WHWS Information Booklet

Support women and families in the South East Metro Area

Phone: 08 9490 2258
Email: info@whws.org.au
Website: www.whws.org.au

Suite 7, Level 1 Gosnells Community Lotteries House,
2232c Albany Highway Gosnells

Organisational Philosophy

Women's Health and Wellbeing Services walk beside women and families on their journey make positive changes as they move closer to being the best possible version of themselves (at this time).

The underlying principle for the organisation include:

1. WHWS will maintain high ethical standards in external and internal relationships, key to maximum success.
2. Clients are recognised to be their own expert, clients are in control and lead the sessions and determine their own goals.
3. WHWS has a commitment to recovery principles

WHWS believes in and promotes:

1. A culture of hope
2. Autonomy and self-determination
3. Collaborative partnerships and meaningful engagement
4. A focus on strengths
5. Holistic and personalised care
6. Family, carers, support people and significant others play a significant role in recovery
7. Community participation and citizenship
8. Responsiveness to diversity
9. Self reflection and learning

women's health & wellbeing services
SOUTH EAST METROPOLITAN

Staff Contact hours

WHWS therapists work between Monday - Wednesday & Friday 9am - 4.30pm and Thursday 9am - 8.30pm and are only available during your allocated appointment times.

If you need to cancel or reschedule your appointment this can be done with our friendly reception staff.

If you are in crisis or need support in between your allocated sessions, we would encourage you to contact either:

- **Life line** 13 11 14
- **Crisis care** 1800 199 008
- **Suicide Call Back Service** 1300 659 467
- **Parenting WA Line** 1800 654 432
- **Kids Helpline** 1800 551 800
- **Women's Domestic Violence Helpline** 1800 007 339
- **Men's Domestic Violence Helpline** 1800 000 599
- If you are unsure if you will be able to keep yourself safe please visit the **Emergency Department of your local Hospital** so that they can assist you or call **000**.

In the event a staff member has assessed that you or someone else is in danger, the emergency contact provided will be contacted, where one has **not** been provided WHWS will call either 000 for an ambulance or police to complete a welfare check.

Confidentiality

Professional ethics require information conveyed by clients during sessions and any notes that are taken by the counsellor are to be kept *private and confidential.*

Women's Health & Wellbeing Service does not prepare reports for third parties, such as, for example but not limited to, reports for legal representatives or the courts, doctors and social workers. (Except where a Mental Health Care Plan is being utilized and reports will be sent to my General Practitioner as per the Medicare requirement).

Women's Health & Wellbeing Service will not release client information to any other party without my consent. There are however exceptions to this rule:

In the event that I may be in danger (i.e. of harming myself or someone else) contact will be made with the necessary professionals including the department of child protection, family or friends. I understand where possible I will be made aware and included in the process. If a session is not attended without any contact, I am aware that my counsellor will contact my next of kin family or friends to check on my wellbeing

On occasion in order to provide more effective therapy, a consultation process or collaboration with another suitably qualified professional* is maintained, as needed.

I have also been informed that my counsellor attends ongoing professional supervision in keeping with the highest standard of professional service delivery. No information given in supervision identifies me and therefore is still confidential.

Note: *These Health Professionals are then also bound by the same confidentiality guidelines.

Rights and Responsibilities

Understanding your rights and responsibilities as a client of WHWS is central to our agency.

As a client of WHWS you have a right to:

- Confidentiality
- Be treated with care, dignity, respect and non – discrimination.
- Be provided with a safe environment to conduct your session in.
- Be involved in any treatment plan and decision making that impacts you.
- Choose to use or not to use our services.
- Be informed of any exchange of information that will be shared with any third parties.
- Be informed of any cost associated with the use of the service.
- A prompt service. Our goal is to provide the best possible service. If a session time needs to be changed every attempt will be made to contact you before the session time.
- Have the complete attention of your counsellor and avoid interruptions during a session.
- Receive accurate and relevant information in a timely manner.
- Request a transfer to another staff member.
- Make a complaint about the service received from WHWS and expect that this complaint will be investigated appropriately and in confidence.
- Read your notes with a WHWS representative in attendance.
- Access up to 10 sessions under either the funded or MHCP scheme per annum.
- The right to cancel / reschedule up to 2 appts beyond this your allocation can cease.
- You have the right to consent to your therapist sharing your information with professionals, carers, and support people. You can retract this consent in writing at anytime.
- You have the right to withhold consent to your therapist sharing your information with professionals, carers, and support people. You can give consent in writing at anytime.

