

Our Service

The Counselling / Casework team at Nillumbik Community Health Service (NCHS) offers a Counselling service that is integrated with a range of other casework activities.

Eligibility and Access

While we offer a service to all residents within the Shire of Nillumbik, we prioritise current holders of a Health Care Card. From time to time we may need to link people into other more appropriate services.

We offer a timely response to those who are considered appropriate for our service:

- For those who are experiencing a crisis, the duty worker will respond within one hour, either by direct service or by telephone if that is what the client requests.
- For those who require a Counselling / Casework service and are not considered to be in crisis, a counsellor will see those people for a single session within two weeks of the case being presented to the team. Following this single session, the client will be contacted again within three weeks to determine if further counselling is required. This may require a short wait on our waiting list.

We also provide outreach, where appropriate, including a weekly service at Allwood House in Hurstbridge.

Counselling

Counselling can include work with individuals, couples, families and/or groups with the aim of assisting people to prioritise issues in order to work towards meaningful and positive change. The types of issues that people bring to counselling may include:

- Family conflict
- Relationship issues
- Grief and loss
- Unresolved childhood trauma
- Parenting difficulties
- Depression, anxiety, stress, panic
- Family violence
- Personal growth

Casework

Casework includes:

- advocacy on behalf of the client
- practical support and assistance
- linking people into other appropriate services.

In-home-support

In-home support is offered to families who are experiencing struggles in parenting children between the ages of 0 and 12 years. This service is offered by a qualified Family Support Worker who works with parents and children in the home, child care centre, pre-school, school or other appropriate setting.

We recognise and are respectful of the many individual and appropriate parenting styles. The worker will assist parents to explore practical and sensitive parenting strategies, which are in keeping with parents' values.

Groups

We offer groups according to identified need in the community. These may include groups relating to:

- Parenting
- Moving on from Family Violence
- Overcoming Depression
- Assertiveness Training
- Managing Chronic Health Problems.

How to contact us

Contact Service Coordination at NCHS on 9431 1333 between 9am and 5pm Monday to Friday.

Fees

Fees are set at \$15.00 and \$7.50 for Health Care Card holders, however NCHS policy is that individuals will not be excluded due to inability to pay.

Nillumbik Community Health Service

Services are provided through individual consultations both at the Service and for some programs in the clients home. We also provide a range of education and support groups and activities based both at the Service and at other locations across the Shire.

- Community Health Nursing
- Counselling / Case Work (crisis, couples / families, young people)
- Dental (Preschool, Emergency, General, Dentures)
- Dietetics
- Disability Case Management
- Emergency Financial Relief
- Health Information
- Maternal & Child Health / Immunisation
- Needle Exchange
- Occupational Therapy
- Physiotherapy
- Planned Activity Groups
- Podiatry
- Speech Pathology
- Youth Services
- Legal Advice

Co-located Services

- Audiology
- CentreLink Liaison
- Child Behavioural Counselling
- Mental Health
- Financial Counselling
- Gambling Counselling
- School Dental Service

Accessing Services

Appointment based services are available by phoning 9431 1333. A referral is not necessary. Anyone can telephone or call in to access services, however, we also accept referrals from other health and welfare providers.

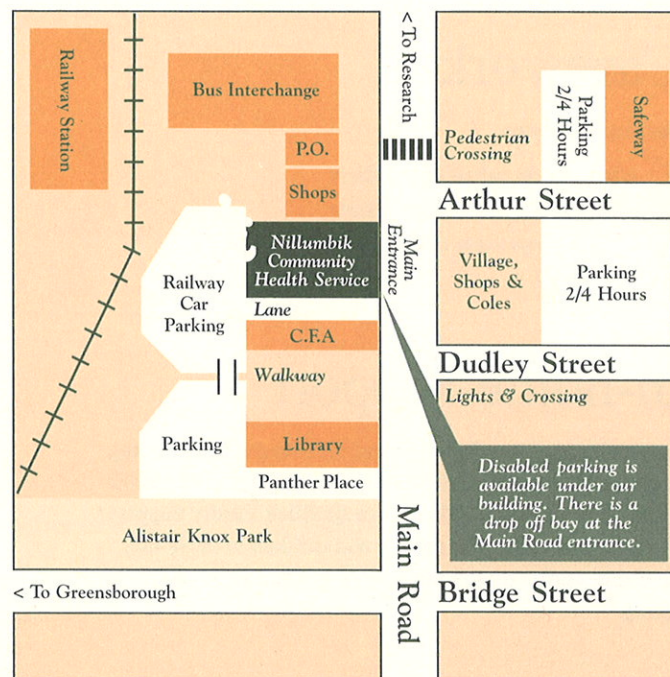
Privacy

Nillumbik Community Health Service is committed to protecting your privacy. We are required by law to protect personal and confidential information such as information relating to your health and other personal details. We comply with all Victorian legislation relating to privacy and confidentiality, including, where relevant, the Health Services Act 1988(Vic), and the Health Records Act 2001(Vic).

If you would like access to information we hold about you or would like a copy of our Privacy Policy, please ask at reception or contact the Chief Executive Officer.

Parking / Public Transport

Disabled and limited client parking is available under the building, otherwise parking is available behind the centre and the library. Public transport is available at the nearby Eltham Railway station and Bus interchange.



Counselling / Casework Service



Nillumbik Community Health Service

917 Main Road Eltham 3095
(next door to CFA Fire Station)

Telephone: 9431 1333
Facsimile: 9431 0339

Email: nchs@nchs.org.au
www.nchs.org.au