

Information for Families, Carers and Significant Others

Who support consumers receiving care from the adult mental health services in Metro North Mental Health.



What is recovery?

For many people, the concept of recovery is about staying in control of their life despite experiencing mental ill health.

Professionals in the mental health sector often refer to the 'recovery model' or recovery-oriented services, to describe this way of thinking.

Putting recovery into action means focusing care on supporting recovery. To build the resilience of, and empower people with, mental ill health, not just treat or manage their symptoms.

There is no single definition of the concept of recovery for people with mental ill health, but the guiding principle is hope – the belief that it is possible for someone to regain a meaningful life, despite mental ill-health.

Recovery is often referred to as a journey of discovery, an outlook, a set of guiding principles. Hope comes and goes for people with mental health challenges. The greatest gift that you can give to the person you care for is to hold hope for them when they cant hold hope for themselves. To convey to them that you believe that they can and will recover.

This consumer information booklet supports a number of National Safety and Quality Health Service Standards including:



Partnering with Consumers - Standard 2 (2.4.1) - Consumers and / or Carers provided feedback on this publication.



Recognising and Responding to Acute Deterioration – Standard 8 (8.7) – Processes for patients, carers or families to directly escalate care.

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Quick Reference Guide

Who to call in an emergency

Name:

Phone:

Ward / Clinic Phone Number:

Who else can assist

Mental Health Clinician:

Phone/Email:

Treating Doctor / Consultant:

Phone/Email:

General Practitioner:

Phone/Email:

Access support, information, advice and referral
24 hours a day

1300 MH CALL
(1300 64 22 55)



One number for 24 hour specialist mental health care

referrals | crisis | support



In an emergency call **000**

24 HOUR / HELPLINE PHONE NUMBERS	
Lifeline	13 11 14
Domestic Violence Hotline	1800 811 811
Child and Youth Mental Health – Acute Response Team	3068 2555
Kids Helpline	1800 551 800
Alcohol and Drug Information Service	1800 177 833
Salvation Army Care Line	1300 371 288
Arafmi Hotline	3254 1881
Carers Queensland	1300 747 636
13 Health - Non urgent medical	13 Health (13 43 25 84)

Introduction

We acknowledge the significant contribution that families, carers and significant others make in supporting a person with mental ill health on their recovery journey and we will encourage your involvement in their care planning and treatment.

For many families, carers and significant others this is a stressful and confusing time. We recognize that families and carers also need support. We hope the information in this booklet will alleviate some of your concerns and increase your understanding of our mental health service. We value your participation in the treatment and recovery of the person you care about, and you are always welcome to speak to the treating clinicians.

This booklet also contains contact information about community organisations and other agencies that you may find useful. Metro North Mental Health aims to provide the best and the right care to people who require support with their mental health and/or alcohol and drug issues and to connect consumers and their carers/significant others with continued support in the community.

We wish you well as you support the person you care about through their recovery journey.

Dr Kathryn Turner
Executive Director, Metro North Mental Health



About this booklet

The information in this booklet is especially for families, carers and significant others who support consumers who are receiving care from the adult mental health services in Metro North Mental Health. All the information in this booklet is generic. More specific information on each of the facilities within Metro North Mental Health can be obtained through the contact details below.

This booklet contains many links and references to online electronic information. If you would like to access the links electronically, please contact us via the email address below to request a PDF version of the booklet.

Note: The information in this booklet is current as at the date of publication and may be subject to change.

The Metro North Mental Health Lived Experience (Peer) Workforce can provide hard copies of a range of fact sheets and brochures. Please contact us on the following numbers or email address:

Contact the Metro North Mental Health Lived Experience (Peer) Workforce

- Redcliffe and Caboolture Hospitals: 07 5433 8775
- The Prince Charles Hospital: 07 3139 4561
- Royal Brisbane and Women’s Hospital: 07 3646 3886

Email: mnmh.consumer.carer.services@health.qld.gov.au

Abbreviations

ACT	Acute Care Team
ADIS	Alcohol and Drug Information Service
ADS	Alcohol and Drug Service
CCU	Community Care Unit
CFOS	Community Forensic Outreach Service
HADS	Hospital Alcohol Drug Service
MDT	Multi-Disciplinary Team
MHA	Mental Health Act 2016
MHC	Mental Health Clinician
MHS	Mental Health Service
MIRT	Mobile Intensive Rehabilitation Team
PEC	Psychiatric Emergency Unit
QCAT	Queensland Civil and Administrative Tribunal
RBWH	Royal Brisbane and Women’s Hospital
RED CAB	Redcliffe and Caboolture Hospital
TPCH	The Prince Charles Hospital

Who is a consumer?

The term consumer is used within the public Mental Health Service to describe the person who is accessing treatment within the service.

There may also be times where the person is referred to as the service user, patient, inpatient or client.

Who is a carer?

A carer is a person who provides unpaid ongoing care or support to another person who requires assistance with everyday tasks because of a long-term medical condition, a mental ill health and / or substance use issue, a disability, frailty, or the need for palliative care.

Carers may be parents, partners, children, extended family members and/or friends. Carers can be all ages, come from all walks of life and come from different cultural backgrounds.

Caring for others can be complex and demanding, and each person's experience of caring is likely to be different. Carers may or may not live with the person. They may care for a few hours a week, or all day every day.

A carer may require support in a range of ways to ensure their own health and wellbeing. A carer's experience may be enhanced by the provision of information, support, respite, education, training, or counselling.

What is mental health?