Rights and Responsibilities continued.

As a client of WHWS you have a responsibility to:

- Be respectful of others, including WHWS staff, volunteers, and other clients.
- Be respectful of WHWS property.
- Attend the service in a fit state (not under the influence of drugs or alcohol).
- Ask questions of the service if there is something you do not fully understand.
- Participate in the service to maximise your benefits (turn off mobile phones and pagers).
- Maintain confidentiality regarding information about other clients or participants in groups or programs conducted by WHWS.
- Provide accurate information about yourself in order to receive the best care.
- Keep your scheduled appointment time and inform the agency of any inability to attend. If you need to cancel an appointment please contact the office 48 hours before the appointment.
- Appointment not attended without notification by the client will attract a fee of $30 or the amount of the agreed gap whichever is greater. As well
  as counted as an attended session and included as part of the allocation.
- Complete and update care plan. Follow the strategies and agreed treatment plan which have been chosen in consultation with the service provider and communicate any possible barriers.
- To pay any cost incurred for the treatment or transport in a medical emergency. In medical emergency WHWS staff will call for an ambulance.
- It is the responsibility of the client to pay all cost agreed for accessing services by WHWS. Where a third party is making payment, it becomes the client's responsibility to ensure that her nominated third party honours the payment terms.

Complaints

WHWS is committed to ensuring that all individuals and their carers receiving support and/or services from WHWS are free to lodge complaints and have those complaints dealt with & resolved promptly, fairly and non-threateningly wherever possible.

Complaints and feedback are considered a valuable opportunity for WHWS to review and improved their processes and quality of services provided.

All clients have the right to:

- Lodge a complaint, be informed of the process and to have that complaint heard
- Have the complaint heard in accordance with the principles of natural justice (investigated thoroughly without bias)
- Ongoing service provision, regardless of the complaint
- An advocate, and interpreter, acting on behalf of the complainant if required
- A written acknowledgement to a complaint within 5 working days, with resolution within 30 working days of receipts or as soon as practicable in the best interest of all parties
- Contact external resolution bodies where GWHS has not addressed the complaint adequately.

If we are doing something well or you have suggestions for positive changes that we can make to the organisation we are always happy to hear that feedback as well!

How to make a complaint

Complaints can be made verbally (in person or over the phone) or in writing. Written options include online https://www.whws.org.au/leave-us-feedback , in writing via email (info@whws.org.au) or via a form available in our reception.

If made verbally, a staff member is responsible for putting it in writing using a Client Complaint Form and reading it back to the client.

Complaints can be made to:

A staff member

The Therapeutic manager

The CEO

The Management Committee/ Chairperson

A relevant external body (HaDSCO, Mental Health Law Centre, Health Consumers Council)

Once a complaint has been made, if the person making the complaint has given contact details they will be contacted within 5 working days to discuss the issue and that will include discussion around finding a suitable outcome.

Depending on the nature of the complaint, the matter will be taken to a team meeting (if it is procedural based) or discussed with the staff member involved.

Where you can access advocacy

If clients, carers and support people wish to have the support of an advocate here is a list of useful resources

- Children of Parents with a Mental Illness (COPMI) http://www.copmi.net.au/
- **Helping Minds** https://helpingminds.org.au/services/
- The Mental Illness Fellowship of Australia, http://www.mifa.org.au/
- The Commonwealth Carer Resource Centre on 1800 242 636 (free call)

Useful Resources for clients

Crisis and Emergency Accommodations

- **Entrypoint**—1800 124 684 (Assessment & referral service)
- **The Salvation Army**—9492 7100 (Accommodation)
- **St Bart's** - 9323 5124 (Accommodation)
- **Life line** 13 11 14
- **Crisis care** 1800 199 008
- **Suicide Call Back Service** 1300 659 467
- **Women's Domestic Violence Helpline** 1800 007 339
- **Men's Domestic Violence Helpline** 1800 000 599

Assistance with Food & Clothing

- **Salvation Army Gosnells**- 9398 2244
- **Vinnes Emergency Assistance**—1300 794 054
- **Communicare: Emergency Assistance Program**—6370 1000

