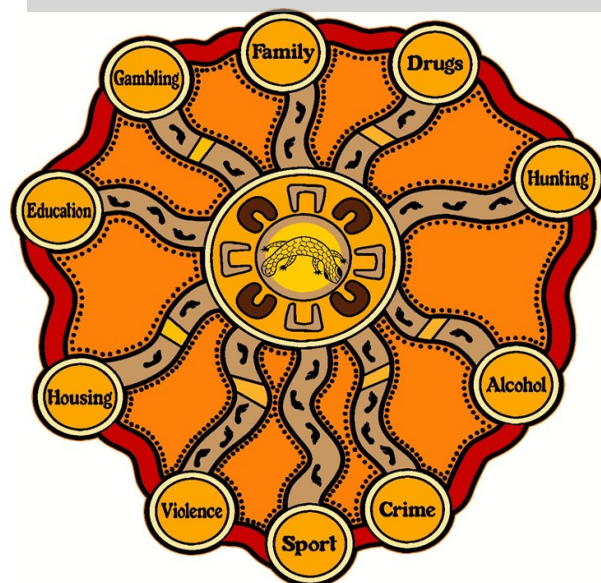
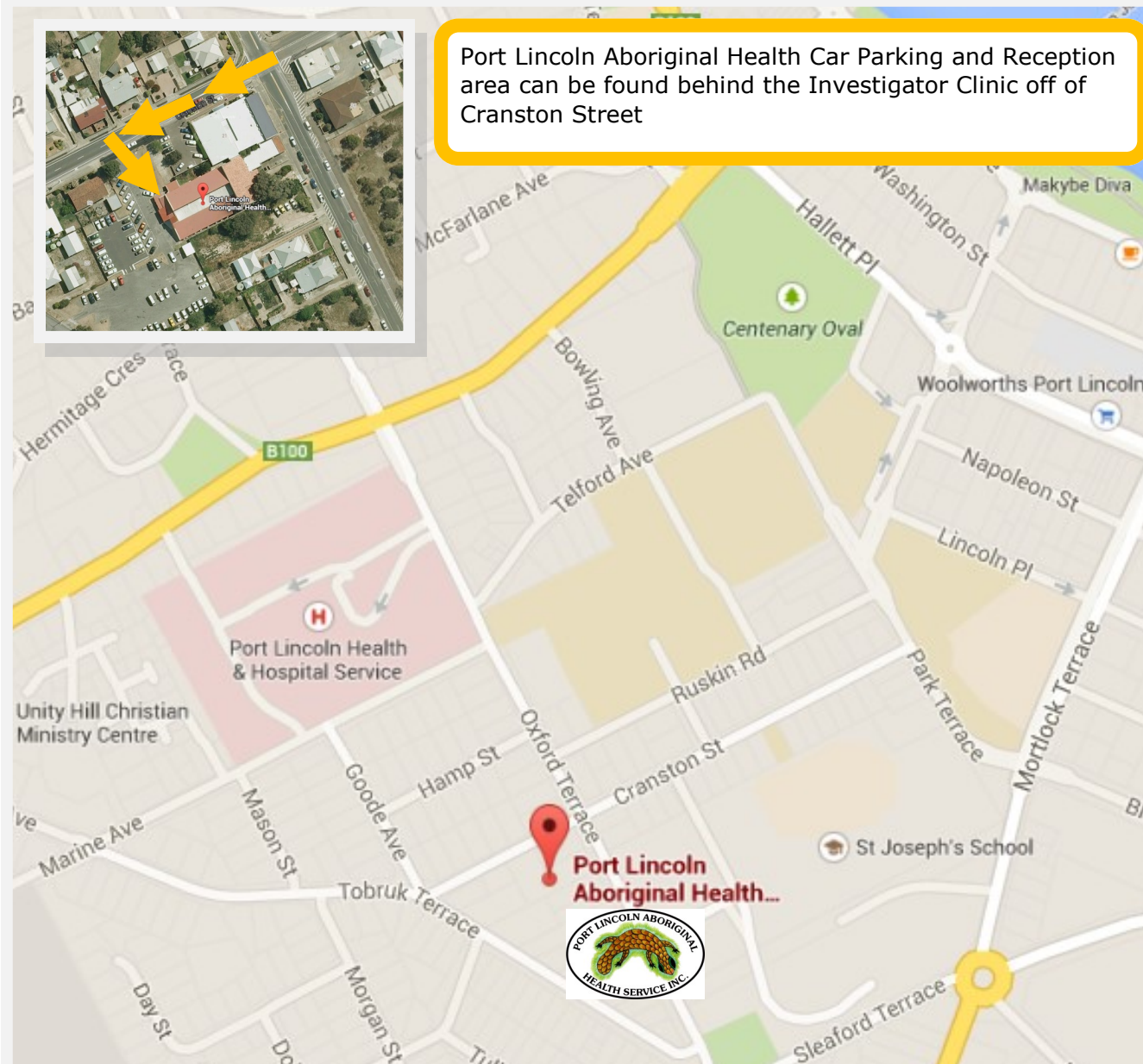


**You can find us at
19A Oxford Terrace Port Lincoln**



Port Lincoln Aboriginal Health Car Parking and Reception area can be found behind the Investigator Clinic off of Cranston Street



**PORT LINCOLN ABORIGINAL HEALTH
SERVICE INCORPORATED**
19A Oxford Terrace

Post Office Box 1583, Port Lincoln S.A. 5606

Telephone: (08) 8683 0162

Facsimile: (08) 8683 0126

Email: reception@plahs.org.au

Website: www.plahs.org.au

What to expect from the Port Lincoln Aboriginal Health Social & Emotional Wellbeing Case Management Team



Social & Emotional Wellbeing will be referred to as SEWB throughout this document

At Port Lincoln Aboriginal Service, you can get assistance for a range of health and wellbeing worries. You might be concerned about your physical health, or your mental health, or perhaps about using alcohol or other drugs.

