



## Acknowledgement of Country

Mid North Coast Local Health District (MNCLHD) would like to acknowledge the Birpai, Dunghutti, Gumbaynggirr & Nganyaywana people as the Traditional Custodians of the lands our facilities are located on. We pay our respect to Elders past, present and emerging. We extend that respect to all Aboriginal people entering our facilities and accessing our healthcare services and are committed to providing a health system that Aboriginal people find culturally safe and responsive to their needs (MNCLHD Aboriginal Health Statement of Commitment 2019- 2023)

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## About the Artwork

This painting represents my mental health journey and what services I accessed, including tapping into my own culture. This was during a dark time that I experienced in my life many years ago, a time when I felt I had no-one to talk to.

The three big circles represent main stream health and counselling services. The middle circle represents my family and cultural beliefs. The outer three represents meeting places on country in yarning circles which gave me tremendous strength.

The experience has given me inspiration to work in this field and to give back to my Aboriginal people.

Anonymous 2019



# We provide services for people in this region



## If you need an Interpreter

If you need an interpreter to help you contact our services telephone the Translating and Interpreting Service (TIS). The number is 131450. Tell the TIS the language you speak and the name and number of our service.



We provide a free interpreter service to people who do not speak English or are deaf.

Further information for culturally and linguistically diverse people can be found in the “**Where can I get further Help and Information?**” section at the end of this Guide.

[www.tisnational.gov.au](http://www.tisnational.gov.au)

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# Welcome

This guide has been designed to provide an overview of Mid North Coast Local Health District (MNCLHD) Mental Health, Alcohol and other Drug Services and how these services can support people on their journey to wellness and recovery.

## To those experiencing mental distress ...

Reaching out for assistance isn't easy, and it can be overwhelming. It is our hope that this Information Guide will help make this a little easier by providing an overview of services that are available, how to access them and what you might expect when receiving them. It has been developed by staff and consumers with lived experience like myself, who understand these feelings.

A mental health condition can seriously impact our lives and our ability to cope with everyday relationships and life at home and work. I know this because I experienced it when my mental health declined in my younger years.

I now use this lived experience in my role as a qualified mental health Peer Support worker, supporting consumers of the mental health service who find themselves in a similar situation to that I was once in.

Recovery is about all those interventions that you do, and others support you to do, that help you return from mental distress. It really is possible to return to a productive and meaningful life. Every journey is an individual one. Remember when going through these difficult times that help is available and we are there to support you through yours.

**Peer Support Worker and member of the Mental Health Consumer Advisory Group**



# Welcome on your individual journey in recovery...

I hope this guide assists you by providing information around the impact of your experience of alcohol and/or other drugs, and services available to support you. Although every experience is an individual one, I have some understanding of this journey because of my own diverse experience of alcohol and other drugs use and mental health issues for over 25 years. My lived experience and my own Recovery journey have been

incorporated into my professional life, as a consumer representative, peer worker, and teacher of peer workers, who are there to support others with experiences that may be similar to their own.

I encourage you to use this guide to reach out for information that may support you on your journey

**Consumer Representative Alcohol and other Drug Services**

## A Word from Director IMHAOD Service

Firstly, I would like to acknowledge and honour those with lived experience of mental health and/or alcohol and other drug use and those who support them. It is our service's vision to continually evolve and respond to the needs of people accessing our services and this involves listening to those with lived experience and consumers at all levels working alongside us.

Our services are strengthened by our commitment to:

- Acknowledging that health is not merely the absence of illness, but is influenced by social, emotional, psychological, physical, cultural and spiritual wellbeing.
- Delivering holistic care that is centred around individual needs.
- Working together with our consumers, their carers, families and support networks.
- Ensuring that our approach is culturally sensitive, respectful and

responsive to diversity.

- Recognising the impact of trauma, and providing compassionate and empathetic care.
- Integrating services so that we can offer collaborative and seamless care to meet individuals needs.
- Encouraging consumers to provide feedback, whether it is positive or negative.

I do hope this guide provides meaningful information that will support our community in accessing and understanding our services, and assist you in engaging positively with our Mental Health, Alcohol and other Drugs teams, should you need to. We acknowledge that this guide may not be able to answer all your questions. We encourage you to explore further information and support services and/or ask for support from your treating team.

**Director Integrated Mental Health, Alcohol and other Drug Services**

# What to do in a Crisis?

## Who should I call first?

Seek help when you feel concerned about your safety or the safety of others. The service you call first will depend on the type of crisis or emergency situation when it occurs.

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**Phone the NSW Mental Health Line on 1800 011 511** to speak with a mental health professional. The Mental Health responds to mental health crises and emergency situations. If you are unsure how urgently help is needed, call the Mental Health Line.

