>
<td>Shraevani Gir</td>
<td>Raeburn House, 157 Wattletree Road, Malvern</td>
<td>9521 8487</td>
</tr>
<tr>
<td>Julie Murphy</td>
<td>265 Dandenong Road, Prahran</td>
<td>0425 816 317</td>
</tr>
</tbody>
</table>
**Carer Support and Information**

A program of Alfred Health (Caulfield Hospital)

Commonwealth Respite and Carelink Centre Southern Region (CRCCSR)

A 24-hour telephone service Careline 1800 052 222 is an initial contact point that manages all initial requests for information, advice, referral to services and respite required e.g. the carer needs an immediate break or is unable to carry out their normal caring role due to a specific issue such as ill health, hospitalisation or travel away from the home. The CRCCSR also provides a short term Carer Support Program where an outreach worker:

- Meets with carer(s) of person with a mental illness
- Identifies needs
- Works through how to meet needs via a care/support plan
- Provides emotional and practical support
- Links to carer support groups available.

**Young Carers Program**

Provides support for a young person (up to the age of 25) who is the main provider of care and support for a parent, partner, child, relative or friend, who has a disability, a mental illness, a physical condition or who is frail aged.

Phone: 1800 052 222 or 9076 6111

**Address**

Commonwealth Respite and Carelink Centre, Caulfield Hospital
260 Kooyong Road, Caulfield 3162

**Phone**

Careline 1800 052 222

**Websites**

www.carersouth.org.au
www.respitesouth.org.au

**Criteria**

Offers a range of support for people who are the carers of a family member or friend who is frail/aged or has a chronic illness, disability, mental illness or dementia.

Service works with many isolated families and ageing carers.

**Referral**

Self, carer, family or service providers.

**Association of Relatives and Friends of the Emotionally and Mentally Ill (ARAFEMI)**

To promote and improve the wellbeing of people affected by mental illness by providing accommodation and support to people living with a mental illness in the community.

Provides support and information to families and carers.

Services include support groups, family support services, support housing, intensive outreach, education, information and referral.

**Address**

Ground Floor 270 Auburn Road Hawthorn 3122

**Phone**

1300 550 265

**Website**

www.arafemi.org.au
**Carer Support Groups**

**Inner South Parents and Friends**
A support group run by carers for families and friends of people with a mental illness. The group meets monthly to provide information and share experiences.

- **Address**: C/- Waiora Clinic  
  2nd Floor, 435 Malvern Road, South Yarra 3141
- **Email**: AlfredPsych.ParentsFriends@alfred.org.au
- **Phone**: 9076 4713
- **Website**: www.vicnet.net.au/~waiora/

**Caulfield Community Health Service (CCHS) Support Groups**
Facilitates monthly Carer Support Groups for carers living in Stonnington or Glen Eira who are the main provider of care and support for a parent, partner, child, relative or friend, who has a disability, is frail aged, or who has a severe mental or physical condition.

- **Phone**: 9076 6776

**GROW - Better Together, Carer Support Group (Caulfield)**

- **Phone**: 1800 558 268
- **Email**: vic@grow.net.au

**National Network of Adult and Adolescent Children who have a Mentally Ill Parent/s (NNAAMI)**
Provides support for children, young people, and adults, of parents who have a mental illness. Provides counselling, a network of support, web-based support, and advocacy. A peak body representing needs to all levels of government.

- **Phone**: 9889 3095
- **Email**: admin@nnaami.org
- **Website**: www.nnaami.org

**Consumer Groups: Mental Health**

**Wings of Care (Kanfei Chesed)**
Mutual support group for Jewish people with a mental illness  Provides self help support and occupational therapy.

- **Phone**: 9527 4866
- **Email**: wingsofcare@optusnet.com.au
- **Website**: www.wingsofcare.org.au
**GROW Support Group**
GROW groups meet weekly and incorporate a twelve step program of self-development based on the personal experience of people who have found ways to overcome trauma such as depression and anxiety.

**Phone** 1800 558 268  
**Website** www.grow.net.au

**Standing Up to Anxiety / Standing Up to Depression**
Support and treatment groups for people affected by anxiety or depression.

**Address** Inner South Community Health Service, 240 Malvern Road, Prahran  
**Phone** 9525 1300  
**Website** www.ischs.org.au

**Victorian Mental Illness Awareness Council (VMIAC)**
Not-for-profit organisation whose purpose is to provide support, advocacy and referrals to people who are experiencing, or have experienced in the past, emotional or mental distress. The VMIAC also provides information and education about mental health services to consumers of mental health services and the wider community.

**Address** 1/22 Aintree St, Brunswick East, 3057  
**Phone** 9380 3900  
**Email** info@vmiac.org.au  
**Website** www.vmiac.org.au

**headspace Southern Melbourne**
headspace Melbourne Consumer Advisory Group works to provide inputs and ideas to guiding services for consumers at headspace.

**Addresses**  
Ground Floor, 332 Carlisle Street, Balaclava  
Peterson Youth Centre, Cnr Peterson Street and Hightett Road, Hightett  
**Phone** 9526 1600  
**Website** www.headspace.org.au/southernmelbourne

**Rehabilitation, Housing and Respite**
**Mind (Formerly Richmond Fellowship of Victoria)**
Mind has been operating for more than 30 years and is one of Australia’s largest not-for-profit, non-government providers of mental health services to people recovering from a mental illness in Victoria and South Australia. Mind also assists people who are homeless or at risk of homelessness to access community services including safe and stable accommodation.

**Southern Respite Services**
Supports the relationship between people recovering from a mental illness and their carers by:
- Providing planned respite activities in the form of group holidays
- Individual support packages (in-home and community based)
- Recreational day activities.

Aims to reconnect clients experiencing a mental illness back into their community and provide them with enjoyable and enriching experiences.
Both Trelowarren and Edith Pardy House offer a supportive environment that encourages and assists the process of engagement and recovery. They offer a semi-structured residential recovery program. This means that people live at the program, receive support from staff onsite and are involved in various group activities. Both services provide opportunities to assist adults with a mental illness to develop independent living skills, enhance social relationships, encourage ownership of their own recovery and enhance the quality of their lives. Each resident is allocated a key worker and they work together to achieve agreed recovery goals.

Outreach Service: Inner South Personal Helpers and Mentors (PHaM )
The Inner South Personal Helpers and Mentors Program provides an outreach service to people 16 years and over whose ability to manage their daily activities and live independently in the community is affected by their mental illness.
The outreach support worker meets with participants weekly in the community for individualised support. The focus of the recovery service is to build on existing skills and support with activities that promote sustainable and meaningful participation within the community. The key element of the PHaM program is emphasis on community support and social connection as an integral component of recovery.
The service covers the cities of Port Phillip, Stonnington and Glen Eira and operates Monday to Friday 9am to 5pm.
The PHaM Volunteer program provides recreational and social outlets to participants of the PHaM program. Volunteers are recruited and trained then matched with participants to meet for two hours per fortnight for social and recreational activities not necessarily just between 9am to 5pm weekdays.