Port Lincoln Aboriginal Health Service SEWB Case Management Team can help you to access the right type of supports for your needs.

This could be an Aboriginal Health Worker, Nurse, Doctor, Psychiatrist, Psychologist, Counsellor, Occupational Therapist, Youth Worker, Alcohol and Drug Worker, or Mental Health.

The SEWB Case Management Team at Port Lincoln Aboriginal Health Service can also link you in with other networks & programs that may suit your needs.

- Need some help with any personal or health issue?
- Having difficulty with something in your life?
- Feeling sad, anxious or worried?
- Concerned about the use of alcohol or drugs?
- Worried about a friend or a family member?
- Need advice about education and/or finding work?
- Have sexual health issues or want information about contraception?

Making an appointment

Making an appointment is simple, just phone Port Lincoln Aboriginal Health on 8683 0162 to find a time that suits you. You can also ask a teacher, parent, other family member, health worker or community agency to contact the Health Service for you. The SEWB Case Management Team also have a 'Drop-In' service where you can visit the team between 8:30am and 5pm Monday to Friday.

Contact Port Lincoln Aboriginal Health to find out more about what services they offer.

What to expect when you visit the team....

There is no shame to feel nervous about getting help or asking for help for the first time, and talking to some one you don't know about what's going on your mind can take awhile to get used to. It sometimes helps to bring along a friend or a family member for support.

The first appointment is usually the hardest because you don't know what to expect. Over time it gets easier to talk, as you get to know and trust your case worker.

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What to expect from the Case Management Team...

Your first appointment..

Appointments with a Caseworker worker usually last up to an hour. Sessions with a doctor might be shorter.

You'll probably be asked a lot of questions at your first visit. This is to make sure that all the important issues are covered, and to help develop the best outcome for you. Depending on the reason for your visit you might discuss how you are feeling, and how things are at work, home, school or study. You might also talk about how you are sleeping, how you are eating, and how you are getting on with your family and friends.

What happens next?

You can visit the SEWB Case Management Team to talk about your problems just once, or you can come back for more visits. The Caseworker might suggest you come back every week, or every few weeks, or just when you feel the need.

The Caseworker might also suggest that there are other people who could help you, such as Employment Workers, and they will help you to contact these other supports.

Getting the help that's right for you

When you see a Caseworker it's important that you feel safe and comfortable. Some people prefer to speak to a male, others want to talk to a female. Some prefer to speak to someone who understands your cultural background. The SEWB Case Management Team will do its best to make sure you see someone you are comfortable with.

If you do not think your visits are working out, it is important to ask yourself why; there could be a few reasons. It might be because it is hard to talk about what's on your mind, or it might be that you and your worker are not the right fit. Either way, don't give up. Talk to your worker or ask for the Team Leader about how you are feeling and together you can find a way forward.

Confidentiality

When you talk to a Caseworker nothing you say can be passed on to anyone else without your permission but there are a few exceptions; if safety is an issue, and in some circumstances as required by law.

If a Caseworker is seriously worried about your safety, or the safety of someone else they must – by law – try to keep everyone safe. This means they might have to share their concerns with someone else.



Talk to your caseworker about **CONFIDENTIALITY** to ensure you understand how it works.



Some of the worries I am experiencing are:

(Tick or circle)

	Family trouble, humbug or worry
	Not doing much, like hunting, fishing, or other things
	Work/ School worry
	Not sleeping good
	Not eating good tucker
	Too much cigarettes
	Too much grog, or nuntha puyu (cannabis), or other drugs
	Gambling creating problems with family and money
	Physical Illness – Health worry
	Don't want medicine or treatment
	Side effects of medicine – feel sleepy or tight muscles
	Don't know about mental illness or treatment
	Problem remembering things or finding my way around
	Doing things which worry my family
	Culture worry
	Sitting down alone – not mixing much with others
	Violent, strange, silly or bad behaviour
	Hearing voices or seeing things Feeling sad inside, no interest in doing things
	Problem with being too happy or too much energy
	Mixed up thoughts, paranoid, silly thinking
	Self-harm behaviour or thoughts of suicide
	Feeling anxious or nervous or jumpy
	Identity-Sexuality worries/stress
	Housing worries
	Worries with Education/Training/Employment
	Relationships, family problems
	Safety worries, violence – home/community
	Legal stress – Court - fines
	Other worries

Would you like Support?

all support given is confidential

Phone: 86830162

Call in for a YARN....No appointment needed