

MENTAL HEALTH SERVICES



Consumer, Family & Carer Support Guide



About this guide

Many people first come into contact with mental health services at a time when they are in crisis and experiencing acute stress.

This guide has been developed by Mental Health Services to provide consumers of acute mental health services, their family members and carers with information about acute mental illnesses and the range of services available to assist and support them.

For the purposes of this guide, a consumer is anyone who utilises mental health services and a family member or a carer is anyone who identifies themselves as such.

The information in this booklet was developed in order to address the key information needs of consumers and carers as identified in focus group research.

We would like to thank the consumers and carers who participated in the research and those who participated in developing and editing this publication.

We would also like to thank the staff and clinicians of Mental Health Services and Community Sector Organisations who assisted in providing information for this booklet.

If you have any suggestions for information you would like to see included in this booklet in future reprints, please email: mhadmin@dhhs.tas.gov.au or call (03) 6230 7809.

If you notice any errors in this publication, we would also like to hear from you.

It is challenging to keep written publications up to date. With this in mind, an online version of the publication is also available. The online resource will be updated on a continual basis. It can be found at: www.dhhs.tas.gov.au/mentalhealth

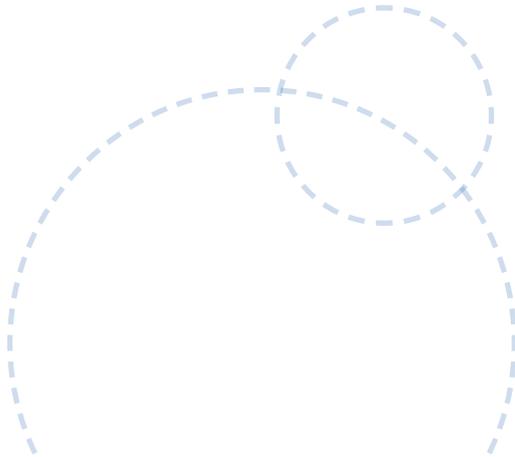




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What is mental illness?



What is mental illness?

Mental illness is characterised by disturbances in the way people think, their mood or behaviour.

While everyone experiences changes in their mood and the way they think or behave at times in their life, a mental illness is said to be present when these feelings become so disturbing and overwhelming that people have great difficulty coping with day-to-day life.

Mental illnesses vary in their severity from mild to acute. Episodes of mental illness can be one off or they may reoccur over time.

The vast majority of mental illnesses are mild enough to be treated by General Practitioners and other clinicians in the community.

This guide has been developed primarily for consumers who experience acute mental illness and their family members and carers.

What is acute mental illness?

Acute mental illness is characterised by significant and distressing symptoms that require immediate treatment. This may be the person's first experience of mental illness, a repeat episode or the worsening of symptoms of a pre-existing mental illness. In some circumstances, the person may be admitted to and treated in an acute inpatient facility.

Some facts and figures

- Almost half of Australians will experience a mental illness at some point in their lives.
- At any point in time, 20% of Australians have a mental disorder.
- At any point in time, 14% of Australians have an anxiety disorder, 4% have a depressive disorder, 1.8% have bipolar affective disorder and 5% have a substance abuse problem.
- Around 1% of Australians have schizophrenia.
- Whilst women have higher rates of anxiety and depressive disorders, men have higher rates of substance abuse disorders.
- Overall, people in younger age groups experience higher rates of disorders.
- People may be more or less likely to develop a mental disorder, depending on their life experiences.
- People who have never been married experience almost twice the prevalence of mental disorders.
- People who are homeless and people who have been incarcerated have higher rates of mental disorders.

Taken from the National Survey of Mental Health and Wellbeing: Summary of Results 2007

What is depression?

We all experience feelings of sadness at times in our lives. Generally these periods of unhappiness are short lived and are an appropriate response to a given situation.

Clinical depression on the other hand, is much more disruptive and can pose a real risk to a person's life and wellbeing.

Typical features of clinical depression include low mood, reduced sleep and appetite with weight loss, low energy, feelings of despair and hopelessness, poor concentration and social withdrawal.

A major depressive episode can come on without apparent cause or it can be triggered by a distressing or stressful life event.

What is an anxiety disorder?

Anxiety is a term used to describe a feeling all people experience when faced with threat, danger, or when stressed. When people become anxious, they typically feel upset, uncomfortable and tense.

In most situations, it is normal and appropriate to feel anxious. People are only likely to be diagnosed with an

anxiety disorder when their level of anxiety becomes so extreme that it significantly interferes with their daily life and stops them doing what they want.

Anxiety disorders are the most common form of mental illness. They can come on for no apparent reason and are generally accompanied by intense physical sensations such as breathlessness and palpitations.

Other symptoms include sweating, trembling, feelings of choking, nausea, abdominal distress, dizziness, pins and needles, feelings of losing control and/or feelings of impending doom.

These symptoms can cause considerable distress but fortunately, treatment of anxiety is usually very effective.

Anxiety disorders include:

- generalised anxiety disorder
- panic disorder
- agoraphobia
- other specific phobias
- social phobia
- obsessive compulsive disorder
- post traumatic stress disorder

What is schizophrenia?

Schizophrenia is characterised by disturbances of thinking, perceptions and emotions. These disturbances can be so severe that they can cause a loss of contact with reality.

The disorder usually begins in late adolescence or early adulthood.

Some people with schizophrenia experience only a few brief episodes, but for others it may become a chronic and life-long condition.

Symptoms of schizophrenia include disturbances of perceptions such as hallucinations. Sometimes someone with schizophrenia may have delusions, such as unfounded beliefs of persecution.

Other possible symptoms can include:

- problems with concentration and reasoning
- withdrawal from other people
- lack of motivation and a reduced interest in activities
- a reduced range of emotional responses or 'blunted' emotions
- inappropriate emotional and behavioural responses
- disturbances in mood
- lack of insight

What is bipolar disorder?

Everyone experiences ups and downs in their mood. However, people who have bipolar disorder have such extreme mood swings that they have a significant effect on how they think, behave and function.

Bipolar disorder typically consists of three states:

1. a high state, called "mania"
2. a low state, called "depression"
3. a well state

During a manic state a person may seem abnormally and continuously high, happy, expansive and euphoric. On the other hand, they may appear irritable, angry, disruptive and aggressive.



If this change in mood is accompanied by at least three of the following symptoms, the person may be in a manic phase of bipolar disorder:

- exaggerated self-esteem or feeling of grandeur
- less need for sleep
- increased talking
- flight of ideas or racing thought
- increased activity levels
- poor judgement
- psychotic symptoms

During a depressive state a person may experience:

- depressed mood
- marked loss of interest or pleasure in activities that used to be enjoyable
- weight loss or gain
- insomnia or hypersomnia (under or over sleeping)
- apathy
- agitation
- loss of energy
- feelings of worthlessness and guilt
- inability to concentrate or make decisions
- thoughts of suicide (which should always be taken seriously)

What is psychosis?

Psychosis is a condition where the functioning of a person's brain becomes severely disrupted.

Psychotic symptoms can occur as an isolated episode or they can periodically occur as part of a diagnosed mental illness such as schizophrenia, bipolar disorder or, in some cases, depression.

A psychotic episode can also be triggered by some drugs.

Many people are first affected with a psychotic episode in their late teens or early twenties.

Approximately one third of people recover from their first psychotic episode within six months and do not experience another episode.

