

Welcome to the Sunshine Mental Health and Wellbeing Centre!



Information to help you during your stay



Western Health



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Welcome to the Sunshine Mental Health and Wellbeing Centre

Welcome to Sunshine Mental Health and Wellbeing Centre! We're here to support you on your journey toward better mental health and overall wellbeing. Our team is dedicated to providing you with compassionate care and personalised support during your time with us. If you have any questions or need assistance navigating our services, please don't hesitate to ask our friendly staff. We are here to help make your experience with us as positive and comfortable as possible, supporting you to return home at the earliest opportunity.

Did you know?

In mental health services, we use the term "consumer" to refer to individuals receiving care and support from Sunshine Mental Health and Wellbeing Centre. We use this term because it emphasises the importance of your active role in your own care and treatment. As a consumer, you are not just a passive recipient of services but an empowered participant in your journey toward better mental health.

We are committed to the healing of country, working towards equity in health outcomes, and the ongoing journey of reconciliation.

Western Health is committed to respectfully listening and learning from Aboriginal and Torres Strait Islander people and wholeheartedly supports their journey to self-determination.

1. Respecting Cultural Diversity

Western Health respects the rich, cultural diversity of our consumers, their family/carers and members of the Sunshine Mental Health and Wellbeing team. Diversity is one of our greatest strengths and is central to our personal identity. For this reason, our staff endeavour to provide culturally competent care, regardless of your race, creed, language, sexual orientation, religion or spirituality.

An interpreter can be provided, free of cost, for consumers and family/carers of a non-English speaking background.

Western Health acknowledges the Traditional Custodians of the land on which our sites stand, the Wurundjeri Woi-Wurrung, Boon Wurrung and Bunurong peoples of the greater Kulin Nation. We pay respects to Elders past, present and emerging.

2. What Happens at the Sunshine Mental and Wellbeing Centre?

Multidisciplinary care is provided by our team of psychiatrists, allied health clinicians, nursing staff and our lived experience workforce for people receiving care for mental ill-health. The centre is open 24 hours a day, seven days a week. The Sunshine Mental Health and Wellbeing Centre is a multi-storey facility with two Mental Health Adult Acute Units, Unit 2 and 3, each comprising of 26 beds. This includes 3 care areas including the General Care Area, Medium Care Area and Intensive Care Area.

The goal of your admission is to support you in your recovery, ensuring we support you to have your holistic needs met. How long each consumer is admitted to the ward depends on their needs and the goals of their admission.

This may be your first admission to a mental health inpatient unit, or you may have received inpatient

care before. This booklet will provide you with information that will be important during your stay.

3. Where are we Located?

Sunshine Mental Health and Wellbeing Centre

Address: Corner of Majorca and Camara Streets,
St Albans

Google Maps Location:

<https://maps.app.goo.gl/LhtMymezhDUzYPHw7>

Phone No: 03 9057 7100

4. Why am I here?

You have been admitted to the Sunshine Mental Health and Wellbeing Centre because you, or the people who care about you feel that you need extra support at the moment. We acknowledge that each person is unique and our dedicated team will work hard to provide care to meet your specific needs. These needs may include helping you with issues you may be experiencing relating to your health, home, study or social needs. Receiving care at the centre will allow you to take time away from stressful situations, make plans for your future, express your worries and feelings and receive the care and treatment you deserve.

It is important to note that other consumers will be admitted to the unit seeking support for similar difficulties. We must all ensure we are respectful towards one another, are responsible for our actions and provide support to one another.

5. What are my Rights?

Under Victorian law, all consumers receiving treatment in a mental health unit fall into one of two groups:

- **Voluntary admission:** Consumers who are voluntary will generally understand the reasons for their admission and agree to receive treatment. Voluntary consumers are eager to work together with staff and their carers to achieve their recovery goals.
- **Compulsory admission:** Consumers may be made a compulsory patient under the Mental Health and Wellbeing Act, 2022 if they decline to, or are unable to comply with recommended care and treatment. Compulsory treatment may be utilised to prevent a decline in a consumer's physical or mental health and to reduce potential risks of self-harm or harm to others. Despite being a compulsory patient, consumers have rights and can communicate their views and preferences to members of their treating team.

As part of your admission, you will receive a brochure titled, The Australian Charter of Healthcare Rights.

If you have not received one, please ask a staff member for a copy. You may speak with a member of our clinical team at any time to request a verbal or paper-based version of your rights.

Alternatively, you can also seek support from the Victorian Mental Illness Awareness Council (VMIAAC), Victoria's peak body for consumers of mental health service on (03) 9380 3900 or via reception@vmiac.org.au or if you are receiving compulsory treatment you may contact the Independent Mental Health Advocacy (IMHA) service on (03) 1300 947 820 or via contact@imha.vic.gov.au. Both VMIAAC and IMHA can advocate on your behalf to ensure you receive the care you deserve.

