

Consumer information

What you can expect:

- Privacy, respect and confidentiality in accordance with legislative guidelines
- To take part in decisions regarding your care and treatment
- Be informed about your health care
- Receive appropriate care and timely treatment
- A fair investigation and response to any complaints you make without it affecting your care and treatment
- Access to an interpreter or a culturally appropriate allied health professional (where this is available)

For the most helpful outcomes:

- Attend all allocated sessions
- Attend appointments on time
- Give at least 24 hours notice if you are unable to attend the planned session
- Provide enough information so that appropriate care can be given to you
- Ask for any information you need
- Follow the advised treatment and talk to your GP if you decide not to follow this treatment advice
- Book a follow up appointment with your GP after you have completed the sessions with your SOS Provider.
- Your feedback is important to us. We invite you to complete an online feedback survey at the end of treatment at www.nbmphn.com.au/SOSsurvey

The SOS Service (ATAPS Suicide Prevention Service) is funded by the Australian Government through the Department of Health. ATAPS stands for Access to Allied Psychological Services.

More information:
Call 4708 8100 or visit
www.nbmphn.com.au/SOS

To provide us with feedback about the SOS Service, please contact
Nepean Blue Mountains PHN on
02 4708 8100 during business hours,
admin@nbmphn.com.au or visit
www.nbmphn.com.au/feedback

 **Wentworth
Healthcare**
Blue Mountains | Hawkesbury | Lithgow | Penrith

phn
NEPEAN
BLUE MOUNTAINS

An Australian Government Initiative



Australian Government

Level 1, Suite 1, Werrington Park Corporate Centre
14 Great Western Highway, Kingswood NSW 2747
Post to: WHL, Bldg BR, Level 1, Suite 1,
Locked Bag 1797, Penrith NSW 2751
www.nbmphn.com.au | 02 4708 8100

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Interpreter services can be arranged if needed. Costs may apply. Please consult with your health provider for more information. The National Relay Service (NRS) is available for patients who are hearing impaired.

Wentworth Healthcare Limited (ABN 88 155 904 975) as Nepean Blue Mountains PHN.



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SOS Service

A support service for people at risk of suicide

What is the SOS Service?

The SOS (Seek Out Support) Service provides intensive support to people at risk of suicide, who are willing to engage with a service.

Your GP will refer you to an SOS Provider who will make contact with you within 24 hours of receiving the referral, and arrange the first consultation within 72 hours.

SOS Providers include psychologists, clinical psychologists, social workers and mental health nurse practitioners.

In some areas SOS Providers may charge up to \$10 towards the cost of each session.

You must be referred to this service by your GP.

Who is eligible?

Adolescents from 14 years upwards and adults who have expressed thoughts of suicide to their GP, family, friends or carers.

They may also have been discharged from a hospital following an overnight admission after attempting suicide. Family members or friends considered at risk in the aftermath of a suicide are also eligible to be referred to the service.

Sessions with the SOS Provider may include family members and/or carers. This service is not designed for people at high risk of suicide who need immediate intervention or those people who are in the care of an existing public mental health service.

For people requiring immediate mental health assistance, phone emergency services on 000 or the Mental Health Access Line on 1800 011 511.

Can I see a different SOS Provider?

If you are not comfortable with the SOS Provider you have been referred to by your GP you may ask your GP to refer you to another SOS Provider.

This is a Mental Health initiative proudly provided by Nepean Blue Mountains PHN.

The Nepean Blue Mountains PHN is a programme run by Wentworth Healthcare - a not for profit organisation which works to improve health for the communities of Blue Mountains, Hawkesbury, Lithgow and Penrith.

What do I need to do?

You need to visit your GP who will carry out a risk assessment. The GP may also ask you to complete a questionnaire. During your appointment you will develop a plan with your GP that may include a referral to an SOS Provider for psychological support for up to two months.

If your GP has not registered you with the ATAPS Suicide Support Line the SOS Provider can organise this on your behalf. Alternatively, you can call and do this at any time. This will mean you will always have someone to ring.

At the end of your sessions it is recommended you revisit your GP to make sure there are no outstanding health issues. You can also talk to your GP about what other options of support may be available to you.

What about my privacy?

Only your GP and SOS Provider will have access to your clinical and treatment information. This information will be shared between them. Your name, date of birth & contact details will be provided to Nepean Blue Mountains PHN for the purpose of accurately tracking referrals.

Personal information is always stored securely and confidentially in accordance with current privacy legislation. Some demographic and treatment information will be collected by Nepean Blue Mountains PHN for the purposes of the program's evaluation however any identifying details are removed.

Your GP or SOS Provider will ask if you would like to receive support from the ATAPS Suicide Support Line. The service is able to provide support to you during the times when you are unable to make contact with your SOS Provider and is available 24 hours a day, 7 days a week. If you have given your permission, the service will let your SOS Provider know when you have had contact with them.

