

Mental Health and Addiction Services

Our care is: person-centred, recovery oriented, evidenced-based and inclusive of family and carers.

Acute Care team (ACT)



Who is the service for?

- individuals over the age of 18 living in the Sunshine Coast and Gympie regions
- individuals experiencing acute signs and symptoms of a mental health condition
- an existing consumer of the Acute Care team.

For individuals under the age of 18 years, service is provided by our local Child and Youth Mental Health Service. Please contact: (07) 5202 9500.

How to access this service?

Existing referrals: If you are an existing consumer of the Acute Care team, please contact your clinical team directly on (07) 5202 9500. A mental health clinician will help you with bookings either in your home or at our local clinic.

New referrals: Any member of the community seeking a public mental health service for a new referral can call 1300 MH CALL (1300 64 22 55).

A mental health clinician is available 24-hours a day, seven days a week to discuss new referrals and organise appropriate assessments.

Referrals can be from anyone including: Self-referral, families, carers, significant others, non-government organisations, general practitioners and other specialist and professional health workers.

What services do we provide?

The Acute Care team works with a range of different services to help the consumer and address their mental health needs. Input from the clinical team can include:

- assessment and identification of needs including risk assessment
- help in preventing and managing crisis
- treatment interventions
- pharmacology (medication)
- collaborative planning
- education regarding disorders, symptoms and medication
- specialist medical review
- relapse prevention strategies
- education and support for families and carers
- referral to ongoing treatment services
- information and referral to community services.

The service is provided free of charge to Medicare eligible individuals.

Who are we?

- Psychiatrists and registrars
- Mental health nurses
- Social workers
- Psychologists
- Administrative staff.

Discharge and follow up

Consumers may be engaged with the Acute Care team for up to two to four weeks. Many consumers will have their care transferred to their general practitioner and other community agencies.

Consumers requiring longer term treatment from the public mental health service may have their care transferred to the Continuing Care team—case management model. Any person can re-engage with the service if they require.

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, 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:

www.health.qld.gov.au/publications/clinical-practice/guidelines-procedures/clinical-staff/mental-health/guidelines/info_sharing.pdf

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 health care
- To have the right to access safe and quality health care.

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:

www.safetyandquality.gov.au/wp-content/uploads/2012/01/Charter-PDF.pdf

Feedback

We encourage anybody 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:

www.health.qld.gov.au/sunshinecoast/html/complnt.asp

Contact details:

Acute Care team

60 Dalton Drive, Maroochydore 4558
Ph: (07) 5202 9500

Mental Health Access Service

Ph: 1300 MH CALL (1300 64 22 55) (24-hours)
Fax: (07) 5202 9871

www.health.qld.gov.au/sunshinecoast/mhas

In an emergency dial '000'