Address and Phone

Mind Central Office: 9455 7900
Southern Respite Services
86 St Vincent Place, Albert Park 3206
Phone 9686 4900
Residential Recovery Support
Edith Pardy House, 86 St Vincent Place, Albert Park 3206
Phone 9690 4266
Trelowarren House, 543 Orrong Road, Armadale 3143
Phone 9510 1381
Outreach Services
Inner South PhaMs
86 St Vincent Place, Albert Park 3206
Phone 9674 6700
Website www.mindaustralia.org.au
Criteria

Southern Respite Services – People who have a primary diagnosis of mental illness, aged 16-64, and who have a carer. A carer is a family member or other significant support person to someone recovering from a mental illness, who would benefit from a respite break.

Southern Respite Services provide respite to clients and carers residing within the Southern Metropolitan region of Melbourne, including the Cities of Stonnington, Port Phillip and Glen Eira.

Residential Recovery Support – Edith Pardy House and Trelowarren House are transitional programs with people staying for up to two years. Edith Pardy House provides support to adults aged between 20 and 40. Services are generally available to people living in the cities of Stonnington, Port Phillip and Glen Eira. Trelowarren House provides support to adults aged between 20 and 64. People recovering from serious mental illness who may also be at risk of homelessness can apply to the program. Those accessing the service must have a psychiatric diagnosis and experience persistent symptoms that impair their ability to function/cope day to day. Program applicants will be able to identify recovery goals that they wish to achieve and be able to commit themselves to living in a shared household.

Outreach Services – Inner South PhaMs provides services to people aged from 16 and over who are recovering from mental illness and reside in the cities of Stonnington, Port Phillip and Glen Eira. Service applicants will be able to identify recovery goals that they wish to achieve.

Referral

Referrals from carers, families, mental health professionals other professionals and consumers. Referrals taken Monday to Friday 9am to 5pm.

Prahran/Malvern Community Housing (PMCH)

PMCH is a self funded not-for-profit organisation which offers community housing. The service manages rooming houses, group housing and emergency accommodation in the cities of Stonnington and Glen Eira.

Address

Shop 2, 1 Surrey Road, South Yarra 3141

Phone

9826 5194

Criteria

• People who are single, on a low income and capable of independent living can apply for rooming house accommodation
• Emergency housing is short-term and designed for families at risk of homelessness
• PMCH housing is aimed at people on low incomes. People who are working can apply as long as they are eligible for Centrelink payments.

Referrals and waiting list

• PMCH carries a waiting list for their rooming house-properties and waiting times can vary.
• To apply – contact a housing worker during business hours (Monday to Friday 10am to 5pm). Referrals accepted directly or through client support organisations.
• Appointments are generally not necessary.
Cost and inclusions
- Rent is based on a percentage of income and varies from client to client
- Rents charged include:
  - Utilities such as water, gas and electricity
  - Single beds, a refrigerator and basic furniture
  - Shared communal facilities if living in rooming houses

Mental Illness Fellowship Victoria
Mental Illness Fellowship Victoria is a membership-based non-profit organisation that assists people affected by mental illnesses such as schizophrenia, depression and bipolar disorder who need specialised assistance to overcome the disabilities these illnesses cause. Mental Illness Fellowship Victoria also supports families, friends, carers and employers of people with a mental illness.

Residential Respite: O’Meara House – Mental Illness Fellowship Victoria offers respite to carers through providing a 5-day retreat for their loved ones experiencing mental health issues. This retreat gives the opportunity to relax, go on outings and partake in activities of their choice. O’Meara House caters for eight participants at a time offering individual rooms, meals cooked for clients and an open pantry policy. O’Meara House is staffed by experienced and qualified workers at all times.

Prevention and Recovery Care Program (PARC) – Sub-acute residential recovery service with 10 beds. For details and phone number see entry under Alfred Area Mental Health Service.

Opening Doors – (formerly Rossdale SRS) – medium to long-term rehabilitation for adults. Provided through flats with communal kitchen, laundry, dining, and lounge. Staffed 24 hours a day, seven days a week. Has a program of skill development and links to the local Area Community Mental Health Clinics which provide psychiatric care and case management.

Address 94 Alma Road, East St Kilda 3182
Phone 9784 6800
Website www.mifellowship.org
Criteria
- Respite – the respite must be planned and is only available Monday to Friday. It is available to people with a psychiatric disability and their carers in selected areas. A small fee is charged for accommodation and meals.
- Opening Doors – generally for people with severe ongoing disabilities aged over 25 years who are linked to Southern Metro Region (SMR).
Psychosocial Rehabilitation and Support
Inner South Community Health Service (ISCHS): Mental Health Services

Mental Health Case Management Services
The program provides outreach services to people who experience psychiatric disability. Case management is available to support clients through recovery and rehabilitation. Case managers include experienced psychiatric nurses, occupational therapists and social workers. Assertive mental health outreach is available to those who are homeless or in insecure housing. Services are free.

Criteria
Clients must:
• Be aged between 16 and 64 years of age
• Have a diagnosed mental illness
• Have significant unmet psychiatric disability support needs
• Be willing to work with a case manager towards goals identified in a personal recovery plan
• Be willing to consent to agency contact with their primary treatment provider
• Not be in an acute phase of their illness at the time of the referral.

Personal Helpers and Mentors Program (PHaMS):
The Inner South Community Health PHaMS Program assists people whose ability to manage their daily activities, and live independently in the community, is affected due to a mental illness. The program uses a team approach in which participants work with their own personal helper and mentor to achieve the goals they set. The service helps to guide and support participants towards achieving their goals. A key element is emphasis on community support and social connection as an integral component of recovery.

Criteria
There are some exclusion criteria, but in general participants will:
• Be 16 years and over
• Reside within the designated postcode areas (Melbourne 3000, South Yarra 3141, Prahran and Windsor 3181, St. Kilda 3182 incl. South, East and West and Balaclava 3183) or access support from Sacred Heart Mission or St Kilda Drop-In
• Be managing a mental illness that results in a significant functional limitation
• Undergo a functional assessment of their ability to manage their daily lives and live independently in the community. A formal diagnosis is not required.

Inner South Community Health Service (ISCHS): General Casework Counselling
General casework counselling offers information, referral, casework, advocacy, support and counselling for a range of issues including anxiety, depression, grief and loss, relationships, trauma and other issues. The generalist casework counsellor will work with clients to identify goals and how to meet them.