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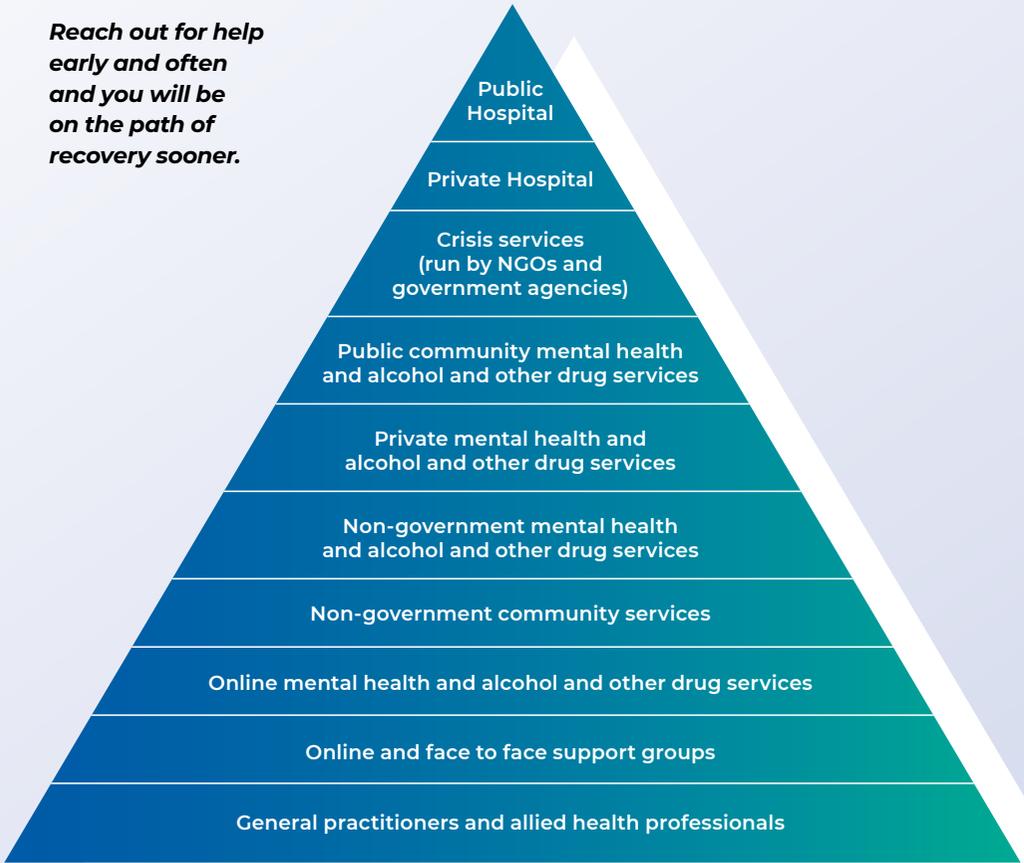
If the situation is life threatening and you need to keep yourself and others safe **call 000 and request ambulance, police or both.**



# We all need help sometimes

Chances are that everyone in their lifetime will either access mental health and/or alcohol and other drug use support for themselves or their loved ones. However, it might not be often and it might not be for long, and it can be hard to find the right service at the right time. Below is an illustration of these services.

***Reach out for help early and often and you will be on the path of recovery sooner.***



More information can be found in "**Where Can I Get Further Help and Information?**" at the end of this Guide.

# Mental Health Services

## A little bit about mental health problems

Almost one in five Australians are affected by some form of mental health condition at some time in their life. A mental health condition can affect a person's thoughts, feelings and behaviour. It can impact on a person's ability to take part in everyday activities, such as work, maintaining relationships and looking after themselves. You are not alone. There are many people who are feeling or experiencing similar things to you or have in the past.

### It is important to remember that:

- There is help available for you – services are available for the person with the mental health condition, and also for their families/support people
- Mental health issues can affect people in different ways
- Recovery is possible. Most people with a lived experience recover well with appropriate ongoing treatment and support.

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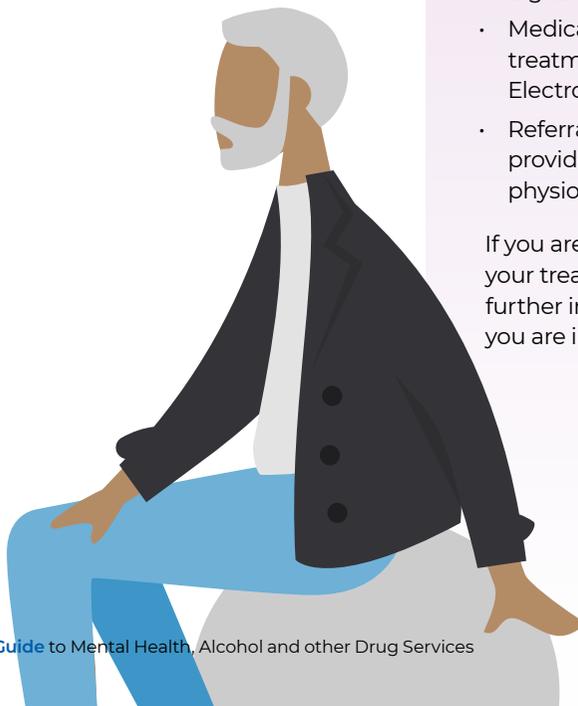
There is a list of “**Useful questions to ask your Health Professional**” later in this Guide.

There are many places to find mental health information. See “**Where Can I Get Further Help and Information?**” at the end of this Guide for some helpful suggestions.

## How will mental health services help me?

Sometimes a mental illness can come and go in a person's life.

There are many different treatments available. Treatment needs to be tailored to the individual. It can be a complex process to get the right combination of medication and/or other treatment options. The choice of treatment is based on your experiences with your mental health, rather than by diagnosis alone. It is also influenced by personal preferences.



### What you may be offered:

- Mental health education
- Counselling
- Psychological therapies such as Cognitive Behavior Therapy
- Skills development
- Peer support groups
- Mental Illness Education and working on ways to stay well
- Developing a personalised care plan that may include linking to social supports and connecting with family and friends, and healthy lifestyle changes such as exercise, sleep, dietary habits and managing stress
- Self-help books and online/digital programs
- Medication and medical treatments, such as Electroconvulsive Therapy (ECT)
- Referral to other services provided by the hospital such as physiotherapy and dental care.

