

The Mental Health Coordinating Council is the peak body for community-based services in NSW.

You can read about consumers and Carers Rights on the website of the Mental Health Coordinating Council at <https://mhrm.mhcc.org.au/>. Chapter 9 covers Carers Rights.

The **Family and Carer Mental Health Program** provides support for families and carers around NSW. They are closely linked with mental health services provided by Local Health Districts.

You can find the **Family and Carers Mental Health Program** service near you at <https://www.health.nsw.gov.au/mentalhealth/services/carers/Pages/support.aspx>



## How Can GPs Help?

General Practitioners work with the community mental health team and other support services in the community.

Some people may find that consultations with the general practitioner are sufficient, and they don't need to continue to visit the community mental health service.

It is important that you, and the person you care for, develop a good relationship with a general practitioner.

### You can ask the person's GP to develop a GP Mental Health Treatment Plans:

[https://www.racgp.org.au/download/Documents/Mental%20Health/gpmhsc\\_mental-health-treatment-plans\\_v1-2014.pdf](https://www.racgp.org.au/download/Documents/Mental%20Health/gpmhsc_mental-health-treatment-plans_v1-2014.pdf)



## Further Information

- **WayAhead:**  
<https://wayahead.org.au/>
- **Mental Health Coordinating Council:**  
<https://mhrm.mhcc.org.au/chapters/11-community-based-supports-for-people-with-mental-health-conditions/11a-support-in-the-community-for-people-living-with-mental-health-conditions/>
- **General Practitioner guidelines**  
<https://www.health.gov.au/sites/default/files/documents/2021/04/primary-health-networks-phn-mental-health-care-guidance-consumer-and-carer-engagement-and-participation.pdf>
- **Family and Carer Mental Health Program**  
<https://www.health.nsw.gov.au/mentalhealth/services/carers/Pages/support.aspx>

Scan the QR code to access all brochures.



MHCN: May 2023



Mental Health  
Carers NSW

Proudly funded by



## Information for Carers of a person with Mental Health Issues

### Caring for a person in the community

This brochure is for families and carers who are caring for someone at home or in the community. It contains information on community mental health teams, community-based organisations, and GPs.



## Accessing Community Mental Health Services

The Mental Health Line (1800 011 511) can put you in touch with your local mental health service.

Use the QR code in this brochure to access the 'How to get someone an assessment' brochure.

Every person discharged from a mental health ward in a public hospital must be followed up within seven days.

*Ask the hospital staff which health service will follow up the person after discharge.*

Information about local community mental health services can also be found on the webpage of your local health district.



## Community Mental Health Teams

Community mental health services provide care to people who are living in the community alone, with their family or carer, or in supported accommodation. These services are provided free by the state government through the Local Health District or Speciality Health Network.

Many people accessing community mental health services have been discharged from a mental health ward of a hospital. However, these services are also available to people who have not needed hospital care.

Some people attending a community health service will be on a Community Treatment Order.

*Use the QR code in this brochure to access the 'Carers and Community Treatment Orders' brochure.*

Some community mental health services have both an '**assessment team**' and 'treatment teams'. The assessment team (crisis team or acute care team) provides assessment and intensive short-term treatment.

The **Treatment teams** provide continuing care and may be divided into specialist teams such as assertive outreach, children and adolescence, child and family, older people, aboriginal mental health, and adults, etc.

Following assessment, a person may be provided with a case manager or care coordinator who is responsible for coordination of the care provided through the service.

*Ask for the contact details of the case manager/care coordinator and how they will discuss care and treatment with you.*

If you are the 'designated carer' or 'principal care provider' of the person attending the community mental health centre, they must include you in care planning unless it is not possible to do so.

*Use the QR code in this brochure to access the 'Carer Rights' brochure.*



## Community Mental Health Services Functions

Community Mental Health Services provide:

- Mental health assessments/care planning
- Crisis intervention and support
- Support, case management and treatment using a range of therapies
- Coordinated care between carers, GP, community-based service, housing, and other support services



## Community Based Organisations

Community-based organisations are different to community mental health services but work closely with them.

Many community-based organisations provide their free services, but some may charge a fee. They provide a number of different functions, such as (and not limited to):

- Accommodation support and outreach
- Employment and education
- Family and carer support
- Helpline and counselling services
- Leisure and recreation
- Promotion, information, and advocacy
- Self-help and peer support

You can look for local community-based services on the WayAhead Directory.