Address 240 Malvern Road, Prahran 3181
Phone 9525 1300
Website www.ischs.org.au
**headspace Southern Melbourne**

headspace Southern Melbourne is a one-stop-shop for young people aged between 12 and 25 years with general health, mental health and/or drug and alcohol issues. The following services are provided from the Carlisle Street location:

- GP services for general health, sexual health and mental health
- Psychologists/social workers/occupational therapists provide a range of bulk billed and gap payment services
- Drug and alcohol counselling
- Employment/vocational training
- Accommodation
- Youth outreach provided by ISCHS

**Address**

Ground Floor, 332 Carlisle Street, Balaclava
Peterson Youth Centre, Cnr Peterson Street and Highett Road, Highett

**Phone** 9526 1600

**Website** www.headspace.org.au/southernmelbourne

**Criteria**

To be eligible clients must be aged between 12 and 25 years

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**Prahran Mission: Mental Health Services**

Prahran Mission provides services to people with psychiatric disabilities who reside in the cities of Stonnington and Port Phillip. Prahran Mission’s Day Rehabilitation Programs provide services to people with psychiatric disabilities who reside in the cities of Stonnington, Port Phillip and Glen Eira.

- **Second Story** – a structured day program to develop social, living and pre-vocational skills. Programs include creative expression, personal development, relapse prevention, cooking, exercise and healthy lifestyles.
- **Multicultural Access Program support** – for people from diverse cultural backgrounds. Includes individual support, group activities and training in English language.
- **Open House Drop In Centre** – provides information resources, recreational/social activities, internet access, washing/drying and shower facilities.
- **Mingles Weekend Drop In** – weekend and public holiday program providing the same services as Open House.
- **Stables Art Studio & Gallery** – Not-for-profit art studio for artists with a mental illness.
- **Voices Vic** – is a network of professionals, carers and voice hearers that work together to reduce the distress which can be associated with hearing voices.
- **ConnectED** – is a HARP project that aims to reduce the preventable use of hospital emergency services by improving the health and wellbeing of people with mental health and complex psychosocial needs.
Home Based Outreach Programs

Provides psychosocial rehabilitation to people living across the southern and eastern metropolitan regions of Melbourne, including specialised assistance to the aged, women with a psychiatric illness (with dependent children in their care) and single men and women recovering from a mental illness. The services support people to live independently and safely, build on existing skills and strengths, and encourage participation within the community.

- **Inner South Outreach Program** – This program is a supportive home-based outreach service. The program supports the process of recovery through the development of therapeutic relationships and working collaboratively with people to identify, develop and implement an Individual Recovery Plan. For people aged 16 to 64 who are recovering from mental illness and reside in the cities of Stonnington, Port Phillip and Glen Eira.
- **Mothers Support Program** – Home-based outreach support and community case management to mothers with a mental illness.
- **Killara Aged Care Rehabilitation Program** – Home-based outreach and support provided to 24 older people who have a mental illness – some live in own homes, others in SRS.
- **Community Aged Care Packages (CACP)**

Referrals to all Prahran Mission’s Home Based Outreach Programs can be made by telephone, by health professionals, self-referral or through a family/carer.

**Address** 15 Cromwell Road
South Yarra 3141
**Phone** 9692 9400
**Fax** 9827 1044

Community Services
- **Emergency relief** – for eligible Health Care Card holders in the City of Stonnington. Monday to Thursday 11am to 2pm
- **Mission Café** – Provides low-cost, nutritious meals.

Employment, Education and Training
- **Job Supply Personnel** – Specialist vocational service that assists people with a mental illness.
- **Mission Café** – Provides hospitality Certificate I Training and work experience.

**Address** 211 Chapel Street, Prahran 3181
**Phone** 9692 9500
**Email** admin@prahranmission.org.au
**Website** www.prahranmission.org.au
Caulfield Community Health Service (CCHS):
CCHS is a comprehensive service which offers centre, community and home-based professional services and health promotion activities. CCHS aims to assist the community to improve and maintain its health. Services available include, Aboriginal access, case management, community health nursing, counselling, dietetics, family therapy, occupational therapy, physiotherapy, podiatry, psychology, social work and speech pathology.

Address  Ashley Ricketson Centre, 260 Kooyong Road, Caulfield, 3162
Phone      9076 6666
Fax        9076 4060
Criteria  People who live, work or study within parts of Glen Eira and Stonnington. The catchment covers the north of North Road in the City of Glen Eira, and the east of Kooyong Road in the City of Stonnington. Some services are also available for people from other areas. Interpreters are available.
Referrals Contact Caulfield Access by phone 9076 6776, fax 9076 6773 or face-to-face. Available Monday to Friday 9am to 4.30pm.

MOIRA – Spiral Program
A worker based at MOIRA provides an outreach service to people who reside in a SRS, with either or both a psychiatric or intellectual disability. Aims to provide clients with support to access social support services.

Address  928 Nepean Highway, Hampton East 3188
Phone      8552 2222

Recreation Access Program – City of Port Phillip
Home and Community Care (HACC) funds a Social Support and Recreation Access (SSARA) worker at City of Port Phillip Council to assist residents with complex needs with access to inclusive and low cost community activities. SSARA provides an up-to-date information service on local recreation and social support options. The SSARA worker will give advice to Mental Health workers and people living with mental health issues about free or low cost inclusive activities, groups, events, recreation and transport and other opportunities in the City of Port Phillip. Free bimonthly newsletters and a calendar/map of accessible activities can be sent to service providers and participants.

Address  Activities are located in the community in the City of Port Phillip
Phone      9209 6384
Website  www.portphillip.vic.gov.au/accessible_arts
Criteria  People with complex support needs who live in the City of Port Phillip. However, information and assistance can be provided to anyone via phone contact. Many activities within Port Phillip are open to residents of neighbouring local government areas.
Sacred Heart Mission
Sacred Heart Mission helps people who are homeless or living in poverty. The Mission provides nutritious meals 365 days a year, personal support programs, sport and recreation opportunities, material aid, aged care hostels, a health clinic, programs for women and outreach programs.

Address 87 Grey Street, St Kilda 3182
Phone 9537 1166
Website www.sacredheartmission.org

RecLink Service
RecLink is a non-profit incorporated association which recognises that everyone has the right to gain access to recreational opportunities and associated benefits which flow from this.

Address Locations vary depending upon activity
Phone 9419 6672
Website www.reclink.org

Specialist Public Mental Health Services
The Alfred Child and Adolescent Mental Health Services: Moorabbin (CAMHS)
Service components include:
• Psychiatric triage
• Intensive mobile youth outreach services (IMYOS)
• Continuing care, clinical
• Training of mental health professionals
• Consultancy assistance to other agencies
• Developmental assessment program
• Sexual abuse treatment program
• Counter disaster and trauma services

Address 2nd Floor, 999 Nepean Highway, Moorabbin 3189
Phone 8552 0555
Criteria For young people up to the age of 18 years and their families living in Melbourne's inner south eastern suburbs and middle southern suburbs.
A specialised service for emotional disturbances particularly those of the most psychiatrically disturbed young people and those who may be at risk.

