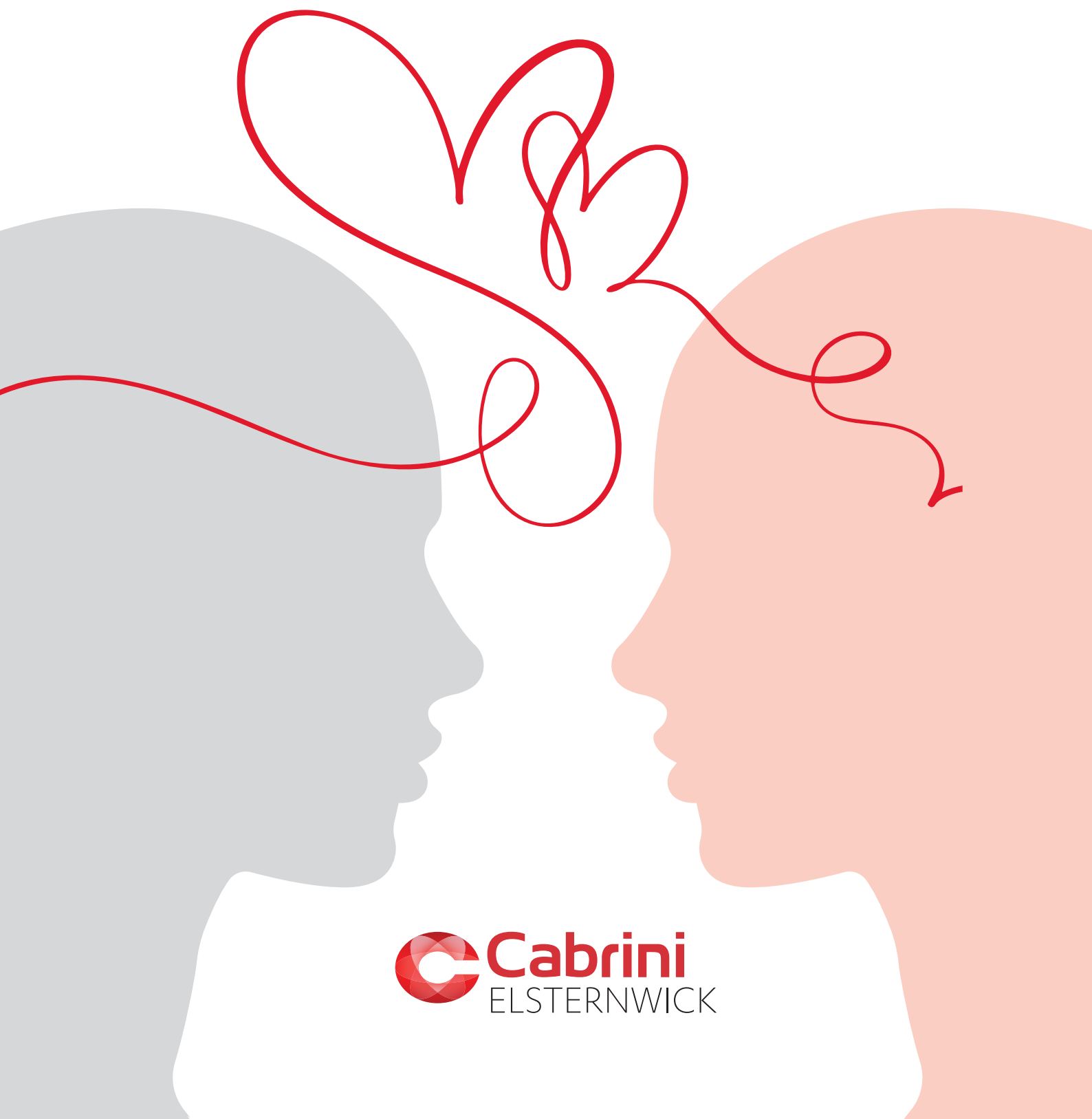


Lisa Thurin Women's Health Centre

Client information





Cabrine respects each woman as a unique individual who has a voice and will participate in decision making regarding their treatment. It supports women to define their goals, wishes and aspirations.

Our model of care does not just distinguish treatment and service needs of women, but it considers factors such as the woman's stage of life, age, general physical, psychological and emotional health, and her biological markers, such as her hormonal profile.



Disclaimer: This booklet is provided for general information purposes only. This booklet does not provide you with specific personal, professional or medical advice. It is not intended to be a substitute for professional or medical advice and should not be relied upon as such. You should obtain advice from your treating doctor or healthcare professional about your individual circumstances.

OUR MISSION AND VALUES

Established in 1948, we are a Catholic healthcare service inspired by the spirit and vision of Saint Frances Xavier Cabrine and the Missionary Sisters of the Sacred Heart of Jesus. We are a community of care, reaching out with compassion, integrity, courage and respect to everyone we serve. We provide excellence in all our services and work to identify and meet unmet needs.

OUR COMMITMENT TO CARE

At Cabrine, client-centred care is our primary focus. We are committed to providing people with safe, effective and compassionate connected care in an inclusive, respectful and responsive way, to meet individual preferences, needs and values.

