

## CONTACTS

### For Urgent Help

If you have a medical emergency and need an Ambulance dial **000**.

### 24/7 Phone Helplines

#### Kids Helpline

(up to age of 25 years)  
1800 55 1800

#### Lifeline

131 114

### Health Services

#### Aboriginal Medical Services (AMS)

Provide a range of health services (including free medical services, social and emotional wellbeing support, sexual health, dental health) for the local Aboriginal and Torres Strait Islander communities. They can also help you get a Medicare card and give you general advice.

To find your local AMS in NSW go to

#### Aboriginal Health and Medical Research Council

[www.ahmrc.org.au](http://www.ahmrc.org.au)  
(search under Members) or phone  
02 9212 4777

#### General practitioners, hospitals or pharmacies

Search for your local service at National Health Services Directory  
[www.nhsd.com.au/](http://www.nhsd.com.au/)

or Healthdirect Australia offers free after hours support on  
1800 022 222

### Youth Health Services

NSW Health funded Youth Health Services  
[www.kidsfamilies.health.nsw.gov.au](http://www.kidsfamilies.health.nsw.gov.au)  
(search for 'Youth Health Services')

Headspace  
[www.headspace.org.au](http://www.headspace.org.au)

### Health Information and Services by Topics

#### Mental Health

beyondblue  
[www.youthbeyondblue.com](http://www.youthbeyondblue.com)

ReachOut  
[www.reachout.com](http://www.reachout.com)

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

NSW Mental Health Line (24/7)  
1800 011 511

#### Sexual and Reproductive Health

Family Planning NSW  
[www.fpnsw.org.au](http://www.fpnsw.org.au)

fpnsw Talkline  
1300 658 886

Sexual Health  
[www.playsafe.health.nsw.gov.au](http://www.playsafe.health.nsw.gov.au)

#### Sexual Assault and Domestic/Family Violence

Domestic Violence and Sexual Assault Helpline  
1800 737 732

NSW Rape Crisis Centre  
02 8585 0333  
or Counselling  
1800 424 017

### Drug and Alcohol Information and Services

Your Room  
[www.yourroom.com.au](http://www.yourroom.com.au)

Alcohol Drug Information Service  
02 9361 8000 (Sydney) or  
\* Freecall  
1800 422 599  
(Rural, regional NSW)

Quit Smoking  
[www.icanquit.com.au](http://www.icanquit.com.au)

#### Parenting

I've been there for young parents  
[www.ivebeenthere.org.au](http://www.ivebeenthere.org.au)

Information and counselling service for parents with young children  
[www.parentline.org.au](http://www.parentline.org.au)  
1300 1300 52

#### General Health Information and Healthy Lifestyle Support

Health Issues and Services  
[www.healthdirect.gov.au](http://www.healthdirect.gov.au) or  
1800 022 222

Your Health Link  
<http://yourhealthlink.health.nsw.gov.au>

Health Coaching  
[www.gethealthynsw.com.au](http://www.gethealthynsw.com.au)

Tips for Healthy Living  
[www.makehealthynormal.nsw.gov.au](http://www.makehealthynormal.nsw.gov.au)

\* Please note  
Freecall numbers are not free from mobile phones, except Telstra mobiles.



Your local contact is:

## NSW KI + FAMILIES

for more information visit  
[www.kidsfamilies.health.nsw.gov.au](http://www.kidsfamilies.health.nsw.gov.au)



SHPN: (NKF) 150503 October 2015

REMEMBER  
“There is nothing so bad you can't talk to somebody about it.”



## Our health, our way

We're always hearing people talking to us about getting healthy but it's good to remember we have the right to do things our way. Our way means doing what we need to do to look after ourselves and our mob. Keeping healthy is not only good for you, it's good for your family and community.

## Don't be shame

Sometimes you might be worried about your health but don't want to talk about it or bother anyone. But remember, keeping things to yourself won't make you get better.

Health services are there to help you – ask someone you trust to point you in the right direction.

Whether you are worried about things not feeling right in your body like your hearing, eyesight, asthma, headaches, or whether you just don't feel happy, or very good about yourself, there is someone who can help.

## Medicare – Free or cheaper doctor visits

Ever wonder what your Medicare card is actually for? When you show healthcare providers your Medicare card, you can receive free or cheaper health services from people such as doctors, specialists and optometrists.

Places you can use your Medicare card include bulk billing doctors, public hospitals and even the pharmacy or chemist where you buy your medicine. You can get cheaper medicine using your Medicare card if your prescriptions are covered by the Pharmaceutical Benefits Scheme (which includes most common medicines that your doctor recommends).

