

Southern NSW Local Health District Mental Health Inpatient Units

Southern NSW Local Health District has two Mental Health Acute Inpatient Units: Chisholm Ross Centre in Goulburn and South East Regional Hospital Mental Health Inpatient Unit, Bega. The two acute units cater primarily for adults with the occasional admission of adolescents. Older persons requiring acute intervention may be admitted to the Psychogeriatric Unit on the Kenmore Campus, Goulburn. Mental Health rehabilitation is provided in the Non-Acute Extended Care Unit on the Kenmore Campus, Goulburn.

Care is provided for people with acute mental health problems requiring assessment, stabilisation and treatment in a safe and secure therapeutic environment. The Units are declared and admit voluntary and involuntary consumers as per the NSW Mental Health Act. For vulnerable inpatients, special rooms are available which are large enough to enable a carer or parent to 'sleep over' to provide extra support and reassurance.

Child and adolescent mental health inpatient assessment and treatment is provided where appropriate in general hospital paediatric/medical units with support from the Child and Adolescent Mental Health Service (CAMHS) or in a specialist adolescent unit in Orange or Shellharbour when a bed is available.

Chisholm Ross Centre (CRC)

The Chisholm Ross Centre is located on the Goulburn Base Hospital campus in a separate building, provides 32 acute mental health beds. The Unit includes 9 high dependency beds and 23 acute beds.

Contact detail
Chisholm Ross Centre
Phone: 02 4825 5050
**Email: SNSWLHD-Goulburn-
 ChisholmRossCentre@health.nsw.gov.au**



South East Regional Hospital Mental Health Inpatient Unit

The South East Regional Hospital Mental Health Inpatient Unit is located on the first level of the South East Regional Hospital Bega. It provides eight acute beds, six high dependency unit beds.

Contact details
South East Regional Hospital
Level 1, 4 Virginia Drive
Bega NSW 2550
Phone: 02 6491 9400



David Morgan Centre, Kenmore

David Morgan Centre consists of 2 inpatient units that facilitates specialised services to older residents of Southern NSW Local Health District.

Psycho-geriatric Unit (PGU)

The PGU is an 8 Bed Psychogeriatric mental health unit. PGU provides inpatient services to older persons who require specialist assessment and treatment before their management in the community or in a mainstream aged care residential facility.

In most cases, cognitive or behavioural problems associated with ageing will be a major factor for admission. There may or may not be a pre-existing mental illness in addition to the cognitive or behavioural problem.

Admissions to PGU are for persons older than 65yrs, Aboriginal and Torres Strait Islander persons from age of 50 years, and younger person who suffer from a disorder normally associated with ageing that causes significant cognitive impairment.

Dementia Support Unit (DSU)

The DSU is an 8 Bed unit. DSU is a Transitional Behavioural Assessment and Intervention Service (T-BASIS). It takes direct admissions of older persons who present with behavioural disturbances associated with dementia who do not require treatment under the Mental Health Act 2007 (NSW).

Persons will be considered eligible for admission to a T-BASIS Unit if they are aged 65 years and older or Aboriginal and Torres Strait Islander consumers from the age of 50 years or persons who have been diagnosed with dementia regardless of their age.

Contact Details
David Morgan Centre
Taralga Road, Kenmore,
Goulburn NSW 2580
Phone: 02 4825 5024



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Non-Acute Extended Care Unit – Ron Hemmings Centre (RHC)

The Ron Hemmings Centre, has 12 ward beds (6 currently available) and nine beds in three separate standalone cottages (currently unavailable). The unit provides non-acute rehabilitation services for adults with a medium to long term average length of stay. The cottages are off line but may be flexed to meet consumer demand. Two six-bed wards are available. The catchment for the Extended Care Unit covers the whole of the Southern NSW Local Health District. The unit provides a recovery-focussed clinical rehabilitation program with the aim of transitioning consumers to sustainable and 'contributing' community living.

Contact Details

Ron Hemmings Centre
Mental Health Rehabilitation Unit
Taralga Road, Kenmore
Goulburn NSW 2580
Phone: 02 4825 5042



How are the Units staffed?

Nurses, Consultant Psychiatrists, Psychiatry Registrars, Allied Health and other health professionals staff all the Southern NSW Local Health District Mental Health Inpatient Units. Each has their own specialised skills and work together as a team to provide treatment and care to people during the acute phase of their illness.

Consumer and Carer Advocates

Please ask staff to assist you and/or your family member/friend in contacting either a consumer or carer advocate.