We treat people in a personal and memorable way at every stage of their healthcare journey. Our care is not only about the physical – providing the latest, evidence-based medical and psychiatric care; we care about a person's spiritual, emotional, social and cultural needs. We endeavour to take care of the whole person and respect people's dignity and wishes along the way. We believe in shared decision making and want people to be involved in decisions relating to their treatment. At Cabrine, we don't just care for people, we care about people.

BED BATH N' TABLE

Cabrine would like to thank Bed Bath N' Table for its generous donation of products which has helped to provide a welcoming and peaceful environment for all our clients.

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Welcome

We are dedicated to making your stay with us as comfortable and supportive as possible. Our female-only facility is a kind and respectful place where you will feel safe and supported as you embark on your recovery journey.

We understand this may be an uncertain time for you, and our team of warm and caring healthcare professionals will do everything to ensure your comfort and peace of mind during your time with us.

This guide has been produced to provide you with useful information about what to expect as a client of our service.



MESSAGE FROM THE CEO



Thank you for choosing the Lisa Thurin Women's Health Centre for your care.

At Cabrine, we are passionate about providing you with the support, care and compassion you need during this challenging time.

We are proud to offer a modern, 30-bed inpatient unit with psychosocial treatment programs, coupled with new, individualised treatment methods in a private, secure and empowering setting.

Our model of care offers targeted treatments for improving women's mental health. This service is steered by some of Australia's leading psychiatrists, all of whom have a special interest in women's mental health and research.

Our dedicated and highly skilled psychiatrists, doctors, nurses and allied health staff will guide you through each step of your stay.

Your wellbeing is paramount, and we endeavour to create an environment to provide you with the best possible outcome.

Lisa Thurin Women's Health Centre is a kind and respectful place where women can feel safe and supported as they deal with their illness.

Patient care is our primary focus, and at the heart of all we do.

On behalf of everyone at the Lisa Thurin Women's Health Centre, we welcome you.

Sue Williams

Cabrine Australia Chief Executive

About our service

The Lisa Thurin Women's Health Centre is a modern, 30-bed unit with short-stay psychosocial treatment programs, coupled with individualised treatment methods in a private, secure and empowering setting.

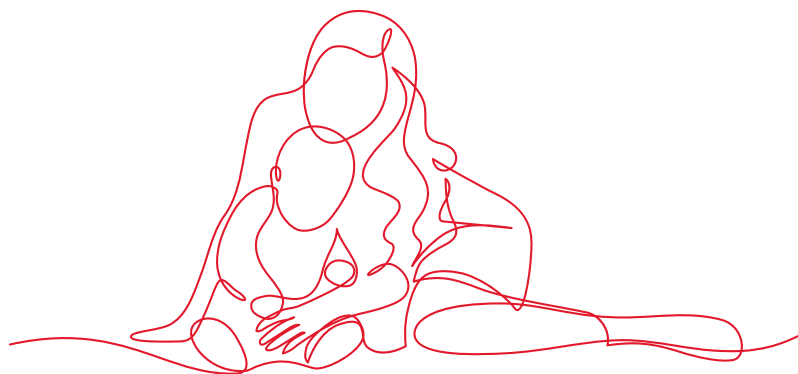
Comprehensive treatments are provided for women with a range of mental health conditions including:

- **Mood disorders** – including depression, anxiety, bipolar, premenstrual dysphoric disorder
- **Burnout and stress**
- **Complex trauma** – including post-traumatic stress disorder (PTSD)
- **Addiction**

We provide:

- Inpatient group therapy programs
- Community day programs
- Her Therapy 1:1 individual therapy

*You may be supporting
and caring for others, but
it's important to care for
yourself too.*



Inpatient programs

At the Lisa Thurin Women's Health Centre, women are offered a bundle of care which includes a 7-10 day inpatient stay followed by 8-24 weeks of community day programs. The community day programs support women in their transition back home as well as engagement in their long-term recovery goals.

As an inpatient you will have your own modern private room with ensuite, and have access to an integrated open plan living and dining area within a beautiful historic building in peaceful garden surroundings.

Our inpatient programs take a holistic approach to recovery. They consist of core group therapy sessions which aim to help women explore and understand their mental illness, as well as develop a wide range of coping skills and strategies for the long-term.

We also offer a number of complementary therapies that encourage movement and creativity.

It is an absolute condition of admission that you participate in inpatient therapeutic groups. These groups are considered an integral part of your care and treatment.

See an example of our inpatient group therapy sessions on the following page. Please note all groups are subject to change based on staff availability.

EXAMPLE OF INPATIENT GROUP THERAPY SESSIONS

WEEK 1	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9:15 - 10 am	Anchoring your week with nutrition	Morning movers (circuit class)	Morning walk/ coffee	Yoga	Checking-in with oneself	Mindful nature walk	Q & A for Centrelink or NDIS applications
Morning tea							
10:30 am - 12:30 pm	Inner critic and self-compassion	Grief and loss OR Understanding premenstrual influences	Recovery and art OR Validation	Values	10.30 am Open supported movement 11.15 am Mat pilates	Gentle strength circuit class (60min)	Boundaries and communication styles
Lunch							
1:30 - 2:30 pm	Movement for mood and helpful goals (education)	Compassionate communication	Space for grace	Master chef and tasting	Life skills (part 1)	Mindful doing (part 1)	Perfectionism (part 1)
Afternoon tea							
3 - 3.45 pm	Movement for mood and helpful goals (education)	Stretch and move	Open supported movement	Space for grace	Life skills (part 2)	Mindful doing (part 2)	Perfectionism (part 2)
4:30 - 5:30 pm	Self-care and lifestyle	Self-care and lifestyle	Self-care and lifestyle	Self-care and lifestyle	Self-care and lifestyle	Self-care and lifestyle	Mindfulness group
Dinner							
8:30 - 9:30 pm	Mindful activity	Mindful activity	Mindful activity	Mindful activity	Movie night	Mindful activity	Mindful activity

Please note: the above table is an example only. All group sessions are subject to change based on unit dynamics and staff availability.

