

## How will we make sure your personal information is kept private?

Your information is only given to community partners after you agree to work with the 'Connect Care' program.

After you agree, the hospital may share your information with our community partners for the purpose of improving your ongoing care.

This sharing of information will allow us to provide you with the best possible care in the community.

Please note: if we are unable to contact you on the phone number provided, we may contact your next of kin.

*Consent is not required between MNHHS care providers if the disclosure of confidential information is for the care or treatment of a person. HHBA - 7 Section 145.*

## Useful contacts

- Lifeline: 13 11 14
- Homeless Hotline 1800 474 753
- 13 Health: 13 43 25
- Domestic Violence Hotline: 1800 811 811
- Suicide Call Back Service: 1300 659 467
- Alcohol and Drug Information Service: 1800 177 833
- Homeless Health Outreach Team: 07 3834 1673
- Metro North MHCALL: 1300 642 255
- Footprints: 07 3252 3488
- Micah Projects: 07 3036 4444
- IUIH: 1800 254 354
- 3<sup>rd</sup> Space Brisbane: 07 3254 1144
- Communiyfy: 07 3510 2700
- Richmond Fellowship Queensland: 07 3363 2555
- Beyond Blue: 1300 22 46 36
- Your GP: \_\_\_\_\_

**If your concern is life-threatening,  
please call 000 for police or ambulance**

## Working Together to Connect Care Program



With your permission, the Emergency Department (ED) and Trauma Centre staff can work with other agencies to make sure you get the help you need.

Please read this to help decide if you want some extra help from support service in the community.

## What is the 'Working Together to Connect Care' Program?

Some people regularly go to hospital Emergency Departments for help. If you agree, the Working Together to Connect Care program can help you by:

- You and ED staff can talk to community agencies about the help you may need.
- You, the ED staff, your GP and the community agency can create a plan about how to best help make sure you are well-supported with your medical and social needs in the community.
- Making sure you have enough help in the community so you might not need to regularly go to ED for help.

After you agree to the program the support workers can help you to create a plan to improve your health and wellbeing. This may include:

- a referral to a local doctor
- support to manage your health conditions
- help with accommodation/housing
- referrals to specialised counselling services
- support to engage in social activities.

## What else should you know?

- The program is free.

- You can stop working with the program/getting the extra support at any time.
- You will not be discriminated against if you decide you no longer wish to receive additional support.

## An example of what this project can offer you ...

*"David had been to the ED six times in one month because of terrible pain. David agreed to meet with a community agency and together they decided that David needed help to:*

- *get to his doctor's appointments*
- *explore Centrelink carer support payments for family and*
- *community home help.*

*David now regularly sees a counsellor to help with different ways to manage his pain. David no longer needs to wait for things to get so bad that he needs to attend emergency. He feels supported and understood by the services he now has."*

## Who are our community partners?



### Micah Projects

Provides nursing care, social support and care coordination to people experiencing homelessness, complex health and social issues, mental illness/disabilities, domestic violence and problematic substance use.



### Footprints

Meets the needs of the most socially isolated and financially disadvantaged people with the aim of promoting independence and allowing them to make positive choices for their future.

### The Institute for Urban Indigenous Health (IUIH)



Leads the planning, development and delivery of comprehensive primary healthcare service to the Indigenous population of Southeast Queensland.



### Richmond Fellowship Queensland

Provides personalised mental health recovery and psychosocial support through outreach and group programs to enable people to live meaningful lives in their community.

### Communityfy



Supports people's needs and preferences by offering a service that assists people to be independent, active, healthy and connected to their community; helps people with mental health, substance use and homelessness.

### 3rd Space



Anglicare's services include nursing, first aid, wound care, physical health monitoring, health education and support together with referral and liaison with other providers.