Mental health means having a sense of wellbeing, enjoying positive relationships with others and being able to cope with the inevitable ups and downs of life. Mental health problems are disturbances in a person's mental state or wellbeing.

A mental health problem may be short-term or ongoing. Short-term problems may occur when there is a stressful event or circumstance. The problem may interfere with a person's ability to relate to others, to work, or to enjoy leisure time and cope with everyday living, but to a lesser extent than a mental illness.

What is mental illness or ill-health?

Mental illness (also referred to as mental disorder) is a significant disturbance of thought, mood, perception or memory. The term mental illness refers to a group of illnesses (sometimes called mental health disorders) with various symptoms, behaviours and degrees of severity. A person may experience periods of wellness followed by periods of illness and disability.

Over two (2) in five (5) people have experienced a mental disorder at some time in their lifetime. The most common mental illnesses are anxiety and depressive disorders. Some other major types of mental illness include schizophrenia, bipolar affective disorder, personality disorders and eating disorders.

Psychosis may occur during an acute episode of schizophrenia or bipolar affective disorder. People experiencing an acute episode of psychosis may lose touch with reality and perceive their world differently than you would typically expect. Psychotic episodes can be frightening and confusing to other people. Such behaviour is difficult to understand for people who are not familiar with it.

One of the biggest obstacles for people recovering from mental illness is confronting the negative attitudes of other people. This often means that people with mental illness face isolation, stigma and discrimination just for having an illness.

Positive and hopeful attitudes of family, friends, service providers, employers and other members of the community toward people who have experienced mental illness / ill-health are critical to ensuring quality of life for people with mental illness and supporting recovery.

More information about mental illness and what can be done about the stigma of mental illness can be found at: <https://www.sane.org/information-and-resources/facts-and-guides/reducing-stigma>



Meet Metro North Mental Health's Lived Experience (Peer) Workforce. They are available across inpatient and community services and are a wealth of information about mental health, caring for someone with mental illness and links to support services.

How can you support recovery?

Look for **hope**
in even the smallest achievements and
maintain a sense of hope.

Focus on the **positives**.
Promote empowering
relationships based on
trust, empathy and **respect**.
Encourage and practice self-determination
and self learning.

Work in equal **partnership** with the person
you care about and the team of service
providers responsible for their treatment.

Listen, **just listen**.

Recovery is not only
possible it is
probable

Listen

*When I ask you to listen to me And you start giving me advice, You have not done what I asked. When I ask you to listen
to me*

And you begin to tell me 'why' I shouldn't feel that way, You are trampling on my feelings.

When I ask you to listen to me

And you feel you have to do something to solve my problems,

You have failed me, strange as that may seem.

Listen! All I ask is that you listen: Not talk, nor do – just hear me.

And I can do for myself – I'm not helpless Maybe discouraged and faltering, but not helpless.

When you do something for me, that I can and need to do for myself,

You contribute to my fear and weakness.

But when you accept as a simple fact that I do feel what I feel,

No matter how irrational Then I quit trying to convince you

And can get about the business of understanding What's behind this irrational feeling.

When that's clear,

The answers are obvious and I don't need advice.

Irrational feelings make sense when we understand what's behind them.

Perhaps that's why prayer works sometimes for some people:

because God is mute, and doesn't give advice to try to 'fix' things,

He/She just listens, and lets you work it out for yourself.

So please listen, and just hear me, and if you want to talk,

Wait a minute for your turn, And I'll listen to you.

Anon

This poem was written by a person who was institutionalised over a number of years in Queensland.
He wishes to remain anonymous.

Navigating the service

Mental health treatment can be provided across a number of different services. Some services are available during working hours and other services are available 24 hours a day, 365 days. Some services are accessed by referral, and others are available to all people with mental health concerns.

Depending on individual circumstances, a person may need to be admitted to hospital. Other people may be best supported with receiving treatment and support in the community from public mental health services, private mental health practitioners, other community services or their General Practitioner.

Acute Care Team

The Acute Care Team (ACT) provides triage, assessment and brief interventions to assist consumers experiencing difficulties due to acute mental health concerns. They will advise on the best option of care e.g. community, inpatient, crisis response. All new enquiries or referrals can be made via 1300 MHCALL (1300 64 2255). If the person is already receiving support from ACT, they can contact them directly.

Acute Inpatient Services

When admitted to hospital, the person you care about will receive the necessary treatment in an environment where they are safe and have access to specialist mental health staff.

The doctor may prescribe medication as part of their treatment. The need to monitor the patient's progress and medication can be a determining factor in the length of stay. Inpatients are continually assessed, and the treating team hold weekly 'ward round' meetings, where they will involve the consumer in discussing their care and treatment and progress. The treating team will begin discharge planning almost as soon as the person is admitted ensuring appropriate supports are in place on discharge.

Tip:

Ask when you can attend ward rounds.

Tip:

You can be involved. Nominate a primary person for the service to contact.

Continuing Care Teams

These are community based multi-disciplinary teams (MDT) that provide extended mental health care services in the community. They will endeavour to link with the consumer if they are an inpatient and support their discharge. Within the MDT, a Psychiatrist and a Mental Health Clinician are identified as the primary supports for the consumer. Wherever possible, the aim is to promote the person's level of independence while supporting them to work toward their recovery goals. The person you care about will need to attend the Community Clinic and some home visits may be possible. The Mental Health Clinician can provide support with referrals and links to services such as employment, accommodation, community connections that may benefit the consumer as well as links to services that may be beneficial to carers, families and supports.