When you are tired, you might not accomplish everything that day – but that's okay.



Community day programs

In addition to inpatient care, we offer community day programs. These are group therapy sessions that are held onsite or online (for selected clients for whom online sessions are more convenient - e.g. interstate or country clients).

If you have completed an inpatient stay, you may find our specialised day programs beneficial for your longer-term treatment and recovery goals. The sessions help to reinforce and explore further some of the therapies, tools and techniques introduced as an inpatient.

Upon discharge as an inpatient, you may be enrolled into one of our community day programs which is agreed upon by you and your care team. If recommended, you may receive up to 55 hours of day programs following your inpatient stay with us. The continuation of sessions is determined by your progress, as measured against agreed goals of care.

Day programs can also be accessed by individuals who have not been an inpatient. The intake team will assess your situation and needs and discuss the best option with you.

Please note, all day programs are conducted at our other Elsternwick site – 494 Glen Huntly Road, Elsternwick, 3185. We strongly encourage onsite group therapy, however for some clients who live a long way away, online sessions may be more convenient.

HER Therapy

To address the growing need for psychological support, Cabrini offers HER Therapy – individual private psychology and exercise physiology sessions.

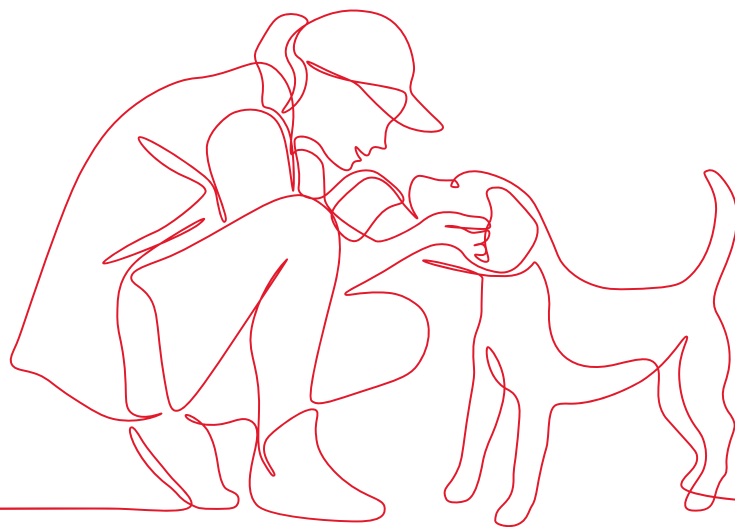
Our clinical psychologists and exercise physiologists can support you through life's challenges, including burnout, stress, anxiety, trauma, family and relationship issues.

Our team of experienced and compassionate mental health clinicians can provide:

- Acceptance and Commitment Therapy (ACT)
- Cognitive Behavioural Therapy (CBT)
- Eye Movement Desensitisation and Reprocessing (EMDR)
- Dialectical Behaviour Therapy (DBT)
- Trauma-informed exercise physiology

If you have any questions or would like further information about our inpatient, community day or private sessions, please call (03) 9508 5100.

*Find comfort in being
with those you love.*



Before your stay

Interpreter/special needs

Please inform us if you require an interpreter or have any special needs, so we can take the best care of you.

Referral

Your referral to Cabrini will be organised by your doctor (psychiatrist/GP/other mental healthcare professional).

Accessing our services

Once we receive your referral, a member of our team will be in contact with you to book in your intake assessment. The intake assessment will be conducted via phone and usually takes about 30 minutes to complete.

Your intake assessment will then be clinically reviewed by our medical team and if appropriate, you will be accepted by a medical practitioner for admission.

Our intake team will then contact you to discuss an admission date. You will receive a confirmation welcome email from our intake team once your admission is confirmed.

The turn-around for admissions is dependent on the current demand of our services as well as bed and medical practitioner availability.

Any out-of-pocket expenses are discussed with you or a nominated person with such amount to be payable on admission. Should you or a nominated person require any assistance to complete the forms or have any queries, our staff will be able to assist.

Fees

During your initial contact with our team, we will ask for your private health fund or third party insurer details so we can confirm your level of cover and any out-of-pocket expenses you may have.

Cabrini Women's Mental Health service is recognised by all major health funds and as such, the funds will reimburse treatment costs dependent on your level of coverage.

We can provide you with an estimate of hospital charges and outline the level of cover your fund provides as well as any out-of-pocket expenses you may incur.

Prior approval is sought for compensable clients (e.g. Workcover, TAC or DVA).

Services not covered by private health insurance

Most programs will be covered under your private health insurance, however there are some therapies or treatments which may not be included in your policy. In this instance, we will provide you with an estimate of the costs involved for these services.