In supporting your right to privacy and security, you will be provided with a wrist band that provides access to your bedroom. You will be the only consumer who has access to your bedroom, ensuring your personal space remains protected

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which may support you to feel secure in a new environment.

6. Sexual Safety

Your safety and well-being are our top priorities. As part of our commitment to creating a secure and supportive environment, we want to ensure you are aware of our policies and resources related to sexual safety.

Understanding Sexual Safety on an inpatient unit.

Sexual safety refers to being and feeling psychologically and physically safe, including being free of, and feeling safe from, behaviour of a sexual nature. This includes sexual assault and harassment. It also extends to being spoken to, or witnessing people behaving inappropriately.

Report Your Concerns

If you feel unsafe, report your concerns to your contact nurse or treating team immediately. We are here to help and support you.

If something or someone makes you feel uncomfortable, trust your instincts and remove yourself from the situation if possible. If you need assistance or support, please do not hesitate to reach out to any member of our staff. Your safety and well-being are our top priorities.



7. Who is part of the Sunshine Mental Health and Wellbeing team?

Members of the Sunshine Mental Health and Wellbeing team come from a range of different professions, each bringing particular skills, knowledge, expertise and experience to the ward.

A group of clinicians who work together are what is called a 'multidisciplinary team.' At the Sunshine Mental Health and Wellbeing centre, it includes doctors, nurses, members of the lived and living experience workforce, occupational therapists, social workers, psychologists, pharmacists, and administration officers.

Doctors

Doctors provide support to you during your inpatient stay. They work with a team of other professionals to assess you, decide on treatments, and provide care. This includes prescribing medication, alternative treatment options to support your holistic wellbeing, and reviewing how you are progressing in your care and treatment. Their goal is to help you get better and support you on your journey to recovery.

Nurse

Through the course of your admission, you will have a nurse allocated to you to provide direct, person-driven care. Care may include discussing your current difficulties, teaching you different coping mechanisms, administering treatment, and completing required tests. Your allocated Nurse will change three times a day. Nurses will communicate/handover how you have been progressing during your stay and what may help you should you be experiencing difficulties on the ward.

Lived and Living Experience Workforce (LLEW)

Peer Support Workers

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Peer Support Workers are part of the Lived and Living Experience Workforce (LLEW).

There are two types of peer support staff who have some growth, hope and resilience to share:

- Consumer Peer Support – have an experience of using mental health services
- Carer Peer Support – supports a family member or loved one using mental health services

Peer Support Staff draw on their lived experiences to empathetically connect and understand what you are going through whilst mutually sharing and learning together. Peer Support Workers are someone that you can share what you would like to move your life towards (priorities, passions and interests) whilst getting the challenges of mental health.

Occupational Therapists (OTs)

Occupational therapists are professionals who support you in engaging in activities that matter to you. When OT's are looking at 'occupation' we are looking at anything – any activity that you do, anything you engage in that occupies your time like cooking meals or going to work and raising a family, and then anything that stops you from engaging in those things. OT's work with you to come up with creative and sustainable ways to get back to occupying your time with things you want to do and need to do or is meaningful to you. On the ward you may see us running a variety of activities, spending time in the sensory rooms, talking to you about routines and what goals you might have, National Disability Insurance Scheme (NDIS) troubleshooting and connecting with your local community.

Social Workers

Social workers are professionals who support you in navigating life's challenges and accessing resources to improve your well-being. They work with consumers and families that facing various difficulties, including mental health issues, use of

alcohol and other drugs, domestic violence, child protection issues and homelessness. Social workers assess your needs and develop personalised plans to address them, providing advocacy, and practical assistance. They may run support groups, connect you with community resources, and help you access financial assistance or housing. By empowering you to overcome obstacles and build resilience, social workers strive to enhance your quality of life and promote positive change in your circumstances.

Psychologists

Psychologists are skilled professionals who help individuals overcome various mental health challenges. They assess your needs and develop personalised treatment plans through therapy sessions tailored to your unique circumstances. By providing a supportive environment, psychologists empower you to explore and address underlying issues, develop effective coping strategies, and improve your overall well-being. They specialise in areas such as clinical, counselling and educational psychology, allowing them to offer specialised support based on your needs. Through their expertise and guidance, psychologists play a vital role in helping you navigate through difficult times and achieve positive outcomes in your mental health journey.



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8. Safewards

Safewards is a way of making places like hospitals safer and more helpful for people, especially those who are struggling with their mental health. It's based on interventions that have been proven to improve outcomes for consumers, carers and staff.

Safewards is used to find ways to prevent issues from occurring, improve communication and to intervene early before consumers become upset.

