

# Care coordination in mental health

Information for people receiving care, their carers and support people



Welcome

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Benvenuti

Wanjoo

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Chào mừng

Bienvenidos

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欢迎

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Selamat datang



**Click button below to listen**

Audio recording by Eliza Rushton,  
Peer Support Worker at EMHS Eating  
Disorder Specialist Services.

**If you need this information translated or read out, please ask staff for support.  
This document is available in alternative formats on request.**

## About this guide

East Metropolitan Health Service (EMHS) has prepared this guide to provide information about care coordination and specialist services for mental health.

Our dedicated team is here to help you on your mental health journey with compassion and respect.

We aim to provide a safe, compassionate and confidential environment to support you.

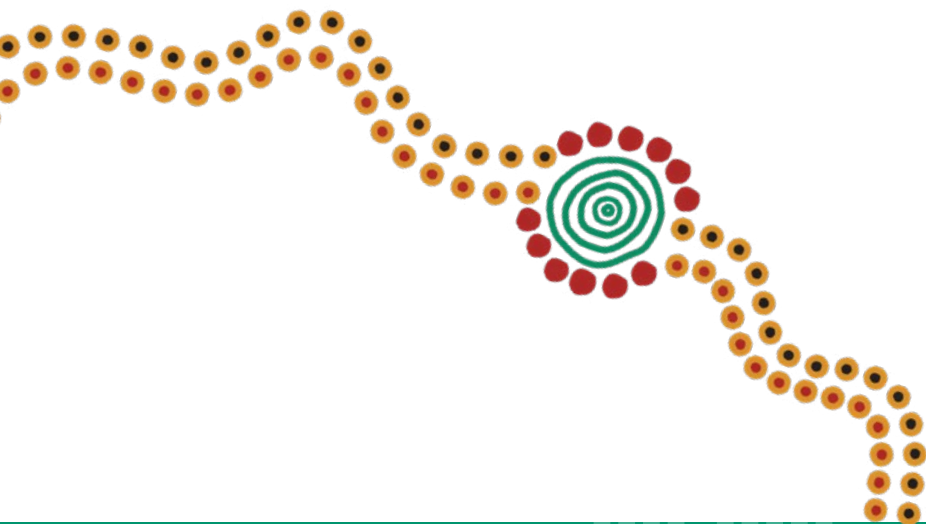
You have the right to actively take part in your care and make your own decisions. Please share your preferences with us so we can support you and provide the best possible service.

If you have any suggestions or comments, please speak with your care coordinator or any other member of your care team.



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# What is care coordination?

Care coordination helps people find the services they need for their mental health.

Here are some things you might like to know.

- Care coordinators are health professionals in a mental health team which provides care, support and advocacy.
- Our care coordination is tailored to each person, focuses on their strengths, and is based on proven care approaches.
- All care is inclusive and supports cultural, sexual, gender, body and other diversity.
- We prioritise your privacy, dignity, independence and your right to consent to treatment and information sharing.
- Care coordination encourages your carers and support people (like family members, friends or anyone else you choose) to be involved in your care. Talk to your care coordinator about how this can work.

## What does a care coordinator do?

Your care coordinator will work with you to ensure your care meets your needs.

Here are some of the things your care coordinator will do.

- They will support you to take an active role in your care and treatment.
- Provide care that matches your identified goals.
- Be your main contact in the mental health service.
- Link you to other services and make sure everyone is coordinated.
- Help you and your treatment team plan for a smooth discharge when the time comes.

## How can I get care coordination?

Everyone receiving care from mental health services at East Metropolitan Health Service (EMHS) will get care coordination from entry to discharge.

Entry to the service will be based on referral, triage and assessment.

“Care coordination meant I was able to have all my supports including my primary care and community mental health team work together on my recovery goals. For me, this meant my community mental health team – which consisted of a care coordinator, psychiatrist and support worker – worked collaboratively with my general practitioner, community psychologist and a women’s centre. This collaborative approach has resulted in supporting my recovery and allowing me to be discharged from the community mental health service back into primary care with ongoing and community-based support.” – Janine, received care through EMHS mental health services.