You may receive invoices for any medication, pathology or miscellaneous expenses.

If you don't have private health insurance

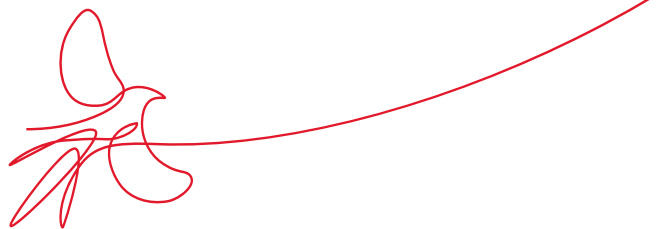
To be covered as a private patient for psychiatric treatment in hospital, you need hospital cover with a private health fund.

Unlike other pre-existing conditions, which require you to complete 12 months of membership before you can be covered for a hospital admission, psychiatric services and rehabilitation only require a two month waiting period, even if the condition is pre-existing. This means you can be covered two months after commencing or upgrading your policy.

If you do not have private health insurance then you can opt to self-insure (pay for the full cost of your admission yourself). Please contact us prior to your admission to obtain an estimate of the cost of your stay. Your account must be paid in full on admission.

As a Department of Veterans' Affairs (DVA) partnering hospital, DVA clients have immediate access to our care, without the need for prior approval in most cases. We have a Veteran Liaison Officer who can provide assistance to eligible clients.

WHAT TO BRING



A handy checklist for inpatients

We understand this may be a stressful time. We hope the checklist below will help you to plan what to pack for your stay with us.

Clinical information

- ☐ **Psychiatric/psychological reports/assessments**
Any doctor/s letters, reports, notes and consent forms relevant to your stay.
- ☐ **Prescriptions**
All repeats and authority scripts for current medicines.
- ☐ **Medicine list**
An up-to-date list of your current medicines (your GP or pharmacist can help you with this).
- ☐ **Medicines**
All current medicines in their original containers – including inhalers, patches, drops, injections and herbal complementary medicines and vitamins.

Health cover information

- ☐ **Health insurance**
Private health insurance details including fund, level of cover and membership number.
- ☐ **Concession cards**
Healthcare card, Pensioner concession card, Pharmaceutical Safety Net card.
- ☐ **Other medical cards**
DVA card for veterans, Medicare card.
- ☐ **TAC or WorkCover**
Letter of authorisation for treatment from WorkCover or the TAC.

Other forms

- ☐ **Forms related to your care**
Enduring Power of Attorney (Medical), Refusal of Treatment Certificate, Advance Care Directive (if relevant/required) as well as your Advanced Statement and Nominated Person form.

Personal belongings*

- ☐ **Clothing, toiletries and personal comforts**
Casual clothes for daytime, including comfortable clothes for exercise/yoga/pilates, nightwear (a dressing gown will be provided), underwear, daytime footwear and slippers. Also pack toiletries (including shampoo, conditioner and soap) and consider bringing your own pillow for familiarity and comfort during your stay.
- ☐ **Bank/credit card**
On admission – if applicable, you will need to pay any private health insurance-related charges such as an excess or co-payment relating to your level of cover.
- ☐ **Other items**
Book, phone, iPad/tablet for entertainment (please note there are no TVs in rooms), relevant chargers. Chargers are to be no longer than 22cm. Any devices with cords longer than 22cm will need to be charged at the staff station. You might also like to bring a notebook - to take notes during/after group sessions.

* A note about personal belongings and valuables

If possible, please do not bring valuables, large sums of money, sentimental items, or jewellery. Cabrini does not accept responsibility for clients' valuables or property brought into our facility.

Other things to note

Other doctors – Notify your treating GP, psychologist and psychiatrist of your planned admission.[†]

What to wear on the day of admission – Wear comfortable, casual clothes.

When to arrive – Please check the instructions provided by Cabrini.

[†] We ask that all appointments with your external mental health supports, such as psychologists or psychiatrists are rescheduled and not attended during your stay with us, so you may fully engage in our programs. We will liaise with your supports and provide updates on your care where appropriate.

Items **not** to be brought to the facility

To ensure your safety and wellbeing, there are certain items that should not be brought to the facility. If you inadvertently pack these items, staff will store them securely until your discharge, or give them to a family member to take home. Please **do not** bring any of the items listed below:

- **Sharp objects** – knives, scissors, razors, tweezers, weapons of any type
- **Electrical appliances** – hairdryers, hair straighteners, curling wands or hair clippers, fans and heaters, electric blankets, personal irons, lights/lamps, computers/games consoles (other than a standard laptop)
- **Glass items** – photo frames, vases, glass bottles, mirrors
- **Substances** – alcohol, non-prescribed medication, alcohol-based mouth washes
- **Other** – aromatherapy burners (candle, oil or electric), hot water bottles, heat/cold or wheat packs, plastic bags, vapourisers/e-cigarettes, wire coat hangers, helium balloons, tools, aerosols, hair dyes or ribbons, spray tan, nail polish, laundry washing detergent or fabric softener, cleaning fluids, bleach, spray air-fresheners, fly spray, perfume
- **Hobby equipment** – glues, art paints, drills, pliers, knives or craft tools, drum sets, guitars, weights or exercise equipment, floristry wires or ribbons

Where to come for your admission

Please visit the front reception desk when you first arrive. You are welcome to have a family member or friend with you during the admission process.

