



Medical Services handbook

March 2021

Emergency Assistance

In an emergency, please call **000** or go to a hospital emergency department.

NSW Government Mental Health Line

Telephone: **1800 011 511** | 24 hours 7 days

Website: health.nsw.gov.au/mentalhealth

A crisis assessment and treatment team (CATT) provides immediate help during a mental health crisis available 24 hours a day.

Lifeline

Telephone: **13 11 14** | 24 hours

Website: lifeline.org.au

Lifeline provides all Australians experiencing a personal crisis with access to online phone and face-to-face crisis support, suicide prevention and mental health support services.

You can also chat to Lifeline one-on-one using their online crisis chat service which is available from 7pm – 12am (AEST), 7 days a week. Anyone in Australia experiencing a personal crisis or thinking about suicide who feels more comfortable contacting them online rather than over the phone can use this service.

Suicide Call Back Service

Telephone: **1300 659 467** | 24 hours 7 days

Website: suicidecallbackservice.org.au

The Suicide Call Back Service provides immediate telephone counselling and support in a crisis. They can provide up to six further telephone counselling sessions with the same counsellor scheduled at times best suited to your needs.

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Why did I receive this book?

You would have received a letter from your Insurer about your legislated medical benefits and treatment related expenses under the Workers Insurance Scheme, and that the medical benefits will soon be ending and alternative support should be considered.

This book has been sent to you to provide information that may assist you in managing your future medical needs.

How do I use this book?

You may need support with identifying how to seek future medical services.

This book is a collection of information on services that you may be able to access.

Think about your personal needs and see if there are services in this book that you think may be relevant to you. It is always recommended that you speak with your doctor to find the service most suited for you.

Support Services that my case manager can help me with now.

Community Support Services helps connect you to local services and alternative treatment methods. This initiative supports a transition and worker/treater discussions to meet future health needs.

icare's partnership with Uniting supports you in rebuilding your health and wellbeing, while helping you reconnect to the community.

Community Support Services provides a pathway for you to access a range of community support, which differs to the services traditionally covered by Workers Insurance.

Community Support Services can:

- Connect you to government agencies, employment services or community support networks
- Empower you to identify meaningful goals
- Help you develop plans for the future.

Talk to your case manager if you would like more information.

I need treatment, where can I seek assistance?



Medicare

Telephone: **13 20 11** | 24 hours
7 days

Website:
[humanservices.gov.au/
individuals/medicare](https://humanservices.gov.au/individuals/medicare)

Assistance from Medicare may be available to you.

Medicare provides access to the Medicare Safety Net, offering financial assistance for high cost out-of-hospital medical services that attract a Medicare benefit, the Pharmaceutical Benefits Scheme (PBS) and PBS Safety Net that can reduce the cost of a wide range of prescription medicines.

Through Medicare you **may** also be eligible for:

- Free or subsidised treatment by health professionals such as doctors, specialists, optometrists, dentists and other allied health practitioners (in special circumstances only)
- Free treatment and accommodation as a public (Medicare) patient in a public hospital
- 75 per cent of the Medicare Schedule fee for services and procedures if you are a private patient in a public or private hospital (does not include hospital accommodation and items such as theatre fees and medicines).
- Patients with a Chronic medical condition **may** be eligible to seek treatment under the Chronic Disease Management Plan which is a GP led service. Speak to your GP to discuss eligibility.
- Patients who have a chronic medical condition, complex care needs and are being managed by their GP under a GP Management Plan are eligible for Medicare rebates for certain allied health services on referral from their GP under Team Care Arrangements. Medicare rebates are available for **up to 5 visits in total within a calendar year** to certain Allied health professionals assisting in the care and management of a chronic disease. Providers such as
 - » Chiropractors
 - » Exercise physiologists
 - » Mental Health workers
 - » Occupational therapists
 - » Osteopaths
 - » Physiotherapists
 - » Podiatrists
 - » Psychologists
 - » Speech Pathologists.

Further information is available on the Department of Human Services website.

Can I seek low cost treatment?

Department of Human Services

Website: humanservices.gov.au and search for “concession and health care cards”.



Health Care Card provides subsidised prescription medicines. You might be eligible to access this card.

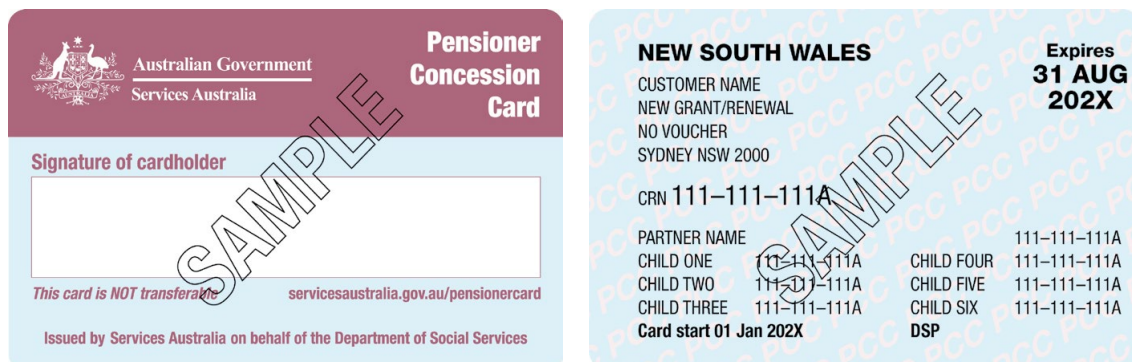
To see if you are eligible, contact a service centre or visit the Department of Human Services website.