Referrals The service does not offer general counselling. Referrals are made to the Intake Coordinator by phone.
Child and Adolescent Mental Health Services: Southern Health Care Network
The services relevant for Stonnington are the regional programs including:
• The Intensive Day Program, Mobile.
• Youth Outreach Service, Consultation and Liaison Service, In-patient.
• Assessment and Treatment Service and Mental Health Promotion.
The adolescent in-patient unit provides residential assessment and treatment programs for young people aged between 12 and 18 years.
• A day program for young people is available
• Monash Autism Program (MAP)
• High Risk Adolescent Program for DHS clients
Address 246 Clayton Road, Clayton 3168
Phone 9594 1300

Alfred Area Mental Health Service: Prevention and Recovery Care Program (PARC)
Short-term residential rehabilitation service (up to 28 days) in partnership with the Mental Illness Fellowship. PARC staff provide support to people who have just experienced an acute psychiatric inpatient admission. Support is also provided to people in the community who are at risk of experiencing an acute psychiatric inpatient admission. A range of clinical and psychosocial interventions are used. The service is staffed 24 hours a day, seven days a week.
Address 35-37 Nicholson St, South Yarra, 3141
Phone 9832 9300
Website www.mifellowship.org
Criteria Aged 16-64 years and currently being case managed by Alfred Mental Health Services.

Alfred Hospital: Inpatient Services
• 30 acute beds and five high dependency beds on the ground floor
• 28 acute beds and five high dependency beds on the first floor
• 4 statewide psychiatric intensive care beds located on the ground floor.
Address The Alfred, Commercial Road, Melbourne
Phone 9076 2000
Criteria If hospitalisation is required, a CAT team member will facilitate the process and follow up after discharge if required. Close liaison is maintained between the inpatient units and community services to ensure continuity of care.
Referrals For people aged 18 – 64 years
Caulfield Hospital: Caulfield Aged Psychiatry Service

Service components include:

- Aged Psychiatry Intake – First point of call for all referrals and enquiries.
- Mobile Aged Psychiatric Service (MAPS) (Community-based aged persons mental health assessment team) – Sees anyone living in the community. Works with family, carers, GPs, private psychiatrists, case managers and other services eg Council assessment officers.
- Residential Consultation and Liaison Team - servicing residents in high level care facilities in the community; supports and consults with facility staff.
- Acute inpatient services – 15 beds (Baringa Assessment Unit).
- Aged persons mental health residential care 30 bed – (Namara nursing home).
- Consultant Liaison Team – works in the wards at Caulfield Hospital and in on-site residential units

Address  Caulfield Hospital, 260-294 Kooyong Road, Caulfield 3162
Phone  Intake – Psychiatric triage (information, assessment and referral)
        Business Hours 9076 6012
        After Hours 1300 363 746 – The Alfred Psychiatry Triage
Website  www.caulfieldhospital.org.au
Criteria  • People over 65 years who are experiencing a mental illness that requires specialist psychiatric assessment and management eg depression, delusions or behavioural problems associated with dementia eg aggression, persistent wandering and who live in the cities of Port Phillip, Stonnington and Glen Eira (north of North Road).
          • Will accept Indigenous people younger than 65 years due to earlier ageing issues.
          • Accept on a case-by-case basis, under 65 year olds with dementia and behaviour problems.

Psychiatrists

Psychiatrist preference is often based on availability, catchment area, and area of specialist service found through the Royal College of Australian and New Zealand Psychiatrists referral directory utilised by mental health services. For a referral to a psychiatrist or to discuss treatment options contact a GP.

Private Psychiatric Hospitals

The following private psychiatric hospitals/clinics are available to residents of the City of Stonnington.

Victoria Clinic  324 Malvern Road, Prahran 3181  9526 0200
Delmont Private Hospital  298 Warrigal Road, Glen Iris 3146  9805 7333
Melbourne Clinic  140 Church Street, Richmond 3121  9429 4688
Pinelodge Clinic  1480 Heatherton Road, Dandenong 3175  8793 9444
Albert Road Clinic  31 Albert Road, South Melbourne 3205  9256 8311
Stonnington – Mental Health Service System Overview

Clinical Services

<table>
<thead>
<tr>
<th>Child and Adolescent Services</th>
<th>Adult Services</th>
<th>Aged Persons Services</th>
<th>Specialist and Statewide Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychiatric Triage, Alfred Hospital</td>
<td>Psychiatric Triage</td>
<td>Psychiatric Triage</td>
<td>Victorian Institute of Forensic Mental Health</td>
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<tr>
<td>Acute Inpatient</td>
<td>Alfred Hospital</td>
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<td>Personality Disorder Service</td>
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<td>Alfred CAMHS</td>
<td>– PARC (AMHS)</td>
<td>Acute Inpatient</td>
<td>Brain Disorders Service</td>
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<tr>
<td>Intensive Mobile Youth Outreach Alfred</td>
<td>CAT (AMHS)</td>
<td>– Baringa Assessment Unit, Caulfield Hospital</td>
<td>Mother-Baby Services</td>
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<td>CAMHS</td>
<td>Inner South Alfred</td>
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<td>Eating Disorders Services</td>
</tr>
<tr>
<td>Continuing Care, Clinical</td>
<td>MSTS (AMHS)</td>
<td>Aged Persons Mental Health Community Team,</td>
<td>Koori Services</td>
</tr>
<tr>
<td>Alfred CAMHS</td>
<td>Waiora Clinic South</td>
<td>Caulfield Hospital</td>
<td>Dual Disability Services</td>
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<tr>
<td>headspace Southern</td>
<td>CCT (AMHS)</td>
<td></td>
<td>Neuropsychiatric Services</td>
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<tr>
<td>Melbourne</td>
<td>Waiora Clinic</td>
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<td>EPPIC Statewide</td>
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<td>HOPS (AMHS)</td>
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<td>Psychotropic Drug Advisory Service</td>
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<td>Waiora Clinic</td>
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<td>Transcultural; Psychiatry Unit</td>
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<td>Secure Extended Care Inpatients</td>
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<td>headspace Southern Melbourne</td>
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Psychiatric Disability Rehabilitation and Support Services (PDRSS)

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<thead>
<tr>
<th>PDRSS Outreach and Day Programs</th>
<th>PDRSS Planned Respite</th>
<th>PDRSS Residential Rehabilitation</th>
<th>PDRSS mutual support and self help</th>
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<td>Mind</td>
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<td>Consumer Groups: Mental Health</td>
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<td>Edith Pardy House</td>
<td>Trelawarren</td>
<td>ARAFEMI</td>
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<td>Mental Illness Fellowship</td>
<td>Mental Health Auxiliaries</td>
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<td>– O’Meara House, Respite Visitor Centre</td>
<td>Wynnstay Hostel</td>
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<td>Drop in Centre</td>
<td>Mental Illness Fellowship – Open doors – PARC</td>
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<td>Outdoors Inc</td>
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## Mental Health Service – Summary Table

