



Carers and Consumers information booklet



**PARTNERS in
RECOVERY**
South Eastern Melbourne

What is South Eastern Melbourne Partners in Recovery?

South Eastern Melbourne Partners In Recovery (SEMPIR) is a program that coordinates support services in the South Eastern Melbourne region for people living with severe and persistent mental health conditions.

We aim to make it easier for you to get the support you need by putting your needs first. This is called 'person centred care.' We do this by linking you with a range of services and supports to help your recovery.

At SEMPIR, we know that mental illness is a community issue, and that it needs a community response. We can help find the care you need in the community that you live.



What is recovery?

Recovery means different things to different people. For some, 'recovery' means not having any symptoms, for others it means now being able to do more than before. This could be things like feeling less anxious, coping better in daily life, being happier and more content, sleeping better, talking more, doing more and getting out of the house. It could also be things like being able to volunteer, enter the world of paid work or getting back to your job. 'Recovery' can also be learning to 'live with' yourself and your situation.

Your idea of your recovery may be different to how mental health services view recovery. SEMPIR can help you find your way to feeling and being more in control, get linked in with services and feel more hopeful for the future.

Carer and family member involvement

Family and friends can be really important in your care and recovery. Ask for them to be involved, unless there are reasons for them not to be.

A support facilitator can talk to your family, carer or friend about the services you might need and check with them along the way to make sure you are getting the right support. SEMPIR will also support your carer or family's needs.



Who is involved in SEMPIR?

South Eastern Melbourne PHN leads a consortium of 13 organisations that form the SEMPIR program.

These organisations are:

- Care Connect
- Dandenong District Aborigines Cooperative
- ermha
- Launch Housing
- Mental Illness Fellowship
- Mission Australia
- Mind Australia
- Monash Health
- South East Alcohol and Drug Services
- South Eastern Health Providers Association
- Southern Migrant and Refugee Centre
- Stepping up Consortium
- WISE Employment LTD

We also have people with lived experience of mental illness, or as carers of people living with mental illness as part of the SEMPIR team. These team members give us advice on how the program could work better, and are available to talk to. Your support facilitator can organise this for you.

How does South Eastern Melbourne Partners In Recovery Work?

We know that there are many services in our region doing great work to support people with complex needs. SEMPIR does not replace these. Instead, we help services to work better together.

We will coordinate the services you need to make it easier for you. Whether it be housing, GPs, psychiatrists/psychologists, even help finding work or things to do during the day, we will help you get the support you need.

SEMPIR 'Support Facilitators' will work together with you and your carers and family to:

- Learn about your needs
- Look at goals for your recovery
- Come up with an Action Plan
- Coordinate the support services you already have
- Link you with extra supports and services you need

Some of the services and supports SEMPIR can help coordinate for you include:

- Psychiatrists
- Psychologists
- General Practitioner
- Social workers
- Peer support workers
- Occupational therapists
- Optometrists
- Diabetes health
- Dental
- Alcohol and drug treatment
- Financial and budgeting
- Clinical case management
- Income support services (eg Centrelink)
- Supported accommodation
- Public housing
- Housing or living arrangements
- Personal helpers and mentors program
- Support for day to day living
- Independent living
- Carer and family support services
- Parenting support services
- Education and training
- Employment services
- Family services
- Child protection
- Domestic violence services
- Legal services
- Justice services
- Recreational opportunities such as joining a special interest group, participating in sport or a wellbeing program like yoga or meditation

Intake

A SEMPIR intake worker will see whether Partners In Recovery is right for you by checking that you:

- Live in our region (Greater Dandenong, Casey or Cardinia)
- Have a diagnosed mental illness (or experience symptoms of a serious mental illness)
- Need a number of different services to work together
- Have trouble and need assistance to find the help you need
- Are willing to participate in the program

A mental health assessment can help us figure out if SEMPIR is right for you. An up-to-date mental health assessment and diagnosis from a GP or mental health professional may be needed. If you do not have one, but you meet the other criteria, we can help organise an assessment for you.

If PIR is right for you, we will pair you up with a Support Facilitator. Your Support Facilitator will contact you and / or your carer and organise a time to meet. They will work with you to do a 'needs assessment' and create your 'Action Plan.' They will then coordinate the services and supports you need for your recovery.



Assessing your needs

To see what services and supports will best suit you, we will do a 'needs assessment.' This is a questionnaire that gives you the chance to tell us your main worries, and the issues you find most difficult to deal with. This assessment will also show us the strengths you have that you can use towards creating the life you had or now want.

Some things we will look at are:

- Your physical health and any worries you may have
- Your mental health, including any symptoms, medications and any help you are getting or need
- If you have substance use or dependency you want assistance with
- Any financial worries
- Current or future educational goals and plans
- Employment, including returning to work or volunteering
- Any things in your daily life you have difficulty with or want to improve
- Housing needs
- Any Social and recreational interests you might have
- Your concerns regarding sexuality

This assessment gives you the chance to tell us what you would like us to do if you become unwell again. This is called "advanced care planning." It gives you and your family the chance to decide for example: who we call, what happens to children and pets, where you get treatment and what type of treatment.

