

Client Information Booklet



Easy English Version



SEARCHLIGHT
PSYCHOLOGY



S E A R C H L I G H T
P S Y C H O L O G Y

Our Values

Person Centred

We work together to keep you at the centre of the services you receive from us

Recovery Oriented

We work with people toward their goals of Wellbeing and Good Mental Health

Professional Conduct

We work within the rules of our profession as set by Law

Introduction

Searchlight Psychology provides:



Counselling services



Assessment Services



Behaviour Support Planning



Early Childhood Intervention Services

Counselling Services

Searchlight Psychology's counsellors are people trained to help others by listening to them and giving them advice. They may be a Psychologist or a Social Worker. Counsellors can help you with lots of different issues and problems in your life.



Emotions



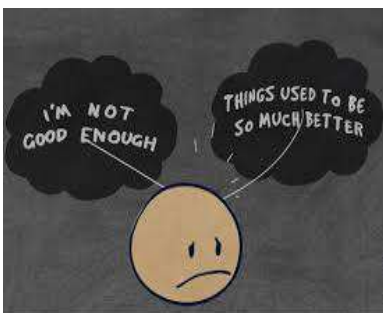
Behaviour



Relationships



Communication



Difficult Thoughts



Goals



Problems

Assessment Services

Searchlight Psychology can help you get assessed for different things in your life to do with your functioning and behaviour.

Assessment can help you get the support you need from other services, professionals and the NDIS.



Areas that assessment can help you with

- Support Workers
- Diagnosis
- Other Therapies you need
- In home support
- Community Access

Behaviour Support Planning

Behaviour Support Plans are sometimes needed when people with disability have challenging behaviours - such as being violent, or hurting themselves or others.



A behaviour Support Plan is a plan for supporting people with challenging behaviours

We think that people should be able to have a say about their own behaviour support plans wherever possible.



We think that families and other trusted people should have a say too.

We have more information about Behaviour Support Plans please ask our staff



Early Childhood Intervention

Searchlight Psychology can provide services to children under 7 years of age who have a disability or developmental delay.



We can help with your goals for your child by helping with assessment, planning and your child's development.



We can help with assessing your child so they can get the support they need.



We can help with planning and your child's developmental needs.



We have more information about this please ask our staff.

Fee's and Payment



We will work together to make a Service Agreement.

The Service Agreement is a document that talks about what services you want from us and what it will cost.

We can also give you a quote so you know how much the services you want from us will cost.



The Payment of fees depends on how your NDIS funding is managed.

- Plan Managed - we send the invoice to your Plan Manager who will send it through to you to approve and then your plan manager will pay us.
- Self Managed - we send the invoice directly to you for you to approve and pay.
- NDIS Managed - we will send an invoice to the NDIS to approve and pay.



How to Access Our Services



Call Searchlight
Psychology on:

07 4221 2928

Visit our office:

4/135 -141 Martyn St, Parramatta Park

And our Fax is:

07 4221 1982

And Email us:

admin@searchlightpsychology.com.au



Accessing our Services



You can access our services in different ways. Referrals can be made by:

- Yourself
- Family / friends
- Health Provider
- Another service provider



Once we receive a referral, we will contact you to make an appointment for an intake.



During the intake we will talk about what it is you need and ask you for information about you and your needs.

Clients are asked to sign a consent form which one of our staff will discuss with you.

During the intake we will:



- Discuss the services available and how we can meet your needs

- Answer any questions you may have



- With your permission we may also discuss your needs with your service coordinator, support people and family.



- When we have approval we will try to arrange regular appointments for your preferred days and times

What Happens If I Can't make my appointment?



If you are unable to attend for your appointment you must let us know 48 hours before, please contact the office to reschedule.



If you do not tell us you can not attend your appointment we will charge a cancellation fee.



Leaving or stopping our Service:

You can choose to stop or leave our services at anytime but you have to give us two weeks notice. This can be in writing or verbally and we can help you put it in writing if you need help to do this. You can talk to our staff about this at anytime.