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<th>Service type</th>
<th>Catchment Area</th>
<th>Target Group</th>
<th>Funding Sources</th>
</tr>
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<td>Adult</td>
<td>State, Commonwealth</td>
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<td>Commonwealth</td>
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<td>Commonwealth</td>
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<td>Commonwealth</td>
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<td>Commonwealth</td>
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<td>Early intervention</td>
<td>Commonwealth</td>
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### Service type:
- **Alfred Mental Health Services**
- **Caulfield Hospital**

### Catchment Area:
- **Stonnington**
- **Inner South CHS**
- **SE Region**

### Target Group:
- **Child/adolescent**
- **Adult**
- **Aged**
- **State**

### Funding Sources:
- **State**
- **Commonwealth**
Definitions

For further information and more definitions please see http://health.vic.gov.au/mentalhealth. Alternatively, please see the list of references on page 43.

**Anxiety**
Anxiety disorders include generalised anxiety disorders, social phobias, specific phobias for example, agoraphobia and claustrophobia, panic disorders, obsessive compulsive disorder (OCD) and post traumatic stress disorder.

**Bipolar Disorder**
Bipolar disorder, or bipolar mood disorder, used to be called ‘manic depression’. It is a psychiatric illness characterised by extreme mood swings. A person may feel euphoric and extremely energetic, only to drop into a period of paralysing depression, in a cycle of elation and sadness. The exact cause is unknown and a number of factors may be involved, although a genetic predisposition has been clearly established.

**Depression**
Depression is a mood state that involves a significant and persistent lowering of mood associated with great sadness. It is one of the most common of all mental health problems. One in five people experience depression at some stage of their lives.

**Eating Disorder**
Eating disorders include anorexia nervosa and bulimia.

**Generalised Anxiety Disorder**
Generalised anxiety disorder is characterised by excessive, uncontrollable, and unrealistic worry about everyday things, such as health, family, friends, money, or career. People with this disorder worry constantly and irrationally about harm affecting themselves or their loved ones, and the worry is accompanied by a feeling of constant apprehension.

**Hallucinations**
A hallucination is when someone hears, sees, smells or tastes something that isn't there. A common form of hallucination is to hear voices that aren't there. Hallucinations can lead to agitation, distress and even hostility.

**Mental Illness**
A mental illness is a health problem that significantly affects how a person feels, thinks, behaves, and interacts with other people. It is diagnosed according to standardised criteria. The term mental disorder is also used to refer to these health problems. A mental health problem also interferes with how a person thinks, feels, and behaves, but to a lesser extent than a mental illness.

**Obsessive Compulsive Disorder**
This disorder involves constant unwanted thoughts, and often results in the performance of elaborate rituals in an attempt to control or banish the persistent thoughts. The rituals are usually time consuming and seriously interfere with everyday life. For example, people may be constantly driven to wash their hands, recheck that the door is locked or the oven is turned off, or follow rigid rules of order. People with obsessive compulsive disorder are often acutely embarrassed and keep their rituals a secret, even from their families.
Panic Disorders
Panic or anxiety attacks are common. Panic disorders are less common; they affect about two per cent of the population. For a person to be diagnosed with a panic disorder, they would usually have had at least four panic attacks each month over an extended period of time. Often panic attacks may not be related to a situation but come on spontaneously. Panic disorder may be diagnosed if panic attacks are frequent and if there is a strong and persistent fear of another attack occurring.

Panic Disorder with and without Agoraphobia
People with this disorder experience extreme panic attacks in situations where most people would not be afraid. The attacks are accompanied by very unpleasant physical symptoms of anxiety, such as feeling like you are having a heart attack. There is also fear of “going crazy” or fear that the attack will lead to death or a total loss of control. These fears lead some people to start to experience agoraphobia, which can severely interfere with their lives. Agoraphobia is not a specific disorder, but a component of anxiety characterised by fear of being in places or situations from which it may be difficult or embarrassing to get away, or the fear that help might be unavailable if needed. People with agoraphobia most commonly experience fear in a cluster of situations such as supermarkets and department stores, crowded places of all kinds, confined spaces, public transport, lifts, and expressways. People experiencing agoraphobia may find comfort in the company of a safe person or object. This may be a spouse, friend, pet, or medicine carried with them.

Post-traumatic Stress Disorder
People who have experienced major trauma, such as war, torture, vehicle accident, fire or personal violence can continue to feel terror long after the event is over. Not everyone who experiences trauma develops post traumatic stress disorder (PTSD). People with PTSD repeatedly re-live the traumatic event through intrusive, distressful recollections, such as nightmares or flashbacks. The flashbacks are often brought about by triggers related to the experience, which the person then tries to avoid. Becoming emotionally numb is also characteristic of PTSD.

Psychosis
Psychosis is when the everyday thoughts that enable us to lead our daily lives become confused.

Non-psychotic illness – symptoms include overwhelming feelings of sadness, tension or anxiety, and difficulties coping with everyday life. Phobias and obsessive compulsive disorders are examples of non-psychotic illnesses.

Delusions are false beliefs that are not shared by others. Delusions can take various forms:

- **Paranoid delusion** – for example, the person believes they are being watched and singled out for some harmful purpose.
- **Grandiose delusion** – for example, the person believes they have special powers or that they are an important religious or political figure.
- **Depressive delusion** – for example, the person believes they are guilty of some terrible crime.
- **Organic Psychosis** - may occur when there is a medical problem (e.g. blood sugars are very high or an older person has an infection).
Types of psychotic illness
There are many factors which can produce psychotic illness. Some examples are:

- **Brief reactive psychosis** – psychotic symptoms lasting less than a month and due to a very stressful event.
- **Drug induced psychosis** – caused by drugs like speed, LSD, marijuana, ecstasy or magic mushrooms. The symptoms last until the effects of the drugs wear off (hours or days).
- **Schizophrenia** – most people affected by schizophrenia experience a range of psychotic symptoms and commonly have difficulty organising their thoughts.
- **Bipolar disorder** – involves very extreme moods (either very high or very low).
- **Severe depression** – depression can be so intense that it causes psychotic symptoms.

**Schizophrenia**
Schizophrenia is an illness that alters the normal functioning of the brain. During an episode of illness, a person with schizophrenia experiences the world in a profoundly confused way, which is often disturbing and frightening for them. For instance, they may hear voices that others cannot hear.

**Social Phobia**
Social phobia is a strong and persistent fear of social or performance situations. The person fears they will be scrutinised and negatively judged by others. Social phobia can interfere significantly with a person’s life because people cope by avoiding the social situation or enduring it with intense distress. They may limit what they do in front of others – especially eating, speaking, drinking, or writing – or withdraw from contact with others.