The Treating Team

The roles below describe what may be collectively referred to as the **Treating Team** in the inpatient services.

On each shift the Senior Nurse co-ordinates the treating team for nursing. They are known as a **Clinical Nurse (CN)** and **Clinical Nurse Consultant (CNC)**.

The **Nurse Unit Manager (NUM)** is responsible for overseeing the nursing staff and the inpatient care on the ward.

A **Nurse** is assigned a small group of inpatients to care for each shift. The nurse will provide medication when needed and continually assess the person's mental health. The nurse can provide information and support to patients and family during their stay.

The **Resident Medical Officer (RMO)** primarily manages the physical health of inpatients and also contributes to mental health assessments as part of their training.

The **Psychiatric Registrar** is responsible for day-to-day assessment and management of inpatient care.

The **Consultant Psychiatrist** is responsible for making or approving all treatment decisions for an inpatient.

Peer Assistants / Peer Workers have a lived experience of mental illness, or caring for a person with a mental illness and support consumers as a peer, as well as assisting the treating team to support recovery.

Who is a Mental Health Professional?

The roles below describe what may be collectively referred to as **Mental Health Professionals** who work in both inpatient and community services.

Mental Health Clinician:

Nurse, Social Worker, Occupational Therapist, Psychologist

Doctor:

Resident Medical Officer (RMO), Psychiatric Registrar, Consultant Psychiatrist

Tip: ASK

'Who is our key contact person?

What is the best way for me to contact them?

What is the best time for me to contact them?'

What is a multidisciplinary team?

These are teams of mental health professionals with differing but complementary clinical qualifications and skills working together to promote holistic care and enhance continuity of care.

The different skills within a multidisciplinary team better meets the needs of consumers with complex needs. In addition to these teams there are lived experience and non-clinical positions, such as peer workers, who provide further support to the consumer and their carers/family.

There are a number of non-clinical positions who provide further support to the consumer and carers/family.

Administration Officers are located in the reception area of the ward (and in community services) and can assist with enquiries.

The Lived Experience (Peer) Workforce are consumers and carers who use their lived experience of mental illness or caring for someone with a mental illness to offer hope and support to consumer recovery. They provide living proof that recovery is possible.

Senior Carer Peer Coordinators focus on the needs of families and carers of people with a mental illness. They influence change to better involve and educate carers/families in the treatment and recovery of the person with a mental illness.

Senior Peer Coordinators promote consumer and carer participation. They offer an understanding from a lived experience perspective to support the mental health service in the planning, delivery and evaluation of a consumer and carer focused service.

A **Peer Assistant** is a person who provides peer support to consumers on the wards. A peer is someone who shares a lived experience of mental health issues and who can relate to people who are in a similar situation. They provide support, positive role modelling and assist people to develop strategies to support their recovery.

Peer Workers understand the mental health system and use their lived experience to support consumers, their families and carers to access appropriate services and develop strategies that support recovery.

Volunteers often chat with or assist consumers to engage in activities while on the ward.

Independent Patient Rights Advisers (IPRA) are employed by a non-government organisation independent of Queensland Health to ensure consumer rights, views and preferences are respected and taken into account by treating teams and those who support consumer recovery.

They provide information about:

- Consumer and carer rights
- Mental health legislation
- Appointing a Nominated Support Person
- Making an Advance Health Directive for Mental Health
- Mental Health Review Tribunals (MHRT)

For more information phone the IPRA helpline 1300 477 243 (24hr voice mail service). Consumer rights can be viewed via the weblink: https://youtu.be/LUP4-2_rmy4

An **Indigenous Mental Health Worker** provides culturally appropriate support to people who identify as Aboriginal Australian and/or Torres Strait Islander and can assist with navigating the mental health system and appropriate cultural connections.



Working with mental health professionals

Understanding how to communicate in the health system can help assist you and the person you care about get their needs met. You are entitled to be treated respectfully at all times.

Tips for communicating with mental health professionals:

- Mutual respect is essential for healthy communication.
- Try to remain calm and objective, even if you don't feel that way. If the way you are feeling is making it difficult to communicate, try to honestly tell this to the clinician /doctor. Don't be afraid to ask for a moment to collect your thoughts if you need to.
- Ask for information in words you can understand. Ask to have unfamiliar terms or the medication name written down for you. This means you can find out more information on your own.
- If you feel you are not being heard it makes it hard to remain confident. If you feel like this, tell the person. You could say "I feel I am not being heard...".
- Talking openly is important. It will lead to a better understanding of your situation and that of the person you care about. It gives you an opportunity to talk about your needs and concerns.
- The best way to work out your questions is to spend some time thinking about what concerns / issues / information is most important. Make a list of questions and record the answers. This booklet has a list of suggested family / carer questions to help you think about questions to ask.
- Agree on the best way for you to keep in contact e.g., email, phone, appointment.
- You may need to talk about your concerns / issues / information a number of times. It may be helpful to write it down and keep it on hand.



Information sharing, privacy and confidentiality

We actively encourage your involvement. Sharing information is significant in recovery from mental ill health. The service acknowledges the need for families, carers, and significant others to work together to develop useful and practical supports in collaboration with the person experiencing mental ill health. Your input and insights are valuable. There are no limits around what information you can provide to the treating team.

The laws of confidentiality are there as part of every person's right to who, how, when they share their personal information or when others share their information. Some consumers who, because of past experiences or because they are unwell, may not trust many people, may feel vulnerable. The fact that they can tell a doctor / clinician anything in confidence is the basis of the trust that is needed between the consumer and a mental health professional.