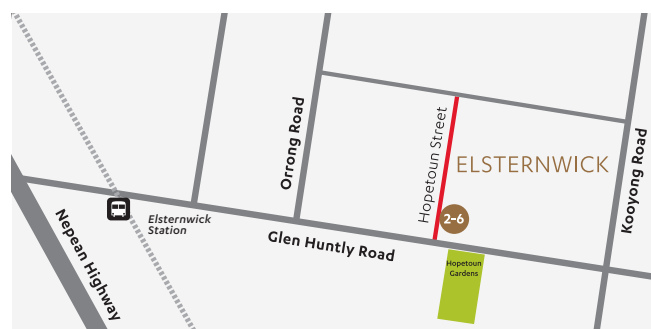
Parking

We understand the day of your admission can be stressful and overwhelming and may impact your ability to drive safely. We strongly encourage that a family member drive you or you take a taxi/Uber.

There is limited parking onsite for patients and visitors. There is plenty of parking available for visitors in surrounding streets. Please take note of timed restrictions.

Location map

2-6 Hopetoun St, Elsternwick Vic, 3185



Don't be afraid to ask for help.



During your stay

What will happen when you arrive?

On admission, you will be welcomed by a member of our mental health team. We will show you to your room and walk you through the layout and features of the facility. Your initial assessment with your admitting practitioner will occur within 24 hours of admission. Your care team will work in collaboration with you, to develop individual goals for your admission and determine treatment plan pathways and care coordination.

Your care team

Your care team provides care 24 hours a day, so if you are worried or distressed about anything, please talk to us. Simply press your call bell or find your nurse to ask for support and assistance.

Your care team consists of:

- Consultant psychiatrists
- Registered nurses
- Psychologists
- Occupational therapists
- Exercise physiologists
- Social workers
- Dietitians
- Art and music therapists

Be actively involved

We want you to be an active participant in your care. Don't hesitate to speak up if you have any questions about your individual treatment plan.

As the nursing shifts change, staff will discuss your treatment and recovery, and we encourage you to be involved with these discussions. Most importantly, if you have any concerns at any stage of your stay with us, please don't hesitate to call on a member of your care team for assistance.

Concerns about your recovery or another patient

Call and Respond Early (CARE) is a safety system that can be used by clients, families and carers if there are concerns about your or another client's wellbeing. Your family and carers know you well and may become aware of changes before they are obvious to mental health clinicians. If you, your family or carers are concerned about changes or suspect something is not quite right, please let your care team know early to assist them in providing a timely response.

Inclusion of family and friends in your care

With your consent, we encourage your family and/or friends to partner with us in your care. If they have any concerns or want to discuss anything with us, they can:

- Talk directly to staff
- Call the facility and ask to speak to the nurse manager



*We are here to partner
with you on your way
to recovery.*

Confirming your identity

Throughout your stay you will be repeatedly asked your name and other basic information. While this may seem repetitive, we do this as part of our duty of care to ensure you receive the right treatment.

We will take your photograph when you are admitted, as required by the health department. This will act as identification for medication administration purposes.

Visitors

We welcome visitors to the Lisa Thurin Women's Health Centre, as we understand that family and friends are important to your recovery. You are welcome to have visitors from:

6 pm to 9 pm daily

We understand these visiting hours may not suit everyone. Please speak with your nursing staff if you have any issues.

We require visitors to be mindful of what they bring into the facility to ensure the safety of you and other clients.

The health of your visitors

If any of your visitors are unwell with cold/flu like symptoms, gastroenteritis or other illness, please ask them to delay their visit until they are better, to protect your health and the health of others at our facility.

COVID-19: No person will be allowed to visit if they are displaying any symptoms of COVID-19 and will be asked to leave.

Medicines

During your stay, only take medicines given to you by your nurse or doctors. Do not take medicines yourself or from visitors.

All your medications, including any prescriptions, must be given to nursing staff on your admission. These will be kept in the medication room.

Please let nursing staff know if you have any allergies on admission.

Before you are discharged home, a pharmacist will discuss your medications with you and provide you with a current list of any medications, doses and times.

Clothing

During the day it is expected that you wear casual clothes (including comfortable clothes for exercise/yoga/pilates). Please leave pyjamas and dressing gowns for night-time. You need to always wear footwear for hygiene and safety reasons.

Phones

There are no phones in rooms. However, if you do not have a mobile phone, you are welcome to use the phone in the dining room or ask staff for access to a ward phone.

- You are not permitted to record any conversations with other clients, employees or doctors at any time.
- Phones must be kept on silent when being carried or used within public areas of the facility (e.g. lounge areas, dining rooms, corridors).
- Phone calls must occur in private areas (e.g. your bedroom or outside the facility building).
- Phones must not be taken into group therapy sessions.

Free wireless internet (Wi-Fi)

- Login:** Select 'CABGUEST'
- Username:** Your UR number (this will be given to you on admission)
- Password:** Your family name (in CAPITALS)

*You are who you
are becoming,
not just who you
have been.*



TV/in-room entertainment

Whilst there is a TV in the communal lounge area, there are no TVs in client rooms. Therefore, it is a good idea to bring an iPad or tablet if you wish to have in-room entertainment.