**Specific Phobia**
Everyone has some irrational fears, but phobias are intense fears about particular objects or situations that interfere with a person’s life. These might include fear of heights, water, dogs, closed spaces, snakes, or spiders. Someone with a specific phobia is fine when the feared object is not present. However, when faced with the feared object or situation, they can become highly anxious and experience a panic attack. People affected by phobias can go to great lengths to avoid situations that would force them to confront the object or situation they fear.
# Common Abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>APMH</td>
<td>Aged Persons Mental Health</td>
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<td>CAMHS</td>
<td>Child and Adolescent Mental Health Services</td>
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<tr>
<td>CAT</td>
<td>Crisis Assessment and Treatment</td>
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<tr>
<td>CCT</td>
<td>Continuing Care Team</td>
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<td>CTO</td>
<td>Community Treatment Order</td>
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<td>CTP</td>
<td>Community Treatment Program</td>
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<td>CCU</td>
<td>Community Care Units</td>
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<tr>
<td>ECT</td>
<td>Electro Convulsive Therapy</td>
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<tr>
<td>ED</td>
<td>Emergency Department</td>
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<td>HOPS</td>
<td>Homeless Outreach Psychiatric Services</td>
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<td>IMYOS</td>
<td>Intensive Mobile Youth Outreach Services</td>
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<td>ISPs</td>
<td>Individual Service Plans</td>
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<td>ITO</td>
<td>Involuntary Treatment Order</td>
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<td>MO</td>
<td>Medical Officer</td>
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<td>MST</td>
<td>Mobile Support and Treatment</td>
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<tr>
<td>PDRSS</td>
<td>Psychiatric Disability Rehabilitation and Support Services</td>
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<tr>
<td>PHaMs</td>
<td>Personal Helpers and Mentors</td>
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<tr>
<td>PMHT</td>
<td>Primary Mental Health Team</td>
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<tr>
<td>RPN</td>
<td>Registered Psychiatric Nurse</td>
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</tbody>
</table>
For further information and more definitions please see http://health.vic.gov.au/mentalhealth. Alternatively, please see the list of references on page 43.

**Carer**
A carer is a person that is caring for a person that has a mental illness. A carer can be a family member, friend, relative and/or a significant other.

**Carer Consultant**
A Carer Consultant is a worker who has experience with providing care for a person with a mental health issue. Carer Consultants provide consultation regarding carer issues/needs across the services. They encourage carer participation and link carers with carer organisations.

**Case Manager**
A case manager will monitor the person’s progress and make sure they have access to all the services they need (for example, housing and employment support). They will also help educate the person – and their family or other carers – about the illness and how to deal with it.

**Clinical Psychologist**
Clinical psychologists have specialist training in the assessment of behaviour and mental functioning, and in a range of interventions aimed at changing how people think, feel and act towards themselves and others.

Clinical psychologists have additional training and experience in mental health issues and attract a higher Medicare rebate than other psychologists.

**Clinician**
A health professional that is tertiary qualified and trained.

**Community Treatment Orders (CTO)**
A CTO enables an involuntary patient to live in the community whilst they are receiving treatment for their mental illness. A psychiatrist oversees this process.

**Confidentiality**
Your records are kept confidential and are not given out to any person. However information may be able to be obtained by health professionals to ensure that you are given the appropriate care. Health professionals are also required to report situations if you are at risk of harming yourself or someone else.

**Consumer**
A person using the mental health system.

**Consumer Consultant**
A person that has experienced being a consumer of a mental health service. Consumer Consultants roles can vary where they can act as a consultant for mental health issues, represent views from a consumer perspective.
Crisis Teams
Crisis teams are groups of mental health professionals who provide assessment and support for people who are seriously affected by mental illness. They can visit the person in their home and arrange hospitalisation if needed.

Duty Worker
A mental health professional at a community mental health centre who is the first contact for a client requesting mental health services. The duty worker undertakes an initial screening and may then arrange an intake assessment of the client’s current problem(s) and guide the client to the appropriate public mental health service or other community service.

Forensic Mental Health
‘Forensic’ means related to or associated with legal issues. Forensic mental health refers to the services provided for the assessment and care of mentally disturbed offenders.

General Practitioner (GP)/Doctor
A GP or doctor can make an assessment and prepare a Mental Health Plan to help the person get treatment and support. This may include referral for psychological therapy from an appropriately qualified health professional and may be covered by Medicare. GPs can also provide ongoing treatment for many people. Some undertake further training to specialise in this area. GPs also play a vital role in ensuring that the physical health of a person with a mental illness is not neglected.

Informed Consent
When a consumer needs to know available options, what could result from each option, the success rates and side effects from each option. The consumer must understand the procedure or treatment.

Involuntary Status
A person may be made an involuntary patient under the Mental Health Act if they:
- Appear to be mentally ill;
- Need immediate treatment;
- Are at risk to themselves or others as a result of the mental illness;
- Are unable to agree to treatment or refuse treatment;
- Cannot be treated in a less restricted manner.

Involuntary Treatment Order
A form that must be completed by a health professional in order to recommend a person for involuntary treatment under the Mental Health Act.
Mental Health Review Board
The Mental Health Review Board is an independent tribunal established by the Mental Health Act 1986. Its purpose is to hear appeals and regularly review all involuntary admissions, clients on community treatment orders and restricted community treatment orders.

Occupational Therapist
Occupational therapists are concerned with how a person performs in self care, leisure and school or work activities. An occupational therapist has completed a four year degree and may undertake further studies.

Private Health Care
It is possible to see a psychiatrist or psychologist who works in private practice. This usually involves paying a fee and then claiming a Medicare rebate, where eligible. It is also possible to be an inpatient at a private clinic or hospital. However, unless the person has private health insurance, this will be expensive.

Psychiatric Disability Worker
A worker that provides a service to people with a psychiatric disability. They can provide support and assistance in everyday activities such as recreation programs and health services.

Psychiatric Nurse
Registered nurses who specialise in the nursing care and treatment of people with mental illness. Psychiatric nurses work in community mental health services and psychiatric inpatient services. Their role includes administration of medication, counselling and long term support, and may include psychological therapies.

Psychiatrist
A medical doctor who specialises in the study and treatment of mental illness. Most people affected by mental illness will have contact with a psychiatrist at some stage of their illness. Those more seriously affected will have more regular contact.

Public Health Care
This includes treatment in public hospitals and community mental health services. The advantages of this system are that it provides a range of services in the community, and there is no direct charge.