What Happens to the Information we Collect About You?

We keep up to date information about you so we can care for you in the best possible way.



Information we keep about you includes:

- Name
- Date of Birth
- Contact details
- Emergency contacts
- Living Arrangements
- Type of income / benefit
- Pension Number
- Health Information
- Services you receive
- Notes about your sessions and treatment with us.



Your information can only be seen by the staff involved in your care.

We only use your information to better manage your care.

You have a say in what happens with your information.



You can:

- Choose not to share, and/or limit access to your information
(If you do this, it may affect our ability to provide you the best possible)
- Ask to access the information we hold about you

The privacy of your information is protected by law. We ensure we keep your information safe and private.



We may release your information if:

- You give us permission
- If it is required by law (such as in a medical emergency)

Duty of Care

We have a duty to ensure the safety of clients, our staff and volunteers.



Searchlight Psychology is a mandatory reporter. This means we must report cases of abuse or neglect.

To ensure everyone's safety, we ask service users to follow:

Searchlight's policies,
Service agreements, and all relevant laws

Smoking

Searchlight Psychology is a smoke free employer.



- Our staff are required not to smoke in the presence of clients
- Clients are asked not to smoke in the presence of our staff.

What if I am Not Happy with the Service Provided?



We aim to provide a high quality service. If you are not happy with your service, you can:

- Speak to one of our friendly staff
- Speak to the manager

If your concern is not resolved, you can lodge a complaint. There is a complaint form at the end of this booklet.



If you are unhappy with how we resolve your complaint, you can contact the QLD Ombudsman.

Client Concerns and Complaints



Searchlight Psychology welcomes your concerns and complaints. If you have a concern or complaint, you can:

- Speak to our friendly staff
- Ask someone to phone Searchlight Psychology for you
- Write your concerns on a complaints form
- Visit our office



When we receive your complaint, we will contact you within 2 working days.

We will keep you informed on the progress of your complaint and advise you of the outcome.

..... Remember

We value your opinions and comments about the services you receive

Any concern or complaint will be treated as private

Compliments and Feedback



Searchlight Psychology welcomes your compliments and feedback. We are always trying to improve our services and your feedback helps us.

You can provide feedback by:

- Speaking to our friendly staff
- Completing a client survey
- Putting your feedback in writing

Privacy and Confidentiality



Protecting the privacy of clients is very important to Searchlight Psychology

Your information will not be shared with anyone without your permission, except in a medical emergency.

All client information is stored in a safe location and can only be accessed by staff involved in providing your care.

Client Rights and Responsibilities

(Please refer to the Searchlight Psychology's Easy English Client Rights and Responsibilities)

You have a right:



- To be treated how you would like to be treated
- To have a say in what care you need
- To have a say in all decisions that affect you and your care
- To receive good quality care that meets your needs
- To refuse a service without it affecting your access to future services
- To complain without being afraid I will lose my care or get in trouble
- To have your complaint treated fairly and steps taken to fix your concerns
- To be able to access information held about you



- To have an interpreter with you when speaking to our staff
- To choose a 'Preferred Person'. This is a person who we can contact about your care instead of yourself

You have a responsibility:



- To respect the rights of the Searchlight Psychology's staff
- To accept responsibility for your actions and decisions
- To tell us if there are problems with your treatment or if your needs have changed.



EMERGENCY SITUATIONS

Please call 000 in all emergency situations.

