

Monday to Friday - 9am to 5pm

WHO DO YOU CALL WHEN YOU NEED TO KNOW:

- ⊕ The location of the nearest baby clinic?
- ⊕ If there is a stroke support group near your parents?
- ⊕ The nearest free/low-cost counselling service for your patient?
- ⊕ How to get free glasses if you are on a pension?
- ⊕ Where to take a child whose behaviour is causing some problems in the family?
- ⊕ Whether a service is for men, for women or for either?
- ⊕ Who controls and licences local pest exterminators?
- ⊕ Who to phone for information about a disease?

WHO CAN USE THE SERVICE?

ANYONE WHO HAS ACCESS TO A TELEPHONE INCLUDING:

- ⊕ Health and Welfare workers or professionals such as doctors, nurses, social workers, welfare workers, police officers, counsellors, ministers or volunteers.
- ⊕ Anyone who needs to find out where to get help for themselves or for someone else.
- ⊕ Anyone who is uncertain about which organisation will be able to provide the specific service needed.
- ⊕ Anyone who can't find a service in the phone book, or do not know the name of a service
- ⊕ Travellers and visitors needing local information about health services.

ANYONE IN THE COMMUNITY

WHAT INFORMATION ABOUT HEALTH SERVICES WILL BE PROVIDED?

Using a fast, extensive, computerised database operators will provide information about health services and other community resources. It cannot provide counselling or medical advice. Information is available on services in the Brisbane, Caboolture, Ipswich, Logan, Pine Rivers, Redland, and Redcliffe areas.

Clear, accurate and up-to-date information will be provided about:

- ⊕ Where services are located
- ⊕ Contact telephone numbers

- Φ Hours of operation
- Φ Whether fees are charged and whether concessions are available
- Φ Whether services are for specific groups such as men or women, children, the elderly, people with disabilities, or those from culturally diverse backgrounds
- Φ What the service provides (classes, clinics, special programs)
- Φ Who may attend (health care card holders, members, residents or everyone)
- Φ Fax numbers

WHAT IS THE BEST WAY TO USE THE INFORMATION LINE?

- 4 Have a pen or pencil and some paper to write down the information (printed material is not available)
- 4 TELEPHONE (07) 3837 5986
- 4 Tell the operator what you need to know
- 4 Tell the operator which suburb you live in so information on the closest service can be provided.
- 4 You may be asked some questions which will help the operator find the best service to meet your needs
- 4 Using the computer, the operator will then provide information on the services that are closest to you, and are most likely to meet your needs.
- 4 Addresses and telephone numbers will be given.

If you have any problems contacting the service OR if the information we have given is incorrect, please let us know.

**IF AN EMERGENCY
WHERE LIFE IS AT RISK
CONTACT "000"
For Ambulance, Police or Fire Services**

IF YOU ARE ACUTELY ILL,
Contact your local doctor or go to the nearest
public hospital emergency centre.

**IN A PERSONAL CRISIS,
ESPECIALLY AFTER HOURS,**
Contact the Crisis Counselling and Advice
service listed in the front of the telephone
book.

Health Services Information Line is a project of The Prince Charles Hospital.

GPO Box 8161, BRISBANE 4001
Telephone 3837 5986
Fax 3837 5914