

• Other Service Providers to contact when Mental Health Issues are not the main problem:

- **Substance Abuse such as alcohol, Prescription medication, illicit drugs**
ATODS Ph: 3817 2400

- **Social Problems, general counselling**
Lifeline Ph: 1800 007 007

- **Gambling Problems**
Gambling Help Service
Ph: 1800 858 858

- **Relationship Problems**
Relationships Australia Ph: 3808 9236

- **Domestic Violence**
Domestic Violence Ph: 3816 3000

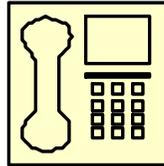
- **Loss of Accommodation**
Homeless Person Hotline: 1800 474 753

Acute Care Team
Hours of business

Monday to Friday
8:30 am – 9:00pm

Weekends & Public Holidays
10:00am – 6:00pm

CONTACT DETAILS:



Act offers a 24 hour
Phone contact:
3817 2577



ACT can receive
referrals by fax :
3817 2556

Ipswich Health Plaza
21 Bell Street
Ipswich Qld 4305

Queensland Government



Ipswich Mental Health
Service

Acute Care Team



Introduction:

The Acute Care Team has the responsibility for providing the access point for all referrals of persons over 18 years of age of the Mental Health Service in the Ipswich District.

There is a clinician available to take referrals seven days a week from 8:30 am to 9:00pm Monday to Friday and from 10:00am to 6:00pm on Saturday and Sundays.

After this time calls will transfer to Ipswich Hospital where a clinician from the Mental Health Unit will receive the call.

The Acute Care team has a multi disciplinary team that consists of Clinical Staff including Consultant Psychiatrist, Registrar Psychiatrist, Nursing staff, Social Workers, Clinical Psychologist and administrative staff.

The team is located in the Ipswich Health Plaza, Bell Street, Ipswich. The service is provided free of charge.

Access to the team:

You can be referred in a variety of ways eg: GP, other service provider or you can self refer by presenting to the Health Plaza and filling out a form.

Anyone can make a referral; however if your are referring someone else, it is essential that they agree to be referred.

A Mental Health clinician is available every day to discuss any new referrals and organise an appropriate assessment.

Is the service confidential:

Yes. The team has a commitment to respect consumers rights to privacy, dignity and confidentiality. We also have a commitment to wellbeing and safety. Confidentiality will only be challenged if issues of personal or community safety are evident.

What services do we provide:

Triage

Includes:

- Phone consultation in relation to information and education in mental health services.
- Information regarding the Mental Health ACT 2000 and practical assistance
- Identification of service requirements
- Prioritizing of need
- Referral to other agencies where appropriate

Assessment:

A mental health assessment is offered by mental health clinician to identify needs and establish a management plan that best suits the needs of the person. This may include assistance to access other teams with in the Mental Health Service including:

- Short team management by the Acute Care Team
- Continuing Care Team case management services including our Rural Continuing Care Team
- Older Persons Mental Health Team
- Our Goodna Continuing Care Team
- Inpatient Services

Short Term management by Acute Care Team:

Commences at the point of assessment and is bases on an interdisciplinary approach. The team is responsible for identifying and coordinating a range of service required to assist the consumer address their mental health needs.

Please note:

We do not do Court Reports, Reports for Probation and Parole, ADHD/ADD Assessment and medication reviews, Assessments for Disability Support Pensions, On-going counseling or Anger Management Counseling.

Input can include:

- Assessment and identification of needs including risk assessment
- Assistance in preventing and managing crisis
- Pharmacology
- Collaborative planning
- Education regarding disorders, symptoms and medication
- Self-help strategies
- Consultant psychiatrist review
- Relapse prevention strategies
- Education and support for families and carers
- Referral to impatient or longer term case management services
- Information and referral to community services.

Contact details:

The Acute Care team can be contacted 7 days a week on 3817 2577 or a 24 hour Helpline on 1800 675 357.

Discharge and follow up:

Many consumers will be referred to the Acute Care team following their discharge from the Mental Health Unit. This can include a face to face appointment within the first 7 days after discharge as well as ongoing telephone support.

Rural Doctor appointments:

We are available to offer doctor appointments to our rural consumers in their local setting with a doctor visiting the Esk, Boonah, Gatton and Laidley hospitals one day a week.

