



Outreach Program

Information for patients, carers, family and support persons



Referral

For further information or clarification of support service areas, please contact the Outreach Program on **03 9420 9244**.

Fees

Private health insurance is recommended. Funding may be provided by other agencies such as Workcover insurers. Self funded clients are also welcome.



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V2_12/2020

Community of Care



About the program

The Outreach Program provides mental health treatment through individual visits conducted in the home or community. The focus of this therapeutic support is to enable individuals to recover, develop, and revise coping strategies and remain well.

Community based treatment seeks to minimise the disruption that can occur in a person's day-to-day living by reducing the length and frequency of hospital stays or providing treatment at home as an alternative to hospitalisation.

Outreach clinicians also offer support to carers and family members providing client consent has been granted.

Outreach services support several specialist inpatient and day programs provided by the participating hospitals, for example Eating Disorders, Anxiety and Depression, Aged Psychiatry and Addictions.

Outreach clinicians are highly skilled health professionals, consisting of Registered Nurses, Social Workers, Occupational Therapists and Psychologists with significant experience in mental health and current evidence-based therapies.

The services of an interpreter may be utilised to assist people from a non-English speaking background.

The availability of service

The Outreach Program is available to people referred through the following Healthscope mental health hospitals - The Melbourne Clinic, The Victoria Clinic and Northpark Private Hospital.

Once accepted and following assessment, clients will have an outreach clinician appointed as their primary contact.

This clinician will make contact to arrange a mutually convenient time for visiting, identify any additional support which could be provided by the team, and liaise with the treating psychiatrist.

The Outreach Program operates from Monday to Friday during business hours. There is no service on public holidays.

Occasionally early evening or early morning appointments are offered to meet specific needs such as meetings with family and carers and return to work support.

Our service has now extended to areas such as Bendigo, Shepparton and Macedon Ranges.

It is expected that each client has an after hours crisis or emergency plan which has been developed in conjunction with their treating psychiatrist.

Assessment and acceptance to the Outreach Program

Assessments of clinical risk and safety, together with the client's ability to work towards agreed goals, will determine their acceptance to the Outreach Program. The client is required to give informed consent to participate in the program and agree to meet any fees identified prior to the first outreach visit.

The approach

A care plan will be developed with the patient and includes input from the treating psychiatrist and the outreach clinician.

The plan is designed to set achievable goals, making them practical and attainable.

The care plan assists the client and their carer/s to:

- Learn about the psychiatric disorder/ diagnosis and ways to manage it
- Identify stressors and signs of relapse and ways to protect against this
- Enhance and maintain their life skills to promote recovery and function in their chosen pursuits
- Assist the client with links to activities and services within their community
- Plan and manage discharge arrangements.