

COVID-19 Recovery Service

# LOOKING AFTER YOURSELF IS KNOWING WHEN TO SEEK SUPPORT

If you are 16 years and over and live in the Gold Coast, you could be entitled to a series of **FULLY FUNDED** sessions to support your mental health & wellbeing

Schedule a face to face or phone appointment by calling or emailing us

Ph: 07 5625 1949    E: [covidrecovery@wmq.org.au](mailto:covidrecovery@wmq.org.au)

[www.wmq.org.au/mhs-covidrecovery](http://www.wmq.org.au/mhs-covidrecovery)



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## FREQUENTLY ASKED QUESTIONS

### **1. What does the COVID-19 Recovery Service cost?**

This program is fully funded meaning there's no fees or costs for you to access this service. Furthermore, you don't need a Medicare card to access this service.

### **2. What support can I expect from this service?**

You will be allocated a Recovery Worker who can meet with you on a regular basis in the community to work together on the things that are important to you. You can choose to have one session or six weeks of support, this can be tailored to your needs. All the Recovery Workers within this service are trained and qualified mental health professionals. They will work with you on setting goals, with a focus on priority areas you would like help with. They will put together a support plan.

The COVID-19 Recovery Service is designed to support your wellbeing. For example, if you have experienced a loss of income, loss of routine, social isolation, increased uncertainty, disrupted education, relationship and family issues. While this service doesn't address all those things directly, for example financial counselling, we can support you to access the services that do.

### **3. What are the wait times like?**

This service aims to have no waitlist, meaning you can access it immediately. However, at times you may need to leave a message on our intake line or with your Recovery Worker. Our aim for all initial enquiries to be responded to within three working days.

Please keep in mind that our program does not operate to support crisis or emergency situations. If you feel that your matter is urgent, or if you are experiencing a mental health crisis, please consider these options:

**Lifeline Australia – 13 11 14**

**Suicide Call Back Service – 1300 659 467**

**MH Call - 1300 64 2255**

**If you are in immediate danger, call emergency services on 000**

### **4. Can I access this service alongside other mental health services?**

You can, so long as the service/s you are already receiving do not duplicate what is offered under this service.

### **5. What's the eligibility criteria to access this service?**

You need to be 16 years or older and be a resident in the Gold Coast region. If you are under 16 years and are in distress, please call the Kids Helpline on 1 800 551 800. For alternative services please visit your local GP.

### **6. Can a carer also use this service?**

We understand that being the person who is supporting another person comes with its own difficulties. If you're currently caring for someone affected negatively by COVID-19, and you would like support or guidance in your caring journey, our COVID-19 Recovery Service can support you.

### **7. Where and when can I access this service?**

You can choose to have one session or six weeks of support, this can be tailored to your needs. Sessions are all offered Monday – Friday, between the hours of 8:30am – 4:30pm. If these hours don't work for you, speak to us and we'll do our best to arrange a more convenient time. Our Recovery Workers can meet with you in person, over the phone or online.