Legal Support

- **Gosnells Community Legal Centre**- 9398 1455
- **Women's Legal Service W.A**—9272 8800
- **Legal Aid W.A** - 1300 650 579

Mental Health Support

- **Mead Centre** - 9391 2400
- **Mental Health Emergency Response Line** - 1300 555 788
- **Parent & Family Drug Support Line** - 9442 5050
- **Alcohol & Drug Support Line** - 9442 5000
- **South East Metro Community Alcohol & Drug Service** - 9267 2400

National Standards for Mental Health Services

https://www1.health.gov.au/internet/main/publishing.nsf/Content/mental-pubs-n-servst10

Carers Information

Carers Information:

Women's Health and Wellbeing (WHWS) will provide you with information about your rights as a carer or support person, and will advocate on your behalf if you are experiencing difficulties in being heard and being included as part of the care plan for the person you are supporting and providing care to.

While the confidentiality of the person you care for should be respected by their treating therapist, where the treatment plan impacts on you, you should be advised.

WHWS also acts at the systemic level. Systems include legislation, policies, standards, eligibly criteria or any rules that impact on carers and their family members in the mental health system. With systemic advocacy we try to make the mental health system better for carers and families.

We:

- Listen to carers and other family members so that we understand how they are impacted by the system
- Work with carers and other family member to make positive changes to the system
- Collaborate with funders and service providers to share learning and raise the standards.

Consumer and Carer Participation.

Through participation and sharing their perspectives, consumers and carers make a valuable contribution to the Women's Health and Wellbeing Services and strengthen links between the Service and communities.

Participation is a practice that embraces a philosophy of 'working with' rather than 'doing to' people. Participation is the involvement of consumers and carers in decisions about individual health care, as well as the involvement of consumers and carers in decisions about the provision of health care services.

Aims

The aims of CCP are to ensure that:

• WHWS involves consumers, carers and the community in planning, delivery and evaluation of services; • there is transparency and accountability in health service decision-making and evaluation; and • relevant local community groups are informed about mental health service issues and priorities.

WHWS is committed to involving consumers and carers at all levels of the organisation through a range of processes to enable an empowered and coordinated voice to be included in decision-making.

We will achieve this by:

• working in partnership with consumers, carers and community organisations; • building the capacity of staff and the organisation to undertake consumer, carer, and community participation • providing structures and processes for participation in all aspects of policy development, planning and quality improvement processes; • providing resources to ensure that CCP occurs equitably throughout the organisation; • promoting, supporting and developing the capacity of community members to participate in health service planning, delivery and evaluation; • training and supporting staff to undertake CCP; and • creating an open, transparent and accountable organisation.

Definition of a Carer

A carer is defined in the *Carers Recognition Act 2004* as an individual who provides ongoing care or assistance to:

- a person with a disability…
- a person who has a chronic illness, including a mental illness

(or)

- a person who, because of frailty, requires assistance with carrying out everyday tasks …'

The spouse, de facto partner, parent or guardian of the person to whom care or assistance is provided is only considered a carer if they provide 'ongoing care or assistance' to an individual in one of the above categories.

Definition of a Support Person

A support person, as WHWS defines them, is a close friend or relative who plays the roles of advocate, confidant, and cheerleader. Friends and family members can form the first line of support for someone attending services at WHWS.

WHWS includes cares and support people in the provision of therapeutic services and support.

Confidentiality Policy

Therapeutic staff within our service are bound by the APS Code of Ethics regarding Confidentiality (Section A.5.2). This states that client confidentiality must be maintained with the specific exceptions related to duty of care and legal obligations. This service also adheres to the APS Ethical Guidelines "Guidelines for working with young people." This means that therapy remains confidential unless permission is granted by the client to discuss information disclosed in the sessions.

Confidentiality between a client and their therapist is essential in order for treatment to be successful. The therapist will always encourage the client to talk with their support person (parents for young person or family member or close friend for adult clients) but confidentiality will only be breached when safety is at risk.

Consent is sought from all clients before assessment, therapy and other information is provided to external service providers, in addition, parental consent is required for young persons for assessment, therapy and other information to be provided to external service providers school etc. Information pertaining to treatment suggestions will be provided to the referring GP/ Paediatrician if a Mental Health Care Plan is in place as a requirement of Medicare.

