



Recovery

People can and do recover from even the most serious and long-term mental illnesses. Recovery is a unique and individual experience and while there may be common themes and experiences, no two people's recovery journey will be identical.

We acknowledge that recovery is not always easy or straightforward. Many people describe the need to persevere and to find ways to maintain hope. Our clinicians and doctors will work alongside you in your recovery journey.

In an Emergency

If you feel that you are at imminent risk or are in imminent danger, please call an ambulance on triple zero (000) or go to the Emergency Department of your nearest hospital.

Other important contact numbers

Support services

Multicultural Mental Health

Our Multicultural Mental Health Coordinator is available to help consumers from culturally and linguistically diverse communities. They can also assist you in accessing interpreting services. If you need help, please ask your case manager.

Aboriginal & Torres Strait Islander Support

Our Aboriginal & Torres Strait Islander health workers work with indigenous consumers to assist them in meeting their physical, social, emotional and cultural needs by supporting consumers through the health system.



Address

Ipswich Health Plaza
21 Bell Street, Ipswich QLD 4305

Contact us

Phone (07) 3817 2577 (24 hour) or
1300 MH CALL
1300 64 2255

Fax (07) 3817 2556 (for referrals)

Website www.westmoreton.health.qld.gov.au

Mental Health and Specialised Services

What is the Acute Care Team?

Information for consumers



www.westmoreton.health.qld.gov.au



Our team

Our Acute Care Team is your first point of contact with the West Moreton mental health services, operating 24 hours, 7 days a week.

About us

Our team focuses on the acute care needs of people who are newly referred to our service. When you are referred to our service, you will be triaged. This helps us to identify your needs and arrange the most appropriate services or support.

This may include:

- assessment and treatment
- referral to another team within our mental health service
- referral to a non-government organisation
- referral to primary health care services.

Our services

Our team may provide the following services:

- triage and assessment
- onward referrals
- information and clinical advice
- time-limited interventions
- short-term follow up and community based intensive support.

Accessing our service

Our service is available to people 18 years of age and over who live in the West Moreton Hospital and Health Service district.

Referrals

You may contact us directly. You may also be referred to us by:

- family or friends
- General Practitioners (GP)
- a hospital Emergency Department (ED)
- Queensland Police
- Queensland Ambulance Service
- Prison Mental Health Services
- Department of Child Safety
- Other government and non-government agencies.

Your rights

You may access our service as a voluntary or involuntary consumer. If you are an involuntary consumer, please speak to your case manager about what this means for you.

As a consumer accessing our services, you have the right to:

- ask questions if you do not understand any part of your illness or care
- the best healthcare we can provide
- care which respects your personal needs, choices and dignity

- privacy
- confidentiality of your personal health information
- have your cultural, spiritual and religious beliefs respected
- be treated without discrimination
- participate in decisions regarding your care and treatment
- have someone of your choice with you when you are discussing your treatment with your psychiatrist, doctor or case manager
- make compliments or complaints about any aspect of your treatment.

Your responsibilities

As a consumer accessing our service, you are responsible for:

- making sure you have enough information to understand your illness
- informing your health care team of
 - » your needs (so they can provide the best care and advice for you)
 - » any past problems and illnesses experienced by you or your family
- asking questions if you do not understand any part of your illness or care
- making your own choices regarding your health and behaviour
- treating other consumers, clinicians and doctors of our service with respect.