For others, periods of psychosis can reoccur as part of their mental illness.

When someone experiences psychosis they have difficulty telling the difference between what is real and what is not.

They can also appear disorganised in their thinking, their speech and their behaviour.

They can suffer from confused thinking, delusions and hallucinations.

Confused thinking

People with psychotic symptoms experience disordered thinking. The everyday thoughts that let us live our daily lives become confused and don't join up properly.

Delusions

A delusion is a false belief held by a person. Paranoid delusions are very common. People typically can believe that they are being persecuted.

Hallucinations

Hallucinations occur when a person sees, hears, feels, smells or tastes something that is not actually there. The hallucinations are often of disembodied voices which no one else can hear.

What is a personality disorder?

We all have individual personality traits which are unique and influence how we think and behave.

Personality traits can become a problem if the patterns of thinking or behaving that we develop become extreme, inflexible and disrupt our lives.

Personality disorders begin in childhood /adolescence and can persist throughout adulthood.

With early and appropriate treatment and support, people with personality disorders live full and productive lives.

What other disorders are there?

A range of other mental disorders exist. The focus of this publication is on those mental illnesses that most commonly occur in acute adult settings.

More information on the full range of mental illnesses that exist can be found at the following websites:

- www.beyondblue.org.au
- www.sane.org

How is mental illness diagnosed?

A diagnosis of a mental illness is made over time and relies on input from the consumer as well as from family members and carers (where appropriate).

Diagnosis relies on assessment and observation by a trained and experienced clinician.

The clinician will take a history that will involve asking questions about symptoms, the consumer's mental,

physical and emotional life and any linkages between symptoms and things that have happened in the consumer's life.

They will ask about the consumer's drug and alcohol usage as well as any medications that have been prescribed.

They will look at the consumer's general medical and physical health and ask about their family and personal history.

A determination of a diagnosis may be made over a number of days, weeks or even months.

A multi-disciplinary team approach is often used. This means that the team of people involved in treatment will come from a variety of professional backgrounds (psychiatry, psychiatric nursing, psychology, occupational therapy, social work, etc) in order to provide a more holistic assessment and treatment program.

Information from family, carers and friends is recognised as being vitally important in helping to determine a diagnosis and treatment plan.

Involving families in assessment and treatment should take place in a manner which respects the consumer's right to confidentiality.



What treatment and therapy options are there?



Who can treat me?

For many people, particularly those with less severe symptoms, their General Practitioner is their primary treating clinician. It is estimated that General Practitioners treat around 85% of people with a mental illness.

A range of professionals (also called clinicians) are employed across the mental health sector in Tasmania.

Clinicians come from a variety of professional backgrounds that include psychiatry, psychology, social work, welfare, occupational therapy and psychiatric nursing.

Regardless of their professional background, all clinicians are trained in understanding feelings and behaviours and know ways to help people through difficult times.

What types of treatment are there?

Treatment can do a lot to reduce and even eliminate the symptoms of mental illness. Treatments can be divided into three categories - biological, psychological and social.

A combination of therapies from all three categories are important in the recovery process.

A number of self help resources are also available that can help you with your recovery journey.

Biological treatments

The primary biological therapy, particularly in times of crisis, is medication.

Electro Convulsive Treatment (ECT) can also be used when symptoms are particularly severe and other forms of treatment are not working.

To find out more about biological and other treatments for mental illness, visit the SANE website at: www.sane.org or beyondblue at www.beyondblue.org.au

Psychological treatments

Psychological therapies are based on different methods of talking face-to-face with a therapist. A range of techniques can be used which include:

- Behaviour Therapy
- Cognitive Behaviour Therapy
- Family Therapy
- Group Therapy
- Psychodynamic Therapy

For more information about these treatments, please talk to your clinician or General Practitioner.

Social Therapies

A wide range of social supports and rehabilitation services exist in the community that include occupational and recreational therapy, respite care, residential rehabilitation, peer supports, structured day programs and drop-in centres.

Is it necessary to take medication?

For some people, the answer is yes.

The major mental illnesses (severe depression, schizophrenia and bipolar disorder) are typically treated with medication.

Be sure to tell your clinician if you experience side effects when taking your medication. It can take time and patience to find the best medication and dosage that works for you.

It is important that you don't stop taking your medication without discussing it first with your treating clinician or General Practitioner.

What questions should I ask?

Mental Health Services encourages consumers to seek out whatever knowledge they need to help actively manage their illness and recovery.

Treating clinicians are an important resource that can be used to develop knowledge about mental illness. Consumers and family members are encouraged to ask as many questions as needed.

Some potential questions could include:

1. What kind of therapy or medication options are there?
2. Where can I get more information about my illness?
3. What are the side effects of the medication I am taking?
4. How can I counteract side effects?
5. What is the lowest effective dose of my medication that I can have?
6. What supports and services are available to help me?
7. What are my rights?
8. How do I get advocacy?
9. How can I write a management plan or treatment plan for myself when I am well?
10. Am I likely to experience a relapse?
11. What are the early warning signs for the onset of a relapse of my condition?

Will things get better?



Will things improve?

People with a mental illness can maintain stable and productive lives.

For some people, their mental illness may wax and wane over the course of their lifetime. Others may experience only one episode.

Recovery in the context of mental health is about living the best life that you can, taking responsibility for your own wellbeing and optimising your life chances. Recovery is seen as a process and not an end state.

Most people with mental illness maintain stable and productive lives with the help of regular medication and therapy.

When will things improve?

With appropriate treatment, most people experience a reduction of symptoms and disturbing experiences within days or weeks.

In some cases, full improvement may take months.

How long things take to improve and the extent to which things will improve will depend on a number of factors that include:

- the nature and severity of the illness itself

- the support structures and services in place
- the individual's capacity and motivation to engage in treatment.

As with any illness, the earlier the diagnosis is made, the better the outcomes that are likely to be achieved.

How can I stay well in the community?

As with any health condition, it is important to have a good relationship with your General Practitioner or treating clinician and work with them to develop a sound treatment or management plan.

There are a wide range of strategies that you can put in place to help you manage your illness. These include:

- understanding and recognising the early signs and symptoms of mental illness and seeking treatment early either through your treating clinician or by contacting the Mental Health Services Helpline on 1800 332 388
- maintaining medication as appropriate if it is an effective treatment
- discussing with your clinician if your medication is not working or

- if side effects are troubling you
- maintaining social contacts and support
- developing a management plan that includes a relapse plan in collaboration with your clinician, family members or carers (if appropriate)
- participating in support and rehabilitation programs
- joining social activities
- avoiding non-prescribed drugs and alcohol
- asking someone who you trust to tell you when you are displaying symptoms that are the early warning signs of a relapse

What happens when I leave hospital?

On discharge, appropriate follow up will be arranged either with your General Practitioner, a private clinician, a case manager in Mental Health Services or a Community Sector Organisation. You and your family or carer should have input into this.

A discharge summary will be sent to your treating clinician and you will be given a copy.

The summary should cover who you are being referred to, the date of your first appointment, the dates of your hospitalisation, what medication you are

taking, what supports and services you will require and who you would like to be notified of your discharge.

What is a Management Plan?

After your discharge you should collaborate with your treating clinician and family to develop a management or treatment plan.

A management or treatment plan documents your treatment and treatment goals. It is tailored to your needs and makes use of other services and social supports as appropriate.

