Summary

A case manager is an individual appointed to help you with your recovery while you are a client of public mental health services.

The case manager will prepare an individual service plan with you setting out your goals and strategies.

A plan will be developed by you and your case manager. Your nominated person, family or carer may be consulted if you are a young person, or if you consent to their involvement.

Your case manager may look at areas causing stress in your daily life and how you can manage them.

Case manager helps you with assessments and care needs

Your case manager will make sure you receive a full assessment, which includes:

- a mental state examination
- a physical examination
- co-occurring mental health and substance use concerns
- assessment of your need for services.

Preparing a mental health treatment plan

Your case manager and other members of the treating team will work with you to prepare a treatment plan that is designed to meet your specific needs. You and your nominated person, family, carer or advocate will be involved in planning your treatment.

You are able to make an Advanced Statement, which also provides the service with your preferences. If you have dependent children, then you can talk to your health service case manager to help you to plan for the services and support your family may need.

Help to manage day-to-day issues

Part of the working relationship with your case manager involves looking at areas that may cause stress in your daily life and how you can manage them.

The assessment will include:

- your emotional and mental wellbeing
- how you deal with stress and illness
- your safety and the safety of others
- your friendships and relationships
- your work, leisure and education
- your daily living skills
- your physical health
- your income and housing
- your rights and advocacy.

If you don’t want to talk about all of these areas straight away, the case manager will respect your privacy. Some matters may be less important than others and may be discussed at a more appropriate time.

Individual service plan or recovery plan
An individual service plan or recovery plan is a working plan put together by you and your case manager. It is a written summary of your goals and strategies. The plan may vary in length, depending on the types of needs you have and the time it is going to take for these needs to be met.

**Carrying out the service plan**

The case manager will work with you to look at:

- your current situation
- establishing goals you want to work on to improve your situation
- the strategies needed to reach those goals
- who will be involved
- how you will review your individual service plan, including a date for that review.

**What to expect at a case review**

At the review of your individual service plan, you and your case manager will:

- Check that the individual service plan goals and strategies are working for you.
- Review the goals or strategies and make any necessary changes.
- Discuss with you whether your individual service plan goals have been met and if you still need a mental health service.

**Ending involvement with mental health services**

A decision to finish your involvement with public mental health services is made with you and your family, carer or chosen advocate. Your case manager will:

- refer you to other agencies with your consent (for example, a doctor, disability support service, alcohol and other drug services or family support service)
- explain to you, your family, or carers and other professionals why you no longer need an individual service plan with public mental health services
- send you a letter, which confirms that your involvement with public mental health services has been completed
- inform your nominated person, family and others that your involvement with the service has finished and how you can use public mental health services again if you need to.

**Where to get help**

- Your doctor
- Healthcare professional

**Things to remember**

- A case manager is an individual appointed to help you with your recovery while you are a client of public mental health services.
- The case manager will prepare an individual service plan with you setting out your goals and strategies.
- A plan will be developed by you and your case manager. Your nominated person, family or carer may be consulted if you are a young person, or if you consent to their involvement.
- Your case manager may look at areas causing stress in your daily life and how you can manage them.

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More information

Mental illness

The following content is displayed as Tabs. Once you have activated a link navigate to the end of the list to view its associated content. The activated link is defined as Active Tab

- Mental illness explained
- Types of mental illness
- Eating disorders
- Support, services and treatment
- Living with mental illness
- Suicide prevention

Mental illness explained

- Early signs and intervention with mental illness
  
  Getting help early can reduce the severity of symptoms and the impact on people’s daily lives...

- Forensic mental health
  
  Forensic mental health services provide assessment and treatment of people with a mental disorder and a history of criminal offending, or those who are at risk of...
Let's talk about depression in men

Depression affects men of all ages, however men continue to seek help for mental health issues at significantly lower rates than women. Jonathan experienced depression and anxiety throughout his...

Mental health first aid

We all see friends and loved ones going through rough times, but sometimes what we’re witnessing is a developing mental health problem, or a mental health crisis. In preparation for these...

Mental health laws and compulsory patients

If you are a compulsory patient under the Mental Health Act, you have rights and there are people who can help you...

Mental illness explained

The relationship between stress and mental illness is complex, but it is known that stress can worsen an episode of mental illness...

Mental illness treatments

The correct treatment for mental illness can help a person's condition to improve or help a person to live well, despite the presence of some ongoing symptoms...