## Our specialist community mental health services

- Armadale Community Mental Health Service
- Bentley Community Mental Health Service
- City East Community Mental Health Service
- Midland Community Mental Health Service
- Wungen Kartup Specialist Aboriginal Mental Health Service

## Benefits of a care coordinator

- Care coordination reduces the need to repeat information with different professionals or other services.
- Evidence shows care coordination improves a person's experience of care and quality of life and leads to better health results.

## Working together

On engagement with the service, a care coordinator will be allocated to work with you and will be your main point of contact.

It is your responsibility to work with your care coordinator and be engaged in your own care. Here are some things your care coordinator will do as you work together.

- They will work with you and your mental health team to assess, plan and review your mental health journey and goals.
- Ask your permission to involve your carers and support people. If you consent, your care coordinator will work with you to ensure everyone is comfortable with your care. Your support people are as important to your mental health team, as they are to you.
- Work with your general practitioner (GP) and other care providers to make sure you get the right services and support (with your consent). This could include help with your physical and dental health, or any other social or healthcare needs.

Talk to your care coordinator about our focused services which include:

- Aboriginal health and wellbeing
- multicultural health and wellbeing
- interpreter services
- sexual health
- gender services.

## What can carers and support people expect?

- Care coordination values and supports the role of family, carers and personal support people in providing care for people experiencing mental health concerns.
- Our care coordinators respect the rights, confidentiality and privacy of the person receiving care when involving carers and support people in care planning and delivery.



# Your journey through EMHS community mental health services

## Assessment and Treatment Team (ATT)

- Support, care and treatment in the community for up to 10 weeks.
- The team will talk with you about your immediate needs, and link you with supports in ATT and the community.

## Clinical Treatment Team (CTT)

- Medium to longer term care provided in the community.
- You can expect to see your care coordinator regularly and they will work with you to develop a treatment, support and discharge plan based on your needs and goals.

## Older Adult

- Community mental health services for people 65 or older (or 45 or older for Aboriginal people) who are experiencing mental health concerns which may be complicated by physical and cognitive conditions associated with ageing.

## Youth Community Assessment and Treatment Team (YCATT)

- Support, care and treatment in the community for up to 14 weeks.
- For people aged 16 to 24.

## Other specialist teams

- Other mental health teams who provide specialist support to meet specific needs such as early episode psychosis, culturally appropriate care for Aboriginal people, or care for people with complex needs.

## Referral / presentation to Community Mental Health Service

### Review by

- Assessment and Treatment Team (ATT)
- Youth Community Assessment and Treatment Team (YCATT)
- Older Adult

to determine which service is best for you. You will be put in contact with the service that is best for you.

## Discharge from the service

- You might be discharged to continue care with your GP, or with a different community mental health service.
- Your care coordinator will talk with you about leaving the service and will prepare you for the transition.
- By this stage you will have established supports and will feel more confident about managing your mental health.
- You can always come back to this service if you have concerns about your mental health in the future. You can discuss this with your GP or you can contact the service directly.

# Physical health care and mental health

Being an active participant in your own physical health care is important. It allows you to determine your own health outcomes and make decisions about your care.

Physical and mental health are closely linked, which means it is important all care and treatment plans consider both your physical and mental health needs.

## Physical health check-ups

Regular physical health check-ups with your GP help identify and treat any physical health issues as soon as possible.

Symptoms of physical illnesses may sometimes be confused for mental health symptoms, or physical health symptoms might appear at the same time as mental health symptoms. A physical health checkup can help identify the right treatment for you.

## Medications

If you are prescribed medication for your mental health, you may experience some physical health side effects.

Routine monitoring of your physical health and wellbeing with your GP will help identify and manage any side effects.

