

## After your sessions

Your GP can refer you for further Priority Support Sessions sessions if needed.

These are some online resources you may find helpful:

### For adults:

Beyond Blue [www.beyondblue.org.au](http://www.beyondblue.org.au)  
Blackdog [www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au)

### For youth:

Head Space [www.headspace.org.au](http://www.headspace.org.au)  
Reach Out [www.reachout.com.au](http://www.reachout.com.au)  
Kids Helpline [www.kidshelp.com.au](http://www.kidshelp.com.au)

### For more information please contact: HealthWISE

Suite 3, 180 Peel St  
PO Box 1916  
Tamworth NSW 2340  
Phone: (02) 67661394  
Fax: (02) 6766 2833

[www.healthwisenew.com.au](http://www.healthwisenew.com.au)

## Who to contact for more information?



### TAMWORTH

Suite 3, 180 Peel Street

PO Box 1916

t: (02) 6766 1394

f: (02) 6766 1372

[www.healthwisenew.com.au](http://www.healthwisenew.com.au)



## Priority Support Program



[www.healthwisenew.com.au](http://www.healthwisenew.com.au)

# Priority Support Program Information

**You have been referred for Priority Support by your GP.**

## **What happens next?**

A mental health clinician will call you within 24 hours as your GP has given us your contact details.

Contact will be made and you will be offered an appointment with your clinician within the next three days.

This is a FREE service provided by the Department of Health, managed through HealthWISE New England North West.

When you meet with your clinician they will explain how the program works and additional support services that may be implemented to assist you through this difficult time.

**In the event of a crisis, should you require immediate assistance, please contact or attend your local hospital.**

**In the case of an emergency phone triple 0 immediately.**

## **What the service can do for you.**

The Priority Support Program is managed by the New England Medicare Local trading as Life Solutions North West. The Priority Support Program It is a suicide prevention service and it is set up for people who require more frequent access to mental health services, for instance more than once a week.

## **Your privacy is important.**

Once your GP refers you, all information will be securely sent to the Life Solutions North West and your Mental Health Clinician.

The information on the referral is confidential and only the GP, the Mental Health Clinician and Life Solutions North West will have access to the information.

For research purposes, "de-identified" data (which is information with no names, addresses or identification details) must be collected for the Department of Health.

## **What to do if you cannot attend an appointment.**

Please contact your Mental Health Clinician as soon as possible to organise another date and time.

## **What the service can't do for you.**

The program does not provide crisis services. Please contact your local hospital Emergency Department if you require immediate mental health assistance.

# Contact us

## **Helping you to help others.**

In the interest of supporting the program to provide an even better service, we would appreciate your feedback. Towards the end of your treatment, you will be given a brief anonymous questionnaire. Just a few questions will help us provide a better service for future patients.

## **Any Grievances?**

It is important for your continued progress that you are happy with the service. Any complaints can be lodged by completing the complaints form which is provided to you at your first appointment or by phoning the mental health access officer on 6752 7196.