The plan can also encompass a relapse plan which identifies the early warning signs of a relapse and what you would like people to do if they appear. It can document what doctors or services you want to use, what treatments you want or don't want and who you want to be notified in the case of a relapse. If you have dependent children or pets, it should also document details for their care.

If you are being treated by a Mental Health Services Community Team, they will actively work with you to develop a treatment plan (also called an Individual Service Plan).

A treatment, management or individual service plan is not a legal document as such but will assist you, your clinician and family and friends.

What can I do?



What can I do as a consumer to help myself?

Your determination to get better, to actively manage your illness, to take actions, face problems and make choices is one of the biggest things that will help facilitate your recovery.

Some good strategies for staying well include:

- maintaining appropriate medication and treatment
- writing down or talking about problems
- contacting or visiting friends
- exercising
- meditating
- eating well
- expressing your needs and opinions
- participating in creative endeavours
- avoiding stressful situations if possible or finding ways of dealing with stressful situations
- joining a peer support group or online network
- accessing appropriate support and rehabilitation programs as needed
- know what things trigger your symptoms and try to avoid them
- develop a management plan

Remember that you are responsible for your own care and should be an active partner in deciding the best course of treatment.

How can I help someone else with a mental illness?

When someone you know and care for is diagnosed with a mental illness you can feel quite powerless. However, there is a lot that you can do to help.

1. increase your knowledge about their mental illness
2. be calm and patient and do what good friends do – be there and be prepared to listen
3. show empathy and try to understand the emotion that the person is feeling
4. communicate simply and clearly
5. don't take anything your loved one does personally
6. encourage activities and social interaction
7. encourage the person to get assistance when they need help
8. help them to work on a management plan for their illness when they are well
9. don't shy away from talking about their illness
10. maintain your personal boundaries - set limits and make it clear what you can and can't do
11. ensure that you do things that will maintain your own mental health and ask for support if you need it

At the end of the day, it is about being a friend to someone – you allow them to make their own mistakes and support them when it is needed.

When your loved one is well, try and develop a relationship whereby you can tell them when they are showing signs of a relapse.

A person at the acute stage of mental illness can lose touch with reality and demonstrate a loss of insight into their own behaviour.

If you think your friend or family member is becoming unwell and is resisting support or has stopped taking their medication, you should contact their treating clinician, General Practitioner or the Mental Health Services Helpline on 1800 332 388 for advice.

If anyone is a danger to themselves or to others, you should contact Emergency Services on 000.

What if they don't want help?

When the person is well, encourage them to develop a management plan that details what they want you to do the next time that they become unwell.

If the person has a case manager or a treating clinician, you could ring them for a confidential discussion. Even though the clinician may not be able to share information with you due to confidentiality and privacy, they are able to listen to information you provide and document and act on it as appropriate.

If you think a crisis is looming you may want to ring the Mental Health Services Helpline on 1800 332 388 to fill them in on the situation.

If you feel under physical threat at any stage, call the police. Inform them it's a mental health situation and ask them to come in an unmarked car without sirens.

Finally, at any time you need support or assistance, you can contact one of the carer support organisations listed in the back of this booklet.

The number one priority for carers and family members is to stay mentally and physically healthy yourself. You are more likely to be helpful to those around you if you stay healthy.

What rights and responsibilities do I have?



What are my rights as a consumer?

The Australian Charter of Healthcare Rights describes the rights of all Australians who use the Australian health system. Those rights are:

ACCESS - I have a right to health care.

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

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

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

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

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

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

What are my responsibilities as a consumer?

As a consumer you are responsible for the decisions that you make and you should abide by the rules and policies of the treatment facility you are attending.

You can ask the Service treating you about the policies that they have in place.

Your assistance is important in helping to provide a safe, efficient, and effective service.

What is the Mental Health Act?

Most people with mental illness can and do seek out help for their condition. The **Mental Health Act 1996** has limited application to this group.

The **Mental Health Act 1996** is concerned with the small number of people with mental illnesses who cannot (or who do not) seek out treatment but who are assessed as needing treatment and/or hospitalisation in order to protect themselves and others from harm.

The Act provides these consumers with certain, specific rights such as the right to receive particular information and the right to have access to an Official Visitor.

Your treating clinician should be able to provide you with more information about these rights. The brochure “Your rights under the **Mental Health Act 1996**”, is also available from www.dhhs.tas.gov.au/mentalhealth

What are my rights as a carer?

As a carer (family member or friend) you have a right to be involved in a consumer’s treatment with the consent of the consumer.

Mental Health Services encourages carers to share the insights they have gained through knowing and living with the consumer and to become an active partner in the treatment plan.

What can you do if you feel that your rights are being violated?

As either a consumer or a carer, if you feel at any time that your rights are being violated you can:

1. talk to your treating clinician
2. contact Mental Health Services
3. contact Advocacy Tasmania
4. contact an Official Visitor
5. contact the Mental Health Tribunal
6. contact the Health Complaints Commissioner Tasmania

(See the contact details at the end of this chapter).

How do I provide feedback to Mental Health Services?

If you would like to provide us with feedback about the service you receive then there are a number of options available to you:

Option 1

You can talk to the staff member providing your care. If you are not comfortable doing this alone, you may wish to ask a family member, a friend or someone you trust to provide you with support and sit in on the conversation.

Option 2

If you are not comfortable talking with the staff member about the issue or you are unhappy about the outcome, you can lodge either a verbal or written complaint to the Manager of the service. You can also arrange a meeting with the Manager. You are welcome to have a friend, family member or advocate with you.

Option 3

If you are still not satisfied with the outcome you may wish to write directly to:

The CEO
Statewide & Mental Health Services
PO Box 96
Moonah TAS 7009
Ph: (03) 6230 7780

Email: mhadmin@dhhs.tas.gov.au

Option 4

If you remain dissatisfied after the above, you can contact the office of the Health Complaints Commissioner on 6233 6348 or 1800 001 170

Key contacts

Mental Health Tribunal

GPO Box 1307
Hobart Tas 7001
Ph: (03) 6233 3033
Email: mht@justice.tas.gov.au
Web: www.mentalhealthtribunal.tas.gov.au

Guardianship and Administration Board

GPO Box 1307
Hobart Tas 7001
Ph: 1300 799 625 (local) or
(03) 6233 3085
Email: guardianship@justice.tas.gov.au
Web: www.guardianship.tas.gov.au

Legal Aid Commission of Tasmania

158 Liverpool Street,
Hobart Tas 7000

64 Cameron Street,
Launceston Tas 7250

8 Griffith Street,
Devonport Tas 7310
Ph: 1300 366 611 (Free call)
Web: www.legalaid.tas.gov.au

Official Visitors

GPO Box 960
Hobart TAS 7001
Ph: (03) 6233 9262 or
1800 001 170 (Free call)
Email: official.visitors@mhovs.ombudsman.tas.gov.au

Health Complaints Commissioner Tasmania

GPO Box 960
Hobart Tas 7001
Ph: 1800 001 170 (Free call)
Email: health.complaints@ombudsman.tas.gov.au
Web: www.healthcomplaints.tas.gov.au

Advocacy Tasmania Inc.

PO Box 426
Sandy Bay Tas 7006
Ph: (03) 6224 2240
1800 005 131 (Free call - clients only)
Email: advocacy@advocacytasmania.com.au



What else do family and carers need to know?