If you are hospitalised as part of your treatment plan you will receive further information about the Unit you are in and how things operate.

# An overview of Mental Health Services

Mental Health provides a broad range of services to meet the needs of our community. Ranging from inpatient to community services, from youth and family to older persons and support into our schools. We will work towards ensuring that our service will be comprehensive and responsive to the changes in our community.

## How do I access MNCLHD Mental Health Services?

If you or someone you know need to access our mental health services contact:

**Mental Health Line:  
1800 011 511**

The NSW Mental Health Line is a 24-hour seven days a week call line that can support you with your mental health needs or questions. The Mental health Line is not a counselling service. It is there to provide appropriate access to Mental Health Services.

***If you are currently a client of our services you will be provided with further contact information as part of your ongoing care.***



# Community Mental Health Services

## Community Mental Health Services can:

- Conducting a detailed mental health assessment to identify the best service to meet your needs and plan your care
- Develop care plans with the person to support their recovery
- Work with the persons family and carers (with the persons consent)
- Work together with psychiatrists, inpatient (hospital) services, GP's and other important services like community managed organisations to plan and provide the best care
- Provide crisis support
- Help with admission to an inpatient Mental Health Unit
- Offer support from Aboriginal Mental Health, Alcohol and other Drug Workers
- Offer support from a Peer Worker (a worker with lived experience of mental health issues)
- Offer/refer to/provide specialist mental health services
- Provide support following discharge from a mental health inpatient (hospital) unit.

## Community Mental Health Service Locations

- **Port Macquarie Community Mental Health** – Port Macquarie Base Hospital, Wrights Road, Port Macquarie
- **Kempsey Community Mental Health** – Kempsey District Hospital Kempsey District Hospital, 119 River Street, Kempsey
- **Coffs Harbour Community Mental Health** – Coffs Harbour Health Campus, 342 Pacific Hwy, Coffs Harbour

**Intake line for all  
Community Mental  
Health Services is  
the Mental Health  
Line: 1800 011 511**

## Youth and Family Services

Youth and Family Services work with children, young people, families and carers with complex mental health needs. We work with family, schools and other key partners to maintain wellness. The service supports admissions to specialist child and adolescent inpatient units outside MNCLHD.

- **Port Macquarie Youth and Family Services** – Ellimatta House, 35 Morton Street, Port Macquarie
- **Kempsey Youth and Family Services** – 8 Wide Street, Kempsey
- **Coffs Harbour Youth and Family Services** – Headspace Coffs Harbour, 45/53 Little Street, Coffs Harbour

## Older Persons Mental Health Services

Older Persons Mental Health Services are provided to people aged 65 years and over, and 50 years and over for Aboriginal people. We respond to the needs of older people with complex mental health problems in a community setting. Services include assessment, counselling, support, referral, advocacy, community liaison, and education.

## Aboriginal Specialist Wellbeing Service - Kempsey

The Aboriginal Specialist Wellbeing Service provide a culturally informed service that responds specifically to the needs of Aboriginal people and community. The service model is guided by the Nine Principles of Aboriginal and Torres Strait Islander Social and Emotional Wellbeing in the Gayaa Dhuwi (Proud Spirit) Declaration (further information here [The Gayaa Dhuwi \(Proud Spirit\) Declaration | Resources](#).)

This service will become the hub for Aboriginal community and provide a safe space for community. The space will provide therapy rooms in the building, yarning circles outside and an activity room which can be utilized for various activities such as therapeutic intervention groups, training, cultural activities and much more.

## Safe Haven – Port Macquarie

The Safe Haven provides a safe space for people of all ages in suicidal crisis or emotional distress. The service is run by peer workers with access to clinical supports. The Safe Haven peer workers will support people through crisis and distress and connect them to other services where necessary.

### Suicide Prevention Outreach Team – Kempsey

The Suicide Prevention Outreach Team (SPOT) will respond to people in suicidal crisis or emotional distress in the Kempsey Local Government Area. The SPOT provides support through a team of two, one peer worker and one clinician. Peer and clinical support can be provided anywhere the person chooses such as in the person's home or community.

### Eating Disorder Services

Eating Disorders are mental disorders that are serious and potentially life threatening. For adults we provide inpatient treatment and assistance with linking you into services in the community. For children and adolescents, there is a inpatient program that connects the young person to the youth and family team (YAFT) who are trained in Family Based Therapy.

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You can find more information about Eating Disorders in the "**Where Can I Get Further Help and Information?**" later in this Guide.

### Perinatal and Infant Mental Health Services (PIMHS)

Perinatal Mental Health refers to the emotional well-being of a parent during pregnancy and for the first 2 years of the parenting journey.

PIMHS provides holistic and family focused advice and referrals to improve perinatal parent/infant health. PIMHS works with service partners to provide a safe caregiving environment that includes family, community and cultural connections.

***Brochures with more specific information about these community and specialist services will be provided to you as necessary.***



# Inpatient (Hospital) Mental Health Services

## Mental Health Units

There are four mental health inpatient units located across the MNCLHD.

There are three adult units located in Coffs Harbour, Port Macquarie and Kempsey and one Rehabilitation Unit in Coffs Harbour.

