

Support Services

If you or someone you know needs professional guidance and support, you may want to consider the following types of Helplines:

Limited Hours

Quitline

Tel. 13 78 48

Family Drug Support (FDS)

Tel. 1300 368 186

Hunter New England Health

Central Intake Line for Drug and Alcohol

Tel. 1300 660 054

24/7 Services

Alcohol Drug Information Service (ADIS)

Tel. 1800 422 599

NSW Lifeline

Tel. 13 11 14

For all other URGENT or LIFE THREATENING medical conditions such as chest pain, severe abdominal pain and difficulty breathing, we recommend you call '000' or present at the nearest Emergency Department. Locally that is **Tamworth Rural Referral Hospital**: 31 Dean Street, Tamworth, NSW 2340
Tel. 02 6767 7700.

Management of Your Personal Health Information

Consultations are strictly confidential.

It is the policy of this practice to maintain security of personal health information at all times. Our practice ensures your personal health information is only available to authorised staff.

Your Rights

If you have any concerns, suggestions and complaints, we would like to hear about it. Please feel free to talk to our staff or you may prefer to write to us. We take your complaints very seriously and if necessary, we will refer the matter to our Board of Directors for consideration.

If you are not satisfied with the outcome of a complaint or in the way your complaint was handled you can refer the matter to the Healthcare Complaints Commission:

Health Care Complaints Commission NSW
Level 13/323 Castlereagh Street,
Sydney, NSW 2000

Locked Bag 18, Strawberry Hills, NSW 2012
Phone: 1800 043 159 (Toll Free)
Tel. (02) 9219 7444 Fax: (02) 9281 4585
Website: www.hccc.nsw.gov.au

If you would like information or to discuss anything about our programs, please contact the ATOD Team Leader: 02 6760 2500



Tamworth Aboriginal Medical Service

Suite 1/180 Peel Street
Tamworth NSW 2340

Tel. 02 6760 2500 Fax. 02 6766 5711

Email: reception@tams.org.au



Tamworth Aboriginal Medical Service



ATOD

**Alcohol, Tobacco & Other Drugs
Program**



"Lifestyle changes create better opportunities for our people."

Program Information

Our program provides culturally appropriate Alcohol, Tobacco and Other Drugs prevention, education, treatment and referral services for the Aboriginal community of Tamworth and surrounding districts.

Clinic Hours

We are open from 9 am – 5 pm Mondays to Friday. The service is closed Saturday, Sunday and Public Holidays.

Services

We provide counselling and support programs for anyone affected by tobacco, alcohol and other drugs.

You can make an appointment by phoning our friendly Reception staff on 02 6760 2500.

It is important that you call to cancel an appointment if you are unable to keep it.

Outreach

We provide a **Walk in** service at the Coledale Community Centre, 2B Kenny Drive, West Tamworth. However we would encourage you to call the centre on **Tel. 6765 3103** to make sure of our availability.

Referrals

We accept self referrals, referrals from GPs and other service providers.

If you require support that we cannot provide, we will refer you or arrange a referral to another service provider.

Tamworth and Surrounding Districts



Transport

Transport is a courtesy service provided to TAMS clients who do not have access to a vehicle. Transport is limited to and from our service within the Tamworth area. 24hrs notice is required for transport bookings. Please notify our reception immediately of any transport cancellations.



Our Staff

The program employs a full time **Counsellor** and **Aboriginal ATOD Workers**.

Our Programs

Our program provides promotion and educational activities about the use, misuse and abuse of Alcohol, Tobacco, and Other Drugs including the Prison and Schools throughout the Tamworth district.

We also facilitate education programs and workshops through DRUMBEAT and the Mums and Bubs group. Other services we offer include:

- Supporting smoking cessation
- Relapse Prevention Planning
- Support to families and significant others affected by addiction
- Specialist addiction advice
- Harm reduction NSP provider Fitpacks and sharps disposal.