Mental illness affects the families and friends of consumers and it can cause big changes in how people live their lives.

Families and carers should be partners in care as there is strong evidence that this leads to better outcomes for everyone involved.

Families are in a unique position to provide valuable input into the assessment and treatment process because of the day to day role they have - living with and caring for a family member with a mental illness.

Mental Health Services is committed to ensuring that family members and carers participate in the planning of Mental Health Services and have the opportunity to provide input into the care and treatment of their loved ones.

How can I look after my own wellbeing?

When caring for someone else, it's important to remember to look after yourself and other family members too. You can do this by:

- ensuring that you take regular 'time out' to do the things that you enjoy and socialise with friends. A strong support network is important. Ask about respite care to give everyone a break



- talking about how you feel. Don't 'bottle up' feelings if you are sometimes frustrated or need support
- letting the treating health professionals and others know how you feel and ask for support if you need it
- being sensible about what you reasonably can – and cannot – do
- not trying to do too much. Pace yourself and look out for signs that you are becoming stressed

What do we do in a crisis?

When someone becomes extremely unwell, it can be distressing and confusing for others, as well as for the person concerned.

These tips can guide you in what to do:

- communicate clearly in an honest, understanding manner
- do not crowd, rush or unnecessarily touch the person.
- provide a calm, safe environment
- seek help from your treating clinician or General Practitioner, the Mental Health Services Helpline on 1800 332 388 or the police on 000
- try to behave in a quietly confident manner
- be firm but friendly and unthreatening

- reassure them that help is on its way

What do we tell children?

Children may have questions, worries and fears when a parent or family member has a mental illness. It is important to ask children how they are feeling about what is happening in the family and to address their questions and concerns.

Some common questions and concerns are:

- did I do something wrong?
- can I help make it better?
- will it happen to me?
- when will you be better?

Children need to know that they are not alone. That in any year, 1 in 5 people have a mental illness and many of these people have children too.

They need to know that they did not cause their parent's mental illness and that their parents can recover. They need to be given information about their parent's mental illness and be encouraged to ask for help about how to write a plan for what they should do if their parent becomes unwell.

You should let your treating clinician

know if you have children and ask for information that can help them come to terms with mental illness.

Caring for children in the event that a parent has a crisis is also an important part of a consumer's management plan.

Supports for children of parents with a mental illness

Anglicare Tasmania offer a Taz Kids Club program and Champs Camps for children aged seven to seventeen. For further information contact: 1800 243 232.

Some good websites also exist with excellent information to support children who have a family member with a mental illness:

COPMI Website (Children of Parents with a Mental Illness)

www.copmi.net.au

Headroom

www.headroom.net.au

Young Carers website

www.youngcarers.net.au

Who can I turn to for help?



Mental health services are provided by a wide range of different service providers in Tasmania.

Services are provided by Government, by private providers, by Community Sector Organisations and by General Practitioners.

1. For many people, their **General Practitioner** is the first point of contact when they or someone they know is experiencing a mental health problem. Under the **Better Access Initiative**, General Practitioners can develop a Mental Health Care Plan for consumers and refer as appropriate to psychiatrists, psychologists and other allied mental health workers funded by the Medical Benefits Scheme.
2. The **Tasmanian State Government** provides publicly funded mental health services through Mental Health Services. Primarily these services are aimed at people with acute or chronic mental health illnesses (approximately 3% of Tasmania's population experiences an acute mental health illness in any given year).

Services include inpatient treatment facilities, extended treatment services and

multi-disciplinary teams of clinicians who are based in the community. These services are all accessed through the Mental Health Services Helpline on 1800 332 388.

3. Consumers can also choose treatment from a range of specialist services (Private Psychiatric Hospitals, Psychiatrists, Psychologists, Mental Health Nurses, Occupational Therapists, Social Workers, etc) in the **Private Sector**.
4. **Community Sector Organisations** provide a range of residential rehabilitation services, recovery services and peer support groups that can assist consumers with recovery, rehabilitation and support. Many of these services are funded by, and operate in partnership with, the Tasmanian State Government.
5. A range of providers also offer **telephone advice and/or counselling services**.
6. Finally, **information on mental illness and recovery** can be found on numerous websites.

A directory of Government and Community Sector services is provided on the following pages.

Services Provided by the Tasmanian State Government

Statewide & Mental Health Services operates as part of the Department of Health & Human Services. This section contains information on the following services offered by Statewide & Mental Health Services:

- Child and Adolescent Mental Health Services
- Adult Mental Health Services
- Older Persons Mental Health Services
- Mental Health Services Helpline
- Forensic Mental Health Services
- Alcohol and Drug Services

CAMHS South – Clare House

26 Clare Street, New Town
166 Davey Street, Hobart
Ph: (03) 6233 8612
Email: clare.house@dhhs.tas.gov.au

CAMHS North West

5th Floor Reece House,
46 Mount Street, Burnie
Ph: (03) 6434 7280
Email: camhs.nw@dhhs.tas.gov.au

CAMHS North

46 Cameron Street, Launceston
Ph: (03) 6336 2867

Child and Adolescent Mental Health Services

Tasmanian Mental Health Services provide a free and confidential community-based service for children and adolescents (aged 0 to 18 years) through the Child and Adolescent Mental Health Service (CAMHS).

All referrals to CAMHS should be made through the Mental Health Services Helpline (1800 332 388). Your doctor, social worker or guidance officer are some of the people who can refer to the CAMHS in your area through the Mental Health Services Helpline (1800 332 388). You can also call the Mental Health Services Helpline direct to discuss the referral process.

Adult Mental Health Services

The Adult Mental Health Service operates a number of community teams around the State. They offer a free, confidential service to people living in the community who are aged between 18 and 65 years and who have a severe or complex mental health problem.

The Adult Mental Health Service also operates Inpatient and Extended Treatment facilities around the state that assist adults aged up to 65 years of age who have a serious mental illness or disorder and who need 24 hour care.

Specialist services range from medical,

nursing and allied health assessment and treatment in acute inpatient units to a longer-term support and treatment focus in community-based facilities.

Inpatient Services

Inpatient Services managed by Mental Health Services are:

- Psychiatric Intensive Care Unit (PICU), Royal Hobart Hospital (statewide admissions)
- Spencer Clinic, North West Regional Hospital, Burnie
- Northside Mental Health Clinic, Launceston General Hospital
- Millbrook Rise, New Norfolk (statewide admissions)
- The Department of Psychological Medicine (DPM), Royal Hobart Hospital

Extended Treatment Services

Extended Treatment Services managed by Mental Health Services are:

- Mistral Place, Hobart
- Millbrook Rise Centre, New Norfolk
- Campbell Street Centre, Hobart
- Tolosa Street Respite and Rehabilitation Centre, Hobart

Admission to Inpatient and Extended Treatment Services is via our community mental health teams and

hospitals. Please contact the Mental Health Services Helpline for more information (1800 332 388).

Adult Community Mental Health Services

Mental Health Services operate Adult Community Mental Health Services in each of the following regions:

- **Hobart and Southern Districts** – providing services to Hobart, Kingston and Huonville local government areas.
- **Glenorchy and Northern Districts** – providing services to Glenorchy, Derwent Valley and Central Highlands local government areas.
- **Clarence and Eastern Districts** – Providing services to Eastern Shore and East Coast local government areas.
- **Launceston and Northern Region** – services Launceston and the surrounding areas of Tasmania.
- **North West Region** – provides services in the North West from Burnie and Devonport. Outreach services are also located in Circular Head, King Island, the Kentish area and the West Coast.

