

## Wellbeing and Counselling Services

The EWHS Wellbeing and Counselling Team is made up of a:

- Psychologist and,
- Social Worker / Generalist Counsellor.

We also have a visiting Mental Health Nurse who is able to do Medication Reviews for Mental Health Consumers.

These services visit the five campuses at EWHS: St Arnaud, Donald, Birchip, Wycheproof and Charlton.

The service is a short-term therapy service. This means consumers have 3-6 sessions depending on their needs and preferences.

### How to Access the Service:

To access our services, you can call the EWHS Central Intake on 5477 2222 or talk to your GP.

We take:

- Self-referrals
- GP referrals

If you are being referred to us from your GP, they will need to give you a Mental Health Care Plan. Please mention this to Medical Centre Reception as you will need to book a long appointment to get a Mental Health Care Plan.

## What is Wellbeing, Counselling and Therapy?

**Wellbeing** is a broad term used to describe overall health and happiness or satisfaction with life. Many factors can influence feelings of positive or ill wellbeing, such as, physical health problems, pain, relationship problems, financial stress, loneliness or poor mental health. A combination of a few factors could cause a feeling of poor wellbeing.

**Counselling** is support and guidance for a range of problems people may face in life. It may also involve connecting you to other services that can help you that you may not have known about.

**Therapy** is focused psychological strategies and techniques to treat mental health problems and disorders. Different clinicians will have different training, skills and experience using certain techniques. Some techniques you might have heard of include:

- Cognitive Behaviour Therapy,
- Acceptance and Commitment Therapy,
- Narrative Therapy and
- Short-term or Solution-focused Therapy.

Clinicians choose techniques that have been proven to be helpful for particular problems.

You can ask your clinician for more information about the techniques they use.

## Where do you see us?

We travel to the five campuses and appointments can be made at any campus. We service five towns: St Arnaud, Donald, Birchip, Wycheproof and Charlton.

Phone and Video appointments are also available.

### Accessing the Mental Health Nurse

To see the Mental Health Nurse, you will need a Mental Health Care Plan from your GP. To get a Mental Health Care Plan, you will need to ask the Medical Centre Reception for a long appointment.

Once you have your Mental Health Care Plan, contact any EWHS Campus reception and ask to speak to the Senior Counselling and Wellbeing Clinician. Reception staff will take your details and the Senior Clinician will phone you back to make an appointment.



### WHY are we here?

To cultivate healthy communities

### HOW are we going to cultivate healthy communities?

Through consumer centred care.

### WHAT will we deliver to our consumers?

A positive health experience

Our **Compliments, Concerns and Complaints (CCC)** system helps us to evaluate and improve the quality of our services. You can choose to:

- Speak to any EWHS staff member in person.
- Obtain a Feedback Form from any Campus Reception.
- Download a Feedback Form from our website [www.ewhs.org.au](http://www.ewhs.org.au)

### Culture, Communication and Language:

Any difficulties you may have with understanding and speaking about your needs should not prevent you from accessing our services – please be aware that we can offer additional support and options to assist you.

### Privacy and Confidentiality:

We recognise that personal information which we obtain from you is confidential and we will:

- Only use this information for the reasons that it is collected.
- Share it with only those that you give consent to.



V1.1 May 2022 [Consumers were consulted with the development of this brochure]

## Campuses are located at:

### Birchip Campus

28 Duncan Street  
Birchip 3483  
Ph: 5477 7100

### Charlton Campus

4 Learmonth Street  
Charlton 3525  
Ph: 5477 6800

### Donald Campus

1A Aitken Avenue  
Donald 3480  
Ph: 5478 6200

### St. Arnaud Campus

52 North-Western Road  
St. Arnaud 3478  
Ph: 5477 2100

### Wycheproof Campus

19 Grandview Street  
Wycheproof 3527  
Ph: 5478 0700



## Wellbeing and Counselling Services

