

Feedback

If you have complaints or compliments about the service you are receiving, please contact:

Your key worker, **or**

The Invercargill Community Mental Health Team Manager, **or**

The Administration Officer, Southern DHB Quality, Risk and Education Department. Phone: 03 214 5738, **or**

Health and Disability Advocacy Services, South Island
Phone: 0800 377 766

The Community Mental Health Team aims to provide a clinically competent, culturally safe and confidential service that responds to people's mental health needs and focuses on strengths and goals as we work towards recovery

Southern DHB is a smokefree site. If you require help to stop smoking, please ask your treatment team.

Contacts

Invercargill & Districts Community Mental Health Team

Address: Southern DHB Mental Health, Addictions and Intellectual Disability Services
Southland Hospital
Elles Road (Gate No. 2)
P.O.Box 828
Invercargill

Phone: (03) 214 5786

Freephone: 0800 443366

Facsimile: (03) 214 7231

Web: www.southerndhb.govt.nz

Future Directions Southland Mental Health Network Website:

www.futuredirections.org.nz

If you are in a crisis and need urgent assistance please phone the Southland Mental Health Emergency Team who provide 24 hour a day, 7 days a week service on:

0800 467 846

Southern DHB 85035 V1
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Mental Health, Addictions & Intellectual Disability (MHAID) Service

Invercargill and Districts Community Mental Health Team

**Monday to Friday
8.30am - 5.00pm**

"Better Health, Better Lives, Whānau Ora"

Invercargill Community Mental Health Team

The Invercargill Community Mental Health Team provides a range of specialist mental health services in the Invercargill and Southland District communities. A multidisciplinary team of health professionals provides a range of services for people aged 18 years and over who have been diagnosed with a significant mental illness.

Members include:

- Nurses
- Occupational therapists
- Psychiatrists / medical staff
- Social workers
- Support workers
- Psychologists

To assist with your recovery, we also access:

- Needs assessors
- Consumer advisors
- Counsellors
- Family advisors
- Maternal mental health staff
- Māori cultural advisors
- Pacific Island cultural advisor
- Dietitian

Appointments will be at Community Mental Health Team offices, Southland Hospital and/or, when appropriate, in your home or workplace.

Referrals

These can be received from your GP and other health professionals. It is our preference that your GP is informed so that both services are involved with your treatment.

Assessment and treatment

Once your referral has been accepted, an assessment will be completed and a treatment plan will be developed with you and your family/significant others, with a focus on your strengths.

We encourage you to bring a support person, or we can arrange to have a Māori health worker present who is available for tangata whaiora.

If there is any change in your health/situation or medications, please inform your key worker.

If you are unable to attend an appointment, please let us know as soon as possible.

It is essential that people do not present for appointments under the influence of alcohol or non-prescribed drugs.

Support and education

Support and education are provided to consumers, their family/caregivers and/or community groups.

Discharge from the service

Regular reviews of individual progress are held and, where applicable, discharges are planned to ensure sufficient support is available in the community.

General information

- Information collected is treated in a confidential manner. In the case of significant risk to yourself or others, some essential information may have to be shared with other treatment services, etc.
- Some confidential data is entered on an electronic database, as a requirement of the Ministry of Health, for service planning purposes.
- Mental health clinicians receive supervision, which means that they may discuss some aspects of your treatment with a senior staff member (who is also bound by confidentiality). This is Southern District Health Board policy to ensure you receive quality treatment.
- You may receive a voluntary questionnaire asking for comments about the service received. Your responses help us to improve our service.
- Students have clinical placements with our team. Permission is obtained before a student is involved with treatment. You have the right to decline student involvement.
- This is a free service but medication prescribed by a psychiatrist may incur a charge at the pharmacy.