The **Coffs Harbour Mental Health Unit** and the **Port Macquarie Inpatient Unit** are for both voluntary and involuntary patients. The **Kempsey Inpatient Unit** is for voluntary patients only. Consumers are sometimes admitted and transferred between the units based on patient needs and severity of illness.

- **Port Macquarie Mental Health Inpatient Unit** – Port Macquarie Base Hospital, Wrights Road, Port Macquarie
- **Kempsey Mental Health Inpatient Unit** – Kempsey District Hospital, 119 River Street, Kempsey
- **Coffs Harbour Mental Health Unit** – Coffs Harbour Health Campus, 342 Pacific Hwy, Coffs Harbour

## Rehabilitation Unit

The North Coast Mental Health Rehabilitation Unit is 20 bed unit where a longer length of stay would be expected. Admissions are planned in consultation with the person referred, their family and usual treating team. The focus is on mental health recovery, supporting the person to achieve to their full potential despite their illness and based on their individual goals.

- **North Coast Mental Health Rehabilitation Unit** – Coffs Harbour Health Campus, 342 Pacific Hwy, Coffs Harbour

## Why people are sometimes treated without their consent

Most people agree to receive treatment from Mental Health Services, and Mental Health Services always prefer to work together with you and your family/support people. It is only when there is an absolute necessity for safety reasons that people are sometimes treated without their consent. All such involuntary treatment is regulated by a special act of Parliament, **the NSW Mental Health Act 2007**.

***If you are currently a client of our services you will be provided with further service and contact information as part of your ongoing care.***



# Alcohol and Other Drug (AOD) Services

## A little bit about alcohol and other drug use

Alcohol and other drug dependence can cause a range of concerns, including physical, psychological (mental health) and social problems. Sometimes these problems become so severe that a person requires professional treatment.

## What if I am experiencing Mental and Alcohol and Other Drug use concerns?

Many people who use alcohol and other drugs may also experience mental health concerns such as anxiety, depression or psychosis. The term dual diagnosis is used when a person has both alcohol and/or other drug use and a mental illness. It is also known as “comorbidity, comorbid disorders, and concurrent disorders”.

A range of treatment is available for people with a dual diagnosis. We have a “No Wrong Door Policy”. If you are unsure which service to contact please call the **Mental Health Access Line** or the **Alcohol and Other Drug Intake Line** to receive assistance.

## How will alcohol and other drug services help me?

The Alcohol and Other Drug Intake Service will complete your initial triage and provide you with the first available appointment with your treating clinician. They will work with you to develop your individually tailored treatment plan. They will assist you to complete any identified referrals and follow up as required. Together you will determine frequency, dates and times for your ongoing treatment and support. Your clinician will also work with you in consultation with the Alcohol and Other Drug Team. The team includes our medical officer, Clinical Psychologists, Nurses, Social Workers and Welfare Workers.

Alcohol and Other Drug Treatment is available to anyone who feels that their alcohol or other drug use is having a negative effect on their health, family/relationship, work/school, and financial or other life situation.

Treatment needs vary between people and there is no single treatment that works for everyone.

# An overview of Alcohol and other Drug Services

AOD Services operates from Coffs Harbour, Kempsey and Port Macquarie with outreach provided across the District. These services provide information, support and treatment for individuals 16 years and above (and/or their carers and families

## How do I access MNCLHD Alcohol and other Drugs Services?

Alcohol and Other Drug Services can be accessed by contacting the AOD Intake Line or attending the AOD Service between 8.30am and 4.00pm Monday to Friday.

At Intake a triage will be completed to determine the service that is required and you will be given the first available appointment.

**Alcohol and Other  
Drugs Intake Line:  
1300 662 263**



# Alcohol and other Drug Services

## Aboriginal Cultural Support Service

The Alcohol and Other Drug Aboriginal health workers are available to provide cultural support throughout your treatment journey.

## Cannabis Clinic

The Cannabis Clinic is available for people who are wanting to reduce or cease their cannabis use. The clinic provides a confidential service. Your clinician will work with you to complete a comprehensive assessment and develop your individual treatment plan. The clinic provides outpatient counselling, support and referrals as required.

## Counselling Services

Counselling Services provide a confidential service for people who are wanting to reduce or cease their use of alcohol and/or other drugs. Your treating clinician will work with you to develop your individual treatment plan, and will assist with referrals as required. Counselling services are also available for concerned carers and families.

Counselling services available include:

- Cognitive Behavioural Therapy
- Relapse Prevention
- Motivational Interviewing
- Anger/anxiety management.



## Magistrates' Early Referral into Treatment Program (MERIT)

MERIT is a court diversion program for those with criminal charges and illicit drug use. MERIT provides the opportunity for some defendants with illicit drug use to work, on a voluntary basis, towards rehabilitation as part of the bail process. If eligible for the MERIT program participants attend an interview with the MERIT team to assess the type of treatment that is suitable. Treatment options may include, detoxification, Opioid treatment, residential rehabilitation, counselling and case management.

## Opioid Treatment Program

The Opioid Treatment Program provides treatment options to people who have an opioid dependence. Your treatment clinician will work in collaboration you and the Medical Officer to develop your treatment plan. The service provides regular medical reviews, support, and assistance with referrals as required.

## Outpatient Withdrawal Management Service

Withdrawal Management Services provide a confidential service for people with alcohol and/or other drug use. Your treating clinician will work with you to develop a safe and manageable withdrawal plan. They will assist you with other necessary referral including post withdrawal counselling as required.