Mental health professionals are limited as to how much information they can share with anyone, including family, carers and significant others without the consent of the consumer.

We will endeavour to provide you with information to assist in your understanding about how you can best support the person you care about.

There are also times when mental health professionals are required, or allowed, to share certain information by law, for example, to keep the person or others safe.

The document 'Information Sharing Between Mental Health Staff, Consumers, Family, Carers, Nominated Support Persons and Others' is a good source of information to help you better understand how information can and may be shared to support a consumer's recovery.

https://www.health.qld.gov.au/_data/assets/pdf_file/0026/444635/info_sharing.pdf



Healthcare rights and expectations

You are encouraged to read the charter or have it explained to you and or the person with mental ill health. If you feel your rights, or the rights of the consumer, have not been respected, or you have concerns about their healthcare, let us know as soon as possible.

A staff member can assist you to obtain information about healthcare rights or you can access more information by conducting online searches for:

- Mental health statement of rights and responsibilities <https://www.health.gov.au/resources/publications/mental-health-statement-of-rights-and-responsibilities-2012>
- Australian Charter of Health Care Rights 2019 <https://www.safetyandquality.gov.au/publications-and-resources/resource-library/australian-charter-healthcare-rights-second-edition-a4-accessible>
- *Human Rights Act 2019 QLD*
- *Mental Health Act 2016 QLD* Statement of Rights https://www.health.qld.gov.au/data/assets/pdf_file/0036/639873/Statement-of-Rights.pdf

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights.**

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information, ask a member of staff or visit safetyandquality.gov.au/your-rights

Mental health legislation – the *Mental Health Act 2016*

The *Mental Health Act 2016* (MHA) provides for the involuntary assessment and treatment, and the protection of, persons with mental ill health. At the same time, the Act aims to safeguard and balance the rights and freedoms of people who have a mental illness and those of others.

The MHA supports consumer choice in the care they receive through alternatives to involuntary treatment such as Advanced Health Directives and / or the option for a guardian to consent to their mental health care when they do not have the capacity to do so.

There are a number of resources available to help understand patient rights under the MHA.

We encourage you to seek more information regarding the MHA:

<https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/clinical-staff/mental-health/act/resources/patient-rights>

You can also do an internet search for:

- *Mental Health Act 2016 Qld*
- Qld Mental Health Review Tribunal
- Legal Aid Queensland

Tip:

To ask for more information about the Mental Health Review Tribunal, or any patient rights, contact IPRA services.

Phone: 1300 477 243 or

Email: IPRA@stride.com.au

Involuntary Treatment

This is treatment for mental illness without the person's consent. Involuntary patients have the same rights as other consumers with some further conditions. Please ask to speak to an Independent Patient Rights Adviser (IPRA) to find out more.

A Treatment Authority:

- Treatment criteria such as having a mental illness, not having capacity to consent to treatment etc applies.
- must be authorised and confirmed by a psychiatrist.
- Treatment can be inpatient or in the community according to the person's needs.
- Remains in place for as long as treatment is required.
- Regular reviews are conducted by the psychiatrist in accordance with the treatment plan.
- Regular reviews are made by the Mental Health Review Tribunal. Legal aid is available and there is an appeals process.

The Queensland Human Rights Act 2019

The *Human Rights Act 2019* is a law that protects every person’s rights in Queensland. It protects the rights of all who interact with, or use the services of government or government funded organisations and courts and tribunals. These are known as public entities. Public entities include public health services, NDIS providers, public schools, the police and the Mental Health Review Tribunal.

There are 23 sections in the Act which protect rights including:

- Recognition and equality before the law (you have the same rights as everyone else) Protection from torture, cruel, inhuman or degrading treatment
- Freedom of movement
- Freedom of expression (this covers your right to receive information and well as express your opinion)
- Property rights
- Privacy and reputation (this includes the protection of medical records and other information about you as well as protection of your home and family)
- Protection of families and children
- Cultural rights – generally
- Cultural rights – Aboriginal and Torres Strait Islanders people Right to liberty and security of the person
- Humane treatment when deprived of liberty The right to a fair hearing
- Right to access health services Right to life

Balancing rights

Sometimes it may be necessary for a public entity to limit or restrict human rights. This is only done when it is essential to keeping people safe or ensuring a person gets the medical care they need. If a public entity restricts human rights, they have an obligation to make sure it is for a good reason and that it is done in the least restrictive way. They have to consider what the impact is on the person and also the human rights of the people around them.