Meals

Fresh and nutritious meals will be provided during your stay. All special dietary needs are catered for, including Kosher and Halal meals. If you have any dietary requirements or allergies, please let us know.

You will have breakfast, lunch and dinner in the dining room. Breakfast offers a self serve buffet. Lunch and dinner is ordered each day, a member of staff will approach you each morning to take your order for the lunchtime and evening meals.

Mealtimes

Breakfast: 7.30 – 9 am

Lunch: 12 – 1.30 pm

Dinner: 5 – 6.30 pm

The above mealtimes are a guide and our aim is always to be flexible around your therapy times

There is also a kitchenette stocked with tea, coffee, hot chocolate, milk, juice, sweet biscuits, dry crackers and cheese and pre-prepared snacks for you, if required.

External food

The health and wellbeing of clients is the top priority of the Cabrini Women's Mental Health service. In order to maintain our high standards of infection control and security, all unauthorised external food deliveries to the facility are prohibited. This includes clients ordering and receiving fast food, restaurant and alcohol deliveries.

Noise levels and client interactions

There will always be a certain level of noise at the facility, however our staff will be mindful to keep their noise to a minimum. Likewise, we ask you to be mindful of the noise you create, so we respectfully ask that you keep your devices on a low volume and keep your voice low when in corridors or communal areas. This will help with rest and relaxation and a general sense of calm within the facility.

Please ensure you follow appropriate conversation guidelines and do not share your personal information.

Inappropriate discussions may cause your fellow patients to be triggered, distressed or feel uncomfortable. Such discussions include:

- Your personal diagnoses, treatment plan, and medications
- Your personal traumatic memories
- Sexist, racist, and other non-inclusive topics or jokes
- Information regarding employees of Cabrini Women's Mental Health service
- Unsolicited advice to other clients

If you feel uncomfortable, we encourage you to report any inappropriate discussions to a member of your care team so that the matter can be addressed as soon as possible.

Smoking, alcohol and illicit substances

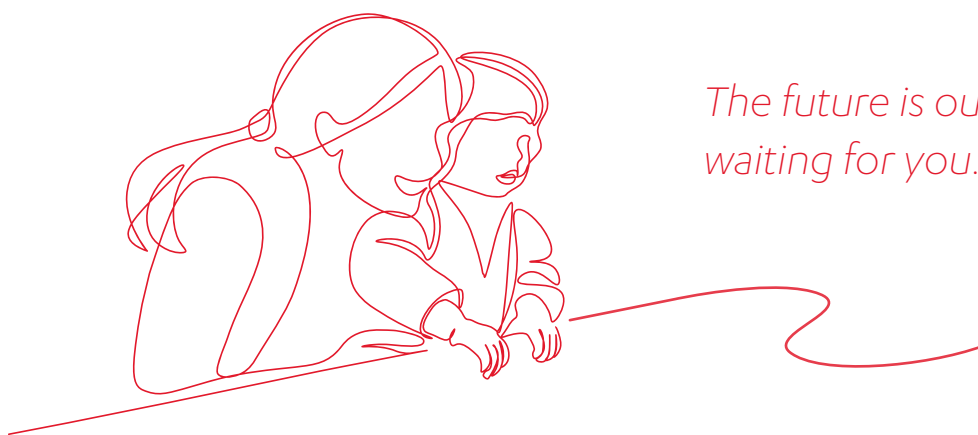
Cabrini is committed to a smoke-free environment. In the interests of health and safety, smoking is not permitted within the boundaries of the facility.

If you smoke, you may be able to leave the facility to smoke between programs. You will need to obtain leave permission to exit the facility grounds. Please also be considerate of neighbouring residences by respecting their property.

Clients are asked to use this opportunity to go for a walk and get some fresh air in one of our nearby parks to avoid congregating on the street.

If you do smoke, but do not want to leave the facility to smoke, we can help with a range of supports. Please speak with your doctor about nicotine replacement therapy options.

Alcohol, illicit substances and non-prescribed medications are prohibited at the Lisa Thurin Women's Health Centre. You may be discharged from your treatment program if you seek to bring into the facility, either in person or via a family member/friend any alcohol, illicit substances and/or non-prescribed medications.



*The future is out there
waiting for you.*

Leaving the facility grounds

Any leave must first be approved by your treating psychiatrist.

To gain the optimum outcome of your admission and participate fully in your programs, leave is discouraged. However, if leave is required and approved by your doctor, you will firstly be required to complete leave documentation and adhere to the stipulations of the leave.

To ensure your health and safety at all times, your doctor will make a clinical decision and allocate you with one of the following:

- Unaccompanied therapeutic leave
- Accompanied/escorted therapeutic leave
- No therapeutic leave

Please note that your therapeutic leave arrangements may change on a day-to-day basis, depending on your individual needs. If your doctor, nurses or therapy team believe you or others are at risk, your therapeutic leave may be canceled.

Therapeutic leave times are scheduled outside of therapy sessions to maximise opportunities for participation in programs.

You will be required to check out via reception and check in by the nominated time.

If you are unable to return by your nominated time, please call nursing staff or reception.