You can get your own Medicare card from the age of 15. You can still choose to use your family's Medicare card to see a doctor until you feel you want to become independent. However, there are times you may need your own Medicare card to see a doctor, for example if you are at boarding school, travelling for sport or living away from home for any reason.



To get your own Medicare card visit a Medicare office. For more information go to

- [www.kidsfamilies.health.nsw.gov.au](http://www.kidsfamilies.health.nsw.gov.au) and search for 'How to get your own Medicare card' 'Fact sheets' or
- call Medicare on 13 20 11 or
- call Aboriginal and Torres Strait Island Access Line 1800 556 955 or
- talk to your healthcare provider.

## Bulk Billing – Where can I go if I have no money to see a doctor?

If you have a Medicare card but don't have any money, don't worry – there are plenty of places you can go to see a doctor for free. Doctors who use your Medicare card and don't ask for payment are called bulk billing doctors. Bulk billing just means the cost of seeing the doctor is paid for by the government. Many doctors will bulk bill young people under 16 as well as healthcare cardholders and students.

Before you make an appointment with your doctor, ask if they bulk bill. If they don't, ask how much it will cost and how you can get some of this money back from Medicare.

If you are an Aboriginal or Torres Strait Islander person, you are entitled to a free check-up once a year.



## Your health your way

When you visit a doctor, hospital or healthcare service, it's important to remember that you are still in charge of your body and your health. This means that you have the right to understand what the doctor is saying and you have the right to say 'YES' or 'NO' to treatments.

**Doing health Your Way means you can:**

- See a doctor or health worker that you trust and who respects your opinion
- Ask to see another doctor if you are not happy with what your doctor or healthcare worker says about your health
- Ask to have anything you say kept private (except if there are concerns about yours or another person's safety or wellbeing)
- Ask any questions you like about any part of your body without being ashamed
- Have your doctor or healthcare worker talk to you in words you understand
- Ask for an interpreter – someone who speaks your language
- Ask for important information to be written down for you to take home
- Have a friend or family member come with you when seeing the doctor/health worker
- Ask about costs, side effects and different choices for treatment
- Change your mind and stop any treatment (unless the treatment is required by law – for example some infectious diseases or mental health conditions)
- Make a formal complaint if you don't like the way you are treated.



Visit [www.kidsfamilies.health.nsw.gov.au](http://www.kidsfamilies.health.nsw.gov.au) and search for 'Be in the Know: The Rights of Young People in Healthcare - video'

## What to do if you're having a baby?

When you are pregnant you don't have to go it alone. Even if you only **think** you are pregnant, it's a good idea to see your Aboriginal Medical Service or health worker as soon as possible. Chatting with your health worker before or throughout your pregnancy will make sure you and your baby stay healthy and get all the support you need.

There are lots of people out there who want to help including the Aboriginal Maternal and Infant Health Service (AMIHS) midwives and Aboriginal health workers. They can help you from as soon as you know you are pregnant to up to two months after your little one is born. They can help you to stay in your community but still stay connected to your local hospital.

AMIHS can also help with health checks, giving up smoking, alcohol and drugs as well as booking into maternity hospitals.

Other people who can help are your local doctor or midwife, or Community Health Centre.



### Aboriginal Maternal Infant Health Service

For your nearest AMIHS service, visit [www.kidsfamilies.health.nsw.gov.au](http://www.kidsfamilies.health.nsw.gov.au) and search for 'AMIHS under Aboriginal Programs'.

Visit [www.yourroom.com.au](http://www.yourroom.com.au) (Parent resources: Stay strong and healthy story book)

## Confidentiality – Your health is between you and your doctor

Confidentiality means that whatever you talk about with your health worker or doctor is private. Generally, they aren't allowed to give this information to your parents, friends, or school unless they ask you first and you say it's ok to tell them.

Health workers will respect your privacy but they also want to look after not only your physical health but your social and emotional wellbeing. This means there may be times when they need to share information to protect your safety, welfare or wellbeing or that of someone else.

If the doctor thinks you are old enough to understand your health problems and treatment choices, you may be able to see a doctor or health worker without your parents or carers. There is no fixed age for this but it is usually around 14 years of age.



For more information visit [www.kidsfamilies.health.nsw.gov.au](http://www.kidsfamilies.health.nsw.gov.au) and search for 'Youth Friendly Confidentiality Resource'

