

Support Numbers

T: (08) 8406 7715

F: (08) 8406 7760

ABN: 33 453 119 459

85 Wellington Rd

PO Box 1794

Mount Barker SA

5251

- Emergency: 000
- Lifeline: 13 11 14
- Domestic Violence Crisis Service :1300 782 200
- Youth Helpline: 1300 131 719
- Breakeven Gambling Line: 1800 060 757
- Mensline Australia: 1300 789 978
- National Online Support for Victims of Violence and Abuse: (24 hour Service): 1800 737 7328



If the South Australian Country Fire Service declares a Catastrophic Bushfire Day, appointments at all clinics will be cancelled, except for those at Summit Health Centre.

To check the current fire danger rating, check the CFS website www.cfs.sa.gov.au or ring the CFS bushfire information hotline

1300 362 361 **Supported By**

phn
COUNTRY SA

An Australian Government Initiative



CONNECTcare ACCESS

The mental health service of Summit Health CONNECTcare Access provides free services to low-income people residing in the Adelaide Hills, Fleurieu and Kangaroo Island locality.

Services are provided from Mt Barker, Stirling, Strathalbyn, Woodside, Pt Elliot, and Kingscote



Our Mental Health Clinicians utilise evidence based focused psychological strategies, proven to be effective with a wide range of mental health concerns.

We offer a range of programs including services available to children, youth and adults.



MENTAL HEALTH SERVICE CLIENT INFORMATION

Summit Health gratefully acknowledges the financial and other support from Country SA PHN and the Australian Govt Dept of Health.



Charter of Rights & Responsibilities

Privacy

Your GP has referred you to Summit Health CONNECTcare for services to support your mental health and wellbeing. Services provided under this program will require health professionals involved in your care to ensure that you are referred to the service that best suits your needs. Your consent is required for this to occur.

To enable the Department of Health and Aged Care and state and territory health departments /agencies to conduct the regular review and evaluation of mental health services, data about services and clients are provided to the Department of Health Aged Care.

Some of the data provided to the Department of Health Aged Care includes personal information such as date of birth and gender. The information provided does not include your name, address or Medicare number. Your personal information will only be provided if you give your consent.

Access

This service is fully funded and provided at no cost to clients on a low income and/or not able to afford or access a Private Practitioner. Access is voluntary.

Quality

We will provide quality services appropriate for your level of need and will comply with standards of professionalism, competency and accountability.

Respect

This is a mutually respectful environment where you will be treated with dignity and consideration. Respect for the rights of other clients and staff to privacy and confidentiality. Treat staff, other clients and the venue and its property in a respectful manner. Ensure that you are not under the influence of alcohol or drugs, and that you are able to engage / participate in your counselling session.

Participation

You will be invited to participate in treatment choices and decision making and be provided with relevant information.

Safety

We will deliver your care in a safe environment.

Feedback

We genuinely care about delivering service and would love to hear your feedback—what we're doing right and where we can improve. Your thoughts matter to us, so please don't hesitate to share!

You will be provided with a Client Satisfaction Survey that we ask you to complete when you have finished your time with us.

You are also able to provide feedback to us at any other time as well, through the following ways:

1. Contact your Summit Health Clinician
2. If you do not get the response you need, we encourage you to ask to be referred to the Clinical Programs Coordinator.
3. To take the issue further, please contact the Service Manager. The Service Manager will request that you put the feedback in writing so it can be addressed.
4. Finally, you can also contact the Health and Community Services Complaints Commissioner through their website: <https://www.hcsc.sa.gov.au/>