

## Our Aim

Our aim is to ensure that all Indigenous people have access to effective services that allow for every individual to realise his or her own potential, can cope with the normal stresses of life, can work productively and is able to make a contribution to their community.

.....  
*Your self-esteem, identity, self-worth, dreams, pride, dignity & meaningful life are important to both you & the SEWB team.*  
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Good mental emotional health is a vital part of overall good health and wellbeing. It is just as important to maintain good mental health as it is to maintain good physical health. By working together clients can build better lives for themselves and their families.



**In an emergency, please dial 000**

**Opening Hours:**

**Monday, Tuesday & Thursday**

8:30am to 4:30pm

**Wednesday**

8:30am to 1:30pm

**Friday**

8:30am to 2:30pm

 : [www.goondir.org.au](http://www.goondir.org.au)

 : [facebook.com/goondir](https://facebook.com/goondir)

### **DALBY CLINIC**

Gary White Building  
4 Jimbour Street  
Dalby QLD 4405 Phone:  
(07) 4679 5900 Fax:  
(07) 4662 6071

### **ST GEORGE CLINIC**

127 Victoria Street  
St George QLD 4487  
Phone: (07) 4625 5040  
Fax: (07) 4625 5070

### **Oakey CLINIC**

110 Campbell Street  
Oakey QLD 4401  
Phone: (07) 4691 3372  
Fax: (07) 4691 3926

### **ADMINISTRATION**

Gary White Building  
4 Jimbour Street  
Dalby QLD 4405  
Phone: (07) 4679 5966  
Fax: (07) 4662 6189

**goondir**  
health services



## Social Emotional Wellbeing (SEWB)

- Mental Health Counselling
- Stolen Generation Counselling
- Alcohol, Drugs and Smoking Support and Cessation
- Emergency Relief Assistance (Dalby)
- Girra Girra Women's Group (Dalby)

Goondir acknowledges all support provided  
by the Australian Government.

Doc007 V7

Published May 2017

## Mental Health Counselling

Our Counsellor can assist you to understand your personal and emotional issue/s and help to ease the pain and discomfort that these issues can cause. This may involve brief interventions, counselling, initiating and managing planned treatment options, consultation and referral to other agencies or crisis management.

## Stolen Generation Counselling & Support

Our Counsellor can address a full range of emotional and social problems experienced by Stolen Generation persons and their families.

## Drugs, Alcohol & Smoking Support

Our worker can address issues and challenges that are faced by Clients with drug, alcohol and smoking issues and understands the importance of harm minimisation, advocacy and support.

## Emergency Relief Financial Support (Dalby)

Emergency Relief is available to provide financial support to Clients every Wednesday from 9am – 12pm at Dalby.

## GIRA GIRA Indigenous Women's Sewing Group (Dalby)

Every Tuesday from 10am to 2pm.

# Program Services

- Confidential counselling services & referral to other Counselling, Psychology and/or Support Agencies;
- Advocacy/liaison services;
- Welfare assistance;
- Budgeting support;
- Telephone support;
- Practical support;
- Education/Awareness Workshops;
- Promotion of significant calendar events important to health and wellbeing.

## Home Visits

Home visits are available for Clients of the Service who are unable to attend the Counselling Offices.

Visits can also be arranged for Clients in nursing homes and hospitals.

## Additional Important Information

- Strictly No Smoking on Goondir property including vehicles
- Translating and Interpretive services available
- Clients have the right to a second opinion

## Telephoning Your Doctor

Direct telephone contact with the Doctor may or may not be available at the time of your call. It may be necessary for a message to be taken or your call to be directed to another Clinician.

## Providing Best Practice Health Care

All Clinics are AGPAL Accredited. Goondir has also attained certification against the ISO9001:2015 (Quality Management Systems) Standards. Staff have access to continual education and training and are committed to improving quality of service delivery.

## Client & Stakeholder Feedback

Our aim is to provide Clients with the best possible health services. We value Client feedback and encourage use of the Suggestion Box and/or participation in Surveys.

## Client Complaints

Complaints can be submitted to the Chief Executive Officer on 4679 5966 or PO Box 559, Dalby. Alternatively, you can contact the Health Ombudsman [www.oho.qld.gov.au](http://www.oho.qld.gov.au) or ph 13 36 46.

## Confidentiality

Consultations will be conducted discreetly with your health information accessed only by those directly involved in your care or in the monitoring of its quality meeting the Australian Privacy Principles.

## Fees and Billing

Goondir is a bulk billing service for Clients who have a current Medicare card. You will be advised of potential costs of treatments or specialist services. All Clients are to bring their Medicare and Concession cards to all appointments.

## Confirming your Identity

Clients are to present to reception upon arrival where your personal and contact details will be checked at each visit.