Restricted Community Treatment Order (RCTO)
Similar to a community treatment order, but applies to an involuntary patient with a severe mental illness and a criminal conviction who is on a hospital order. It offers a less restrictive option than treatment in a psychiatric inpatient service. A restricted community treatment order can only be made following the recommendation of the chief psychiatrist and the approval of the Mental Health Review Board.
Social Worker
Health professionals who have a qualification in social work and have specialised in mental health. They form part of the multidisciplinary team and typical functions include counselling, advocacy, family work, and social and community development.

Support teams
Support teams provide long-term support to the person in their home. Support teams try to reduce the number of hospitalisations a person may need and help them to maintain a treatment plan and a reasonable quality of life.

Triage
Mental health triage is provided for all potential consumers (or people seeking assistance on behalf of a person thought to have a mental illness) at the first point of contact with mental health services. Triage may also be used for assessment of current and former consumers who make unplanned contact with the mental health service. Triage is a clinical function.
The role of the triage clinician is to conduct a preliminary assessment of whether a person is likely to have a mental illness or disorder, and the nature and urgency of the response required.

Triage Worker
The role of the triage clinician is to conduct a preliminary assessment of whether a person is likely to have a mental illness or disorder, and the nature and urgency of the response required.
Definitions of Target Groups

**Adult Specialist Mental Health Services – target group (16-64 years)**
Adult specialist mental health services are aimed primarily at people with serious mental illness or mental disorder who have associated significant levels of disturbance and psychosocial disability due to their illness or disorder. Commonly these will be people with a diagnosis of a major mental illness, such as schizophrenia or bipolar disorder, but will also include some people with other conditions such as severe personality disorder, severe anxiety disorder, or those who present in situational crisis that may lead to self-harm or inappropriate behaviour towards others. The distinguishing factor is the level of severity of the disturbance and impairment. Increasingly, adult mental health service consumers have more than one disorder, with drug and alcohol related disorders (dual diagnosis) being most prevalent.

**Aged Persons Mental Health Services – target group (65+ years)**
Aged persons mental health services are primarily for people with a long-standing mental illness who are now over 65 years of age, or who have developed functional illnesses such as depression and psychosis in later life. They also provide services for people with psychiatric or severe behavioural difficulties associated with organic disorders such as dementia.

**Child and Adolescent Mental Health Services (CAMHS) – target group (0-18 years)**
Specialist child and adolescent mental health services are provided for children and adolescents up to the age of 18 years with serious emotional disturbance. This includes young people with a diagnosable psychiatric disorder whose condition is considered seriously detrimental to their growth or development and/or where there are substantial difficulties in the person’s social or family environment.

Emotional disturbance in childhood and adolescence may present in a variety of ways. While symptoms may include impaired testing, hallucinations, depression and suicidal behaviour, emotional disturbance in childhood presents more often in other ways. Hyperactivity, nightmares, fearfulness, bed-wetting, language problems, refusal to attend school, and stealing are among the behaviours that may indicate distress or disturbance. Young people from 16 to 18 years of age may receive a service from either child and adolescent mental health services depending on their needs.
**Psychiatric disability rehabilitation and support services (PDRSS) and target group**

PDRSS are managed by non-government organisations and focus on addressing the impact of mental illness on a person’s daily activities and the social disadvantage resulting from illness. They work within a recovery and empowerment model to maximise people’s opportunities to live successfully in the community.

Psychiatric disability support services are aimed at people with serious mental illness and associated significant psychiatric disability. Services cater primarily for people aged between 16 and 64 years. The precise eligibility criteria will depend on the type of service or program being offered. Consumers receiving case management services from the public mental health service who are referred by the service are automatically eligible for support from the PDRSS.

**Statewide and Specialist Services**

In addition to the local area services, a number of specialist services are delivered on a statewide basis. These services offer an additional level of expertise or service response for people with particular clinical conditions or high level needs. It is important for the area services to be aware of what the specialist services offer, as some consumers will benefit from their input eg eating disorders services, personality disorders services.
Definitions of Service Components

**Child and Adolescent Services**

**Acute Inpatient Services**

These services provide short-term assessment and/or inpatient treatment for children and adolescents who have a severe emotional disturbance that cannot be assessed satisfactorily or treated safely and effectively within the community. They are usually located within general hospitals. Links with metropolitan inpatient services exist for the admission of consumers from rural services.

**Conduct Disorder Programs**

Conduct disorder is the most severe type of disruptive behaviour in children and young people. Examples of behaviours are - extreme aggression, truancy, lying, stealing, lack of empathy or running away. Programs offering multilevel early intervention and prevention are currently being piloted in Victoria, and are not currently available in all catchment areas.

**Continuing Care, Clinical**

These teams provide a range of services starting with initial intake to provide advice, information and screening. They undertake assessment and treatment of children and adolescents experiencing significant psychological distress and/or mental illness and their families. Services include crisis assessment, case management, multi-modal treatments, individual, family and group therapy and parent or carer support. They also provide consultancy services to other community agencies and service providers. Child and adolescent mental health services work extensively with other service sectors including schools, general practitioners, paediatricians, youth and family services, child protection and welfare agencies.

**Day Programs**

Child and adolescent mental health services’ adolescent day programs offer an integrated therapeutic and educational program for young people with behavioural difficulties; emotional problems such as severe depression and/or anxiety; emerging personality difficulties or a severe mental illness such as early psychosis. Issues such as relationship and/or social difficulties and non-attendance of an educational or vocational setting are addressed through intensive group therapy. These programs are not currently available in all catchment areas.

**Intensive Mobile Youth Outreach Services (IMYOS)**

IMYOS provide intensive outreach mental health case management and support to adolescents who display substantial and prolonged psychological disturbance, and have complex needs that may include challenging, at risk and suicidal behaviours. These services work with young people who have been difficult to engage using less intensive treatment approaches.
Adult Services

All specialist mental health services are required to provide a range of components so that consumers have access to similar service responses and functions wherever they live. However health services and hospitals deliver their public specialist mental health services differently, depending on the local service environment and catchment area. Some services have separate teams for each component function; others operate ‘integrated teams’ which perform a number of functions by rostering staff to undertake the required activities for a given period. The critical factor is that all area mental health services provide the full range of functions. Specialist services are usually provided on a regional or statewide basis.

Acute Inpatient Services

These services provide voluntary and involuntary short-term inpatient management and treatment during an acute phase of mental illness. Services continue until the person has recovered enough to be treated effectively and safely in the community. These units are located within acute general hospitals. People admitted to an inpatient unit from the community are usually assessed by a CAT service to see if a less restrictive option is possible.

Community Care Units

Community care units provide medium to long-term accommodation, clinical care and rehabilitation services for people with a serious mental illness and psychosocial disability. Located in residential areas, they provide a ‘home like’ environment where people can learn or re-learn everyday skills necessary for successful community living. While it is envisaged that people will move through these units to other community residential options, some consumers require this level of support and supervision for a number of years.

