



# **Working with tenants with a mental health issue**

## **Resource Guide**

**May 2019**

## Preamble

This resource guide contains information on key mental health services and organisations that community housing provider staff can use to refer and support tenants that are experiencing mental health issues.

## Mental health services

SA Health provides a comprehensive range of public mental health services, catering for specific groups such as older people, children and adolescents. Services are provided through community health centres and hospitals, and to individuals in their own homes.

### General mental health services

#### **Mental Health Triage Service – 13 14 65**

The SA Health Mental Health Triage Service operates 24 hours a day, 7 days a week.

This service:

- is the main point of access into mental health services
- can provide advice and information in a mental health emergency or crisis situation
- is staffed by mental health clinicians
- will assess and refer to acute response teams where appropriate.

Primary contact numbers and locations of hospital and community based mental health services are available on the [mental health services webpage](#).

### Older Persons' Mental Health Services (OPMHS)

After hours emergency referral for older people are received and managed by emergency mental health services via the **13 14 65** number. Primary contact numbers and locations of hospital and community based older persons' mental health services are available on the [older persons' mental health services webpage](#).

### Country mental health services

For urgent mental health assistance, please call the mental health triage service (the Rural and Remote Distance Consultation and the Emergency Triage and Liaison Service) on **13 14 65**. Primary contact numbers and locations of country mental health services are available on the [mental health services webpage](#) with details of other available services on the [country mental health services webpage](#).

### Child & Adolescent Mental Health Services (CAMHS)

Primary contact numbers and locations of community based, country and inpatient mental health services for young people under 18 years are available on the [child & adolescent mental health services webpage](#).

### Women's mental health services

For assistance in a mental health emergency contact the mental health triage service on **13 14 65**. Information on local mental health services can be obtained by calling *HealthDirect Australia* on 1800 02 2222.

The Women's Health Service provides clinical and emotional health and wellbeing services for:

- Women experiencing domestic and family violence (related health issues)
- Aboriginal and/or Torres Strait Islander women
- refugee and newly arrived migrant women
- women experiencing challenging health or life issues who have significant difficulty in accessing health services.

Access to these services can be arranged by calling **8444 0700** and further information is available from the [Women's Health Service website](#).

### Directory of mental health services

The Mental Health Coalition of South Australia (MHCSA) is the State's peak body for the non-government mental health sector. The MHCSA has developed an [online directory](#) of community-managed mental health services. It covers a range of non-clinical support services from psycho-social to community based programs.

Users can search for the relevant service within the directory e.g. counselling by using the 'Find a Service' function. Organisations that are registered in the directory will be displayed with details of who can access their service(s), where the service(s) is delivered and general contact details.

Please note that only organisations that are registered will appear in the directory – it is a live document. New services are being added to the directory as they become registered; users can register the service(s) of their organisation by using the 'Register a Service' function.

## **Counselling and support services**

The following organisations provide counselling and other support services to individuals experiencing mental health issues and to their friends, relatives, or carers:

### [Beyondblue](#) **1300 22 4636**

The Beyondblue Support Service provides a nationwide 24 hour service for the cost of a local call, offering information, advice and referral to other supports for depression and anxiety related matters.

### [Kids Helpline](#) **1800 55 1800**

Kids Helpline provides free telephone and online 24 hour counselling services, specifically for young people aged between 5 to 25 years.

[Lifeline](#) **13 11 14**

Lifeline provides a 24 hour phone counselling service for the cost of a local call, face to face counselling services and information and referral services for individuals experiencing mental health issues and their friends, relatives, or carers.

[Mensline](#) **1300 78 99 78**

Mensline provides a 24 hour telephone and online counselling service, specifically for men with family and relationship concerns.

[SANE Australia](#) **1800 18 7263**

SANE Australia provides telephone and online services for information, guidance and referrals about mental health concerns.

[Suicide Call Back Service](#) **1300 659 467**

The Suicide Call Back Service provides free, 24 hour telephone, video and online counselling services for suicide related issues. This service can help anyone affected by suicide, including

- People who are suicidal
- People caring for someone who is suicidal
- People bereaved by suicide.

## **Advocacy and complaints**

The [Community Visitor Scheme](#) provides advocacy and assistance to clients, their carers and family members as they work to resolve issues relating to care and service provision.

The Scheme is for people living with disability or mental illness who are:

- receiving care in a mental health treatment centre or hospital
- attending a community mental health facility
- living in disability accommodation
- attending a Day Options program
- living in a Supported Residential Facility (SRF).

Clients, carers and family members can request a visit by Community Visitors by phoning **1800 606 302**

The [Office of the Public Advocate](#) (OPA) protects the rights and interests of people with reduced mental capacity and their carers. The OPA provides information and advice about issues that are or could be affecting a person with mental incapacity or impaired decision making capacity. It also undertakes individual advocacy work by reporting on situations that infringe upon their rights and interests. To enquire about OPA assistance phone **8342 8200**.

The [Health and Community Services Complaints Commissioner](#) (HCSCC) assists service users, carers and service providers to resolve complaints about public, private or non-government health or community services or providers when a direct approach to the service provider is either unreasonable, or has not succeeded. Phone **8226 8666** to make an enquiry or lodge a complaint.