One of the Safewards interventions includes 'Our Shared Expectations'. These expectations apply to consumers, carers and staff at the Sunshine Mental Health and Wellbeing Centre. They have been developed in consultation with consumers and staff and are as follows:

1. We will always show respect to one another; accept and celebrate each other's differences.
2. We will all speak to each other in a calm and polite way. Offensive remarks are unacceptable; no abuse will be tolerated from staff or consumers.
3. All ideas are welcome and open to dialogue, and we will always listen to each other.
4. Help one another; no one is "too big" for any task at hand. Everybody can help keep the environment tidy!
5. We will respect each other's personal space; including communal areas and courtyard, doorways, and each other's rooms. Offer to support each other but if someone wants space, that's okay too!
6. Everyone has the right to privacy.
7. Let's all be mindful of volume; be aware that noise may disturb others.

8. To create a safe and supportive environment for all, we kindly ask that no alcohol, illegal substances, or weapons be brought into the unit.

9. We will respect and care for our environment; if any damages occur, we will promptly report them.

10. Creative ideas and artistic endeavours should be appreciated and encouraged; a new positive quote on a board every day.

9. Family and Carer Participation

The team at Sunshine Mental Health and Wellbeing Centre work closely with the family or carers of consumers admitted to the unit. Family or carers are regularly provided with updates regarding the progress their loved one has made during their inpatient stay. They will also be included in treatment and recovery planning and will be encouraged to advocate on behalf of their significant other.

Should family or carers have concerns regarding the care provided, we encourage you to speak to members of the nursing or medical team. You may also elect to speak to the Carer Peer Worker who may advocate on your behalf. The Carer Consultant can be contacted via reception on (03) 9057 7100.

External to the Western Health, you may also seek support through Tandem, the Victorian peak body which represents family and friends who support individuals with a mental illness. Tandem can be contacted on (03) 8803 5555 or alternatively at: info@tandemcarers.org.au.

10. The Group Program

The unit program consists of a range of activities that are offered throughout the day during your stay at hospital which include, but is not limited to;

- Coffee/Tea and chat and morning catch up's

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- Cooking
- Creative/Art and craft – e.g., clay, painting, jewellery
- Games
- Going for a walk and walks to the milk bar
- Going to the gym, exercise and sports
- Hearing voices and Peer support
- Knowing your rights
- Medication education
- Mindfulness

11. Visitors and Parking

Visitors are required to make a booking prior to attending the unit to ensure that a family visitation room can be booked. The booking can be pre-arranged with the in-charge nurse by calling them via reception. Visits are permitted from 10 am to 8pm. All visitors must sign in at reception on entry to the centre.

If you have a younger family member who you would like to visit could you please speak to your doctors/nurses about this prior to coordinating a visit.

Car parking can be accessed via the main entrance, ground floor multi deck car park and the ground floor of the Joan Kirner Women's and Children's Centre. All visitors are charged to use car parking in line with advertised rates. Tickets will be provided at the point of entry to access public car parking. Car-parking charges are time based.

Outside of hospital grounds, you may park free of cost on Mulhall Drive. Please follow road signage when parking to avoid infringements being issued.

- Music

- Pet therapy
- Self-care

12. Meal Times

Western Health will provide you with regular meals during your stay. If you have special dietary needs, just let us know. You can order your meals every morning, during breakfast. You can select from 18 meals. If you remain hungry after a meal, you may request further meals from our food services assistant. Please note that due to food safety, meals cannot be reheated on the unit.

Meals are served at the following times each day:

- Breakfast 7.30am—8.30am
- Lunch 12—1pm
- Dinner 5pm—6pm
- Supper 8pm—8.30pm



13. When will I be Discharged?

Leaving Sunshine Mental Health and Wellbeing Centre depends on you feeling better mentally and being ready to go back to the community safely. Your treating team will keep track of how you're doing and talk with you about when it might be a good time to be discharge. These talks are important so that we can plan your exit carefully and make sure you have the support

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you need to keep getting better once you're out in the community again. You will regularly discuss your discharge date with your treating team. When a discharge date has been identified, please coordinate a pick-up time before 10am with your family, carers, friends or supporters. We will coordinate discharge follow up support to ensure your discharge from Western Health best supports your recovery.

general enquiries via email at help@mhwc.vic.gov.au.



14. How can I give Feedback?

Sunshine Mental Health and Wellbeing Centre is keen to hear about what you think is good about the unit and what you think needs to work better.

Your feedback might be a general comment, a compliment about someone or something that worked well, or you might have a complaint about our service.

Sunshine Mental Health and Wellbeing Centre welcomes all types of feedback. Your compliments will be appreciated and your complaints taken seriously and dealt with thoroughly.

You can provide feedback directly to members of the clinical team, or you may prefer to fill in a feedback form. In completing this form, you have the option of providing your feedback anonymously.

If you would like to provide feedback external to the Sunshine Mental Health and Wellbeing Centre, you can contact the Mental Health and Wellbeing Commission on 1800 246 054. You can also make

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