

## Attendance

If you're happy to give us your mobile number, you will receive a text reminder message a couple of days in advance of your appointment.

Appointment times are negotiated directly with the clinician, depending on your needs and the availability of the clinician. Please give more than 24 hours notice for cancellations unless due to illness, however we understand that this might not always be possible.

For duty of care reasons, your clinician will contact you or your next of kin / emergency contact if you do not attend or cancel an appointment. If you are unable to attend a scheduled appointment please contact your clinician on the number provided.

## 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 Line:** 1800 859 585

## Contact Links to Wellbeing

### Clinical Lead

4/118 Main South Road  
Morphett Vale SA 5162

**Ph:** 08 8326 3591

**F:** 08 8125 6685

**E:** [linkstowellbeing@neaminational.org.au](mailto: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.

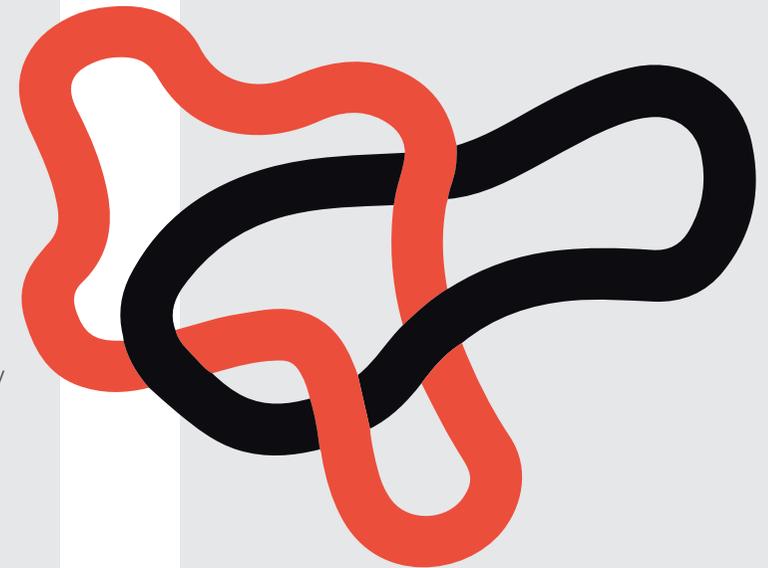
[www.neamintaional.org.au/linkstowellbeing](http://www.neamintaional.org.au/linkstowellbeing)



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# Links To Wellbeing Suicide Prevention Service

## Access to allied psychological services



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

## What is the Suicide Prevention Service?

The Links to Wellbeing Suicide Prevention Service is a short term program staffed by mental health professionals who provide risk assessments, counselling, and support. The aim of the program is to prevent suicide and self-harm and avoid the need for hospital admission – this means helping to keep you safe and reduce your suicide risk.

The service involves you, your GP, and other family or significant others if you choose.

Suicide Prevention Service is not a crisis service, but it helps to provide timely and appropriate support when you need it. We encourage you to be fully involved in planning your treatment and support you to practice strategies between sessions.

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

## Am I Eligible?

To be eligible for the program, you need to be over 16 years of age and be at a low-moderate risk of suicide. People at high-risk of suicide need a higher level of support.

## What support will I receive?

Once we receive your referral to the program, someone from the service will call you within 24 hours to work out your level of risk and whether you are eligible for the service.

If you are eligible for the program, we will work out a time with you to meet face to face. During your meetings, our staff will help you to connect with and strengthen your support networks and find the services that you need for your recovery journey.

Although the sessions include brief psychological interventions, this differs from other therapeutic programs where you work one on one with a therapist over a significant period of time.

The program is short term (up to eight weeks) and during this time, we work with you to identify the supports and services you need. We help you to link to those services, supports, and therapy.

This is a voluntary service – there is no obligation or requirement for you to be involved in the program. If you don't want to take part in the program, let us know and we will inform your referrer.

## 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.

## 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 dangerous.
- 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.