What are the visiting hours?

In accordance with Mental Health Inpatient Unit Consumer Directed Visiting Procedure, staff encourage and welcome visitors. Consumers can choose who they want to visit them, and for how long and how often. However, if it is deemed a visitor may have a detrimental effect on the consumer; or the consumer's specific care needs indicate a need to limit visitor access, the Treating Team may restrict visits. All visitors must sign an attendance book at reception prior to entering the Unit.

Who should I contact with questions?

You are welcome to contact staff members caring for your family member/friend at any time.

Through the contact details provided for each unit.

Can children visit the Unit?

Yes. Visits by children should be planned ahead with the Nurse Unit Manager or clinical team. There are family-friendly rooms at the South East Regional Hospital Mental Health Unit and at the Chisholm Ross Centre where children can visit their loved ones in safe and protected space. Children visiting the Unit must be well supervised by a responsible adult.

Is it possible to have some privacy while visiting?

Yes, although options are sometimes limited. Please ask a staff member to assist you.

Can I phone my family member/friend?

Yes. Consumers have access to their personal phones unless otherwise decided by the Treating Team due to the acuity of the consumer. Consumer's phones are returned to them as soon as their condition improves. Alternative, you can contact your friend or family member through the unit's contact number as provided. The unit's phone is shared, please be mindful to limit phone calls to 10 minutes.

Can my family member/friend have leave from the Unit?

Yes. As soon as your family member/friend is well enough the treating team will assess whether leave can be granted. We try and find the best balance between safety and independence? The decision to grant leave is the responsibility of the Treating Team and should be made in collaboration with you and your family member/friend.

Can I be present when my family member/ friend sees the Doctor?

Yes, in fact, we encourage carer participation in every aspect of care. However, if your family member/friend does not agree for you to be involved, please speak to the Treating Team. It is still possible for you to discuss your concerns, but the information staff can share with you may be limited.

What activities are available on the Unit?

Consumers have access to a range of activities such as arts and crafts; library facilities; board games; Jigsaw puzzles; information and educational sessions; and mindfulness/relaxation therapy; gentle physical exercise. Consumer ideas and suggestions for other activities are most welcomed and if possible, will be provided.

Are there any rules which my family member/ friend needs to be aware of?

Yes, the following are important:

- On arrival, all visitors items are placed in a locker in the reception, anything for consumers are given to nursing staff.
- No alcohol or drugs are allowed on the Units.
- No smoking on the Unit. Nicotine Replacement Therapy is provided.
- Violence is not tolerated.

Valuables. It is recommended that valuables and expensive clothing are not brought to Unit. Ideally, any valuables should be given to the family and/or carer for safe keeping. Where this is not possible, valuables and money can be kept in the Trust Office for safe keeping. Access to these items is possible but needs to be discussed with the clinical team.

Each consumer is allocated lockers where to keep own belongings except for consumers in High Dependency Unit whose valuables are kept securely by the Treating Team.

Is my family member /friend required to pay for accommodation at a mental health inpatient facility?

All patients of a mental health unit of a hospital are eligible for 60 days free

accommodation from the day they were first admitted as a psychiatric patient. After the 60 days free accommodation patients are required to pay an accommodation contribution. This fee is determined by NSW Health and the Commonwealth Department of Health & Aged Care.

In accordance with the policy, patients will not be charged the accommodation fee for any periods of leave greater than 4 consecutive calendar days.

With the patient and/or carer consent, our Patient Fees and Trust Officer can assist in contacting Centrelink or the Department of Veterans Affairs to advise them of the changes in the patient circumstances. These Departments may determine the possibility of receiving additional benefits such as rent assistance. The Patient Fees and Trust Officer can equally assist in providing patient with the necessary documentation required by these agencies.

Designated carers are usually informed when fees are due. There are a range of payment options available, please feel free to contact the Patient Fees and Trust Officer to discuss your family member or friend's preferred payment option. The Patient Fees and Trust Officer can be contacted through the Unit's phone number.

What happens when my family member/ friend is ready for discharge?

You will be contacted by the clinical team to discuss discharge planning. It is important you make staff aware of any specific issues or concerns that you have in relation to your family member/ friend's discharge.

If your family member/friend requires further treatment and care on returning home, this will be organised by the clinical team. This will involve follow-up by a Community Mental Health Team and other community support services as required.

What if a family member does not speak English?

Interpreters are available via teleconference. Please ask the Treating Team if you would like an interpreter to be arranged.



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