Some East Metropolitan mental health services also have a wellness clinic available to provide support and information for managing your medications. You can ask your care coordinator for more information.



## Regular GP

Regularly seeing the same GP is important in helping to maintain your physical and mental health.

A consistent GP can get to know you and work with you to identify the best treatment options for you.

With your consent, your care coordinator or treating team will stay in contact with your GP to support you in maintaining your physical and mental health.

If you don't already have a GP, your care coordinator can help you to link in with one. You can also access information on local GP services via: [Healthdirect Services Finder](#).

## Lifestyle factors

Lifestyle factors, such as exercise, nutrition, dental care, smoking, and alcohol and other drug use, impact both our physical and mental health.

Mental health services can provide support by working with you, your family, personal support person and your regular GP to consider how any lifestyle factors might be affecting your physical and mental health and your goals.



## Nutrition

Good nutrition is associated with better mental and physical health. Eating a balanced diet, with a variety of foods including plenty of fruit, vegetables, whole grains, protein and water can help you maintain both your physical and mental health. Lots of factors can affect your eating habits, and some might be outside your control. For more information and support on healthy eating, speak to your GP or care coordinator.



## Exercise

Exercise has many benefits, not only for your physical health but also your mental health. It stimulates chemicals that can improve your mood, help cope with stress, and positively support your mental health. For more information about exercise and mental health, talk to your GP.



## Dental care

Taking care of our teeth, mouth and gums is important for our general health and wellbeing. Some mental health conditions and medications can impact on oral health and dental care. For example, some mental health medications can cause a dry mouth which can affect your dental health.

For more information on improving your dental health care visit: [Oral Health Foundation](#). You can also speak to your care coordinator for support in accessing dental services.



## Foot care

Taking care of our feet is important for general health and wellbeing. Some physical health conditions, like diabetes, peripheral arterial disease, peripheral neuropathy, and other chronic diseases, can cause complications for our foot health. If you have concerns about your foot health, you can speak to your care coordinator, and they can help link you in with an appropriate foot service.

For Aboriginal and Torres Strait Islander people, [Moorditj Djena - Strong Feet](#) provides culturally appropriate podiatry and diabetes education. Speak to your care coordinator for a referral.



## Alcohol and other drugs

Alcohol and other drug (AOD) use can affect both your mental and physical health. For some people, AOD use may trigger or worsen mental health symptoms, while for other people it may become a way of coping.

For more information on ways to reduce risks and harms, talk to your GP or care coordinator.



## Smoking and vaping

Smoking cigarettes or vaping affects both your physical and mental health. Quitting smoking or vaping improves your overall health, reduces your risk of heart disease and respiratory illnesses, and can improve your mood.

Smoking can also affect medications you take for your physical and/or mental health.

Quitting smoking can be challenging, but there is support available. For more information about quitting smoking, you can talk to your GP or your care coordinator.





# Services and resources for your physical health

## Act Belong Commit

- Resources, activities, and programs to support your mental and physical health. Click [here](#).

## Beyond Blue

- Information on maintaining your mental health and wellbeing, including keeping active, eating well, and sleeping well. Click [here](#).

## Food and exercise

- For information on good food and nutrition, visit [Department of Health and Aged Care](#).
- For advice on exercise visit [HealthyWA](#).
- For information on wellness, nutrition, exercise and heart health, visit [Heart Foundation](#).

## Alcohol and other drug support

- Alcohol & Drug Support Line: 9442 5000
- Parent & Family Drug Support Line: 9442 5050

## Service directories

- My Services is an online directory of alcohol and other drug and mental health services for people seeking care, carers, and families. Click [here](#).
- Green Book is a directory of alcohol and other drug services and mental health services in Western Australia. Click [here](#).

## Smoking and vaping

- [Quitline](#) - call 13 7848
- Download the [My-Quitbuddy](#) app from the app store (iOS) or Google Play Store (Android).