Emergency Contact Numbers

Police 000
Ambulance 000
Fire 000

Principal Clinical Manager

Stacey Anderson
0435 865 232

Administration Manager

Chloe Moore
07 4221 2928

Cairns Hospital

07 4226 0000

Mental Health Acute Care Team

B/H 07 4226 3100

Mental Health Acute Care Team

A/H 1300 642 255

- At Searchlight Psychology we are committed to keeping all our staff and clients safe.
- When an emergency situation happens this is known as a Critical Incident.
- We have procedures in place to manage critical incidents if they arise
- We record and document all Critical Incidents so we can evaluate them and make plans to manage them as soon as possible and also prevent them in the future.
- When an emergency situation occurs we ask staff and clients to immediately inform the Principal Clinical Manager Stacey Anderson via phone, email or in person.
- If Stacey is not available we ask you notify our Practice Manager Chloe Moore.
- People can be deeply effected by Critical Incidents.
- All clients and staff exposed to Critical Incidents will be provided the opportunity for counselling and debriefing within 24-48 hours after a traumatic event.
- On the next page of this book is a form you can use to report a Critical Incident.

Critical Incident Report Form

1. Personal Details of Informant

Title: (Please circle) Mr / Mrs / Ms / Miss / Master / Dr / Prof
Name:

Mailing Address:

City: _____ State: _____ Postcode: _____

Contact Number (Business Hours): _____

Mobile: _____

Email Address: _____

2. Details of people involved

Name & Contact Details

1. _____

2. _____

3. _____

4. _____

3. Please outline details below of critical Incident or any situations involving identified risks and concerns

Compliments and Complaints Form

Searchlight Psychology is always looking to improve the services we provide to our valued clients. Should you have any feedback on our practice we would love to hear from you.

1. Personal Details

Should the nature of your feedback be a complaint, Searchlight Psychology take these very seriously. We aim to provide an acknowledgment of your complaint within 2 days and a response to the complainant within 28 days on receipt of this form.

Title: (Please circle) Mr / Mrs / Ms / Miss / Master / Dr / Prof
Name:

Mailing Address:

City: _____ State: _____ Postcode: _____

Contact Number (Business Hours): _____ Mobile:

Email Address: _____

2. Feedback

Please include any feedback you may have in the lines below.

Signature

Date

Independent Advocates List

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Searchlight Psychology Director Stacey Anderson, or alternatively through any of the following agencies:

National Disability Insurance Agency (NDIS Participants)

Email: feedback@ndis.gov.au

Phone: 1800 800 110

Department of Social Services

Department of Social Services Feedback

Phone: 1800 634 035

Email: complaints@dss.gov.au

Website: www.dss.gov.au

ABUSE

National Disability Abuse and Neglect Hotline

Phone: 1800 880 052

TTY: 1800 301 130

National Relay Service: 1800 555 677

Translating and Interpreting Service: 131 450

The hotline is open 8am–8pm (AEST), every day, Australia-wide.

Email: enquiries@disabilityhotline.org

Website: www.disabilityhotline.org

Australian Human Rights Commission

Phone: (02) 9284 9600

TTY: 1800 620 241

Complaints info line: 1300 656 419

General enquiries and publications: 1300 369 711

Fax: (02) 9284 9611

Email: complaintsinfo@humanrights.gov.au

Website: www.humanrights.gov.au

EMPLOYMENT

Complaints Resolution and Referral Service

Phone: 1800 880 052

TTY: 1800 301 130

National Relay Service: 1800 555 677

Translating and Interpreting Service: 131 450

Email: crrs@workfocus.com

Website: www.crrs.net.au

HEALTH

The Mental Health Emergency Response Line 21

Metropolitan: 1300 555 788

Rural link: 1800 552 002

Aboriginal & Torres Strait Islander Legal Service Queensland Legal Aid

Legal Aid Queensland 1300 65 11 88 Monday-Friday, 8.30am-5.00pm Or visit a local Legal Aid Queensland office LAQ Services Include:

- online legal information and publications
- legal advice (eligibility conditions apply)
- help in court*
- lawyer assisted dispute resolution (family law mediation)
- community legal education
- referrals to other legal organisations

*To be represented in court by a LAQ provided lawyer the client will need to apply for a means tested grant of legal aid. A contribution may need to be paid if a lawyer takes the case.

