

WELCOME TO PENINSULA HEALTH MENTAL HEALTH SERVICE

As a new client we welcome you to Peninsula Health Mental Health Service. This may be an overwhelming and uncertain time for you and your Carer/family/significant others and there may be many questions you would like answers to. Some of these questions may not be answerable immediately, however, our dedicated and compassionate staff are available to go through any questions you may have.

You will be allocated a Mental Health Clinician who will be aligned with one of the mental health Programs within our service. Depending on your specific care and individual needs, you may be working with Youth (16-25 years), Adult (26-64 years) or Aged Persons (65 years +) Programs. These programs are either within the community, inpatient or residential areas. Regular appointments will be a part of the care provided to you. Here you can work with your treating team to discuss and address any needs, goals and/or concerns you may have.

Your treating team will support and work with you throughout your care to assist you in achieving the best possible outcome with an excellent standard of and continuity of care at all times. We recognize and value diversity and as such, your individual cultural, linguistic and diverse needs will be given all due respect and understanding at all times. You do not have to disclose your personal values, beliefs culture, Aboriginal and/or Torres Strait Islander decent, gender identity, sexual orientation or intersex status to us. Regardless of how you identify, we will always provide care specific to and be responsive to your individual needs. Staff will only record this information on file with your permission and forward to relevant service providers as required. All information you provide remains confidential.

It is our hope that your experience with our service is positive and helps towards your individual recovery.

Mental Health Telephone Triage phone number is - **1300 792 977**
For further information please see www.peninsulahealth.org.au

Yours sincerely,

Michelle Shanti

Michelle Shanti
Consumer Consultant
Peninsula Health Mental Health Service.