Action plan

Once we know more about you, together we will draw up an Action Plan. This will outline your goals and the services and supports we will involve. Your Support Facilitator will ask you to sign the plan to show your agreement and commitment to your goals. Once it is

finished, you will be given your own copy and we will keep a copy as well.

Our aim is to link you with the services and supports most suitable for you, and for you to feel confident to use them to help yourself.

Once this is achieved, you and your Support Facilitator may decide that you no longer need the PIR program.

However, you can easily re-enter PIR at any time if you or your carer feel you need to. All you need to do is call the SEMPIR intake worker on 1800 862 363

What we need to know about you and what we will do with that information

What information do we collect about you?

We keep your name, contact details, and your Action Plan. We may keep other notes that tell us about your needs. Each time you visit, your Support Facilitator may also take notes about how your supports are working, and the steps you have taken towards your recovery

Why do we collect information about you?

So we know enough about your story and so that you do not have to keep repeating your story to different services. It also helps us make sure that you have the right supports in place.

Who else sees your information?

Our role is to co-ordinate the services and supports you need for your recovery. To do this, we will need to share your information with the services involved in your care. No-one else will see your information without your consent.

‘De-identified’ information will also be given to the Department of Health. This information will not have your name, contact details, or anything else that might identify you. If you agree, this information will also be given to those who evaluate Partners in Recovery. Evaluation is important, as it shows us how successful this program is at helping people with severe and persistent mental illnesses.



What rights do you have in what happens to your information?

You have the right not to give consent to share information and you can withdraw consent at any time if you change your mind. However, this would mean SEMPIR cannot coordinate services and supports on your behalf. If you do not wish to give consent, SEMPIR can refer you to a different program.

You can talk to your Support Facilitator at any time about consent. If you do not understand what you are being asked or told, you can ask for an advocate or interpreter to help explain.

How will your information be protected?

The privacy of your information is protected by law. We are committed to making sure your information stays confidential. To do this we store your information securely.

Can you access your information?

Under the Freedom of Information Act, you have the right to see your information at any time and to ask for it to be changed. Please talk to your Support Facilitator if you wish to see your information. Remember, if you do not understand you can ask for an advocate or interpreter to explain.



Our duty of care

By Victorian law, there are times where we have to share your information without your consent. These include:

- If you are in danger of harming yourself or others
- If you may be at risk of harm
- If we find out about illegal activity

You will be told if we need to share your information with emergency services (ambulance or police).



Your rights and responsibilities

Our goal is to work with you to help you reach your goals. It is important that you know your rights and responsibilities.

You have the right to:

- Be treated with respect and dignity at all times
- Work with us to make sure your action plan suits what you think is best for you
- Get help from high quality services that don't discriminate or judge
- Recover
- Ask questions and get the information you seek
- Privacy and confidentiality
- An interpreter
- Make complaints about your care
- Receive services and support in a culturally and gender sensitive way

It is your responsibility to:

- Communicate as best you can to ensure we make the right choices with you
- Show respect for those you are working with towards your recovery
- Keep appointments
- Commit to the action plan and discuss difficulties with the plan
- Politely let us know if you are not happy with your experience

Tell us what you think

If you have feedback for us you can:

- Speak to your support facilitator
- Email us at sempir@semphn.org.au
- Call us on 1800 862 363
- Complete a feedback form.
You can find this on the SEMPIR website sempir.com.au/contact-us/feedback-and-complaints

We will answer you within 30 days.

If you are not happy with our answer, or you wish to talk to someone else, please contact:

Health Services Commissioner
Level 26, 570 Bourke Street
Melbourne 3000 Victoria
1300 582 113 hsc@health.vic.gov.au

Your support

We want you to have the best possible experience with South Eastern Melbourne Partners in Recovery. To make sure this happens, you may choose to involve an 'advocate'.

What is an advocate?

An advocate is someone who can help you understand and be understood by others. They can do this by: standing with you, listening to you, and speaking for you if you need. An advocate can be a relative, friend, neighbour or someone from an advocacy service. We will check to make sure you are happy with your advocate.

To learn more about advocacy services visit: www.publicadvocate.vic.gov.au

How to get an advocate?

You can choose your own advocate, or if you do not have your own advocate but feel you need one, the Office of the Public Advocate can offer you a Community Guardian.

To learn more about Community Guardians, visit: publicadvocate.vic.gov.au/services/106

Do you need an interpreter?

Please let us know if you would like us to arrange an interpreter for you. Or call: **Translating and Interpreting Services on 131 450**

Contact information

South Eastern Melbourne Partners in Recovery
www.sempir.com.au
1800 862 363



Your Support Facilitator

Your Support Facilitator* is:

Located at:

Their contact number is:

**Your Support Facilitator does not work on weekends. They will only be able to answer phone calls during the week.*



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