

## **Southern Wellbeing Program / RPHS Program (formerly MAHS) Information for Consumers**

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You have been referred to the Southern Wellbeing program by your GP for counselling. This is a free service.

### **What does it involve?**

The Southern Wellbeing program provides counselling in the form of psychological interventions for people aged 12 and above who have difficulties with anxiety and depression. The service offers an initial six sessions with an experienced mental health clinician, with the possibility of a further six after review with your GP. The mental health clinicians are psychologists, nurses, occupational therapists and social workers.

The service does not provide medico-legal reports eg for Centrelink, Workcover or the courts

### **What are psychological interventions?**

These are therapies that clinicians use to help people develop skills to manage the symptoms that concern them. Clients are encouraged to be fully involved in planning their treatment, and will be supported to practice strategies between sessions.

Interventions include cognitive behavioural therapy, relaxation and skills training, interpersonal therapy, and psycho-education.

### **Privacy**

A summary of your assessment and review of treatment will be shared with your referring GP and form part of your medical record. Please alert your clinician if there are specific details that you do not wish to be recorded.

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

It is requested by a court

If there is a risk of safety to yourself or another person

If disclosure is required by state or commonwealth law or if prior approval has been obtained.

### **Attendance**

Please discuss attendance with your clinician, as failure to attend two sessions consecutively without notification may result in the termination of your treatment. Please give more than 24hours notice for cancellations unless due to illness. All cancelled appointments will be counted towards your allocated 6 sessions. For duty of care reasons, your clinician will contact you if you DNA or cancel an appointment. Please leave a message if you do not wish this to happen.

### **Feedback**

After your first six therapeutic sessions, you will be provided with a confidential Patient Feedback form to complete and send back for the purpose of service improvement. If you have any complaints about the service you have received, please contact the Mental Health Programs Manager at **gpns** on the number below.

### **Contact Information**

**General Practice Network South**

**Mental Health Programs**

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