When you return from leave, please liaise with your nominated nurse to discuss how your leave went. You will be required to show us anything that you brought back from leave, so we can ensure a safe environment for all clients and staff.

If you do not return from your leave by the allocated time, you will be presumed missing and appropriate procedures will be followed to locate you.

Laundry and linen

Clean linen will be available to all clients to make their beds as required. Laundry facilities are accessible for use between 8 am and 8 pm if you need to wash your clothes.

Cabrini strives to be as sustainable as possible. We ask that where possible, towels are hung up and reused.

Pastoral and spiritual support

At Cabrini, we provide spiritual and emotional care for people of all faith traditions and cultures. Our desire is to help you to maintain whatever is sacred and significant in your life.

You can request a pastoral visit by asking a member of your care team to arrange this for you.

Teaching and learning

Cabrini is a teaching hospital and assists students to become our health professionals of the future. Students are always under the guidance of a senior health professional. If you have any concerns, please discuss this with the nurse manager.

Volunteers

Volunteers support many activities across Cabrini and during your stay, you may be visited by one of them. Their primary purpose is to provide companionship and sit and talk with you if you would like company. Please don't hesitate to advise staff if you would prefer not to be visited by a volunteer.

Pets and registered guide/therapy dogs

Here at Cabrini, we acknowledge the therapeutic and calming effects that animals can have on mental health.

During your stay, you may have an opportunity to interact with therapy dogs who visit the facility (subject to any COVID-19 restrictions).

As a client, you are permitted to bring your **registered guide or therapy dog** to the facility, provided that:

- The dog has completed and passed its training and has the appropriate guide/therapy dog registrations
- The dog has been approved by your treating doctor, clinical team and facility co-ordinators
- You have provided sufficient documentation and evidence to staff prior to your admission

Due to the health and safety of individuals at Cabrini, all other pets and animals are prohibited on facility grounds.

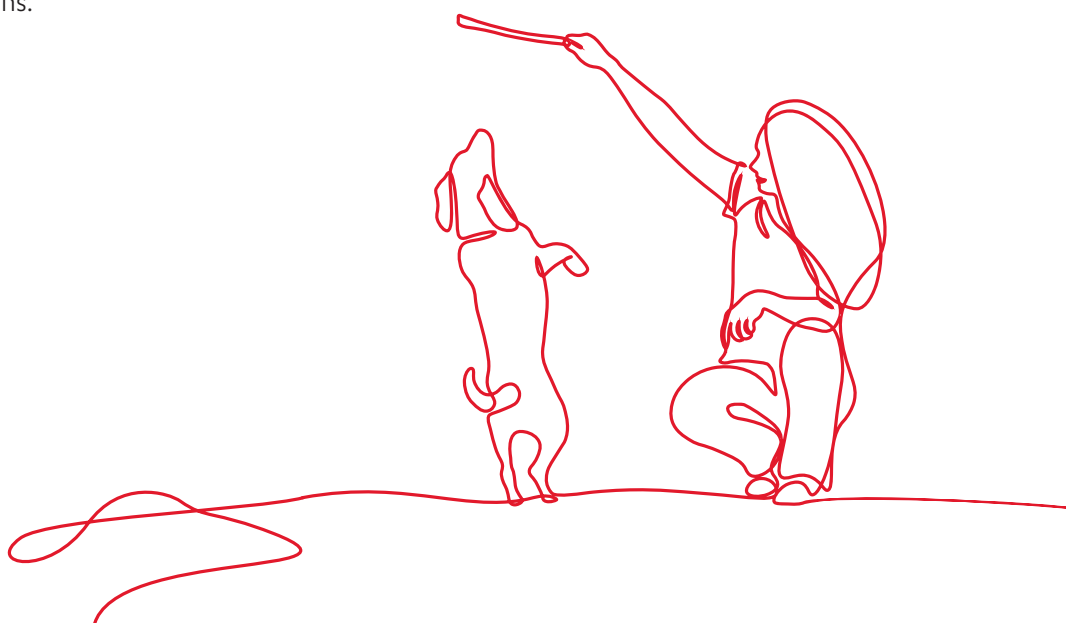
Hand hygiene

Hand hygiene is the single most important factor in preventing the spread of germs. We encourage you to ensure your hands are clean by washing them with soap and water or using the hand sanitiser located in your room. Please ask your visitors to do the same. Staff are required to clean their hands regularly. Don't hesitate to remind them if you have any concerns.

Feedback

We welcome any suggestions you may have to improve our services to you. If possible, it is best to raise any concerns at the time with your nurse manager so that any matters can be promptly attended to. However, you can also submit feedback in the following ways:

- Ask your nurse for a feedback form
- Email crm@cabrini.com.au
- Complete the online feedback form at cabrini.com.au/feedback
- Phone the Customer Relations Manager on **(03) 9508 1661**



It may seem like you are at one of life's low points. You will rise again.

After your stay

DISCHARGE PLANNING

When you arrive at the Lisa Thurin Women's Health Centre, your care team will discuss the support services you will need when returning home. At the completion of your inpatient stay your nurse will complete some assessments. Prior to discharge your care team will confirm ongoing treatment with you, including any day programs you will need to attend. Your requirements for ongoing support and treatment will be planned in conjunction with you, your family and/or friends and your care team.

