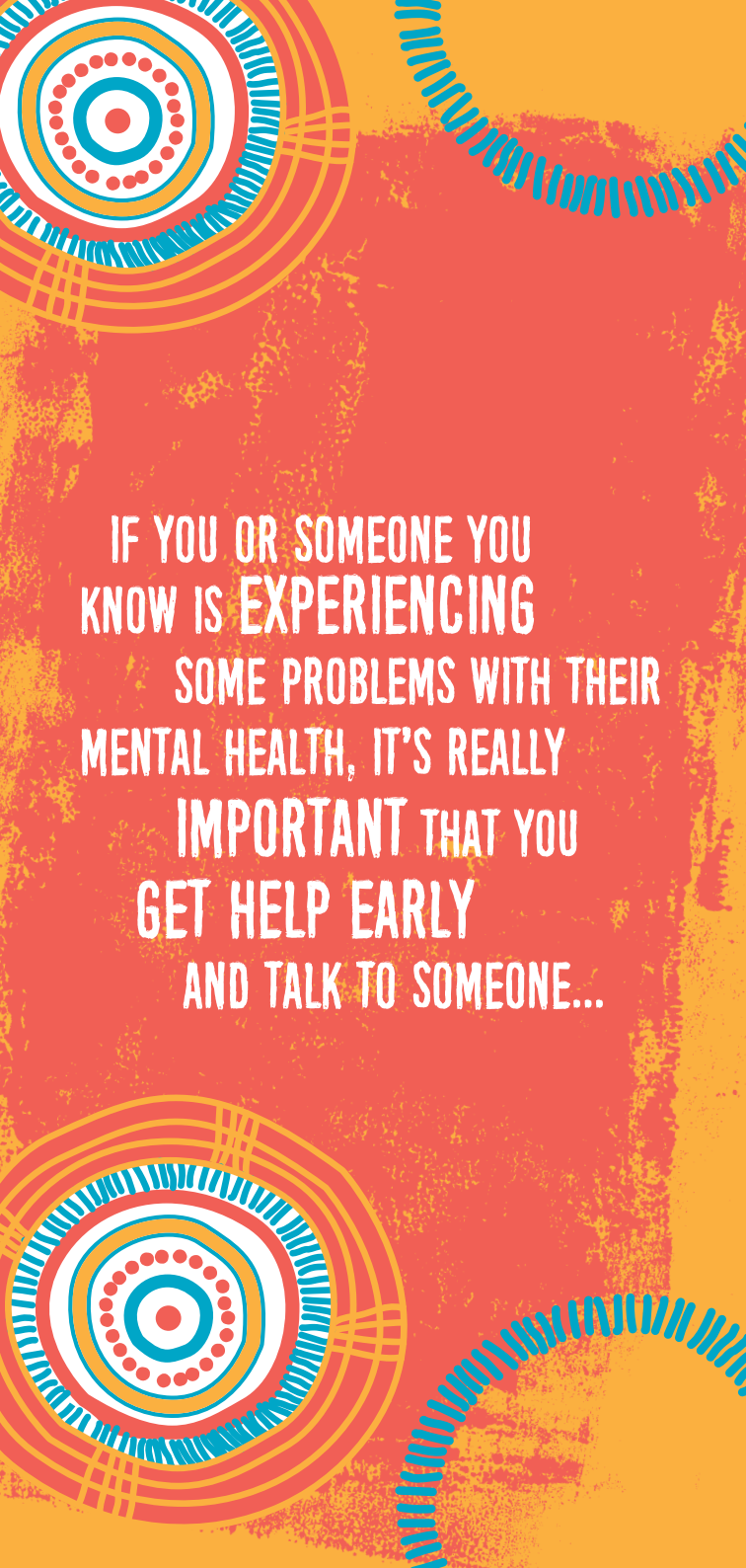


SOCIAL HEALTH AND WELLBEING PROGRAM



ATSiCHS
BRISBANE

**NO SHAME
IN TALKIN'
ABOUT IT!**



IF YOU OR SOMEONE YOU
KNOW IS EXPERIENCING
SOME PROBLEMS WITH THEIR
MENTAL HEALTH, IT'S REALLY
IMPORTANT THAT YOU
GET HELP EARLY
AND TALK TO SOMEONE...



Talk with someone who understands...

We all have good days and bad days. Our social health team are skilled and qualified to help you with a range of things. We can:

- help you find information about your wellbeing
- provide you with support and skills to get through the difficult times.

Do I need a referral?

Yes. Ask one of our GPs at our clinic for a referral to our social health team. To be eligible for a referral you must identify as Aboriginal and Torres Strait Islander and be up to date with your health check (715).


Your information is confidential and kept private.

Is there a cost?

No, our social health and wellbeing program is FREE.

Who are our staff?

Our team is made up of a number of professionals.