Access to Adult Community Mental Health Services is via the Mental Health Services Helpline (1800 332 388).

Older Persons Mental Health Services

Mental Health Services provides a free and confidential mental health service to assist people over 65 years of age who have a mental illness and/or impaired thinking with challenging behaviour.

These services are delivered through the Older Persons Mental Health Service (OPMHS). Care within the community is emphasised, with some services being centre-based.

Older Persons Mental Health Services provides the following services:

- community teams based in each region
- an inpatient service for assessment and treatment
- day centres

Older Persons Mental Health Services in Tasmania are:

- OPMHS Community Teams in the North, North West and South
- Community Dementia Team in the North
- The Roy Fagan Centre – statewide inpatient facility and day centre
- Dementia Behaviour Management Advisory Service

Access to these services is through the Mental Health Services Helpline (1800 332 388).

The Mental Health Services Helpline - 1800 332 388.

The Mental Health Services Helpline is a 24 hour a day, seven day a week service for mental health crisis.

It operates as a STATEWIDE service reaching all regions of Tasmania. Calls are free from landlines.

The service is operated by mental health professionals who will give you advice and help you arrange mental health assessment and intervention for people in need.

It will help provide access to other services as appropriate and translators are available on request.

You should contact Mental Health Services Helpline if you or someone you know is:

- showing obvious changes in mood
- behaving in a disorganised manner
- has poor concentration
- seeing things that aren't there
- hearing voices
- expressing strange thoughts
- very anxious and fearful
- expressing suicidal ideas or thoughts

If someone is in danger you should contact the police on 000. Emergency Services will contact Mental Health Services if the person appears to have a mental health issue.

The Mental Health Services Helpline encourages feedback about the Helpline telephone service. To give them your feedback, write to:

Manager, Clinical Standards & Improvement
Mental Health Services
PO Box 96
Moonah 7009

Alternatively, submit your written feedback via email to:
mhadmin@dhhs.tas.gov.au

Forensic Mental Health Services

Forensic Mental Health Services provides community and inpatient mental health assessment, treatment and case management for people involved with, or at risk of being involved with, the criminal justice system and who have a mental disorder.

Clients are provided with contemporary, professional and highly specialised psychiatric care and treatment so that their condition is well managed.

Services include a Court Liaison Service which provides assistance for people with a mental illness who have to go to court.

Professional and appropriate care is provided in our inpatient service at the Wilfred Lopes Centre.

For more information contact (03) 6336 2627.

Alcohol and Drug Services

Alcohol and Drug Services in Tasmania assists individuals, families and communities to reduce the harm caused by substance abuse.

Alcohol and Drug Services provides interventions and supports for people with alcohol and drug issues including assessment, counselling, case management, coordination of care, group work, information, community education and professional consultation to other service providers.

The Alcohol and Drug Service also provides a range of specialist targeted services in the following areas:

- support for youth
- outreach services
- relapse prevention
- management of complex needs
- brief and early intervention
- smoking cessation

Alcohol and Drug Services also provide an opioid substitution pharmacotherapy service and manage a specialist residential based withdrawal management service in the South of the State.

A 24 hour Alcohol and Other Drug Information Service can be accessed on FREE CALL 1800 811 994. Alcohol and Drug Services also fund a range of Community Sector Organisations to deliver a range of services around the State:

Alcohol, Tobacco & other Drugs Council Inc. (Hobart)

Provision of strong leadership, support, and independent state-wide representation for the non-government, not for profit alcohol, tobacco and other drug sector in Tasmania.

www.atdc.org.au

Burnie Youth Alcohol & Drug Services (Burnie)

Information and referral, advocacy support, health promotion and education, treatment interventions confidential counselling and diversion.

www.iparty.com.au/burnieyouth/index.html

Circular Head Aboriginal Corporation (Smithton)

Assessment and referral, identification of treatment goals and support.

www.chac.com.au

Drug Education Network Inc. South (New Town, Launceston, Ulverstone)

Harm reduction through community development strategies, facilitation and promotion on issues relating to substance use, support to school communities in relation to alcohol and other drug issues, provision of resources, information and referral service for issues relating to substance abuse.

www.den.org.au

City Mission (Launceston)

Provision of a safe and monitored environment to sober up, referral and information on support/treatment options.

www.citymission.org.au

Holyoake Tasmania Inc. (Hobart)

Provision of support to families affected by addiction. Holyoake delivers its services by way of specifically targeted programs, which comprise an awareness raising and group work component as well as individual counselling.

www.holyoake.com.au

Quit Tasmania (New Town)

Undertakes activities designed to eliminate or reduce exposure to tobacco. Increase public awareness of the harm of tobacco use and the provision of specialist information, support and resources.

www.quittas.org.au

The Link Youth Health Service (Hobart)

Provision of appropriate health care for youth for problems associated with alcohol and other drug use, prevention and early intervention services to young people.

www.thelink.org.au

Salvation Army—The Bridge Program (New Town)

Provision of a tailored inpatient residential rehabilitation program. Safe and secure environment for clients, support to clients to enhance their capacity and skills to manage their substance use issues.

www.salvationarmy.com.au

Youth & Family Focus Inc. (Devonport)

Respond to drug & alcohol problems among young people by providing an early intervention outreach service.

www.yaff.com.au

Mental Health Services provided by the Community Sector

A range of Community Sector Organisations deliver services to people with a mental illness and or their family members and carers. The range of services include:

1. residential rehabilitation
2. recovery and rehabilitation programs
3. peer support groups
4. advocacy
5. services for children, families and carers
6. peak bodies

Residential Rehabilitation

Residential rehabilitation is provided around Tasmania by a number of organisations that are funded by Mental Health Services.

Residential rehabilitation programs provide a safe environment within a community living setting for residents who have a major mental health diagnosis. The programs provide opportunities for individuals to regain social, recreational and personal life skills and to work towards independent living. These services are community

focused and look to create pathways for residents into the wider community.

To be eligible for a program, you must be aged 18 years or over and be diagnosed with an enduring mental illness and have a commitment to developing skills for independent living.

Application to all supported accommodation programs is via the Maximising Recovery Panel. You can contact them for an application form by calling:

South	(03) 6230 7729
North	(03) 6336 2196
North West	(03) 6434 4070

Richmond Fellowship

Richmond Fellowship offer residential rehabilitation programs at:

- Lindisfarne
- Glenorchy
- Mowbray
- Rokeby
- Ulverstone

For further information contact: (03) 6228 3344 or visit www.rftas.org.au

Anglicare

Anglicare provides supported accommodation for people with severe mental illness in the North West of Tasmania at Curraghmore and in the North of Tasmania at Rocherlea in Launceston. Specialist clinical support to these programs is provided by Mental Health Services in the North and North West of Tasmania.

For further information please call (03) 6421 7661 or visit their website at www.anglicare-tas.org.au

Langford Supported Services

Langford provides a supported accommodation service in Hobart that supports, promotes and develops independence for people with mental health problems.

For further information please call (03) 6228 9099 or visit their website at www.langford.org.au

Caroline House

Provides supported accommodation for women in Hobart. Accommodation is provided for six women and it is staffed 24 hours a day, seven days a week.