Types of mental illness

- Anxiety disorders
  Anxiety disorders are common mental health problems that affect many people...
- Bipolar disorder
  Bipolar disorder is a type of psychosis, which means the person's perception of reality is altered. It is characterised by extreme mood swings...
- Body dysmorphic disorder (BDD)
  People with body dysmorphic disorder constantly worry about the way they look...
- Borderline personality disorder
  People with borderline personality disorder may exhibit extreme behaviour, such as repeated self-mutilation or taking overdoses of medication...
- Depression explained
  The most important thing is to recognise the signs and symptoms and seek support...
- Eating disorders
  Eating disorders are a mental illness and can affect women and men of all age groups...
- Heart disease and mental health
  Did you know that your mental health can affect your heart health and your heart health can affect your mental health? Depression can also affect how well people with heart disease recover, and...
- Munchausen syndrome
  Munchausen syndrome is a mental disorder in which the patient faker illness to gain attention and sympathy...
- Obsessive compulsive disorder
  Obsessive compulsive disorder can have a profound effect on a person's life...
- Panic attack
  Without treatment, frequent and prolonged panic attacks can be severely disabling...
- Paranoia
  Paranoia is the irrational and persistent feeling that people are ‘out to get you’ or that you are the subject of persistent, intrusive attention by others...
- Post-traumatic stress disorder (PTSD)
  People with post-traumatic stress disorder often experience feelings of panic or extreme fear, which may resemble what was felt during the traumatic event...
- Psychosis
  In psychosis, the everyday thoughts that enable us to lead our daily lives become confused ...
- Schizoaffective disorder
  Diagnosis of schizoaffective disorder may be difficult because the symptoms are similar to bipolar disorder and schizophrenia...

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• **Schizophrenia**
  People with schizophrenia do not have 'split personalities' and they are not intellectually disabled.

• **Substance abuse and mental illness - dual diagnosis**
  Dual diagnosis means someone has both a mental illness and a substance use problem.

**Eating disorders**

• **Anorexia nervosa**
  A common misconception is that anorexia nervosa only affects young women, but it affects males and females of all ages.

• **Binge eating disorder**
  You can recover from binge eating disorder with the right help and commitment.

• **Bulimia nervosa**
  Understanding the warning signs of bulimia nervosa and seeking help as soon as possible will help your recovery.

• **Eating disorders**
  Eating disorders are a mental illness and can affect women and men of all age groups.

• **Eating disorders and adolescents**
  Often, an eating disorder develops as a way for an adolescent to feel in control about what's happening in their life.

• **Eating disorders - support for families**
  You have the potential to be a great support to your family member if they are diagnosed with an eating disorder.

• **Other specified feeding or eating disorders (OSFED)**
  OSFED is now one of the most common eating disorders.

**Support, services and treatment**

• **Antipsychotic medications**
  Antipsychotic medications don’t cure mental illnesses, but they can reduce, or even eliminate, symptoms.

• **Cognitive behaviour therapy**
  Cognitive behaviour therapy (CBT) can help you change unhelpful or unhealthy habits of thinking, feeling and behaving.

• **Counsellors**
  Anyone who is struggling with a personal concern can seek help from a counsellor.

• **Early signs and intervention with mental illness**
  Getting help early can reduce the severity of symptoms and the impact on people’s daily lives.

• **Electroconvulsive therapy (ECT)**
  ECT can be an effective treatment for some types of mental illness.

• **Mental health care plans**
  A mental health care plan explains the support provided by each member of a person's healthcare team.

• **Mental health first aid**
  We all see friends and loved ones going through rough times, but sometimes what we’re witnessing is a developing mental health problem, or a mental health crisis. In preparation for these.

• **Mental health problems - early care helps**
  If emotional or behavioural problems are disrupting your life, it's important to seek professional help early.

• **Mental health services - case managers**
  A case manager looks after your interests while you are a client of public (government) mental health services.

• **Psychoanalysis**
  Psychoanalysis is a treatment based on the theory that our present is shaped by our past.
Living with mental illness

- **10 tips for living with depression**
  Try to do some activity every day...

- **10 tips to improve your mental fitness**
  The brain is like a muscle – if you don’t give it a regular workout, it loses tone. Here are some tips to help you improve your mental fitness: Exercise for 30 minutes every day. Physical...

- **About mental health services in Victoria (video)**
  Victorian mental health services provide expert advice and support for people of all ages...

- **Alzheimer's disease - Early signs (video)**
  Family and friends of people with Alzheimer's disease discuss their experiences and how to recognise the early signs...

- **Eating disorders and adolescents**
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- **Let's talk about depression in men**
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- **Mental health first aid**
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- **Mental illness and violence**
  People with a mental illness who are receiving effective treatment are no more violent than anyone else in the community...

- **Mental illness - family and friends**
  You can do a lot to help your friend or relative with a mental illness, but you need to look after yourself too...

- **Strong relationships, strong health**
  Throughout your life, the number and strength of your relationships affect your mental and physical well-being. The benefits of social connections and good mental health are numerous. Proven links...

**Suicide prevention**

- **Early signs and intervention with mental illness**
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- **Suicide**
  In Australia, suicide is the leading cause of death for males and females aged between 15 and 44. We can all play a role in preventing suicide by looking out for possible warning signs, reaching out...

- **Suicide and mental illness**
  A suicide attempt may be an early warning sign that a person is developing a mental illness...

- **Suicide - family and friends**
  The grief felt by family and friends can be deeper when the cause of death is suicide...

- **Youth suicide – the warning sign**
All suicide threats are serious. You don't have to be a trained professional to help a person contemplating suicide...

Related Information

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