Community Legal Centres - Free Legal Services

Aboriginal & Torres Strait Islander Women's Legal Services NQ ATSIWLSNQ provides legal advice, casework including court representation, community legal education and outreach clinics and CLE workshops for Aboriginal and Torres Strait Islander women in Townsville and in rural and remote areas of North Queensland.

1800 082 600 <http://www.atsiwnsq.org.au/> Level 3 42 Sturt St TOWNSVILLE QLD 4810

Aboriginal Family Legal Service Southern Queensland

The Aboriginal Family Legal Service Southern Queensland, Indigenous Corporation is a Community Legal Centre and referral service offering legal advice representation and advocacy to Indigenous victims of family violence in the communities of Charleville, Cherbourg, Cunnamulla, Goondiwindi, Mitchell, Murgon, Quilpie, Roma and St George.

1800 185 950 <http://www.aflssq.org.au/> 17 Spencer St ROMA QLD 4455

Basic Rights Queensland Inc. Basic Rights Queensland (formerly "Welfare Rights Centre") is a state-wide specialist community legal centre, providing free advice, advocacy and legal services to people having problems with social security or disability discrimination.

1800 358 511 PO Box 293 FORTITUDE VALLEY QLD 4006

Rights In Action (RIA) : is a non-profit, organisation that provides independent advocacy and NDIS Appeals for people with disabilities who are in vulnerable situations.

88 Abbott Street, Cairns, QLD, 4870

07 4031 7377

Cairns Community Legal Centre The Cairns Community Legal Centre Inc. provides free legal services for members of the community experiencing disadvantage across a range of areas of law including family law, domestic violence, peace and good behaviour orders, elder law, motor vehicle damage, debt recovery, consumer complaints, bankruptcy, employment law, discrimination work, neighbourhood disputes, criminal law, traffic matters and other miscellaneous matters.

1800 062 608 <http://www.cclc.org.au/> Level 1, Main Street Arcade 85 Lake Street CAIRNS QLD 4870

Environmental Defenders Office (Qld) Inc is a non-profit, non-government community legal centre dedicated to providing legal advice and representation to individuals and community groups working to protect the environment.

(07) 3211 4466 <http://www.edoqld.org.au> 8/205 Montague Rd WEST END QLD 4101

Environmental Defenders Office of Northern Queensland EDO-NQ offers a casework and legal advice service, community education and also participates in law reform.EDO-NQ assists a wide range of environmentally-concerned residents of North Queensland, from Mackay to the Queensland's northern border with Papua New Guinea and west to Queensland's border with the Northern Territory.

(07) 4028 3739 <http://www.edonq.org.au> Room 3, Serbian Cultural Centre, 67 Greenslopes Street NORTH CAIRNS QLD 4870

Junkuri Laka Community Legal Centre Aboriginal Corporation Junkuri Laka assists in a range of matters from representation in court to organising community service projects; from assisting native title corporations to mediating conflicts in the community; from talking with the government about alcohol regulations to publishing a newsletter.

64 7 4745 7278 <http://www.junkurilaka.org/> 2 Lardil Street Gununa MORNINGTON ISLAND

Lesbian Gay Bisexual Trans Intersex Legal Service Inc. The LGBTI Legal Service Inc. is a community-based legal service providing free legal advice, assistance and referral to the LGBTI communities. The LGBTI Legal Service operates from space generously supplied by QAHC. The Service is non-profit and unfunded, staffed entirely by volunteers.

0401 936 232 <http://www.lgbtilegalservice.org/> 30 Helen Street NEWSTEAD QLD 4006

North Queensland Women's Legal Service - Cairns NQWLS Cairns is a community based legal service developed and operated by women for women residing in North Queensland. The service offers assistance in areas of law which primarily affect women including family law, domestic violence and child protection.

(07) 4033 5825 <http://www.nqwls.com.au> Suite 4, Level 1, 88 Abbott Street CAIRNS QLD 4870

North Queensland Women's Legal Service - Townsville NQWLS Townsville is a community based legal service developed and operated by women for women residing in North Queensland. The service offers assistance in areas of law which primarily affect women including family law, domestic violence and child protection.