## Stimulant Treatment Program (STP)

The Stimulant treatment program provides a confidential service for people who are wanting to reduce or cease their stimulant use. Your treating clinician will work with you to develop your individual treatment plan. The program provides outpatient counselling, support, and referrals as required.

## Substance Use in Pregnancy Service (SUPS)

The Substance Use in Pregnancy Service supports access to services for pregnant woman and new mothers with alcohol and/or other drugs use. Your clinician will assist with providing pre and post-natal care, and parenting skills.

***Brochures with more specific information about these services will be provided to you as necessary.***

## Community Alcohol and Other Drug Service Locations

- **Coffs Harbour Health Campus**  
– Mental and General Well Being Centre, 345 Pacific Highway, Coffs Harbour South, Reception Phone 02 6656 7936
- **Kempsey Alcohol and Other Drug Service** – Kempsey Community Health Centre, corner of Polwood and Tozer Street, Kempsey NSW 2440 Reception Phone 02 6562 0502
- **Port Macquarie Alcohol and Other Drug Service** – Morton Street, Port Macquarie NSW 2440 Reception Phone 02 6589 2405

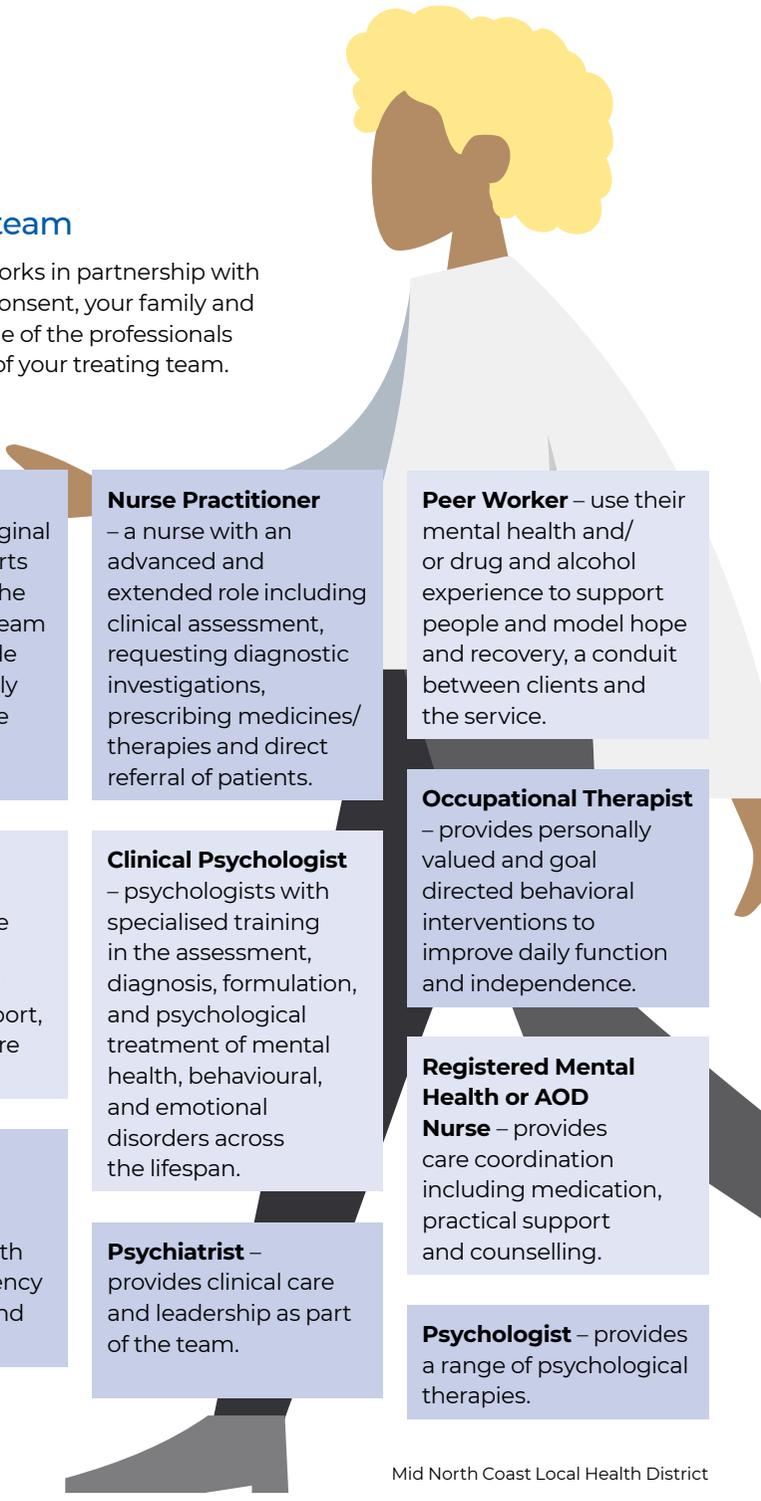
**Alcohol and Other  
Drugs Intake Line:  
1300 662 263**

**If you are currently a client of our services you will be provided with further service and contact information as part of your ongoing care.**

# Planning Your Care Together

## Your Treating team

The treating team works in partnership with you and, with your consent, your family and carer. These are some of the professionals that may form part of your treating team.



**Aboriginal Health Worker** – An Aboriginal person who supports people accessing the service and other team members to provide care that is culturally safe and responsive to the needs of Aboriginal people.

