

## We welcome your feedback

If you would like to give feedback, ask for a *Feedback Form*. It tells you the **most** effective ways to share your feedback with us.

Refer to the brochure 'How We Manage Your Suggestions and Complaints' for more information.

If at any time you feel that your voice is not being heard, you can contact:

Tandem Support and Referral Service  
(Carer Advocacy)  
(03) 8803 5501

Mental Health Complaints Commissioner  
1800 246 054

Office of the Chief Psychiatrist  
(03) 9096 7571

Independent Mental Health Advocacy  
1300 947 820

Second Psychiatric Opinion Service  
1300 503 426

Victorian Mental Illness Awareness Council  
(03) 9380 3900

Health Complaints Commissioner  
1300 582 113

Office of the Public Advocate  
1300 309 337

Legal Aid  
1300 792 387

## Carer and Family Supports

### Family Carer Peer Workers

Our Family Carer Peer Workers are people who have lived experience of caring for a person with a mental illness. The Peer Workers can provide direct support to you or refer you to a range of carer services, including:

### Alfred Health Carer Services (and Young Carers)

[www.carersouth.org.au](http://www.carersouth.org.au)  
Phone: 1800 052 222 (24 hours)

### Carers Victoria

[www.carersvictoria.org.au](http://www.carersvictoria.org.au)  
Phone: 1800 242 636

### Peninsula Health Mental Health Service

#### Carers Group, Rosebud

First Thursday of every month, 1:30pm  
Address: Rear of the Baptist Church, corner of The Drive and Boneo Rd, Rosebud.  
Phone: 5986 0684

### Peninsula Carer Council

Meeting:  
Third Monday evening of every month, 7:30pm  
Address: Uniting Church  
16-18 High St Frankston  
Coffee morning:  
Every second Tuesday of the month, 10:30am  
Address: Wildness Café, 135 Beach St, Frankston  
[www.peninsulacarercouncil.org.au](http://www.peninsulacarercouncil.org.au)  
Phone: 1300 550 962

**Disclaimer:** The information contained in this brochure is not intended to support replace discussion with your doctor or health care professionals.

Authorising Department: Mental Health

Peninsula Health  
PO Box 52  
Frankston Victoria 3199  
Telephone (03) 9784 7777  
[www.peninsulahealth.org.au](http://www.peninsulahealth.org.au)



# Carer Support and Rights

Peninsula Health  
Mental Health Services



## Are you a Carer?

If you are the main support person for someone with mental illness, you may be a carer.

Anyone could be a carer. A family member, friend, or child.

Being a carer can be hard sometimes, but help and support is available.

### Children can be carers too

If a parent is mentally unwell, it can affect their children. Children might need to help more at home. They may worry a lot about their parent.

Peninsula Health has a FaPMI Coordinator (Families where a Parent has a Mental Illness), to help support parents and children.

If you know of a child who has extra caring responsibilities for a parent with mental illness, you can contact the FaPMI Coordinator.

More information on the FaPMI Program is at the Peninsula Health website or you can speak to a team member.

## Carers Rights

As a carer, you have the right to:

- Share information with our service. This may be about your caring role, or the mental health of the person you support.
- Be given important information you need to carry on in your caring role.
- General information about mental illness and caring.
- Information on the Mental Health Act, and the Mental Health Tribunal process.

You also have the right to:

- Be respected as a part of the treating team and have your voice heard.
- Where possible, be part of the decision making around treatment options.
- Support the person you care for to seek a second opinion on diagnosis and treatment.
- Ask for support from Peninsula Health Family Carer Peer Workers.
- Access advocacy services.
- Access other carer support services you may need.
- Recognition of your cultural Identity and language preference.

## Consent

Sometimes our service does not have the consent of a client to speak with their carer. The client may not be able to give consent due to their mental health, or it may be their personal choice. At these times, the treating team will welcome your contact as your input regarding treatment and care is valued and they will try to support your needs and concerns. For afterhours urgent concerns and initial referrals – call Triage 1300 792 977.

## Nominated Persons

Under the Mental Health Act 2014, the Nominated Person is a client's legally chosen support. The Nominated Person is not always the carer. If you would like more information, please contact the treating team.

## Family Carer Peer Workers

Peninsula Health employs Family Carer Peer Workers who have a lived experience of caring for a person with a mental illness. They can provide assistance to carers and families to achieve and maintain their own wellbeing. For more information speak to the treating team.