## Culturally secure resources for Aboriginal and Torres Strait Islander people

### Derbarl Yerrigan

- Culturally secure primary health, mental health and dental services for Aboriginal families across the Perth metropolitan area. Click [here](#).

### Wungening Aboriginal Corporation

- Culturally secure and holistic programs to strengthen the mind and body and heal the spirit. Visit [here](#).

### Quitline for Aboriginal and Torres Strait Islander communities

- Culturally sensitive support to quit smoking or vaping.
- Call 13 7848 and ask to speak with a counsellor for Aboriginal and Torres Strait Islander communities or visit the website [here](#).

## WellMob

- Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander people. Visit the website [here](#).

## Moorditj Djena

- Podiatry and diabetes education outreach program for Aboriginal people within the Perth metropolitan area. Click [here](#).

# Supporting your discharge

## Discharge planning

Discharge planning is when your care coordinator and mental health team work with you and your support network to ensure there is a smooth transition from specialist mental health care back to community care with your GP.

Your discharge planning will start at the time of your admission with a specialist mental health service and can include connecting you to other services to help support your needs. Starting discharge planning early ensures continuity of care and keeps everyone involved informed.

Discharge planning will consider important information such as:

- your goals
- follow up care and support
- medication
- your carers and/or support people.

This information will help you understand the discharge process and your personal discharge plan, so you know what to do if you, or those close to you, are concerned about your mental health in the future.

## Checklist before discharge

Have I received and understood the information provided to me about my mental health?

- ☐ Am I aware of my early warning signs and symptoms?
- ☐ Do I understand my treatment, support, and discharge plan?
- ☐ Has my carer and/or support person been involved in my discharge process?
- ☐ Do I have a follow up appointment with my GP or other support services?
- ☐ Have I received and understood the information about my medication, like prescriptions, pharmacies and general medical information?
- ☐ Am I connected to local services which can support me during my discharge like pharmacies and community services?

If you have any questions or concerns about checklist items, please talk to your care coordinator.



## What if I need support after discharge?

If you, your family, personal support person or GP have concerns about your mental health after discharge, check your treatment, support, and discharge plan for information about how you can access support and care if needed.

## Can I return to the service?

You can access the service again in the future if you have mental health needs.

Before you are discharged, your care coordinator will talk with you and your carer and/or support person/s about this, and give you written information.