For more information please call (03) 6234 5011 or email carolinehouseinc@bigpond.com.au

Recovery and Rehabilitation Programs

Richmond Fellowship

Richmond North West

Richmond Fellowship operate a psychosocial rehabilitation model of care in the North West of the state that offers packages of care to people who are well enough to live in the community. The program aims to support participants in identifying the gaps that hinder their wellbeing, and/or ability to live independently, and engage them into other services of their choice.

For further information contact:
(03) 6431 8852

Out & About Southern Recreation Program & Out & About Northern Recreation Program

These recreational programs are for people with a diagnosed mental illness. They cater for a broad range of interests and have activities for the adventurous, the creative, the social, the sporting and for those that just appreciate the environment.

For further information contact:

Southern Recreation Program:
(03) 6236 9287

Northern Recreation Program:
0408 165 397

Aspire

Aspire Recovery Based Rehabilitation Program

The Aspire Recovery Based Rehabilitation program is delivered statewide and is designed to assist people who have experienced a significant mental illness. The program assists participants to make changes that will reduce the impact of the illness and increase opportunities for success and satisfaction in life. The program is intended to teach skills and develop supports and resources that enable people to achieve a role in the community that is meaningful both to them and to the community.

For further information contact your local Aspire office:

Burnie (03) 6431 8286
or email aspiretb@aspire.org.au

Hobart (03) 6224 5247
or email aspireth@aspire.org.au

Launceston (03) 6333 3111
or email aspiretl@aspire.org.au

Or visit the website at:
www.aspire.org.au/tasmania

Anglicare

TAMOSCH

Towards a model of supported community housing (TAMOSCH) provides medium to long-term support for people recovering from a mental illness living in the community.

TAMOSCH offers:

- medium to long-term support
- information about other services within the community
- social support and networking
- recreational opportunities

The program is delivered in the North West of the State. For further information please contact (03) 6424 8581.

Recovery Program

The Recovery Program is for adults living independently in the community who are recovering from a mental illness.

The Recovery Program can help you:

- work out what issues you are facing and how to deal with them
- manage your illness and prevent relapse
- deal with problems early on so that they don't trigger a crisis
- reconnect with family, friends and

the community

- maintain and hold onto your housing

For further information please call 6333 3000 or 6213 3555.

Pathways

Pathways is delivered in the North of Tasmania and provides structured social activities and skills development for people with persistent and severe mental illness. It is a community program that provides support for day to day living.

It provides a friendly, relaxing place for people aged 18 and over with a diagnosed mental illness. Members are a part of a team that plan group activities and outings.

For further information please call (03) 6331 0224

Personal Helpers and Mentors Program

The Personal Helpers and Mentors (PhaMS) Program is funded by the Commonwealth Government and aims to provide increased opportunities for recovery for people who have a severe functional limitation resulting from a severe mental illness.

In Tasmania, programs in the south of the state are delivered by Anglicare Tasmania and in the Devonport/Kentish

district a program is delivered by Mission Australia.

Anglicare: 1800 243 232
Mission Australia: (03) 6234 3240

Langford Support Services

Langford provide youth and adult activity programs for individuals with a mental illness. Programs are conducted from activity centres based in Hobart.

For further information please call (03) 6228 9099 or visit their website at www.langford.org.au

Family Based Care Inc

Family Based Care provides short and long term home based support in the North West of Tasmania. This includes respite care.

For further information contact: (03) 6431 8411

Peer Support Groups

Bereaved by Suicide Peer Support Group

ARAFMI (Tasmania) Inc. is the Association of Relatives and Friends of the Mentally Ill.

The Bereaved by Suicide Peer Support

Group meets in Launceston on the third Wednesday of the month, at Lifelink Samaritans at 7pm.

These meetings include caring and supportive conversation, information sharing, service recommendations and feature guest speakers on mental health.

Email: north@arafmitas.org.au
Web: www.arafmitas.org.au
Phone: (03) 6228 7448

Bipolar Support Group

ARAFMI (Tasmania) Inc. is the Association of Relatives and Friends of the Mentally Ill.

The Bipolar Support Group meets on the fourth Monday of each month from 1pm to 3pm, at the ARAFMI Centre, 34 Howick St, Launceston. These meetings include caring and supportive conversation, information sharing, service recommendations and guest speakers on mental health.

Email: north@arafmitas.org.au
Web: www.arafmitas.org.au
Phone: (03) 6228 7448

Community Central

Colony 47 Inc run the Community Central program in Hobart.

Community Central is a drop in centre for people with a mental illness that provides social support and counselling.

Freecall: 1800 265 669
Web: www.colony47.com.au

Eureka Clubhouse

Colony 47 inc manage the Eureka Clubhouse in Moonah in Tasmania's South East.

Eureka Clubhouse is a community based rehabilitation centre run by and for people who have and have had mental health problems. You can find friendship, understanding and confidence in a supportive environment, and at the same time develop life and employment skills.

Participation at Eureka Clubhouse is voluntary with YOU making the decision about when to attend, how long you attend for and what area you focus on.

The basis of Eureka Clubhouse is the work ordered day. The members are involved in meaningful activities such as administration, food services, gardening and maintenance which can lead to supported employment opportunities.

Phone: (03) 6278 9179
Web: www.colony47.com.au

GROW Groups

GROW is a statewide program that operates ten to twelve support groups for people with a mental illness each year in metropolitan and regional locations.

The groups offer a recovery-focused, community-building, educational program based upon a spirit of genuine love, care and understanding.

The importance of alleviating the distressing symptoms of mental illness, improving an individual's functioning and enhancing their sense of wellbeing are major priorities of the GROW program.

The Program is a cognitive behavioural approach to mental health. The Program is presented in a structured way through weekly two hour meetings and has a 12-Step framework at its heart.

Phone: (03) 6223 6284
Email: tas@grow.net.au

HOT Group (Helping Ourselves Together)

ARAFMI (Tasmania) Inc. is the Association of Relatives and Friends of the Mentally Ill.

The Hobart HOT Group meets on

the first Thursday of each month from 10am to 12 noon at Colony 47 Community Central, 164 Murray Street, Hobart.

The Huon HOT Group meets on the third Thursday of each month at Geeveston Centre, 9b School Road, Geeveston.

These meetings include caring and supportive conversation, information sharing, recommendations, education sessions on wellbeing, relaxation and leisure activities.

Email: south@arafmitas.org.au
Web: www.arafmitas.org.au
Phone: (03) 6228 7448

Huntington's Disease Drop in Centre

The Huntington's Disease Association provides education, information, resources, advocacy and support to people with Huntington's Disease, their carers and families, those at risk of developing Huntington's Disease and the broader community.

They provide a drop in centre which provides support and advocacy.

Phone: (03) 6431 3403
Email: hdatas@bigpond.com
Web: www.huntingtonsastralia.asn.au/tasmania.html

Mates Program

Mates is a befriending program that is run statewide by the Australian Red Cross. The program recruits, trains and supports volunteers to offer ongoing friendship to a person with a diagnosed mental illness.

The Mates Program is designed to provide supportive friendships between volunteers and people who have become isolated because of living with illness. The friendships not only enhance the quality of life of those involved, but also facilitate building bridges back into the community by reducing the social isolation faced by many.