Making a complaint

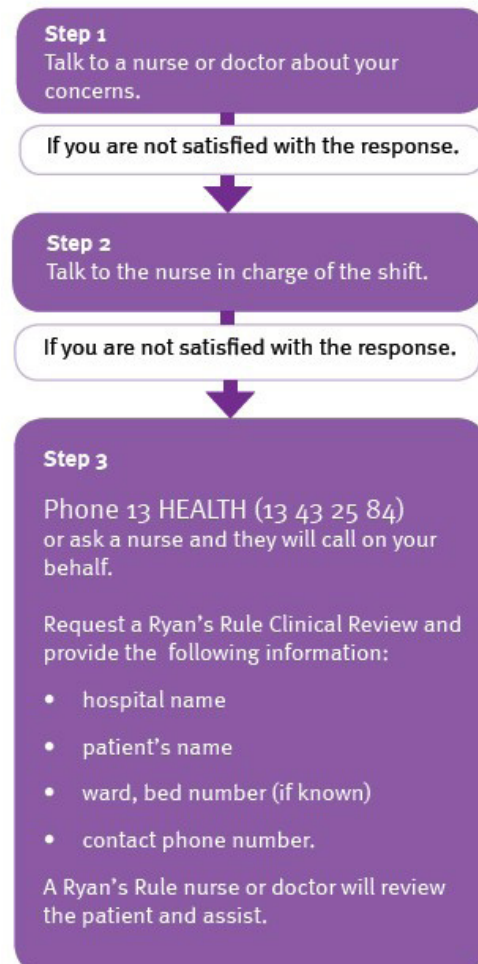
If you think the human rights of your or the person you care for are being ignored or disrespected, you can make a complaint. For human rights complaints you first need to complain to the public entity who are allowed 45 business days to respond to your complaint. If 45 business days pass, and they have not answered your complaint, or you do not believe the response properly addresses your complaint, then you can complain to the Queensland Human Rights Commission. You can make a complaint in writing or contact the Commission to talk about your options. You can call the Commission on 1300 130 670.

Ryan’s Rule

Ryan’s Rule offers patients / consumers, their family and carers a process to escalate their concerns independently when they believe the patient is getting worse, is not doing as well as expected or if something doesn’t feel right.

Note: Ryan’s Rule is not for making complaints.

Ryan’s Rule: 3 Step Process



Visiting the hospital

- Inpatient visiting hours may vary across facilities. Family and friends are encouraged to consider the consumer's need for rest and recovery and keep visits to a reasonable time frame.
- A phone in the communal area on the ward is provided for inpatients to make calls.
- Each ward also has a designated phone for inpatients to receive calls. Ask a staff member for this number. Not all facilities allow inpatients to have mobile phones during their hospital stay, please ask a staff member if mobile phones are permitted in the ward.
- Volunteers are available to assist with directions and information.
- Vending machines are available. Locations vary across the sites, The wards do not provide change.
- Ask the treating team about parking options and reduced parking fees that may be available.

Support during leave from hospital

Having some time at home or in the community before being discharged provides individuals an opportunity to gradually adjust to returning home and to the responsibilities that they have.

To provide the best care, the treating team will explain the purpose of leave and other important information about leave with the consumer and will as well involve family members, carers and other supports.

It is important that there is shared understanding of the goals for the consumer to have a positive leave period which include things like:

- Eating and sleeping well
- Being able to cope with symptoms of illness at home.
- Using medicines to support recovery if prescribed
- Attending outings with family or friends
- Enjoying hobbies or exercise/sports

It is important that you are provided with contact details for the treating team and ward so that you can contact them if you have any concerns about the consumer e.g. they are expressing thoughts of self-harm, if they aren't taking their medication or if anything else changes e.g. there may be a delay in the time the consumer is returning.

The ward has copies of a "Going on Leave Brochure" which should be completed by consumers, and shared with you as needed. If you have any questions about supporting the consumer whilst they are on leave, you can talk to a member of the treating team.

Talk about plans

The treatment planning process begins on admission / service entry, and discharge planning begins soon after. Ideally, all aspects of planning are developed collaboratively with the treating team involving the consumer, their families and carers and aimed at to promoting individual recovery needs.

Recovery Plan

The Recovery Plan focuses on the consumer's personal recovery goals, their hopes, dreams and what they want to achieve in the short- and long-term future. The Mental Health Clinician and the treating team will work with the consumer to develop a Recovery Plan. The plan is regularly reviewed and will assist the treating team to include the person's recovery needs as an important part of their treatment and care planning.



Going On Leave

Having some time at home or in the community before being discharged provides individuals an opportunity to gradually adjust to returning home and to the responsibilities that they have.

We are committed to supporting your individual needs through the discharge process as well as the needs of your family, carers or other personal supports.

Including the people in your life who you either live with or have close connection to in the discharge process, including taking leave from the inpatient unit, is important so that you receive the best care possible.

Individual Care Plan / Treatment Plan

This is developed by the treating doctor and/or the treating team and sets the direction for treatment and care. The plan identifies issues and sets objectives on how the service will assist the person you care about reach these goals. For involuntary consumers, this plan will also include the requirements of the Mental Health Act 2016.

Acute Management Plan (AMP)

An AMP is most useful for a person with a mental illness who presents frequently to the emergency departments (called Emergency and Trauma Centre at RBWH) and/or the acute mental health services, such as the Acute Care Team. The AMP provides important clinical information such as indicators for admission/discharge, risks and triggers, and what interventions are helpful that clinicians and doctors, who may not always know the consumer and their mental health history, to better respond to them.

Police and Ambulance Intervention Plan (PAIP)

A PAIP is most useful for someone with mental ill health who has a history involving crisis contact with the Queensland Police Service (QPS) and/or Queensland Ambulance Service (QAS) or is at high risk of harm to self, others or property. The PAIP provides the most important information about someone's actions and behaviours when they are in crisis in the community and what interventions the police or others can use to facilitate a safe resolution for all people involved. The PAIP is ideally developed collaboratively with the consumer, and their family and carers, QPS, the treating team and the Mental Health Intervention Co-ordinator. In addition, other services such as the Queensland Ambulance Service (QAS) often support the police to help a person in crisis.

Diagnosis

Tip: Ask what programs are available to support recovery.

