

What ACIS provides?

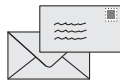
Intensive short-term treatment for people in crisis experiencing mental illness who live in the Greater Dandenong/ Springvale and Patterson Lakes catchment areas.

ACIS operates 24 hour, 7 days a week

ACIS serves people aged 16 to 64 years during business hours, and all ages after hours

The team is made up of:

- Nurses
- Social workers
- Psychiatrists
- Psychiatric registrars
- Psychologists



If an immediate response is required and safety is a concern due to the risk of self-harm, or harm to others, contact Police on 000

Dandenong Hospital
126-128 Cleeland Street
Dandenong VIC 3175

Phone: **9554 1938**
PTS Free call:
1300 369 012

For interpreting services
phone **131 450**

This document is intended for information purposes only and does not replace discussion or advice that your healthcare team gives you.

Last reviewed
25/05/21

Consumer Reviewed

Dandenong Acute Community Intervention Services (ACIS)

An introduction to our service



This information is for consumers, their families and carers

Acute Community Intervention Services (ACIS)

Formally known as Crisis Assessment Treatment Team (CATT), service provision under ACIS includes:

- Short-term treatment in the community for people experiencing a mental health crisis.
- Hospital in the Home (HITH)
- Emergency Psychiatric Service

The aim is to provide professional care in the home environment, as an alternative to hospital inpatient care.

If needed, the team can arrange a hospital inpatient admission. This decision will be discussed with the consumer and their family/ carers if they are involved.

ACIS will speak with the inpatient team with the aim of minimising the stay in hospital. After leaving hospital, the team can provide short-term follow-up and support with the transition to home.

What support is provided?

A thorough **assessment** that helps to understand the problem, or current crisis, psychological needs, and interpersonal and family needs.

ACIS will, through collaboration with consumers, and family/ carers, provide the best treatment options available.

Treatment may include medication, individual counselling, education and family work.

Information about other community supports such as general practitioners, community mental health and other useful government and private services.

Working with existing services.

ACIS support the work of emergency department staff, community mental health, police and ambulance services and general practitioners.

People who require ongoing treatment and support will be linked to other services that can offer longer-term assistance.

Other services?

If specialist mental health services are not the most appropriate option, information will be provided about other organisations, such as:

- South Eastern Consortium of Alcohol and Drug Agencies: **1800 142 536**
- South Eastern Centre Against Sexual Assault: **9594 2289**
- WAYSS (Housing Service): **9791 6111**

Psychiatric Triage Service

For all mental health crisis situations Psychiatric Triage is available 24 hours a day, seven days a week.

1300 369 012

Monash Health Consumer and Carer Consultants

9554 9233