



# Information for Families and Kinship Groups

**Mental Health Line**  
**1800 011 511**

Free & confidential service provided 24/7

## Canterbury Community Health Centre

Canterbury Hospital  
Thorncraft Parade  
Campsie NSW 2194  
Phone 9787 0600

## Croydon Community Health Centre

24 Liverpool Road  
Croydon NSW 2132  
Phone 9378 1100

## Camperdown Community Health Centre

King George V Building  
67-79 Missenden Road  
Camperdown NSW 2050  
Phone 9515 9000

## Marrickville Community Health Centre

155 Livingstone Road  
Marrickville NSW 2204  
Phone 9562 0500

## Redfern Community Health Centre

103-105 Redfern Street  
Redfern NSW 2016  
Phone 9395 0444

Caring for someone with a mental illness or distress can be a new experience. Most people experiencing mental illness recover, and families play an important role in supporting recovery. Families can help hold the hope for the people they care for. Sometimes supporting a family member can be stressful or difficult. This sheet provides information for families about mental health services and care, and where to get support.

### What happens?

When the person you care for enters the Mental Health Service they will be assessed by the treating team. If you are not offered an opportunity to discuss your experience, please ask for one.

You might be asked some questions more than once. It's important to remember to let the team know:

- ⇒ If you need an interpreter
- ⇒ If there are children or older people living with the family
- ⇒ If you are worried about your safety or others safety
- ⇒ If you have any questions

You will be provided with information about the Mental Health Service. In both the Community and Hospital, staff will introduce themselves and help you understand how the mental health system works. If the person you care for has given consent for you to be a part of their care, you can be given information about their treatment and progress and be involved in their care planning. You can still receive general information if the person you care for has declined to allow you to be part of their care or nominated you as an excluded carer.

If the person you care for is being treated under the Mental Health Act, and you are nominated as a Designated Carer or Principal Care Provider, you have rights to access information about admissions, treatment and discharge. The Designated Carer & Principal Care Provider information sheet has more information, including on being an excluded carer.

### Discharge

If the person you care for consents to your involvement you will be involved in discharge planning from hospital and community mental health. During planning both you and the person you care for will be given information on the care provided, follow up services and emergency contacts.

You or the person you care for should receive a follow-up phone call within a couple of days of discharge from hospital.

### Where can I go for personal support and more information?

One Door Mental Health supports Carers individually and in groups, provides advocacy, and works closely with the Mental Health Service. You can call them on 9708 2670, go to [onedoor.org.au](http://onedoor.org.au) or ask your clinician to contact them on your behalf.

### Concord Centre for Mental Health (CCMH)

Concord Hospital  
Hospital Road  
Concord NSW 2139  
Phone 9767 8900

### Professor Marie Bashir Centre (PMBC)

RPA Hospital  
Missenden Road  
Camperdown NSW 2050  
Phone 9515 1539



The Transcultural Mental Health Centre runs support groups in different languages for families. Contact them on 8838 2120.

Our Sydney Local Health District Mental Health Service provides support to families. Please speak with your clinician about support options, and ask about family education and support groups.

The Head to Health website has a range of mental health resources including online programs, fact sheets, audio and video, and online forums about mental health at [headtohealth.gov.au](http://headtohealth.gov.au).

SANE Australia has information on diagnosis, care and Carer online forums, which are safe, anonymous and moderated 24/7 by mental health professionals. Visit [sane.org](http://sane.org) or call 1800 187 263.

#### How can I support the children in our family?

Firstly, talk to your clinician and let them know your concerns. Our Mental Health Service offers information, support and groups for children who live with someone with a mental illness, your clinician can provide information. You can find out more information on the Children of Parents with a Mental Illness site, [copmi.net.au](http://copmi.net.au).

#### Who do I contact if I am worried about the person I care for?

Your first contact should be with the clinician who the person you care for has the most contact, this might be a care coordinator, or GP for example. If you are still concerned you can escalate your worries to the Team Leader, Doctor or Nursing Unit Manager.

At any time you can call the REACH number for hospital (0472 802 944) or community (9767 9000), which will escalate your concerns to a senior member of staff.

The NSW Mental Health Line (1800 011 511) is a 24-hour seven days a week call line that puts you in touch with your local mental health service. You can call this number at any time, including after hours and weekends.

If you require urgent medical attention, if a person has caused serious physical harm to themselves or you have safety concerns call 000 immediately.

#### Can I make a complaint or give feedback about mental health services?

Yes, we are interested in feedback about your experience of our services, whether it's good or bad. The '[Your Rights and Responsibilities](#)' information sheet has information on providing feedback. The first step is to raise your concerns with the worker involved in your treatment. They may be able to resolve your issues immediately or they can refer the issue to the relevant person to address your concerns.

#### Can I provide feedback on my experience of using the mental health service?

Yes! The Carer Experience of Service (CES) is your chance to tell us about your experiences of our mental health service. CES provides anonymous feedback on what we do well, and what we need to improve. Ask your clinician for a copy of CES or go to [slhd.nsw.gov.au/MentalHealth](http://slhd.nsw.gov.au/MentalHealth) to complete online.

For more information please go to [slhd.nsw.gov.au/MentalHealth](http://slhd.nsw.gov.au/MentalHealth).