As a family member or carer, you will want to know exactly what the person you support is dealing with so you can provide the best support. However, be aware that getting a definite diagnosis of a mental health disorder can be difficult. Initial diagnoses may change over time because a diagnosis is made by recording symptoms and a medical history, and this takes time.

You are encouraged to assist by describing your experience of the person's illness and sharing information about what they are like when they are well. If the person you care about does not agree with their diagnosis at any time, they have the right to a second opinion from another medical officer/psychiatrist.

Mental illness and alcohol and / or substance use

The term 'dual diagnosis' is used to describe someone with two or more disorders or problems, one of which is a mental illness and one of which relates to the use of substances, either legal or illegal.

If you think that the person you care about is using or alcohol or illicit drugs, it is likely that you will be concerned that he or she may be harmed, may harm themselves, or may do something illegal, and you will no doubt be concerned that their mental illness will worsen.

Whilst you may not be able to stop someone using alcohol and drugs, you are able to minimise harm, and help them through this very difficult part of their life, by using some well-known and well-tested strategies.

You can begin by talking to the treating team of the person you care about. You have a wealth of information they will find useful to identify the best treatment options. They can help you understand how you can best support the person on their journey toward recovery.

Adis is a 24 hour/7 days a week Alcohol and Drug Support Information Service. They provide a confidential service for consumers, carers/family or anyone in the community who is looking for information and support about alcohol and drug issues. They can be contacted on 1800 177 833 or you can even chat online with a counsellor.

<https://adis.health.qld.gov.au/>



Medication

Medications are often prescribed to help a person diagnosed with mental illness manage their illness through reducing / alleviating the symptoms they are experiencing.

Having a clear knowledge and understanding of the illness itself, the medication prescribed, how to take the medication, the possible side effects of the medication and how to manage the side effects will assist a person to achieve greater personal control over the symptoms they experience. Information about a wide range of medications can be found at: <https://www.choiceandmedication.org/queenslandhealth/>

Tip:

If you have questions about how the medication manages the illness symptoms, or the medication side effects the person may be experiencing, talk to your treating team contact person as soon as possible.

Adult guardianship, financial administrator and legal matters

In Queensland, under a framework of human rights protection, independent statutory bodies such as the Public Guardian have a role in protecting the rights and interests of vulnerable adults who do not have the capacity to make some or all of their own decisions due to an illness or disability.

Consent and Capacity

Substitute decision makers for people with impaired decision-making capacity in order of priority:

1. Advanced Healthcare Directive (AHD)
2. An Administrator or Guardian appointed by QLD Civil & Administrative Tribunal (QCAT)
3. Attorney under AHD or Enduring Power of Attorney (post 1998)
4. Statutory Health Attorney:
 - Spouse (if relationship is close/continuing), Adult's carer if over 18 and not a paid carer
 - Close friend or relation if over 18 and not a paid carer
 - Note: for carer or close friend/relation they must be readily available and culturally appropriate
5. The Public Guardian

If there is a dispute between statutory health attorneys OR if a decision of a substitute decision maker is inconsistent with good medical practice the Mental Health Practitioner may call The Public Guardian.

Information regarding legal, administrative and guardianship services for people with decision making impairment can be accessed online by searching for: the Public Guardian; The Public Trustee; Queensland Civil and Administrative Tribunal (QCAT); and Legal Aid Queensland.

Caring for you

Caring for a person with a mental illness/mental ill health presents unique and often highly stressful challenges. We recognise that you have your own specific needs that are separate from the needs of the person with mental ill health. You will no doubt experience that, in some ways, your life has changed.

Everyone's experience is unique, although it is common for family members and carers to experience a range of emotions including uncertainty, blame, isolation, guilt, fear and grief. Be mindful of how you are thinking and feeling. If you are struggling or have any concerns about your own wellbeing, seek assistance straight away, do not put it off. Booking a long appointment with your GP is a good way to start.

It is important to recognise when you have stepped into a caring role. You may find it helpful to try to separate your role as parent, partner, or friend from the caring role. As in any new role, you will need as much information as you can find, new skills and support. Accept there will be challenges and setbacks as well as rewarding aspects. It is also important to maintain a balance, take a break and relieve stress.

You may also find it useful, comforting and encouraging to access one or more of the carer support groups in your community. Community agencies provide programs and education for families and carers to learn new behaviours and coping strategies. This type of education will help you to build on your ability to support the person you care about on their journey towards recovery. While this may be a demanding process, your perseverance will be extremely valuable for everyone concerned.

Think about what will work for you and what you would find helpful. Discussing your options with your GP may help you decide what to do. Whilst a mental health service is not able to provide certain services, we are able to recommend other services for you to contact, refer to the 'Resources for finding out more...' section of this booklet.

Care for you

- Focus on positive 'self-talk'
- Give your self a break
- Maintain and build on your support network
- Make time for relaxation
- Do things that you enjoy
- Set boundaries so you can maintain your own wellbeing

Tip:

"Your ability to support the person you care about depends on how well you are looking after you."

Tip:

You could say, 'I need some support for me. What services can I access?'

What you can do in a crisis

You are possibly already aware that, unfortunately, when caring for someone with mental ill health, there may be times when the person you support, and you, face setbacks, a crisis or an emergency situation, so it is important to be prepared.

It can be frightening and distressing when someone you care about is at risk to themselves, to you, or someone else. Try to remember that, for many people, this is part of the illness. It will be helpful if you can learn to recognise the warning signs leading up to when the person is at risk. You could then develop an agreed plan of action should an emergency occur.