**Aboriginal Mental Health/Wellbeing Clinicians** – provide culturally safe and appropriate clinical care, practical support, counselling and care coordination.

**Social Worker**  
– Counselling therapies, living skills, assistance with Centrelink, emergency accommodation and social supports.

**Nurse Practitioner**  
– a nurse with an advanced and extended role including clinical assessment, requesting diagnostic investigations, prescribing medicines/therapies and direct referral of patients.

**Clinical Psychologist**  
– psychologists with specialised training in the assessment, diagnosis, formulation, and psychological treatment of mental health, behavioural, and emotional disorders across the lifespan.

**Psychiatrist** – provides clinical care and leadership as part of the team.

**Peer Worker** – use their mental health and/or drug and alcohol experience to support people and model hope and recovery, a conduit between clients and the service.

**Occupational Therapist**  
– provides personally valued and goal directed behavioral interventions to improve daily function and independence.

**Registered Mental Health or AOD Nurse** – provides care coordination including medication, practical support and counselling.

**Psychologist** – provides a range of psychological therapies.

## Your family, carer and support people

With your consent, there are a number of positive things that family members/carers/support people can do to help you, which can also make the situation feel less stressful.

They can be there for you as a support person, help you understand your treatment and contribute to your care. The Mental Health Act of NSW provides more information about the role of designated carers and principle care providers.

Family, community and connection to culture are recognised and valued for the social & emotional wellbeing of Aboriginal people and considered as an integral part of care and support.

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Further information for Families and Carers can be found in the "**Where Can I Get Further Help and Information?**" section at the end of this Guide.

## Collaborative Care Planning

Collaborative care planning is an opportunity for your team will work with you to understand your individual needs and review your goals for care. This will help you to set priorities, and help the team to understand your values, strengths, opportunities and barriers for progressing to wellness.

Working with you, your family, support people and other services is important for your recovery and wellbeing.

## What do we mean by recovery and recovery-oriented services?

Recovery refers to the process through which people are able to live, work, learn and participate in their communities. It isn't something that is imposed on, or 'done to' a person but rather worked towards collaboratively; led and directed by the individual, to make positive changes and reach their goals.

The guiding principles of recovery can be seen in the diagram below.

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### THE 10 GUIDING PRINCIPLES OF RECOVERY



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**Source:** SAMHSA  
(Substance Abuse and Mental  
Health Services Administration –  
US Department of Health Services)

### Services that are recovery-oriented work in ways so that:

- Service delivery is based on knowledge and understanding of how trauma affects people's lives and their service needs.
- Each person is treated as an individual with strengths, and is encouraged to take responsibility for their own recovery journey.
- People are provided with sufficient information to make informed choices about their care, treatment and recovery planning
- Services show respect for human rights, and are the least restrictive in nature as possible. Mental health services are based on the NSW Charter for Mental Health Services (available online here [Charter for Mental Health Care in NSW - Mental health](#))
- Services are provided in a safe and supportive environment.
- Services actively involve the person and their designated carer and/or principal care provider, when possible, in the planning of their care.
- Services actively involve consumers in the development and review of their goals and treatment plans.

Our services follow these principles.

### Useful questions to ask your healthcare professional

There is a lot to take in on your journey with us and beyond. Below are some questions that you may wish to ask your health worker's along the way, if and when you are ready.

A full Checklist for Consumers (and Carers) to use is available from [Consumers and Carers Checklist | Mental Health Australia](#).

- What is my condition/illness?
- What is my treatment plan?
- How will my culture be considered within my treatment plan?
- Can I be involved in my care planning collaboratively?
- Where can I find further information about my condition and treatment?
- Will my family/support people be involved in my care?
- What can I do to help me get better?
- Where can I get support from others?
- Can I decide what information to share and with who?

# Your Health Care Rights and Responsibilities

## 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.



PUBLISHED JULY 2019

**AUSTRALIAN COMMISSION**  
ON SAFETY AND QUALITY IN HEALTH CARE

For more information  
ask a member of staff or visit  
[safetyandquality.gov.au/your-rights](http://safetyandquality.gov.au/your-rights)

### 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 is safe and 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
- Access 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

For more information go to [www.health.nsw.gov.au/patientconcerns/Pages/your-health-rights-responsibilities.aspx](http://www.health.nsw.gov.au/patientconcerns/Pages/your-health-rights-responsibilities.aspx)

# Having a Voice

## The REACH Program

For those who find themselves in Hospital we have a program called **REACH** where if you or your family/carers/ visitors are worried about changes in your condition while you are in Hospital you can “reach out” and ask for your concerns to be escalated.

**Are you concerned? About yourself, or a family member in hospital?**

**Have you REACHed out to us? Ask me how?**



**Ask me about R.E.A.C.H?**

## We welcome your feedback

We value your feedback - compliments, complaints and suggestions. Should you have any questions or concerns about your treatment in hospital or in the community you can:

- Let your treating team know
- Contact the Manager of the Health Facility
- Initiate feedback through our Aboriginal Health Workers
- Complete the feedback form available on the [MNCLHD Website via this link](#), or contact the District Office on 1800 726 997.



Complete the anonymous statewide **Your Experience of Service (YES) Survey**. The YES Survey aims to help mental health services and consumers to work together to build better services.

## Official Visitors

Official Visitors are people with experience in mental health treatment and care. They are appointed by the Minister for Mental Health and are independent from NSW Health.

Official Visitors can assist you to talk to hospital staff, advise you about your rights and about any concerns you may have about your mental health treatment.