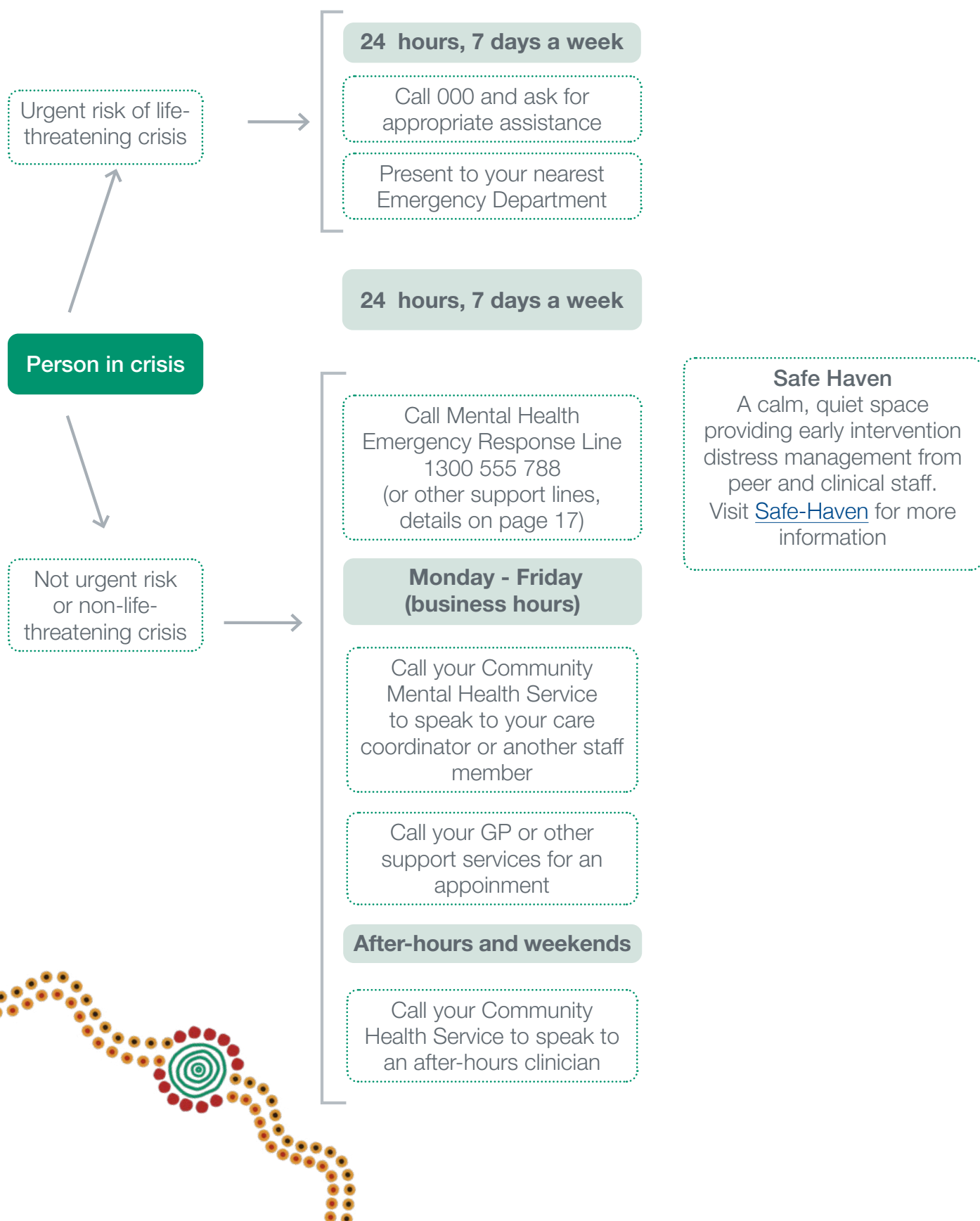
If you feel you need to return:

- Start by discussing your needs with your GP or other care providers, who can provide you with a referral.
- Alternatively, you can contact your service directly with the details you are given when you are discharged.



# Mental health crisis services

In an emergency, if you or someone else is in immediate danger, call 000 for police, fire, or ambulance services.





## Who can use mental health crisis services?

If you are experiencing a crisis, you can contact any of the mental health crisis services yourself, or a support person can contact them for you.

Mental health crisis services through the Mental Health Emergency Response Line (MHERL) and local community mental health services can be used by anyone in the Perth metropolitan area and Peel, including:

- people experiencing a mental health crisis who feel they need urgent help
- support people if someone else is experiencing mental health concerns.

## Mental Health Emergency Response Line (MHERL)

MHERL provides 24-hour telephone crisis support from a qualified mental health clinician for people experiencing a mental health crisis and/or those supporting them.

### MHERL provides:

- crisis support, planning and brief intervention for people experiencing a crisis, or their support people
- support to navigate mental health services
- general information and advice.

If more than telephone support is needed, MHERL can connect you with mental health or emergency services for face-to-face contact.

### How to contact MHERL

You can call MHERL on:

- 1300 555 788 (Perth)
- 1800 676 822 (Peel region).

For more information click [here](#)



## When are mental health crisis services available?

- Mental health crisis services are available 24 hours a day, 7 days a week.
- You can contact your local community mental health service up to 10pm daily. Outside of business hours, your call will be diverted to an after-hours staff member. Note that the after-hours staff member might not be part of your usual treating team but will still be able to provide support.
- After 10pm, call MHERL for support.
- MHERL staff connect with your community mental health team to ensure continuity of care.



