

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

SUB: 0002.0029.0210

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

N/A

**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?**

Advertising and general mental health issues being broadcast to the community.

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

Advertising lifeline telephone no.

**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.**

"Improve our clunky hospital system. Having a hospital system that has improved capacity and assessment of mental health patients. A review of role and function from Emergency Department triaging and treating mental illness to general wards and mental health wards. Improved communications between various teams looking after one patient. Inconsistency between providers and lack of clarity for discharge, community transition and criteria for voluntary/involuntary admissions - A review of expectations, documentation and responsibilities of mental health services with regard to- Discharge planning, continuity of care between inpatient and community services. "

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

Differences in support for mental health patients and inadequate facilities to care properly for people with mental health issues.

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

In our public hospital and mental health system a family needs be assured that even complex cases involving mental health are able to receive adequate and appropriate treatment. A dedicated line of contact similar to 'Ryan's Rule' in Queensland would be of great support to families who find a loved one somewhat lost in a large hospital system.

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

"Development of current credentialing of mental health staff, and training requirements within

mental health services. Improved layout and design of mental health facilities"

**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?**

Improving and making available more adequate varied accommodation to meet the needs of different aged and levels of people with mental health

**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?**

Victoria's mental health system does not need to be as complicated and inconsistent as we have experienced. Particularly in the event of complex cases. The Area's i feel need change are the development of a consistent regulation system for the design and layout of inpatient mental health facilities. Also in the area of psychiatrist being more available in both with mental health teams and inpatient units

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

A review beginning with a Royal Commission will be beneficial to targeting area of our mental health system which is sadly lacking in some areas.

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

Our first hand experience with the mental health system was at times difficult to deal with in relation to my brother who died in a mental health facility December 2017. In what was a complex case we found some area of the mental health system hard to deal with particularly relating to providing for constant visual observations and providing adequate hospitalisation.