Southern Region:

Phone: (03) 6235 6025

Email: ssherrin@redcross.org.au

Northern Region:

Phone: (03) 6331 2522

Email: jdalgleish@redcross.org.au

North West Region:

Phone: (03) 6431 1848

Email: jsale@redcross.org.au

Peer Support Group - Eating Disorders

ARAFMI (Tasmania) Inc runs groups every second Monday at 4.30pm at ARAFMI in Launceston. Meetings

provide a caring and supportive environment for peer support, information sharing and service recommendations.

Email: north@arafmitas.org.au

Web: www.arafmitas.org.au

Phone: (03) 6228 7448

ROPES Self Help Support Groups

ROPES Inc (Reaching Out to People in Emotional Stress) Inc deliver the following program in Southern Tasmania.

ROPES is a self-help support group for men and women over 40 who have experienced emotional stress, depression or a mental illness. It aims to provide support from people who have been through similar situations. We meet twice weekly Wednesday and Friday 10am – 3pm. Cost is 50 cents per day for tea/coffee.

Our activities include group discussion, craft, games, relaxation, video/dvd screenings and activities to help build self-esteem. Support is available one-on-one or through group discussion.

Phone: (03) 6273 0456

Email: ropesinc@bigpond.com

Support Sessions for Friends, Families and Carers of those Suffering from Eating Disorders

ARAFMI (Tasmania) Inc runs groups every second Thursday at 4.30pm at ARAFMI in Launceston. Meetings include caring and supportive discussions, information sharing and service recommendations.

Email: north@arafmitas.org.au
Web: www.arafmitas.org.au
Phone: (03) 6228 7448

Thinking Well Support Group

ARAFMI (Tasmania) Inc. is the Association of Relatives and Friends of the Mentally Ill.

Thinking Well Depression Support Group meets fortnightly, 7:30pm, at the Emmanuel Centre, 123 Abbott St, Newstead.

These meetings include caring and supportive conversation, information sharing, service recommendations and guest speakers on mental health.

Email: north@arafmitas.org.au
Web: www.arafmitas.org.au
Phone: (03) 6228 7448

Torture and Trauma Support Groups

The Phoenix Centre offers statewide support to refugees, or any people who have been subjected to torture or trauma due to political instability in their country of origin. Support is also provided to family members.

Phone: (03) 6221 0999
Email: reception@mrchobart.org.au

Club Haven

Club Haven is operated by Anglicare Tasmania. It is a social and support network for adults (aged 18-60) with mental illnesses who live in Devonport and surrounding areas.

Club Haven provides:

- a relaxed, comfortable, friendly place where Club members can meet, socialise and develop skills
- a range of activities, such as computer training, First Aid training, cooking, craft or gym, as well as social events
- a supportive environment in which to build self-esteem, independence and confidence

Phone: (03) 6423 6329

Advocacy

Mental Health Advocacy

Advocacy Tasmania deliver a statewide program that provides a free, confidential advocacy service for people who have a mental health disorder and in certain instances their relatives and carers, who have a complaint about existing services or a need to access services.

Services are not confined to Mental Health Services but can include Government, community sector and private sector services. The advocate can assist people to exercise their rights through the provision of information, self-advocacy support, representation and community education.

Phone: (03) 6224 2240
Freecall: 1800 005 131
Email: advocacy@advocacytasmania.com.au
Web: www.advocacytasmania.com.au

Mental Health Tribunal Representation Scheme

Advocacy Tasmania coordinates a statewide scheme which offers free and competent representation for people on involuntary mental health orders who are having a hearing before the Mental Health Tribunal. Trained and supervised volunteers provide

representation across the state. The scheme has been operating since 2003.

Phone: (03) 6224 2240
Freecall: 1800 005 131
Email: advocacy@advocacytasmania.com.au
Web: www.advocacytasmania.com.au

Peak Body

Mental Health Council of Tasmania

The Mental Health Council of Tasmania (MHCT) is the peak body representing the interests of non-government mental health consumer organisations, carer organisations and service provider organisations.

MHCT provides a public voice for people affected by mental illness and organisations in the community sector that work with them. MHCT advocates for effective public policy on mental health for the benefit of the Tasmanian community as a whole.

Freecall: 1800 808 890
Phone: (03) 6224 9222
Email: admin@mhct.org
Web: www.mhct.org

Support for children, carers and family

ARAFMI TAS INC

ARAFMI (Tasmania) Inc. is the Association of Relatives and Friends of the Mentally Ill.

ARAFMI is a statewide body that aims to improve the quality of life for families, carers and friends of those living with a mental illness. They provide support to carers and families through a 24 hour helpline, support groups and one on one individual support services.

ARAFMI provides information, referral and education and has input into policy and legislative review processes on behalf of carers.

Email: south@arafmitas.org.au

Web: www.arafmitas.org.au

Southern Helpline: (03) 6228 7448

Northern Befriender Service:
(03) 6331 4486

Carer Support Sessions

Family Support Meetings are on the fourth Monday of each month, 7:30pm, at ARAFMI Centre, 34 Howick St. Launceston.

These meetings include caring and

supportive conversation, information sharing, service recommendations, guest speakers on mental health, DVD screenings, and supper.

Email: north@arafmitas.org.au

Web: www.arafmitas.org.au

Phone: (03) 6331 4486

Family Support Meetings

ARAFMI holds Family Support Meetings on the second Thursday of each month, 7:30pm, at 3 Bowen Road, Moonah. These meetings include caring and supportive conversation, information sharing, service recommendations, guest speakers on mental health, DVD screenings, and supper.

Email: south@arafmitas.org.au

Web: www.arafmitas.org.au

Phone: (03) 6228 7448

Carers Tasmania

Carers Tasmania provides Government funded programs to Carers including information referral and support, carer education and training, counselling services by trained professionals, Young Carer Awareness and Support Groups.

Carers Tasmania works to increase government, community and corporate understanding and support for carers.

Offices are located in Hobart, Launceston and Burnie.

Email: catinc@carerstas.org
Web: www.carerstas.org
Freecall: 1800 242 636

Sage Hill Family & Friends Program

The Sage Hill Family & Friends Program is delivered by Aspire in the North and North West of Tasmania.

The program provides support, information and education to family and friends of someone with a mental illness. All staff are qualified in mental health and have experience in both clinical mental illness and community based services. Staff work with family and friends to make sense of their experience and develop ways of coping.

North: (03) 6323 6100
North West: (03) 6431 3772
Web: www.aspire.org.au/tasmania

Taz Kids Club

Taz Kids Clubs are delivered Statewide by Anglicare.

Taz Kidz Clubs provides support to children aged between 7 and 17 years whose parents have a mental illness. The Clubs run after school for eight

weeks during the school semester and are designed to provide support and education about mental illness through a variety of creative and artistic projects.

Phone: (03) 6213 3555
Web: www.anglicare-tas.org.au

Champs Camps

Champs Camps are delivered statewide by Anglicare Tasmania.

Champs Camps provide support to children aged between 7 and 17 years whose parents have a mental illness. Camps are held over two nights, five times throughout the year simply to give young people an opportunity to get away, let loose and have fun.

Phone: (03) 6213 3555
Web: www.anglicare-tas.org.au

Parenting Support Programs

The Parenting Support Program is a statewide program delivered by Anglicare Tasmania. It is an early intervention program designed to support parents in parenting while managing a mental illness.

Phone: (03) 6213 3555
Web: www.anglicare-tas.org.au

Respite Services

Respite Services are delivered statewide by Anglicare. The program offers recreational and in-home support for carers of people with a mental illness. Planned, centre-based care is provided in the North West.