Pensioners Card

NSW Health

Telephone: (02) 9391 9000

Website: humanservices.gov.au



Services may include general and emergency health services, mental health, dental, allied health, Aboriginal and multicultural health and programs such as Hearing Health and Enable NSW (for assistive devices and technology). A doctor's referral and eligibility criteria may apply for some services.

Can I seek low cost medication?

Pharmaceutical Benefits Scheme (PBS)

Telephone: **1800 020 613** | 24 hours 7 days

Email: pbs@health.gov.au

Website: pbs.gov.au

The PBS provides timely, reliable and affordable access to necessary medicines for Australians. Under the PBS, the government subsidises the cost of medicine for most medical conditions. Most of the listed medicines are dispensed by pharmacists and used by patients at home. For further information or to determine if you are eligible for the PBS, please visit the website or speak to your nominated treating doctor.

Some prescription medicines can cost a lot of money. The PBS offers reduced cost for PBS prescription medicines to Australian residents, some visitors, and concession card holders. You will need to enroll in Medicare to access it. When you enroll, you will receive a Medicare number.

You will need your Medicare number to access PBS medicines. Your number may already be on your prescription. If it's not, you may be asked for it when you submit your prescription.

You can reach the PBS Safety Net using prescriptions filled at:

- community pharmacies
- private hospitals approved to supply PBS medicine, or
- out-patient pharmacies at public hospitals.

I travel long distances for treatment can I get assistance with travel costs.

Enable NSW

Telephone: **1800 362 253** | 9am – 5pm

Monday to Friday except public holidays

Website: enable.health.nsw.gov.au

They provide financial assistance for people who must travel significant distances to access specialist medical treatment which is not available locally.

Enable NSW provides equipment and services to people in NSW with chronic health conditions or disability to assist them with mobility, communication and self-care.

I need more information on health services.

Healthdirect Australia and after hours GP helpline

Telephone: **1800 022 222** | 24 hours 7 days

Website: healthdirect.gov.au

Health direct is a free service for cases that are non-urgent. You can speak with a Registered Nurse for information on diseases, fitness, aging and health services. You can also search for health services near you, for example, GPs, dentists and pharmacies.

I need assistance with care and housing, where do I go?

Commonwealth Home Support Program – Help at Home

Telephone: **1800 200 422**

8am – 8pm Mon-Fri | 10am – 2pm Sat

Closed on Sundays and national public holidays

Website: myagedcare.gov.au

Home care packages

People with disabilities, or special care needs may be able to access a Home care package – if the person has been assessed and approved by an Aged Care Assessment Team, and a home care provider is able to offer an appropriate package for the person. Please discuss the service with your treating doctor and contact the number above to discuss eligibility.

Assistance with Care and Housing (ACH) Sub-Program

Helps frail older people, 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islander people), who are on a low income and who are homeless or at risk of homelessness because of experiencing housing stress or not having secure accommodation; and prematurely aged people who are 50 years and over (or 45 years and over for Aboriginal and Torres Strait Islander people), who are on a low income and who are homeless or at risk of homelessness as a result of experiencing housing stress or not having secure accommodation.

The My Aged Care service provider and assessor helpline is available for technical assistance.

Dental Health

Where can I seek dental treatment?

NSW public oral health services are provided only to a proportion of the community who meet an eligibility criterion such as possessing a Health Care card, Pensioner concession card, Commonwealth Seniors Card.

Mental Health

I need more counselling and psychiatrist support.

If you have a mental health condition that needs treatment, you might be able to get help with payment through 1 of 2 government programs.

If you qualify for the Better Access to Psychiatrists, Psychologists and General Practitioners through the Medicare Benefits Schedule initiative (“Better Access”), you will be able to receive a Medicare rebate on more than the standard number of sessions for services provided by your doctor, psychiatrist or psychologist. Your GP can also refer you to psychological services through the local Primary Health Networks. These have funding allocated to them to provide services to populations within their area deemed to be at high risk or have poor access to mental health support. This will be locally dependent, so discuss if you can access these services with your GP.

Other mental health programs I can access.

MindSpot Clinic

Telephone: **1800 61 44 34**

Website: mindspot.org.au

The Mind Spot Clinic is a free telephone and online service for Australian adults troubled by symptoms of anxiety or depression. They provide free online screening assessments to help you learn about your symptoms, free treatment courses to help you recover, or they can help you find local services that can help.