Discharge time

The discharge time is between 8 am and 10 am. Please advise the nursing staff if you cannot vacate your room by 10 am.

Discharge medicines/instructions

Before you leave the facility, you will be given any required medicines and instructions (if relevant). Talk to your doctor if you have any questions about the prescribed discharge medicines.

Ask for a certificate

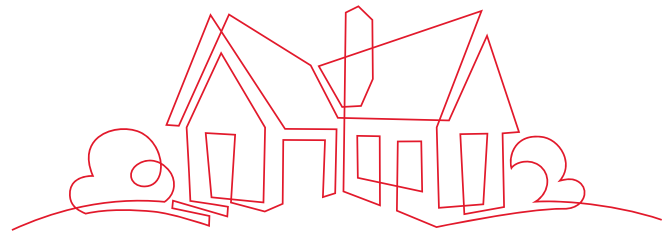
If you require a certificate for time off work, don't forget to ask your treating doctor prior to leaving the facility.

SUPPORT – ONCE YOU ARE HOME

Our mental health community team will assist you to continue working on your recovery following your discharge from the inpatient unit. Participation in community day programs is highly encouraged for the majority of clients. These are held at our other Elsternwick site – 494 Glen Huntly Road, Elsternwick – to support your ongoing wellbeing. Please refer to page 7 for more information.

If you have any questions or concerns about your stay or the next steps, please don't hesitate to contact us on (03) 9508 5100.

If you have an emergency or are in crisis please call 000 or an appropriate helpline such as Lifeline on 13 11 14.



We will continue to support you, once you return home.

Additional information

Your healthcare rights

As a client of Cabrini, you have a right to:

Access

- Healthcare services and treatments that meet your needs

Safety

- Receive safe and high-quality healthcare that meets national standards
- Be cared for in an environment that is safe and makes you feel safe

Respect

- Be treated as an individual and with dignity and respect
- Have your culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with your healthcare provider, to the extent that you choose and are able to
- Include the people that you want in planning and decision-making

Information

- Clear information about your condition, the possible benefits and risks of different tests and treatments, so you can give your informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when you need it, to help you to understand and use health information
- Access your health information
- Be told if something has gone wrong during your healthcare, how it happened, how it may affect you and what is being done to make care safe

Privacy

- Have your personal privacy respected
- Have information about you and your health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way you are treated
- Have your concerns addressed in a transparent and timely way
- Share your experience and participate to improve the quality of care and health services

Privacy and access to health information (medical records)

We are committed to protecting your privacy and have policies and procedures to govern the collection, access, use, disclosure and correction of, health information, as well as the security and retention of medical records. Cabrini's privacy policy is available at www.cabrini.com.au

Applying for access to health information (medical records)

Application forms and further information about applying for access to health information is available on Cabrini's website cabrini.com.au – click on the link Privacy at Cabrini under the About Us heading. Information regarding your treatment may be sent to your GP or other healthcare provider. Please contact us via the details below if you would like us to send a summary of your health information to another healthcare provider.

If you are aware that Cabrini holds information about you that is incorrect or inaccurate, you have the right to request that we correct our records. Please contact the Privacy Officer at the number listed below. If you would like further information, speak to the nurse manager, or contact the Privacy Officer, Health Information Services on (03) 9508 1776 or email privacy@cabrini.com.au

About

CABRINI ELSTERNWICK

The building that is now home to the Lisa Thurin Women's Health Centre was built in 1890. It is the design of Charles Webb & Son, the architectural firm that built major landmarks such as the Windsor Hotel and the South Melbourne Town Hall. The rate book of 1890-91 valued the Italianate styled two-storey villa at £100.

After being leased to several professionals by the Webb family, the building known as 'Melrose' and later 'Moynsha' was sold to Charles Reeve in 1920 and became the Hopetoun Private Hospital in 1922.

In 1982, the Telfords purchased the hospital and embarked on a major renovation to restore the building and in 1994, it was transformed into a rehabilitation facility predominantly for orthopaedic patients.

In 2007, Cabrini took over the Hopetoun Street property to offer rehabilitation services. In 2021 the building became home to the Lisa Thurin Women's Health Centre.



LISA THURIN

Cabrini Health would like to sincerely thank Lisa Thurin and Gandel Philanthropy for their exceptional generosity in supporting the Lisa Thurin Women's Health Centre, Australia's first private, women's only mental health facility.

We are incredibly grateful for their contribution, which has allowed us to create a contemporary, 30-bed inpatient unit where women can feel safe and supported as they deal with their mental health needs.

Thanks to the generous support from Mrs Thurin and her parents, John and Pauline Gandel, this service will offer compassionate, individualised, women-centric care, delivered in an empowering setting.

Mrs Thurin, Director of Gandel Philanthropy, noted that the rise of mental health issues in society, especially in women, made this a compelling project and the burden has only been magnified during the COVID-19 pandemic.

"Women deserve to prioritise their own mental wellbeing. They so often put others first – their family, children, parents, friends – but they need support as well, and that support should cater to their particular needs," Mrs Thurin said.

"I feel that through The Lisa Thurin Women's Health Centre, Cabrini will realise the unique opportunity to help women with their distinct and specific mental health needs in a nurturing, safe and secure environment."



Cabrini

Lisa Thurin Women's Health Centre

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