- Psychologists – are trained professionals who can provide treatment for conditions diagnosed by your doctors and for a range of problems affecting your social and emotional wellbeing.
 - Care Coordinators/Case Managers/Intake – are trained professionals who help individuals and families cope better with problems. Care Coordinators/Case Managers/Intake work closely with clients and their families to identify their needs, goals, and the necessary resources to achieve these. Support you to seek out and find practical solutions for daily/social concerns, i.e., housing and family conflict.
 - Counsellors – are trained professionals who can provide help with a range of issues. They can provide emotional support and help you learn skills for a range of issues, e.g., depression, anxiety, trauma, grief and loss, work stress, identity/cultural issues, family conflict and anger issues.
- 

When to seek counselling

You're not alone. Most people struggle emotionally with problems at some stage in their life – this does not mean we are 'weak', 'womba' or 'crazy'. Counsellors and psychologists help us 'weather the storm' of life when we start to feel as though the sun will never come out.

What happens in the first session?

We will get an understanding of your story, your problems and the things you are doing well. This helps to set goals for your next sessions.

Our team use the recovery-oriented* framework to guide our work so that you have a voice and feel heard. Our service is directed by your needs and we want to support you to build on your strengths with the aim for you to be in control of your own recovery. Sessions can involve families or carers as determined by you.

* View the framework and related documents at www.health.gov.au.



GOING
THROUGH
A DIFFICULT
TIME?

How many times do I need to go before I feel better?

Everyone is different – some people may have positive effects from short-term support, others may require ongoing support. Speak to your social health worker to see what best support your needs.



WANT A
BETTER
OUTLOOK
ON LIFE?



Your rights

We would always prefer complaints and issues to be brought to our attention first so we have the opportunity to address or rectify them. However, you may choose to contact the:

- 1) **Office of the Health Ombudsman**
Phone: 133 646
Email: complaints@oho.qld.gov.au
Post: PO Box 13281 George Street
Brisbane QLD 4003.
- 2) **Department of Child Safety, Youth and Women**
Phone: 1800 080 464
Post: Complaints Unit
Locked Bag 3405
Brisbane Qld 4001
Web: www.csyw.qld.gov.au/contact-us/compliments-complaints
- 3) **Office of the Australian Information (OAIC)**
Phone: 1300 363 992
Email: enquiries@oaic.gov.au
Post: GPO Box 5218
Sydney NSW 2001

Tell us what you think

Have we been helpful? Could our service do better? We want to hear your comments and suggestions. You can talk directly to a Social Health team member or complete one of our feedback forms available in our waiting area or online at www.atsichsbrisbane.org.au/haveyoursay.


To make a complaint

Talking with us can often quickly and easily resolve most problems. You can talk with your Social Health team member or ask to speak with the Social Health Manager, both face-to-face or via phone (3240 8900). Alternatively, you can put your complaint in writing addressed to the Social Health Manager. One of our team members or the Manager can help you write a complaint if you would like support.



GET IN
TOUCH

IF YOU JUST WANT TO HAVE
A YARN OR IF YOU WOULD LIKE
TO FIND OUT MORE
INFORMATION, ASK YOUR GP
OR LOCAL HEALTH CLINIC



Call our clinics
on 3240 8900
to make a GP
appointment

GET IN TOUCH

OUR CLINICS

Browns Plains

20-24 Commerce Drive
Browns Plains QLD 4118
☎ 3240 8900

Child & Family Centre

6 Glenda Street
Waterford West QLD 4133
☎ 3239 5381

Logan

41 Station Road
Logan Central QLD 4114
☎ 3240 8900

Loganlea

Unit 4 | 653 Kingston Road
Loganlea QLD 4131
☎ 3240 8900

Logan Social Health & Community Services

39B Station Road
Logan Central QLD 4114
☎ 3240 8900

Woolloongabba

55 Annerley Road
Woolloongabba QLD 4102
☎ 3240 8900

CRISIS SUPPORT



Police, Fire, Ambulance	000
Lifeline (Crisis Support)	13 11 14
Beyond Blue	1300 224 636
Kids Helpline	1800 551 800
Parentline	1300 301 300
MensLine Australia	1300 789 978
DVConnect (women)	1800 811 811
DVConnect (men)	1800 600 636
Brisbane DV Service	3217 2544
1800RESPECT	1800 737 732
13 HEALTH (advice)	13 43 25 84
MH CALL (advice, referral)	1300 64 22 55
QLife (LGBTIQ+ advice)	1800 184 527
Homeless Hotline	1800 47 47 53
Micah Projects—Home for Good	3036 4444
HART 4000 (homeless support)	3004 0100
Brisbane Homeless Outreach	3834 1673
Centrelink Indigenous Line	1800 136 380
Alcohol & Drug Info Service	1800 177 833
Gambling Helpline	1800 858 858
National Debt Helpline	1800 007 007
St Vinnies (food & clothing)	1800 846 643
ATSILS (legal advice, 24 hrs)	1800 012 255
Murri Watch	3891 2822
Relationships Australia	1300 364 277