For further information please visit <https://officialvisitorsmh.nsw.gov.au/Pages/OVP.aspx>

## Consumer Representation opportunities

Interested consumers can partner with MNCLHD Mental Health & Alcohol & other Drugs service to contribute to service planning and design. Our Consumer Partnership Coordinator, Mental Health and Drug & Alcohol Services can be contacted via Email [mnclhd-mhda@health.nsw.gov.au](mailto:mnclhd-mhda@health.nsw.gov.au) for further information.

This includes the Mental Health Consumer Advisory Group (MH CAG) which provides a primary means for consumers and carers to utilise their Lived Experience to actively participate in and contribute to Mental Health Service development, planning and evaluation.

# Where Can I Get Further Help and Information?

## 24 hour Support and Counselling Services – Phone Helplines (and Online Chat)

**Call 000 immediately if you or someone you know is in immediate danger**

SERVICE	PHONE	DESCRIPTION	ONLINE CHAT AVAILABLE?
<b>NSW Mental Health Line</b>	1800 011 511 <a href="http://health.nsw.gov.au/mentalhealth">health.nsw.gov.au/mentalhealth</a> <a href="http://cclhd.health.nsw.gov.au/wp-content/uploads/MentalHealthLine.pdf">cclhd.health.nsw.gov.au/wp-content/uploads/MentalHealthLine.pdf</a>	<b>The Mental Health Line is not a counselling service.</b> The professionals working on the line will connect people with the right care for them	No
<b>Lifeline</b>	1311 44 – Crisis Support. Suicide Prevention <a href="http://lifeline.org.au">lifeline.org.au</a>	24 hour support, counselling, information and referrals	Yes <a href="http://lifeline.org.au/Get-Help/Online-Services/crisis-chat">lifeline.org.au/Get-Help/Online-Services/crisis-chat</a>  <b>Lifeline online counselling</b> 'chat' counselling provides short-term support for people having difficulty coping or staying safe.
<b>Beyond Blue</b>	1300 224 636 <a href="http://beyondblue.org.au">beyondblue.org.au</a>	Provides information and support to help everyone in Australia to achieve their best possible mental health, whatever their age and wherever they live.	Yes  Beyond Blue online chat 3pm-12am 7 days a week
<b>Suicide Call Back Service</b>	1300 659 467 <a href="http://suicidecallbackservice.org.au">suicidecallbackservice.org.au</a>	24 hour telephone and online counselling  'Chat' counselling for people affected by suicide, including people who are feeling suicidal, people who are worried someone they know may be suicidal, and people who have lost someone to suicide.	Yes-online and video

## 24 hour Support and Counselling Services – Phone Helplines (and Online Chat)

Call 000 immediately if you or someone you know is in immediate danger

SERVICE	PHONE	DESCRIPTION	ONLINE CHAT AVAILABLE?
<b>Alcohol and Drug Information Service – Your Room</b>	1800 422 599 <a href="http://yourroom.health.nsw.gov.au/getting-help">yourroom.health.nsw.gov.au/getting-help</a>	24/7 information, support and referrals for those affected by alcohol and other drug use	Yes – ADIS Webchat Web Chat is a free, anonymous and confidential chat service for people who have concerns about alcohol or other drug use. Monday to Friday 8.30am – 5pm (including public holidays)
<b>Counselling Online</b>	1800 422 599 <a href="http://counsellingonline.org.au">counsellingonline.org.au</a>	<b>Counselling online</b> is a free 24/7 counselling service for people using alcohol and other drugs, their family members and friends.	Counselling Online Forums available
<b>MensLine</b>	1300 789 978 <a href="http://mensline.org.au">mensline.org.au</a>	Telephone and online counselling service offering support for Australian Men anywhere, anytime	Yes
<b>Brother to Brother hotline</b>	1800 435 799	Aboriginal men's 24-hour hotline. A culturally safe way to support struggling men. The hotline is staffed entirely by Aboriginal men—including Elders—all of whom have relevant lived experience and expertise	No
<b>Kids Help Line</b>	1800 551 800 <a href="http://kidshelpline.com.au">kidshelpline.com.au</a>	24 hour support for young people aged 5 - 25 years	Yes  Online counselling 'chat' and email counselling for people 5 - 25 years.
<b>Domestic Violence Line</b>	1800 656 463 <a href="http://1800respect.org.au/services/dv-line">1800respect.org.au/services/dv-line</a>	24 hour support, counselling, information and referrals	Yes

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## Other Information, Support and Advice Services

**These services are not intended to support people who are at acute and immediate risk. If you or someone you care for needs immediate emergency support, please call 000 or Lifeline 13 11 14.**

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<b>Connect to Wellbeing</b>	1800 675 827 <a href="http://nc.connecttowellbeing.org.au">nc.connecttowellbeing.org.au</a>	Connect to Wellbeing North Coast helps people to connect with mental health, alcohol and other drugs (AOD), and NDIS support services across the NSW North Coast region
<b>Aboriginal Yarning Line</b>	0408 985 916	This deadly service offers a yarn with our MNCLHD Aboriginal Mental Health and Drug and Alcohol staff. Our Wellbeing Yarning Line is available from 9am to 4pm weekdays
<b>Way Ahead Directory</b>	<a href="http://directory.wayahead.org.au">directory.wayahead.org.au</a>	Search for a mental health or community service near you with this online Directory