The Respite Service supports families of people with mental illness, providing flexible, meaningful respite choices with a recovery focus.

Centre-based respite, recreational respite and in-home respite options are available.

North West Phone: (03) 6424 8581
North Phone: (03) 6330 3020
South Phone: (03) 6213 3555
Web: www.anglicare-tas.org.au

Family Mental Health Support Service

Anglicare deliver this program in the Greater Hobart Area and North West region (excluding the West Coast).

Family Mental Health Support Service provides support for families and carers of people affected by mental illness. The service offers information, workshops and referrals, support planning and skill development.

Freecall: 1800 243 232
Web: www.anglicare-tas.org.au

Commonwealth Respite and Carelink Centre

The Commonwealth Respite and Carelink Centre is an information and support service funded by the Australian Government.

It has two functions:

1. It provides a single point of access for information on aged and community care, disability services, mental health services and other support services for people in need who are living in the community
2. It coordinates support services for carers, including planned short term respite and emergency respite that allows carers to take a temporary break from their caring role.

Anyone can access the Commonwealth Respite and Carelink Centre, including family members, friends and carers, medical professionals, students and service providers.

For more information, including a detailed and confidential discussion of your needs.

Freecall: 1800 052 222

Statutory Authorities

Official Visitors

The Official Visitors are independent statutory officials appointed by the Governor to:

- visit in-patient facilities in approved hospitals once a month in order to examine the adequacy of care and treatment provided to patients; and to examine the standard of the facility environment and activities offered to patients
- investigate complaints
- investigate suspected contraventions of the *Mental Health Act 1996* and report them to the Mental Health Tribunal

Official Visitors act independently and impartially. Patients, family, and staff are all welcome to contact us and information will be treated confidentially.

Phone: (03) 6233 9262
Freecall: 1800 001 170
Email: official.visitors@mhovs.ombudsman.tas.gov.au

Mental Health Tribunal

The Mental Health Tribunal is an administrative review tribunal established under the Mental Health Act 1996 to conduct hearings to determine whether it is necessary

for a person, who has been placed on an involuntary order under the Act, to continue to be treated as an involuntary patient.

The Mental Health Tribunal conducts hearings to review:

- orders to admit or detain a person as an involuntary patient in an approved hospital
- the making of a community treatment order

The Tribunal also monitors the use of restraint and seclusion in approved hospitals. The Tribunal's processes are confidential and informal.

Phone: (03) 6233 3033
Email: mht@justice.tas.gov.au
Web: www.mentalhealthtribunal.tas.gov.au

Guardianship and Administration Board

The Guardianship and Administration Board is an independent body established under the Guardianship and Administration Act 1995 to make decisions for the benefit of persons who have a disability and are unable to make reasonable judgments about lifestyle and financial matters.

The functions of the Board are extensive and include powers in relation to guardianship, enduring guardianship, administration, enduring

powers of attorney, emergency situations requiring medical or dental treatment, consent to medical or dental treatment and statutory wills.

Phone: (03) 6233 3085
Freecall: 1300 799 625
Email: guardianship@justice.tas.gov.au
Web: www.guardianship.tas.gov.au

Most services require you to have private health insurance and a referral from your General Practitioner, however our Carers Program and Residential Respite is free and funded by the Commonwealth Government. Please see our website for more information.

Phone: (03) 6247 9960
Web: www.thehobartclinic.com.au

Services provided in the Private Sector

Your General Practitioner can arrange for referrals to a wide variety of clinicians (psychiatrists, psychologists, social workers, occupational therapists and others) in the private sector.

Private Hospitals specialising in the treatment of mental illness in Tasmania are:

The Hobart Clinic

The Hobart Clinic is a not-for-profit private hospital that provides inpatient treatment, day programs, programs for carers, respite services and has an outpatient clinic.

The Hobart Clinic has 27 beds, all single rooms with ensuite, set on seven acres of gardens on the eastern shore. The Clinic has been providing mental health services for over 30 years.

Rivendell Clinic, North West Private Hospital, Burnie

Burnie
Phone: (03) 6431 8811

St Helen's Private Hospital, Hobart

The Hospital operates a Department of Psychological Medicine which has a 31-bed inpatient unit, a general day patient program, specialist outpatient programs and an ECT service.

Patients are encouraged to participate in a range of therapeutic group activities and individual counselling sessions designed to provide crucial support and help smooth their return to their community.

The Hospital also operates specialist day programs for anxiety, depression and addictive behaviours.

Phone: (03) 6221 6444.

Telephone Advice and Counselling Services

Advocacy Tasmania Inc
1800 005 131

Alcohol & Other Drug Information Service 1800 811 994

ARAFMI Inc. (Association of Relatives and Friends of the Mentally Ill)
South 6228 7448
North 6331 4486

beyondblue Info Line
1300 22 4636

Carers Association 1800 242 636

Carers Respite Centre
1800 059 059

Children & Family Services
South 6230 7650
North 6336 2376
North West 6434 6246

(Emergency After hours Service)
1800 001 219

Dementia Behaviour Management Support Line
1800 699 799

Family Violence Counselling & Support 1800 608 122

Freedom of Information Advisory Unit 6233 6217

Guardianship & Administration Board 1300 799 625

Health Complaints Commission
1800 001 170

Kids Help Line 1800 55 1800

LIFELINE 13 11 14

Mental Health Services Helpline
1800 332 388

Mental Health Tribunal 6233 3033

National Dementia Helpline
1800 100 500

Official Visitors
6233 9262

Relationships Australia
1300 364 277

Sexual Assault Support Service
South 6231 1811
After hours 6231 1817
North 6334 2740
After hours 0409 800 394
North West 6431 9711

Suicide Helpline 1300 132 098

Standby Response Service - for those bereaved by suicide
0439 556 660

Telephone Interpreter Service
13 14 50

Useful Websites

Auseinet www.auseinet.com

Alzheimers Association
www.alzheimers.org.au

beyondblue
www.beyondblue.org.au

Living is For Everyone (LIFE website)
www.livingisforeveryone.com

Mental Illness Fellowship of Australia
www.mifa.org.au

Mental Health & Workforce Division of the Australian Government Department of Health & Ageing
www.health.gov.au/mentalhealth

Mental Health Council of Australia
www.mhca.org.au

Multicultural Mental Health Australia
www.mmha.org.au

SANE Australia www.sane.org

Suicide Prevention Australia
www.suicidepreventionaust.org

Web Resource for Dementia Carers
www.health.gov.au/dementia

Links for young children & their parents

ABCD Parenting Young Adolescents
www.abcdparenting.org

beyondblue
www.youthbeyondblue.org.au

Bullying No Way!
www.bullyingnoway.com.au

Carers Tasmania
www.carerstas.org

Child and Youth Health
www.cyh.com

COPMI (Children of Parents with Mental Illness)
www.copmi.net.au

Drug Information (Australian Government Drug Campaign)
www.drugs.health.gov.au

Headroom www.headroom.net.au

Headspace www.headspace.org.au

It's Alright www.itsallright.org

Kids Helpline
www.kidshelpline.com.au

Reachout www.reachout.com.au

Raising Children
www.raisingchildren.net.au

Young Carers
www.youngcarers.net.au

Youthsource www.youthsource.org





Tasmania
Explore the possibilities