

Emergency Contact Numbers

Mental Health Emergency Response Line	1300 555 788
Crisis Care	1800 199 008
Alcohol and Drug Information Service	1800 198 024
Samaritans	9381 5555
Lifeline	13 11 14
Royal Perth Hospital Emergency Department	9224 2244
Sir Charles Gairdner Hospital Emergency Department	9346 7400
Swan Districts Hospital	9347 5244
Poisons Information Service	13 11 26
Emergency Services	000



**For Further Information,
Please Contact:**

ALIVE Liaison Coordinator

**48A James Street
Guildford WA 6055
PO Box 354
GUILDFORD WA 6935**

Phone: (08) 9376 9200
Fax: (08) 6278 2388

Email: clinical.reception@ppcn.com.au

Business Hours:
8.30am to 4.30pm weekdays

perth primary care network
better health & wellbeing for the community

**ACTIVE
LIFE ENHANCING
INTER-
VENTION
PROGRAM**

Client Information Brochure

Supporting General Practice

Active Life Enhancing Intervention (ALIVE)

The ALIVE program is funded by the Office of Mental Health WA and the Australian Department of Health and Ageing. This program has been offered through doctors in the north metropolitan health region for the past 12 years.

ALIVE is staffed by a team of full-time registered social workers and psychologists who offer risk assessment, free, brief psychological counselling and direct support for you for up to 3 months.

ALIVE is not a crisis service, but will work to provide you with a timely and appropriate service on all occasions.

ALIVE Aims

- ◆ To prevent incidence of suicide and/or self-harm behaviour.
- ◆ To facilitate continuity of care.
- ◆ To decrease the need for hospitalisation.
- ◆ To avoid duplication of services through linking you into the most appropriate services.

Service Provision to Clients

- ◆ A responsive service which aims to see referred patients within 72 hours.
- ◆ Free service without a waitlist.
- ◆ Suicide and self-harm risk assessments.
- ◆ Psychosocial counselling and direct support for up to 3 months.
- ◆ Liaison and referrals to other services.

Your Responsibility

- ◆ To attend booked appointments or notify the ALIVE team member as soon as possible when this is not possible.
- ◆ Speak honestly with the ALIVE team member about your situation so they can understand and assess your situation.
- ◆ Follow your treatment plan or advise the ALIVE team member if this is not possible for you.

Perth Primary Care Network's ALIVE Responsibilities

- ◆ Respect you and your wishes.
- ◆ Listen attentively to your concerns.
- ◆ Use words you can understand.
- ◆ Inform you about what to expect.
- ◆ Involve you in your care planning.

Your Rights

Information collected about you will be held in the greatest security. No information will leave the agency without your permission or as required by law.

Your privacy will always be treated with the greatest respect and all ALIVE team member/client contact will occur in a private, comfortable environment.

You have the right to be actively involved in your case planning and question the care being provided.

At any time you can request information about your treatment and information from your file.

If you are concerned about some aspect of your care, you have the right to complain to PPCN's Primary Care Services Manager on 9376 9200.