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### EATING DISORDERS

<b>Butterfly Foundation</b>	1800 ED HOPE (1800 33 4673) – 8am – Midnight (AEST), 7 days a week <a href="http://butterfly.org.au">butterfly.org.au</a> Chat online – <a href="http://butterfly.org.au/get-support/chat-online/">butterfly.org.au/get-support/chat-online/</a>	Provides support for someone with an eating disorder, their families and carers
<b>InsideOut</b>	<a href="http://insideoutinstitute.org.au">insideoutinstitute.org.au</a>	Provides information and resources about Eating Disorders

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<b>Eating Disorders Families Australia</b>	<a href="http://edfa.org.au">edfa.org.au</a>	Support, educate and empower families affected by an eating disorder.
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### FAMILY AND CARERS

<b>Mental Health Carers NSW</b>	1300 554 660 <a href="http://mentalhealthcarersnsw.org">mentalhealthcarersnsw.org</a>	Peak body for mental health carers in NSW. Provides Support and education for carers
<b>Family Drug Support</b>	1300 368 186 <a href="http://fds.org.au">fds.org.au</a>	Supporting families affected by Alcohol and other Drugs
<b>Carers NSW – Carer Gateway</b>	1800 422 737 <a href="http://carergateway.gov.au">carergateway.gov.au</a>	For carer information & counselling

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## Other Information, Support and Advice Services

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### PHYSICAL HEALTH – HEALTHY LIFESTYLE

<b>Get Healthy Service</b>	1300 806 258 <a href="http://gethealthynsw.com.au">gethealthynsw.com.au</a>	A free NSW Health Information & Coaching Service providing support and motivation to help achieve healthy lifestyle goals
<b>The NSW Quitline</b>	13 7848 (13 QUIT) <a href="http://cancer.nsw.gov.au/prevention-and-screening/preventing-cancer/quit-smoking/nsw-quitline">cancer.nsw.gov.au/prevention-and-screening/preventing-cancer/quit-smoking/nsw-quitline</a>	A confidential telephone information and advice service to help smokers quit and stay quit
<b>Health Direct</b>	1800 022 222 <a href="http://healthdirect.gov.au/contact-us">healthdirect.gov.au/contact-us</a>	A government-funded service, providing quality, approved health information and advice – 24 hour health advice you can count on

### CULTURALLY AND LINGUISTICALLY DIVERSE SERVICES

<b>The Transcultural Mental Health Centre</b>	<a href="http://dhi.health.nsw.gov.au/transcultural-mental-health-centre-tmhc/information-for-the-community">dhi.health.nsw.gov.au/transcultural-mental-health-centre-tmhc/information-for-the-community</a>	The Transcultural Mental Health Centre's mission is to work in partnership with mental health services, consumers, carers and the community to improve the mental health of people from culturally & linguistically diverse communities living in NSW
<b>Translating and Interpreting Service (TIS National)</b>	131 450 <a href="http://tisnational.gov.au">tisnational.gov.au</a>	The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.
<b>STARTTS – NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors</b>	<a href="http://startts.org.au">startts.org.au</a>	STARTTS provides culturally relevant psychological treatment and support, and community interventions to help people and communities heal the scars of refugee trauma and rebuild their lives in Australia.

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## Other Information, Support and Advice Services

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### CULTURALLY AND LINGUISTICALLY DIVERSE SERVICES

**North Coast  
Settlement  
Services**

[vinnies.org.au/page/Find\\_Help/NSW/Resettling\\_in\\_Australia/North\\_Coast/Settlement\\_Service/](http://vinnies.org.au/page/Find_Help/NSW/Resettling_in_Australia/North_Coast/Settlement_Service/)

Our mission is to assist humanitarian entrants and eligible migrants to become self-reliant and participate equitably in Australian society as soon as possible

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### LGBTQI+

**QLife**

1800 184 527

[qlife.org.au/get-help](http://qlife.org.au/get-help)

QLife phone and 'chat' counselling for lesbian, gay, bisexual, transgender and intersex (LGBTQI+) people. Note open 3pm to 12pm every day

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## Digital (E-Mental Health) Resources

Digital mental health resources are particularly beneficial for people with or at risk of mild to moderate mental health difficulties, or people supporting someone with mental health issues. There is strong evidence that online therapeutic programs can be equally as effective as, or in some cases more effective than, traditional face to face counselling. There are lots of online tools and resources, with more added all the time, and it can be hard to work out which are reputable.

The websites below are government approved and/or validated, and are a good place to start to explore and search for further information, resources and tools that may be useful for your particular needs and interests.

SERVICE	WEBSITE	DESCRIPTION
<b>Head to Health</b>	<a href="http://headtohealth.gov.au">headtohealth.gov.au</a>	Head to Health can help you find digital mental health services from some of Australia's most trusted mental health organisations. Provided by the Australian Department of Health, it brings together apps, online programs, online forums and phone services, as well as a range of digital information resources
<b>WellMob</b>	<a href="http://wellmob.org.au">wellmob.org.au</a>	Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People
<b>Your Health Link</b>	<a href="http://yourhealthlink.health.nsw.gov.au">yourhealthlink.health.nsw.gov.au</a>	Your gateway to Australian health related websites and resources
<b>Easy Read Resources</b>	<a href="http://3dn.unsw.edu.au/consumers_information">3dn.unsw.edu.au/consumers_information</a>	Easy Read Information Sheets on Mental Health Services in NSW







**Health**  
Mid North Coast  
Local Health District