Other mental health programs I can access. (continued)

eCentreClinic

Website: ecentreclinic.org

The eCentreClinic is a specialist research clinic and not – for profit initiative of Macquarie University, Sydney.

They offer free access to treatment courses via participation in trials, which they run throughout the year.

The digital – age version of services provide the benefit of being affordable, convenient and a discrete method of receiving therapy. We strongly encourage you to discuss accessing this service with your nominated treating doctor before you proceed, to ensure your treatment needs are met and the service is appropriate for you.

Please find below a few further online programs that could help you. We encourage you to discuss your treatment needs and the service you wish to access with your treatment providers to ensure it is appropriate for you and your treatment needs.

- **MoodGYM** is a free online training program developed by the Centre for Mental Health Research, Australian National University. It uses CBT and interpersonal therapy. MoodGYM is available in several languages.
Website: moodgym.com.au
- **This Way UP! Clinic** offers several courses developed by staff at the Clinical Unit of Anxiety and Depression at St Vincent's Hospital, Sydney and the University of New South Wales Faculty of Medicine. Patients require a GP referral and there is a small fee. Progress can be monitored by the referring GP. Courses available include depression, generalised anxiety disorder and mixed depression and anxiety. Clinicians have free access.
Website: thiswayup.org.au/clinic
- **Mental Health Online** offers assessment and treatment programs for social anxiety disorder, post-traumatic stress disorder, general anxiety disorder, depression and panic disorder. Mental Health Online is an initiative of the National e-therapy Centre at Swinburne University of Technology and is funded by the Department of Health and Ageing.
Website: mentalhealthonline.org.au

Beyond Blue

Telephone: **1300 22 4636** | 24 hours 7 days

Website: beyondblue.org.au

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Black Dog Institute

Telephone: **(02) 9382 4530** | 9am – 5pm | Monday – Friday

Website: blackdoginstitute.org.au

The Black Dog Institute is dedicated to understanding, preventing and treating mental illness. The Black Dog Institute is about creating a world where mental illness is treated with the same level of concern, immediacy and seriousness as physical illness.

My Compass

Website: mycompass.org.au

The Black Dog Institute has developed myCompass which provides a personalised self-help program that you can use on your mobile phone, computer and/or tablet.

Mindhealthconnect

Telephone: **1800 022 222**

Website: mindhealthconnect.org.au

Mindhealthconnect provides mental health and wellbeing information and support from Australia's leading health providers, together in one place. Supported by the Australian Government, Mindhealthconnect helps you to find information you can trust.

Way Ahead Mental Health Association NSW

Mental Health Information Line: **1300 794 991**

Anxiety Disorders Information Line: **1300 794 992**

Hours: 9am – 5pm | Monday – Friday

(messages can be left outside these times).

Website: wayahead.org.au

The Way Ahead Mental Health Information Line provides information, telephone support and referral on issues about mental health. The hotline focuses more specifically on anxiety disorders. You can either contact them by phone (for the cost of a local call) or email, and an information officer will get back to you as soon as possible.

They have information available on a range of services including community mental health, crisis intervention and treatment services, as well as accommodation, practical care, law and justice.

Transcultural Mental Health Centre (THMC)

Telephone: Clinical Consultation and Assessment Service **1800 648 911**

Hours: 8.30am – 5pm | Monday – Friday

Website: dhi.health.nsw.gov.au

The TMHC works with people from culturally and linguistically (CALD) diverse communities, health professionals and partner organisations across NSW to support good mental health.

The TMHC can help anyone from a culturally and linguistically diverse community living in NSW, who is experiencing a mental health issue.

They help a wide range of people, from those experiencing early symptoms of mental illness, distress, or anxiety to those who have been diagnosed with serious and chronic conditions. The service is free and is available to individuals, families, children, young people, adults and older people.

If you live in rural or remote areas of NSW, you can see a specialist face-to-face, via telephone or webcam.

Alcohol and Other Drugs Information Service

Telephone: **1800 422 599** | **(02) 9361 8000** | 24 hours 7 days

Website: yourroom.com.au

A confidential, anonymous information, advice and referral service regarding alcohol and drug issues.

Counselling Online

Telephone: **1800 422 599** | **(02) 9361 8000** | 24 hours 7 days

Website: counsellingonline.org.au

Counselling Online provides assistance for those concerned about alcohol & other drugs. Their primary service is online text-based counselling for people worried about their drinking or drug use. It is also available if you are concerned about a family member, relative or friend.

This service also provides:

- Support by email
- Tools such as self-assessments and self-help modules
- An SMS service to keep you focused and on track
- An online community forum to connect you with peers for support.

Where else can I seek assistance?



For additional assistance, you can contact the Independent Review Office (IRO)

Phone: **13 94 76**

Website: iro.nsw.gov.au



You can also seek assistance from the State Insurance Regulatory Authority (SIRA)

Phone: **13 10 50**

Website: sira.nsw.gov.au



You can also contact your Union Representative or Delegate for assistance Unions NSW

Website: unionsnsw.org.au