# Online, phone, and app supports

In an emergency, if you or someone else is in immediate danger, call 000 for police, fire, or ambulance services.

## Apps

You can download the following apps from the App Store or Google Play Store.

[Recovery Record](#) – eating disorders

[Beyond Now](#) – Lifeline, safety planning

[Calm Harm](#) – managing self-harm

[Calm](#) – meditation

[Headspace](#) – meditation and mindfulness

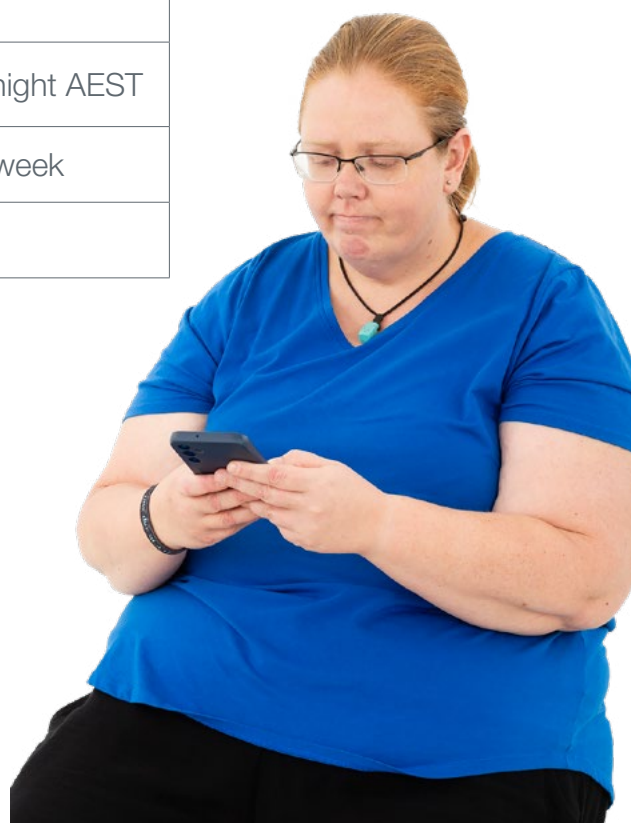
[Smiling Mind](#) – meditation and mindfulness

[AIMhi Stay Strong](#) – used in collaboration with your mental health team

[AIMhi-Y](#) – AimHi for youth, used in collaboration with your mental health team

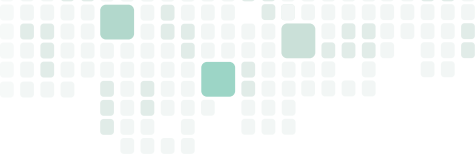
## Online and text services

<a href="#">Qlife webchat</a>	3pm to midnight, 7 days a week
<a href="#">Mental Health Commission, alcohol and drug support service, live chat</a>	Monday to Friday, 7:30am to 9pm Saturday, 9am to 7pm Sunday, 11am to 6pm
<a href="#">eHeadspace</a>	12 to 25 years old 9am to 1am AEST, 7 days a week
<a href="#">Beyond Blue web chat</a>	3pm to 12am AEST, 7 days a week
<a href="#">MensLine Australia</a>	24 hours a day, 7 days a week
<a href="#">Butterfly Live Chat (eating disorders)</a>	Monday to Friday, 8am to midnight AEST
<a href="#">Lifeline Crisis Support Chat</a>	7pm to 12am AEST, 7 days a week
<a href="#">Lifeline Crisis Text Service</a>	0477 13 11 14 24 hours a day, 7 days a week