(07) 4772 5400 <http://www.nqwls.com.au> 42 Sturt Street TOWNSVILLE QLD 4810

Prisoners' Legal Service Inc. Prisoners' Legal Service is a community legal centre providing free legal advice to incarcerated persons and their families on matters relating to imprisonment. The service is provided throughout the state of Queensland, Australia.

(07) 3846 5074 <http://www.plsqld.com/> GPO Box 257 BRISBANE QLD 4000

Queensland Advocacy Incorporated Queensland Advocacy (QAI) is an independent, community-based systems advocacy organisation for People with Disability. QAI's mission is to promote, protect and defend, through advocacy, the fundamental needs and rights and lives of the most vulnerable People With disability in Queensland.

(07) 3844 4200 <http://www.qai.org.au/> 2nd Floor, South Central 43 Peel Street (Cnr Merivale Street) SOUTH BRISBANE QLD 4101

Queensland Indigenous Family Violence Legal Service Queensland [QIFVLS] is an organisation with four regional offices in Cairns, Mt Isa, Rockhampton and Townsville. From these locations our teams provide a regular outreach service to their designated communities.

1800 88 77 00 <http://www.qifvls.com.au/> Level 1, Suite 5, 101-111 Spence Street CAIRNS QLD 4870

Queensland Public Interest Law Clearing House Incorporated (QPILCH) is a legal referral & service organisation. We refer civil law public interest cases that meet our guidelines to member firms & barristers for free legal assistance & we manage the Queensland Law Society & Bar Association Pro Bono Schemes.

(07) 3846 6317 <http://www.qpilch.org.au/> PO Box 3631 SOUTH BRISBANE BC QLD 4001

Refugee and Immigration Legal Service (RAILS) provides free legal assistance in immigration and refugee cases to people in need.

(07) 3846 9300 <http://www.rails.org.au/> 1st Floor, Boundary Chambers 170 Boundary Street WEST END QLD 4101

Tenants Queensland Inc Tenants Queensland (formerly Tenants' Union of Qld) is a state-wide community organisation that provides services for and represents the interests of residential tenants in Queensland. Tenants Queensland works to improve and protect the rights of all people who rent their home including tenants in private rental, public housing, community housing, caravan parks and boarding house tenants.

1300 744 263 <http://www.tenantsqld.org.au> Level 1, 87 Wickham Tce SPRING HILL QLD 4000

Townsville Community Legal Service provides information and referral, legal advice, casework (within guidelines), outreach services, and community legal education.

(07) 4721 5511 <http://www.tcls.org.au> Suite 2, 181 Sturt Street TOWNSVILLE QLD 4810

Women's Legal Service is run by women for women. Assistance is provided by lawyers and social workers during the day and several evenings each week. The service is interested in all areas of law which impact upon women, but has extensive involvement in family law and domestic violence issues.

07 3392 0644 <http://www.wlsq.org.au> 8 Ponsonby Street ANNERLEY QLD 4103

Family Law - Free Legal Services

Relationships Australia Relationships Australia Queensland offers a range of paid and free legal services including complimentary mediation services. 1300 364 277 Monday - Friday, 8.00am-8.00pm Saturday 10.00am - 4.00pm RAQ Services Include:

- Aboriginal & Torres Strait Islander Program
- Child Consultancy
- Children's Contact Service
- Domestic and Family Violence Prevention
- Family Dispute Resolution
- Financial Counselling
- Online Dispute Resolution
- Relationship Counselling

Queensland State Government Victims of Crime

- 1300 546 587 Monday-Friday, 8.30am-5.00pm The government services include:
- support for victims of domestic violence
- support for victims of sexual abuse and sexual assault
- support for victims under 18
- support for Aboriginal and Torres Strait Islander victims of crime
- support for relatives of homicide victims
- counselling services
- court and legal support

financial assistance

-