Rehabilitation Services
Janelle Killick Community Care Unit (CCU)

Who is the service for?
The Community Care Unit (CCU) is for consumers of the Sunshine Coast Hospital and Health Service Mental Health and Addiction Services or other out of area mental health services, who are over 18 years of age and who have complex needs that require more intensive, extended, residential rehabilitation assistance.

How to access this service
Referrals to CCU are received from other mental health teams within the Sunshine Coast Mental Health and Addiction Services or from other out of area Mental Health Services. The consumer needs to be aware of the referral and be involved in the process.

All referral information is gathered and coordinated by the transition officer (Rehabilitation Services). The transition officer is available from 8.00am to 4.30pm, Monday to Friday (excluding public holidays) Ph: (07) 5452 4444.

What services do we provide?
The CCU provides a 24-hour, seven days per week, mental health residential rehabilitation service. The service aims to promote an individual's recovery by providing opportunities to maximise their strengths and potential, with access to 24-hour mental health care, peer support and supervised rehabilitation.

Clinical interventions and living skills development is provided to consumers who require medium to long term mental health care and rehabilitation. Consumers live in one or two bedroom self-contained units on site.

The CCU staff aim to work closely with the consumer and their family (where appropriate) to help:
- maintain their mental health and wellbeing
- learn to do things that an individual may find important in improving their life
- identify and develop what can bring about a sense of purpose in their life
- develop self-confidence and awareness of how to manage in day to day life
- increase their everyday skills for living
- increase awareness of community support networks and contacts
- feel connected and supported in the local community.

Who are we?
- Psychiatrists and registrars
- Mental health nurses
- Allied health—social workers, psychologists, occupational therapists
- Peer support workers (individuals with a lived experience of mental health issues) and
- Administrative staff.

The CCU also works closely with a range of community-based services, which are able to help, link with and support consumers at the CCU.
Is the service confidential?

The service has a commitment to respecting consumers' rights to privacy, dignity and confidentiality. We are also committed to individual social wellbeing and safety. It is fundamental to a consumer centred approach, that information is shared when appropriate between clinicians, the consumer and those involved in helping a person's recovery.

Clinicians will request consent prior to sharing clinical information about the treatment plan. For further information please refer to:


Recovery framework

The National Framework for Recovery Oriented Mental Health Services defines personal recovery as being able to create and live a meaningful and contributing life in a community of choice, with or without the presence of mental health issues. The underpinning action of recovery is resilience. The team will work in a manner to support the resilience of the individual. This holistic approach offers greater opportunity for positive engagement with families, friends and communities. For further information please refer to:

www.coaghealthcouncil.gov.au

Rights and responsibilities

While accessing Mental Health and Addiction Services the following rights for patients and consumers apply:

• to be treated with respect, dignity and consideration for your privacy, religion and cultural background
• to be informed about services, treatment and options in a clear and open manner
• to participate in decisions about your healthcare
• to have the right to access safe and quality healthcare.

The Australian Charter of Healthcare Rights was developed to identify the rights of patients and consumers when seeking or receiving healthcare services and can be found here:


Feedback

We encourage anyone who wishes to provide feedback on any aspect of our service to speak to a staff member or complete a consumer feedback form. This feedback may be a compliment, thank you, concern or suggested improvement.


Contact details:

Janelle Killick Community Care Unit (CCU)

6 Lady Musgrave Drive, Mountain Creek
Qld 4557

Ph: (07) 5452 4444 (24-hours)
Fax: (07) 5452 4400

Clinical hours: 24-hours
Administration office hours: 8:00am to 4:30pm
Monday to Friday (excluding public holidays)

Mental Health Access Service: 1300 MH CALL (1300 64 22 55)


In an emergency dial ‘000’