Support Services

If you or someone you know needs professional guidance and support, you may want to consider the following types of Helplines:

**Kids Helpline**
Tel. 1800 55 1800

**Lifeline**
Tel. 13 11 14

**Mental Health Support, Central intake**
Tel. 1300 669 757

**Child Abuse Prevention Line**
Tel. 1300 368 186

**Hunter New England Health Central Intake Line for Drug and Alcohol**
Tel. 1300 660 054

**Grief and Loss Phone Support**
Tel. 02 9489 6644

**Family Violence Helpline**
Tel. 1800 073 388

**Beyond Blue Info Line**
Tel. 1300 224 636

Management of Your Personal Health Information

Social and Emotional Wellbeing services are confidential.

If you would like to know more about TAMS Policy on respecting your privacy, please ask reception staff for assistance.

Your Rights

If you have any concerns, suggestions and complaints, we would like to hear about it. Please feel free to talk to our staff or you may prefer to write to us. We take your complaints very seriously and if necessary, we will refer the matter to our Board of Directors for consideration.

If you are not satisfied with the outcome of a complaint or in the way your complaint was handled you can refer the matter to the Healthcare Complaints Commission:

Health Care Complaints Commission NSW
Level 13/323 Castlereagh Street,
Sydney, NSW 2000
Locked Bag 18, Strawberry Hills, NSW 2012
Phone: 1800 043 159 (Toll Free)
Tel. (02) 9219 7444    Fax: (02) 9281 4585
Website: www.hccc.nsw.gov.au

If you would like information or to discuss anything about our program, please contact the SEWB Team:

Tamworth Aboriginal Medical Service
Suite 1/180 Peel Street
Tamworth NSW 2340
Tel. 02 6760 2500    Fax. 02 6766 5711
Email: reception@tams.org.au

Social and Emotional Wellbeing is more than just words it is the physical, social, emotional, spiritual and cultural wellbeing of a person, a family and the community.
Transport

Transport is a courtesy service provided to TAMS clients who do not have access to a vehicle. Transport is limited to and from our service within the Tamworth area.

24hrs notice is required for transport bookings. Please notify our reception immediately of any transport cancellations.

Clinic Hours

We are open from 9 am – 4 pm Mondays to Friday. The service is closed Saturday, Sunday and Public Holidays.

Appointments

You can make an appointment by phoning our friendly Reception staff on 02 6760 2500.

Clients must be registered with TAMS

It is important that you call to cancel an appointment if you are unable to keep it.

Mental Health Facts and Myths:

Fact
In each year, approximately one in every five Australians will experience a mental illness.

Myth
Mental illness is a life sentence

Most people will recover fully, especially if they receive help early. Some people may require ongoing treatment to manage their illness.

Fact
Approximately 14% of Australians will be affected by an anxiety disorder in any 12-month period

Myth
People who are mentally ill are violent

Research indicates that people receiving treatment for a mental illness are no more violent or dangerous than the general population

Fact
Many violent people have no history of mental disorder and most people with mental illness (90%) have no history of violence.

Myth
Mental illnesses are all the same

There are many types of mental illness, which can be distinguished by clearly defined symptom profiles. Though a particular mental illness will tend to show a certain range of symptoms, not everyone will experience the same symptoms

Our SEWB team provides:

- Counselling
- Advocacy
- General support and information
- Crisis Management
- Referrals to community support services
- Carers support

Social and Emotional Wellbeing

The Social and Emotional Wellbeing Team (SEWB) consists of:
- Aboriginal Mental Health Worker
- Aboriginal Mental Health Support Worker
- Social worker

SEWB support Aboriginal people who are going through tough times. They provide assistance in a number of ways to give people the skills to cope with everyday social and emotional issues and to overcome challenges to improve overall wellbeing.

Often it is easier to talk with someone who is not a family member or friend or someone who is not personally involved.

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