Be mindful that following a setback or crisis you, your family members and the person you care about, may continue to feel challenged and vulnerable for some time.

When the person is receptive, talk to him or her about what might trigger a crisis for them, the best ways to keep them safe and the things that might help de-escalate the situation to minimise the stress for all concerned. Also talk about what might also be helpful to reduce post-crisis stress for all concerned.

The person's Mental Health Clinician may have already discussed with them a plan for keeping them well and safe, for example an Acute Management Plan or if police are involved a Police and Ambulance Intervention Plan. You can arrange to talk about any such plans together with the Mental Health Clinician and the person you care about.

It may also be useful for you to talk to the Mental Health Clinician if the person you care about is not willing to talk about crisis prevention and intervention.

As the person progresses toward recovery, review the plan of action on a regular basis and agree on any necessary changes. Similarly, review the plan again when moving forward from a crisis.

For assistance with a crisis, call the Mental Health Service and speak to the person's Mental Health Clinician or 1300 MHCALL (1300 64 22 55).

Queensland Health, Queensland Police Service, the Queensland Ambulance Service are working together to better respond to those in a mental health crisis.

For more information on support services that will assist with what you can do in a crisis, refer to the 'Resources for finding out more...' section of this booklet.

Tip:

Discuss and agree on what to do if a crisis arises.

If the situation is urgent, and you have serious concerns or there is an immediate danger, call **000**.

Smoke free health care

As a healthcare facility, we have a duty to provide an environment free from smoke and to reduce the risk of a person taking up (or re-starting) smoking. 'There is strong evidence that many people with a mental illness want to quit smoking and that smoking causes stress, rather than relieving it. With the right support from family, friends and health professionals, people with a mental illness can quit smoking and experience benefits including a healthier and longer life, improved self-esteem, more money to spare, and less stress.'

What you need to know as a visitor:

- Smoking is illegal in all hospital and community health services in Queensland (and five metres from the boundary);
- Consumers, staff and visitors are not to have tobacco or related products (this includes cigarettes, lighters, e-cigarettes, vapes etc) on the ward;
- If you have these products, please ask a member of staff to assist you to store them in locked storage at the nurses' station;
- Consumers will not have access to their tobacco and related products during their leave; these products will be sent home with family/friends or stored; they will be returned on discharged, if requested.



If you have further questions, please talk to a member of staff.

Having input in to service projects and activities – My ROLE

Metro North Mental Health invites carers, family and significant others (as well as consumers) to contribute to continuous service improvement through having input into service projects and activities in various ways. You can talk to any member of the service, including a member of the Lived Experient (Peer) Workforce, about ideas you may have or how you could get involved in service improvement. Another easy way to let us know you are interested is to register via an online portal called My ROLE – My Register Of Lived Experience. By registering, you can indicate that you would be happy to be contacted when there are any opportunities to get involved.








My ROLE registration: https://forms.office.com/Pages/ResponsePage.aspx?id=CLBIC9eVvEq6_D_8IMA5wHNVpnML-oRhJioM_DQsGepFUNTIUQjgxSUooMzVBRIVMTDAwTVBOVFE3RyQIQCNoPWcu



Let us know what you think

Compliments and complaints are an important source of feedback that helps us to improve our service.

Often the quickest and most effective way to resolve concerns is to talk them through with a doctor or mental health clinician. If you prefer to let us know about your feedback in writing, ask a staff member for a compliments and complaints form (Have your Say Form). Staff will assist you to complete the form if you require assistance.

Metro North Mental Health	Metro North Mental Health	Metro North Mental Health
<p>Your feedback can be anonymous</p> <p>Do you wish to remain anonymous?</p> <p><input type="checkbox"/> Yes (do not fill out details below) <input type="checkbox"/> No</p> <p>Name: _____</p> <p>Date: _____</p> <p>Phone: _____</p> <p>Address: _____</p> <p>What outcome would you like from your feedback?</p> <p>Note: your feedback can be anonymous, but if you wish to receive a response to any of the items below please provide your contact details.</p> <p>Would you like to be contacted about your feedback?</p> <p><input type="checkbox"/> Thank a staff member / team / unit / the hospital</p> <p><input type="checkbox"/> Receive an explanation about your comment or suggestion</p> <p><input type="checkbox"/> Other: _____</p>	<p> The quickest way to resolve a concern or provide a compliment is to speak to a member of staff.</p> <p> You can complete a 'Have your say' form and put it in a feedback box.</p> <p> You can phone or email - ask a staff member how you can contact the Patient / Consumer Liaison Officer.</p> <p> If you still have concerns: You can contact the Office of the Health Ombudsman - www.oho.qld.gov.au (this is an independent agency)</p>	<p>Have your say</p> <p></p> <p>We want to hear from you!</p>
<p>Thank you Please put your form into the feedback box provided.</p>	<p> Consumers and carers provided feedback on this publication. Via Effective: November 2022 Review: November 2025</p>	<p>Metro North Health </p>

Contact us

For more information on how you can provide feedback and / or resolve your concerns:

Caboolture Consumer Feedback:	07 5433 8199
Redcliffe Consumer Feedback :	07 3883 7728
TPCH Consumer Liaison Officer:	07 3139 4479
RBWH Patient Liaison Officer:	07 3646 8216

If your concern is not resolved to your satisfaction:

Contact the Office of the Health Ombudsman:
 Online at <https://www.oho.qld.gov.au>
 OR
 Phone: 133 OHO (133 646) OR
 Write: PO Box 13281, George St, Brisbane Qld 4003

Locating facilities and services

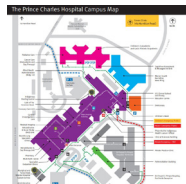
Use the links below to access information about getting to and around the Metro North Mental Health facilities.



