

What happens when I no longer need a Case Manager?

Your Case Manager will ensure you have the right support in place for your needs.

You will be provided with useful links to services in your community. This may include a GP or other community mental health services.

Your Case Manager will inform others involved in your recovery such as your Psychiatrist/Psychologist/GP, family and carers (with your permission).

If your needs change, it is important to know that you can access these services again. If you need support again, you or your GP can contact Psychiatric Triage (1300 558 862)



How do I contact my Case Manager?

- Case Managers work from Monday - Friday, between 9am and 5pm, at one of the clinics listed below.
- If you need support outside of these hours, please contact Psychiatric Triage.
- In an event of an emergency, contact 000.

Helpful Contacts

Clarendon Community Mental Health Clinic

📍 52 Albert Street, East Melbourne, 3002
 ☎️ (03) 9231 5400

Hawthorn Community Mental Health Clinic

📍 642 Burwood Road, Hawthorn East, 3123
 ☎️ (03) 9231 5900

Footbridge CCU

📍 540 Napier Street, North Fitzroy, 3068
 ☎️ (03) 9481 5644

St Vincent's Psychiatric Triage

☎️ 1300 558 862
 Available 24 hours a day, 7 days a week

Brochure created by the Consumer Reference Committee



Information for mental health consumers in the community

What is Case Management?



ST VINCENT'S HOSPITAL
 MELBOURNE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

What does a Case Manager do?

A Case Manager work with you to:

- ✓ Support consumers to manage your mental health.
- ✓ Help you to identify your strengths
- ✓ Explore your recovery goals
- ✓ Find and link you into other services.
- ✓ Help you to identify your coping skills, strategies and capabilities.
- ✓ Ensure you have physical health check and ongoing physical health monitoring.
- ✓ Identify people who are part of your recovery journey such as family and friends.
- ✓ Explore any alcohol or substance issues you may be experiencing.

Depending on how much support you need, you will have contact with your case manager weekly to fortnightly. This may be over the phone or in person.



Who is a Case Manager?

A case manager is a mental health clinician such as a Social Worker, Psychiatric Nurse, Occupational Therapist or Psychologist. You will be allocated a case manager during a staff meeting.

You can talk to your case manager about how you're feeling and any concerns you may have.

How long will I need Case Management for?

Case Management is different for everyone

The length of your Case Management is dependent on your recovery. Some will have a Case Manager for a shorter period of time, whilst others may have one for longer.

When the right time comes for Case Management to end, your Case Manager will have this discussion with you.

Your Case Manager may change due to various reasons, however this will be discussed with you.

