This information sheet is one of a series of information sheets.

This sheet introduces the range of mental health services that are provided by Community Mental Health Centres (CHCs). Each CHC has an Adult Mental Health Team and an Acute Care Team or Crisis Team (described below).

The key phone numbers, addresses, and suburbs for the CHC are on the left side of this brochure.

CHCs are open Monday to Friday 8.30am - 5pm (excluding public holidays).

**Accessing Mental Health Services**

The Mental Health Line is a 24 hour line operating 7 days a week. The number is **1800 011 511**. Referrers, family members, carers and people with a mental health issue, can speak with a mental health professional about a referral or their symptoms or concerns and be connected with appropriate care. The call will be answered by a mental health clinician.

CHCs can be contacted directly for people currently receiving treatment. For new referrals it is preferable to contact the Mental Health Line; however the local CHCs can also be contacted.

The Mental Health Line can be contacted in a mental health crisis. In emergencies where there is a medical or safety issue please contact the relevant emergency services by ringing **000** (see information sheet “What to do in a mental health crisis” for more details).

**Mental Health Acute Care Team**

The Acute Care Team is a multidisciplinary team that provides mental health assessment and interventions for people experiencing acute mental health problems. This service is accessible 24 hours a day, however the clinician is on call after 10pm. See left column for contact details.

**Adult Mental Health Team - Care Coordinator / Case Manager**

The adult mental health team provides assessment and individual recovery orientated treatment for people living in the community. The team will work in partnership with other services such as GPs. The team provides support and education for families and carers.

The team consists of nurses, social workers, psychologists, occupational therapists and psychiatrists. If a case manager/care coordinator is not available when contacting the Community Mental Health Service, you should ask to speak to another mental health clinician in the CHC. Not everyone requires a care coordinator as this is dependent upon need and assessment over time. Medical treatment is provided from within the team and/or in consultation with the GP or private psychiatrist.

**Family Team and Support**

This team provides support to families including where a parent or a sibling has a mental illness. Services including support, referrals and information are offered for families. This service can be contacted via a case manager / care coordinator, or directly on: **9378 1100**

Carer Assist, our partner non-government service provider, offers information, education, advocacy and support to people who care for someone with a mental illness. This free service can be provided individually or in groups. Contact on: **9750 9744**
The following services are available to the Redfern community and the teams are based at Camperdown CHC.

**Aboriginal Mental Health Services**
The Aboriginal Mental Health Service is a small team providing community and Centre based mental health consultations and treatments which are culturally appropriate and cover the suburbs list on the other side of this brochure.
Contact on: **9515 9000**

**Adolescent Community Mental Health Team**
The Adolescent Community Mental Health Service is a specialised outreach mobile service for young people aged from 12 to 18 years who are experiencing mental health problems. The team offers acute assessments, support and counselling, and help with links to other specialist services. The team covers the suburbs listed on the other side of this brochure.
Contact: **9515 9000**

**Early Intervention Psychosis Service**
This is a specialist service aimed at assisting young people who are experiencing the signs and symptoms of psychosis (see separate information sheet Early Intervention in Psychosis for more details). The team covers the suburbs listed on the other side of this brochure.
Contact: **9515 9000**

**Mobile Rehabilitation Team (MRT)**
The MRT provides assertive outreach and rehabilitation care coordination, vocational assessments and individual and group interventions for adults aged 18 - 65 who have been assessed and referred internally from any of the mental health services. The team covers the suburbs listed on the other side of this brochure.

The MRT operates 7 days a week; Monday to Friday 8.00am - 10.00pm, and on weekends 12.30pm - 9.00pm.
Contact: **9515 9000**

**Consumer Workers**
Consumer workers provide information on consumer rights and responsibilities in relation to their care and treatment. They also provide advocacy, peer support services and education.
Contact: **9515 9000**

**GPs**
GPs have an important role in providing ongoing physical and mental health care and recovery. The Mental Health Service strongly recommends that people receiving mental health treatment have a current GP, see their GP on a regular basis and that the GP is informed about mental health treatment.

**What about transport and parking?**
Redfern - handicapped parking only available on-site. Redfern railway station is about 5 minutes walk away.

**What if I or my family member does not speak English?**
Trained interpreters are available. Please ask staff if you would like an interpreter to be arranged. Telephone interpreting is also available.