Consultation and Liaison Services

Consultation and liaison psychiatry is the diagnosis, treatment and prevention of psychiatric morbidity among the physically ill patients of an acute general hospital. This includes the provision of psychiatric assessment, consultation, liaison and education services to non-psychiatric health professionals and their clients/patients. This service is not currently available in all general hospitals.

Continuing Care Services

These are the largest component of adult community based services. These services provide non-urgent assessments, treatment, case management, support and continuing care services to people with a mental illness in the community. The length of time case management services are provided to a person varies according to clinical need. Continuing care services may be involved with people for extended periods of time or may provide more episodic care. Continuing care clinicians frequently liaise with, and refer to, generalist services including general practitioners for ongoing support and provision of services to people with a mental illness.
Crisis Assessment and Treatment (CAT) Services
These services operate 24 hours a day and provide urgent community-based assessment and short-term treatment interventions to people in psychiatric crisis. CAT services have a key role in deciding the most appropriate treatment option and in screening all potential inpatient admissions. CAT services provide intensive community treatment and support. This often happens in the person's own home, during the acute phase of illness as an alternative to hospitalisation. CAT services also provide a service to designated hospital emergency departments through an onsite presence.

Homeless Outreach Psychiatric Services (HOPS)
Homeless outreach psychiatric services provide a specialist clinical and treatment response for people who do not engage readily with mental health services. HOPS work in partnership with homelessness services and use assertive outreach to locate and engage with their clients to create a pathway out of homelessness by providing early and appropriate treatment. HOPS link clients into the mental health service system, including access to long-term housing augmented with outreach support, and improve the coordination and working relationships between mental health and homelessness services. HOPS also provide assessment and secondary consultation to homelessness services and other mental health workers. HOPS are not currently available in all catchment areas.

Mobile Support and Treatment Services (MSTS)
These services provide intensive long-term support to people with prolonged and severe mental illness and associated high-level disability. They utilise an assertive outreach approach and operate extended hours seven days a week. MSTSs differ from continuing care services in the frequency and intensity of intervention offered. They work more closely with psychiatric disability rehabilitation and support services.

Prevention and Recovery Care Services (PARC)
PARC services are a new supported residential service for people experiencing a significant mental health problem but who do not need or no longer require a hospital admission. In the continuum of care, they sit between adult acute psychiatric inpatient units and a client's usual place of residence. PARC aims to assist in averting acute inpatient admissions and facilitate earlier discharge from inpatient units. They are not a substitute for an inpatient admission, rather they provide clinical treatment and short-term residential support. PARC services are usually a partnership between PDRSS and clinical services. PARCs are not currently available in all catchment areas.

Primary Mental Health Team
These teams support and enhance the capacity of primary care providers, especially general practitioners and community health services, to recognise and respond to mental disorders more effectively. They provide consultation, liaison, education and training services to primary care providers for both low and high prevalence disorders. The teams have a particular focus on disorders such as depression and anxiety, and also provide some short-term direct care treatment and assessment for these high prevalence disorders.
Secure Extended Care Inpatient Services
These services provide medium to long-term inpatient treatment and rehabilitation for consumers who have unremitting and severe symptoms of mental illness, together with associated significant disturbance, that inhibit their capacity to live in the community. These services are provided on a regional basis, and are gazetted to take involuntary consumers. They are typically located on hospital sites with acute mental health units or other extended care bed based services. They represent the highest level of care on the continuum of mental health services and provide extended clinical treatment, supervision and support.

Youth Program – Early Psychosis Services
Early psychosis services focus on providing service to young people between 16-25 years who are experiencing a first episode of psychosis. They aim to provide for earlier and more intensive treatment as well as minimising disability associated with psychosis, including the impact of distress/trauma on both the young person and their family. These services are sub-specialty programs within the specialist clinical adult area mental health service, with close links to child and adolescent mental health services, primary care services and other community services and organisations. Early psychosis services are not currently available in all catchment areas.

Aged Persons Services

Acute Inpatient Services
These services provide short-term inpatient management and treatment during an acute phase of mental illness until sufficient recovery allows the person to be treated effectively in the community. These services are located with other aged care facilities and/or general hospitals. In some rural services, aged acute inpatient beds are co-located with an adult inpatient unit.

Aged Persons Mental Health Residential (APMH) Care
These services provide a range of specialist bed-based services to consumers who cannot be managed in mainstream aged care residential services due to their level of persistent cognitive, emotional or behavioural disturbance. APMH nursing homes and hostels specialise in caring for older persons with a mental illness and provide longer-term accommodation, ongoing assessment, treatment and rehabilitation. They are designed to have a familiar, homelike atmosphere, and residents are encouraged to participate in a range of quality of life activities. Consumers may remain in these units for lengthy periods but opportunities are sought where possible to achieve discharge to a less restrictive environment such as a generic nursing home.

Aged Persons Mental Health Teams
These services provide community-based assessment, treatment, rehabilitation and case management for older people. The service is delivered through multidisciplinary teams. They provide specialist expertise in medical assessment and treatment, psychological, behavioural, social and functional assessments and a corresponding range of therapeutic interventions. The teams also provide education for consumers and carers as well as consultation to other services.
Psychiatric Disability Rehabilitation and Support Services (PDRSS)

Mutual Support and Self Help
These services provide information and peer support to people with a mental illness and/or their carers. This can involve the sharing of experiences and coping strategies, the provision of information and referral services, and the promotion of community awareness.

Planned Respite
These services provide a short-term change in environment for a consumer and a break for carers, and include both formal and informal psychosocial rehabilitation components. Planned respite services may involve social and recreational day activities, including in-home support, holiday and adventure activities, and residential components.

Psychosocial Rehabilitation Day Programs and Home Based Outreach
Rehabilitation day programs assist people with severe psychiatric disabilities to improve their quality of life, participate in everyday living activities, and function as independently as possible in the community. This may involve the development of social and living skills in a group context, through centre-based and community access programs. Home based outreach services provide support to consumers living in their own homes, or other community residential settings. Training in social and living skills is provided in the home, with a focus on the activities and interactions of everyday life.

Residential Rehabilitation
Residential rehabilitation services provide intensive psychosocial rehabilitation and support in group accommodation preparatory to residents living independently in their own setting. Emphasis is on developing or regaining skills to enable each resident to deal with daily living activities, developing confidence to commence or continue schooling, training or employment, as well as supporting positive contact with their family and friends.

References
www.vichealth.vic.gov.au
www.health.vic.gov.au
www.betterhealthchannel.vic.gov.au
The City of Stonnington would like to thank the organisations mentioned in this booklet for their contribution.

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While every effort is made to ensure that the information contained is correct at the time of publication, details are subject to change. Council does not accept any liability for any statements, opinions, errors or omissions in this document.

This document is not intended to provide advice as to any health condition. For that purpose, a health practitioner should be consulted.

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