Caboolture Hospital Home Page:
<http://www.health.qld.gov.au/caboolture/>



Redcliffe Hospital getting to our facilities:
<http://www.health.qld.gov.au/redcliffe/location/default.asp>



TPCH Information for Patients and visitors:
<http://www.health.qld.gov.au/tpch/html/information.asp>



RBWH getting to and around the Hospital:
http://www.health.qld.gov.au/rbwh/location_maps.asp
 Note: The Psychiatric Emergency Centre is located beside Adult Emergency – access is via Adult Emergency

Resources for finding out more

A wealth of information about mental illness and related support services is available from the mental health service, your general practitioner, community mental health service providers, libraries and the internet.

MNMH Recovery Support Services, Courses and Resources Prospectus

The Prospectus provides information on a wide range of recovery focused education courses and resources. The Prospectus is updated every six months, ask a staff member for a copy or an electronic copy is available by conducting an online search for:

My mental health -> Resources -> Community resources -> Prospectus

Metro North Mental Health Lived Experience (Peer) Workforce, Publications and Resources

- Consumer and Carer Services Brochure
- Making the most of your mental health service – A guide to the Metro North Mental Health Community Clinic
- Finding Your Way Around the Ward: An Orientation to Your Inpatient Stay
- Consumer and Carer Forums

Government Information and resources

Available online by searching for:

- Australian Government Department of Human Services -> Carers
- Australian Government Carer Gateway
- The Public Trustee of QLD

Once you have a clearer understanding about mental illness and its impact on the person you care about, you may find it easier to talk to other family members and friends to identify how they can best encourage and support the person with mental ill health.

Community Agencies

Telephone and online support, connecting with support groups, programs to learn and develop skills, resources, publications, respite and lifestyle support, events, research, much more.

Available online by searching for:

- Arafmi QLD
- Beyond Blue
- Black Dog Institute
- Carers QLD
- Communify QLD
- Eating Disorders Queensland
- Footprints
- Health Consumers Queensland
- Institute for Urban Indigenous Health
- Mental Health Association Queensland
- embrace multicultural mental health
- Neami National
- Richmond Fellowship Queensland
- SANE
- Suncare Community Services
- Lifeline
- Queensland Mental Health Commission
- MyMentalHealth

References

Australian Government, Mental Illness and Quitting:

<https://www.health.gov.au/resources/collections/mental-illness-and-quitting-smoking>

Mental Health Foundation, UK: <https://www.mentalhealth.org.uk/a-to-z/r/recovery>

Queensland Health, Information sharing between mental health workers, consumers, carers, family and significant others, Brisbane June 2011:

Queensland Government, Health Consumers Queensland, Getting the Healthcare you need: An advocacy toolkit for people using the healthcare system in Queensland, Brisbane May 2011: <https://www.safetyandquality.gov.au/publications-and-resources/resource-library/australian-charter-healthcare-rights-first-edition-guide-patients-consumers-carers-and-families>

Australian Commission on Safety and Quality in Healthcare, Australian Charter of Healthcare Rights A guide for health-care consumers, carers and families, Brisbane January 12: <https://www.publications.qld.gov.au/dataset/carer-s-matters-factsheets-queensland-health-mental-health-system>

Queensland Government, Queensland Health Carers Matter Website:

Getting Involved -

https://www.publications.qld.gov.au/dataset/7898df15-7ba3-4873-b7eb-e7ad7936e252/resource/59b3f4f4-d1f3-497b-8428-edf3ffa5834b/fs_download/fs1gettinginvolved.pdf

You're not alone -

https://www.publications.qld.gov.au/dataset/7898df15-7ba3-4873-b7eb-e7ad7936e252/resource/92af7579-86dd-4e81-9bbe-c3ff1fde53af/fs_download/fs2yourenotalone.pdf

Commitment to Carers -

https://www.publications.qld.gov.au/dataset/7898df15-7ba3-4873-b7eb-e7ad7936e252/resource/9dd49c21-2357-4f5b-8fa3-77f81b6c7ce3/fs_download/fs3commitcarers.pdf

Dual Diagnosis -

https://www.publications.qld.gov.au/dataset/7898df15-7ba3-4873-b7eb-e7ad7936e252/resource/59fd8f7e-45d7-44aa-aacc-c88a307799a6/fs_download/fs4dualdiagnosis.pdf

Older Persons -

https://www.publications.qld.gov.au/dataset/7898df15-7ba3-4873-b7eb-e7ad7936e252/resource/5596cc47-6379-4d00-917f-3db6adf6bc78/fs_download/fs6olderpersons.pdf

Child and Youth -

https://www.publications.qld.gov.au/dataset/7898df15-7ba3-4873-b7eb-e7ad7936e252/resource/4858ffbc-fe17-4357-a567-5afa42d5bf63/fs_download/fs7childyouth.pdf

Queensland Government Choice and Medication website: <http://www.choiceandmedication.org/queenslandhealth/>

Australian Government, Department of Health and Ageing:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/mental-pubs#W>

Queensland Government, Queensland Health, MHA2000 Fact sheets Purpose, principles and definitions: <https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/clinical-staff/mental-health/act/resources>

Queensland Government, Queensland Health, RBWH

<https://www.health.qld.gov.au/system-governance/policies-standards>