Confidentiality Policy continued

All personal information gathered by the therapist during the provision of therapeutic services will remain confidential and secure except where:

1.It is subpoenaed by a court; or

2.Failure to disclose the information would place the client or another person at serious or imminent risk;

3.The clients prior approval has been obtained to discuss information with another person, e.g. parent, support person, carer, another professional agency e.g. GP, Child Health Nurse, Lawyer, referring agency or if disclosure is otherwise required by law.

WHWS do not provide reports for court.

Carers and Support Persons are:

Included in the therapeutic process as guided by the person attending services at WHWS. A clients right to confidentiality will be observed by WHWS unless the person attending is at risk of suicide, harm to self or harm to others at which point WHWS will involve the support person/carer.

As guided by the person attending services, support persons and carers may be:

- invited to attend therapeutic appointments
- encouraged to attend parenting groups with the person currently attending therapeutic services
- invited to attend couple/family therapy

The person who is attending therapeutic session has a right to confidentiality. If the person attending gives permission then the support person or carer may be given information around the therapeutic process and progress.

In the case where children are the person attending counselling the above will be followed. If a parent or guardian requests information around the content of the therapeutic session and the child has not given permission to share specific Information, general feedback will be provided.

Carer/parent/guardian for children attending services at WHWS will be required to remain on the premises during the therapeutic session.

Western Australia Carers Charter

Schedule 1 — The Western Australian Carers Charter

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1. Carers must be treated with respect and dignity.

2. The role of carers must be recognised by including carers in the assessment, planning, delivery and review of services that impact on them and the role of carers.

3. The views and needs of carers must be taken into account along with the views, needs and best interests of people receiving care when decisions are made that impact on carers and the role of carers.

4. Complaints made by carers in relation to services that impact on them and the role of carers must be given due attention and consideration.

Support Services

Specialist agencies supporting children caring for parents with mental health conditions

- **Helping Minds** https://helpingminds.org.au/services/
- **Mental Illness Fellowship of Australia** http://www.mifa.org.au/
- **Children of Parents with a Mental Illness (COPMI),** http://www.copmi.net.au/ or 1800 242 636 (free call)
- **Life without Barriers** https://www.lwb.org.au/
- **Carers WA** https://www.carerswa.asn.au/our-services/young-carers
- **Redcross** https://www.redcross.org.au/get-help/community-services/support-for-carers-wa
- **Commonwealth Respite and Carelink Program**, freecall 1800 052 222 https://www.agedcareguide.com.au/terms/carer-support-centres
- **Carergateway** https://www.carergateway.gov.au/
- https://www.healthywa.wa.gov.au/Articles/J_M/Mental-illness-support-for-carers-of-children-and-adolescents
- http://www.disability.wa.gov.au/individuals-families-and-carers/for-individuals-families-and-carers/families-and-carers-support/

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Support Services

Specialist agencies supporting aged carers

- **Helping Minds** https://helpingminds.org.au/services/
- **Mental Illness Fellowship of Australia** http://www.mifa.org.au/
- **Carers WA** https://www.carerswa.asn.au/
- **Life without Barriers** https://www.lwb.org.au/
- **Redcross** https://www.redcross.org.au/get-help/community-services/support-for-carers-wa
- **Aged Care** https://www.health.gov.au/health-topics/aged-care
- **Commonwealth Respite and Carelink Program**, freecall 1800 052 222 https://www.agedcareguide.com.au/terms/carer-support-centres
- **Carergateway** https://www.carergateway.gov.au/
- https://www.healthywa.wa.gov.au/Articles/A_E/Aged-Care-Assessment-Team-ACAT
- http://www.disability.wa.gov.au/individuals-families-and-carers/for-individuals-families-and-carers/families-and-carers-support/
- https://www.servicesaustralia.gov.au/individuals/carers

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How to find us

Location:

Our office is located inside the Gosnells Community Lotteries House at 2232c Albany Highway Gosnells. We are in Suite 7 located on level 1. You will need to use the internal stairs or lift (the lift is located behind the stairs). Once of level 1, we are left down the corridor near the toilets.

Parking is located near the post office off Astley Street.
Parking can be problematic – additional parking on Federation Pde.

We are a 5 minute walk from the Gosnells Train Station and close to multiple bus stops.

Office Hours:

Monday, Tuesday Wednesday & Friday 9am - 4.30pm
Thursday 9am - 8.30pm
Closed 12.30pm - 1.30pm