

What you can expect

Admission as an inpatient

- Within 3 days of admission (at admission if possible) and if the consumer has given permission, you will be asked to share what you know and will be asked to help with the assessment.
- Within 5 days you will be told about the diagnosis (if one has been made), and discuss ways the illness can be treated.
- Within 7 days, you will be involved in preparing an Individual Service Plan which describes the treatment and follow up.
- Unless something else is arranged, there will be weekly discussions for feedback and review.

Outpatient and Community Treatment

- At the first or second appointment or within 14 days, you will be asked to share information.
- Within 4 weeks you will be given information about the diagnosis, and discuss ways of treating the illness.
- Also within 4 weeks, you will be involved in preparing an Individual Service Plan, and start to make plans for the future.
- Every 3 months there will be a meeting to discuss progress, unless something else is arranged.

REMEMBER!

Help is only a phone call away!



Integrated Mental Health Services:

Mental Health Intake and Assessment.....**4796 3000**
Inpatient Psychiatric Unit.....**4796 3000**
Kirwan Rehabilitation Unit.....**4799 9800**
Community Mental Health.....**4727 0211**

Mental Illness Fellowship NQ

(for consumers and carers).....**4725 3664**

ARAFMI (Relatives & Friends of

Mentally Ill)..... **1800 351 881**

Carers Queensland.....**4773 5808**

Townsville Consumer Advisory Group

(for consumers & carers).....**4772 3111**

Migrant Resource Centre**4772 4800**

Townsville Aboriginal and

Islanders Health Services (TAIHS)....**4759 4001**

Help us by providing your feedback and comments.

Contact the Project Officer:

Richard Lakeman on 4796 3000

Family And Carer Participation In Mental Health Care

New Practice Standards



Information For Consumers, Families And Carers

A Joint Project of Townsville Integrated Mental Health Services and Consumer and Family Support Groups

What is this project about?

This project will make it easier for consumers, families/carers and mental health staff to work together to find the best way to support recovery from mental illness.

Why is this important?

- Research shows that treatment works best when everybody shares their knowledge of what is happening, and knows what is being done to help.
- Many families/carers feel it is very important to be involved. They also need to know more about the illness the consumer has, and what to expect in the future.
- Mental health staff have often felt restricted in involving others, because of the consumer's right to privacy.

How will the system work?

- Permission will be sought from the person being treated for their family/carer to be involved. They may choose to share only some details, e.g. what medications they are being given; to share with only some people; or, not to share at all. This is their legal right, and cannot be changed.
- Once permission has been given the family/carer will be encouraged to join the partnership. However, they also have the right not to take part.

- When everyone agrees to share in this partnership, set times will be made for family/carers to meet staff. Contact by telephone is also welcome.
- When a meeting takes place, it will be recorded. This makes it easier to check up if the system is working.
- The process will be reviewed regularly.
- At times, partnership members may be asked to fill in a simple set of questions. This will let us know whether we need to make any changes.

If I take part, what can I expect?

If you are a family member or carer:

- You become part of the mental health team, and agree to share with the other team members your knowledge of what has been happening
- You must agree to keep what you are told about your relative to yourself. This is very important, as to talk about what you know to others breaches the right to privacy, and may damage trust.
- You will be able to seek assistance and talk things over with professionals if you need to.
- The treatment plan will be discussed with you, and you may be asked to become involved in the treatment plan.
- There will be regular discussions on progress and possible alterations of treatment.

- If at anytime you do not understand anything, PLEASE ASK! The staff or any of the organisations listed on this brochure should be able to help.

THE NEW STANDARDS

- 1.** This project depends on trust. Everyone involved must show respect, discretion and confidentiality at all times.
- 2.** This project will apply to all consumers, voluntary or involuntary, who agree to participate.
- 3.** Every consumer has a right to support and to have somebody to speak up for them. For involuntary consumers, the Mental Health Act gives the right to choose an allied person for this role.
- 4.** Consumers, families/carers all have the right not to take part, or to limit what information they want to share. They can change their minds at any time.
- 5.** Families/carers will be given information about other organisations that can help them with information, advocacy, education and support in their caring role.

You may contact Mental Health Services at any time.