

# 2019 Submission - Royal Commission into Victoria's Mental Health System

## Organisation Name

N/A

## Name

Ms Adriana Paz

## What are your suggestions to improve the Victorian community's understanding of mental illness and reduce stigma and discrimination?

I don't have a suggestion right now but I wish people would stop discriminating.

## What is already working well and what can be done better to prevent mental illness and to support people to get early treatment and support?

It is hard to say. Mental health is very difficult to talk about. There will always be someone struggling. It is just the way the world is.

## What is already working well and what can be done better to prevent suicide?

More support in the way of funding.

## What makes it hard for people to experience good mental health and what can be done to improve this? This may include how people find, access and experience mental health treatment and support and how services link with each other.

Cost and finding a good therapist.

## What are the drivers behind some communities in Victoria experiencing poorer mental health outcomes and what needs to be done to address this?

The poor bedside manners of psychologists is a big factor in this.

## What are the needs of family members and carers and what can be done better to support them?

"Take everyone's story as real and listen. Sometimes all we want is for someone to call us and say how are you doing today'? Being a carer is very stressful and underpaid and we cannot afford the proper treatment such as paying for a psychologist or counsellor. It is great that you can access the mental health care plan but that does leave you still with out of pocket. As small as that out of pocket may be, it might not fit the budget. "

## What can be done to attract, retain and better support the mental health workforce, including peer support workers?

Have people understand what Carers are faced with every day.

## What are the opportunities in the Victorian community for people living with mental illness to improve their social and economic participation, and what needs to be done to realise these opportunities?

Not sure

**Thinking about what Victorias mental health system should ideally look like, tell us what areas and reform ideas you would like the Royal Commission to prioritise for change?**

I think everyone should have access to the system. I don't think patients should be charged to do the paperwork with a nurse and then have a doctor sign off on it. This happens at my clinic. It's a private clinic. It is a huge amount of money for paperwork that takes 5mins to do. Both the nurse and doctor are able to bill for their time.

**What can be done now to prepare for changes to Victorias mental health system and support improvements to last?**

It's hard to say

**Is there anything else you would like to share with the Royal Commission?**

I am a mother and carer of 2 of my kids. My husband and I battled the NDIS system for over one year. We had such poor treatment from them concerning my eldest daughters application. We felt though she was being discriminated. We felt that people within NDIS didn't know about her condition because it is so rare and so they just put her in the too hard basket. We do so many hours of administration work for both our kids and we feel like there is not enough support.