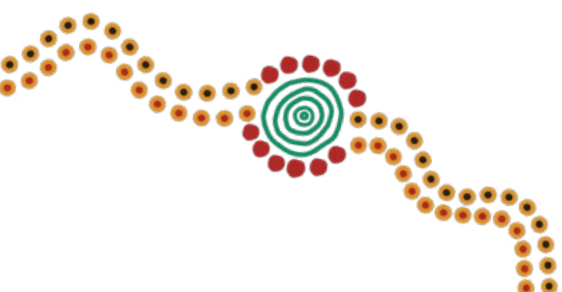
## Phone line services

Mental health emergencies	
Emergency services including police, fire, and ambulance (24 hours, 7 days a week)	000
Non-emergency police (24 hours, 7 days a week)	131 444
<a href="#">Mental Health Response Line (MHERL)</a> (24 hours, 7 days a week)	1300 555 788 (Metro) 1800 676 822 (Peel)
<a href="#">13YARN</a> – crisis support for Aboriginal and Torres Strait Islander people (24 hours, 7 days a week)	13 92 76
<a href="#">Suicide Call Back Service</a> (24 hours, 7 days a week)	1300 659 467
<a href="#">Lifeline</a> (24 hours, 7 days a week)	13 11 44
<a href="#">Beyond Blue</a> (24 hours, 7 days a week)	1300 22 4636
<a href="#">Here for You</a> (7am to 10pm, 7 days a week)	1800 437 348
<a href="#">QLife</a> – support for LGBTQI+ communities (3pm to midnight, 7 days a week)	1800 184 527
<a href="#">Butterfly Foundation</a> – eating disorders and body image issues (8am to midnight AEST, 7 days a week)	1800 33 4673
<a href="#">Peer Pathways</a> (9am to 5pm, weekdays)	9477 2809
<a href="#">Child Protection and Family Support Crisis Care Helpline</a> (24 hours, 7 days a week)	1800 199 008
<a href="#">Samaritans Emotional Support</a> (8am to 8pm, 7 days a week)	0863 839 850
<a href="#">MensLine Australia</a> (24 hours, 7 days a week)	1300 78 99 78
<a href="#">RuralLink</a> – after-hours support for people in rural and regional WA (4:30pm to 8:30pm weekdays, 24 hours weekends and public holidays)	1800 552 002
Alcohol and other drug support	
<a href="#">Alcohol and Drug Support Line</a> (24 hours, 7 days a week)	9442 5000
<a href="#">Parent and Family Drug Support Line</a> (24 hours, 7 days a week)	9442 5050



Parenting support	
<a href="#">PANDA</a> – support for perinatal anxiety and depression (9am to 7:30pm AEST weekdays, 9am to 4pm Saturday, AEST/AEDT)	1300 726 306
<a href="#">ForWhen Helpline</a> – provided by Ngala. Mental health support for expecting and new parents	1300 24 23 22
Child and youth support	
<a href="#">CAMHS Crisis Connect</a> (24 hours, 7 days a week)	1800 048 636
<a href="#">Headspace</a> (9am to 1am AEST, 7 days a week)	1800 650 890
<a href="#">Kids Helpline</a> (24 hours, 7 days a week)	1800 55 1800
<a href="#">Youth Beyond Blue</a> (24 hours, 7 days a week)	1300 22 4636
Carer support	
<a href="#">Carers WA</a> (8:30am to 4:30pm, weekdays)	1800 007 332 (counselling) 1300 227 377 (general information)
<a href="#">Carer Gateway</a> (8am to 5pm, weekdays)	1800 422 737
Family and domestic violence support	
<a href="#">Women's Domestic Violence Helpline</a> (24 hours, 7 days a week)	1800 007 339
<a href="#">Men's Domestic Violence Helpline</a> (24 hours, 7 days a week)	1800 000 599
Other supports	
Crisis Care (counselling, accommodation, food)	9223 1111
<a href="#">Poisons Information Centre</a>	13 11 26
<a href="#">Sexual Assault Resource Centre</a> – emergency support for people 13 years old and above (24 hours, 7 days a week)	6458 1828 or 1800 199 888

References are provided for informational purposes only and do not constitute endorsement of any of the websites or other sources.





