

Your responsibilities as a client

As a client of Links to Wellbeing services, you are responsible for:

- Respecting the right of other clients and staff to privacy and confidentiality.
- Treating other Links to Wellbeing clients and staff in a respectful and inoffensive manner.
- Ensuring that you are not under the influence of alcohol or other drugs, and/or behaving in a way which makes delivery of service difficult or unsafe.
- Attending appointments and advising the Links to Wellbeing office as soon as possible if you are unable to attend or need to reschedule.
- Respecting Links to Wellbeing property.
- Following agreements made with your mental health clinician about service provision and care.

Feedback

After you receive a service, we offer a confidential Client Satisfaction Survey for the purpose of evaluating and improving the service.

You can complete this survey as a paper or online form, depending on your preference. You can also complete the Client Satisfaction Survey at any time at the Morphett Vale site.

Complaints

If you have any complaints about the service you have received, please contact the Links to Wellbeing Clinical Lead at the Morphett Vale office on 8326 3591.

Emergency contacts

Should you require assistance while waiting for your appointment, please find the following contact numbers of organisations that may be helpful.

Mental Health Triage: 13 14 65

Life Line: 13 11 14

Suicide Call back Service: 1300 659 467

All Hours Suicide Support Service:
1800 859 585

Contact Links to Wellbeing

Clinical Lead

5/118 Main South Road
Morphett Vale SA 5162

Ph: 08 8326 3591

F: 08 8125 6685

E: linkstowellbeing@neaminational.org.au

Links to Wellbeing is a consortium commissioned by the Adelaide PHN and run in partnership between Neami National (lead agency), Mind Australia, Mental Illness Fellowship South Australia and Uniting Care Wesley Bowden.

www.neaminational.org.au/linkstowellbeing



December 2016

Links To Wellbeing

Local responses to community need

Information for people referred to the Links to Wellbeing program by their GP



This program is funded by the Adelaide Primary Health Network – an Australian Government Initiative

What is Links to Wellbeing?

Links to Wellbeing provides counselling and support services with an experienced mental health clinician for people who are experiencing mental illness.

This free service offers six psychological intervention sessions that can include a number of services - these are outlined below. There is the possibility of a further six sessions after a review with your GP.

Links to Wellbeing mental health professionals can include psychologists, nurses, occupational therapists and social workers. We work with you to determine the best fit for you.

This service does not provide medical or legal reports e.g. for Centrelink, WorkCover, Return to Work SA, or the courts.

What are psychological interventions?

Psychological interventions are therapies that clinicians use to help people develop skills to manage symptoms that concern them. We work with you to develop these strategies and support you to apply them.

Interventions can include:

- Cognitive behavioural therapy
- Relaxation and skills training
- Interpersonal therapy
- Psycho-education

We encourage you to be fully involved in planning your treatment and support you to practice strategies between sessions.

Managing your appointments

You can negotiate appointment times directly with your clinician, taking into account your needs and the availability of the clinician.

If you supply your mobile number, we can send a text message reminder a couple of days in advance of your appointment. If you are unable to attend a scheduled appointment, contact your clinician on the phone number they provide.

Please give more than 24 hours notice for cancellations unless due to illness. For duty of care reasons, your clinician may contact you if you do not attend or if you cancel an appointment.

There is a high demand for this service so failure to attend two sessions without notification may mean you return to the waitlist, or possible termination of your treatment.

Remember to discuss appointment times and attendance with your clinician.

Your information is private

Personal information gathered by the clinician during therapy will remain confidential and secure except where:

- You give your approval
- There is a risk of safety to yourself or another person
- There is a suspicion of possible child abuse
- State or Commonwealth law requires the disclosure

We will share a summary of your assessment and review of treatment with your referring GP. This summary will form part of your medical record. Please let your clinician know if you do not want specific details recorded.

Your right as a client

As a client of Links to Wellbeing services, you can expect to:

- Be treated with respect, dignity and courtesy regardless of age, disability, cultural and linguistic background, gender, sexual orientation, socio-economic status, and religious or spiritual beliefs.
- Have your right to privacy and confidentiality protected in accordance with the law and duty of care.
- Have fair and equal access to Links to Wellbeing mental health programs.
- Have access to information about your counselling and treatment options and be involved in decision-making regarding these options.
- Be able to decline the service at any time during the treatment process.
- Access your records by request in accordance with the Privacy Act 1988 and the Freedom of Information Act 1982.
- Receive an evidence-based service from a skilled and appropriately qualified mental health clinician.
- Receive services that comply with appropriate standards of professionalism, competency and accountability.