# How we handle your personal information

## Protecting your privacy

As healthcare professionals, we must keep the information collected during your treatment and care private.

Sometimes, sharing your information with other healthcare professionals and services can help improve your care and help ensure your treatment is safe, meets your needs and respects your wishes.

Your treating team will talk to you about releasing information and ask for your permission to share your confidential information with other professionals and services involved in your care.

They will encourage you to think about who your information may need to be shared with and how that can help your treatment.

## It's your choice

You can choose what kind of information you would like to be shared with other people. You might choose to share all information, only some information or no information.

No matter what you decide, your treating team will talk to you about this throughout your treatment to make sure you still feel the same way.

Only the information you have agreed to share will be given to other health professionals and your support services and people.

**We have an obligation to keep your information private, unless doing so places you or other people at risk, or we are required by law to provide your information.**

## People you may want to have your information

You may allow us to share your information with:

- your GP
- a carer or nominated next of kin
- personal support persons
- a service provider
- your supported accommodation provider if you have one.

The types of information that may be shared to support your treatment and care include:

- your mental health needs and treatment
- physical health information
- risk assessments and safety planning
- discharge planning.



## Frequently asked questions about sharing information

### If I give permission for my information to be shared, can I change my mind?

Yes, you can let us know at any time if there is information you do or do not want to be shared – and with who – even if you have given permission earlier. You can talk to your treating team about this.

### Can I access my own personal information?

You can apply for access to your EMHS health information under the *Freedom of Information Act 1992*. Applications must be made in writing and the service is free.

For more information, talk to your care coordinator and treating team. There is more information online. Click [here](#).

If you have concerns about accessing your information or about how it is being shared, you can contact the Mental Health Advocacy Service on 1800 999 057.

### Do carers and support people have a right to confidentiality too?

As well as people receiving care, carers also have a right to confidentiality for any information they give the healthcare professionals working with you.

Carers can talk to our staff about giving information in confidence.

### What information will my treating team give my carer and support people?

Your treating team can share general information that is not personal with your carer or support person.

This includes general information that is not specific to you about mental health conditions, treatments, services and supports, and consumer and carer rights. This information does not need your consent.

We cannot give your carer or personal support person new and specific personal information about your treatment, care and needs without your permission.

If you need any further information about confidentiality and sharing information, you can speak to your care coordinator.



## Compliments and complaints

EMHS includes health services at many sites. These include Armadale Health Service, Royal Perth Hospital and Bentley Health Service.

We are committed to providing high quality health care to our community and rely on feedback to help us continually improve.

For more information, or to provide feedback contact:

- Armadale Kalamunda Group Consumer Liaison – (08) 9391 1153 or email [AKG\\_ConsumerLiaison@health.wa.gov.au](mailto:AKG_ConsumerLiaison@health.wa.gov.au)
- Royal Perth Bentley Group (RPBG) Patient Experience Department – (08) 9224 1637 or email [RPBG.Feedback@health.wa.gov.au](mailto:RPBG.Feedback@health.wa.gov.au).

You can also contact:

[Care Opinion Australia](#)

[Health and Disability Services Complaints Office \(HaDSCO\)](#) – 1800 813 583

[Health Consumers' Council \(WA\)](#) (advocacy and support) – 9221 3422

[Consumers of Mental Health WA](#) (voice of mental health consumers) – (08) 9258 8911

[Mental Health Advocacy Service](#) – 1800 999 057.

## More information about our services

For more information about EMHS mental health services visit our web page via the below link or scan the QR code.



[EMHS mental health, alcohol and other drugs](#)



The [Mental Health Commission](#) website also has contact information for mental health helplines.

East Metropolitan Health Service  
10 Murray Street PERTH WA 6000  
Postal address GPO box X2213 PERTH WA 6847  
[www.emhs.health.wa.gov.au](http://www.emhs.health.wa.gov.au)  
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