



Veterans and Veterans Families Counselling Service
A service founded by Vietnam veterans

SUPPORT with COMPLEX NEEDS

COMPLEX NEEDS
CLIENT SUPPORT –
COORDINATED AND
TARGETED CARE



Australian Government

**Veterans and Veterans Families
Counselling Service**

What is Complex Needs Client Support?

Complex Needs Client Support (CNCS) is the Veterans and Veterans Families Counselling Service (VVCS) case management service. It can help to ensure coordinated and targeted care is provided to clients with complex and/or multiple needs.

This service may be of assistance if you have multiple issues impacting on your mental health and may need help to manage the different health and social support services required to improve health and wellbeing.

With your agreement, a VVCS counsellor will assist you find and access the support and services you require to improve your mental health and wellbeing.

This can include many different activities including working with your GP and members of the local community health sector on your behalf, and coordinating support and advocacy with state and Commonwealth government departments, along with local community and legal organisations or institutions.

The focus of CNCS is on coordinating the services you need, whilst helping you to maintain family and social relationships and to build your ability to be independent and active in your community.

How does CNCS work?

As a client receiving case management, you will work with a VVCS counsellor to set goals for improved mental health and wellbeing, identify services that will assist in achieving those goals and be supported as you manage your relationship with those services.

The services to be coordinated may include medical, pharmaceutical, psychological, psychiatric, social, family, vocational and financial.

You and your VVCS counsellor, along with key people in your life would work out a plan of action to improve your capacity to deal with the challenges you face and to access the services you need.

How do I access this service?

If you think you may benefit from CNCS please discuss this with your local VVCS Centre.

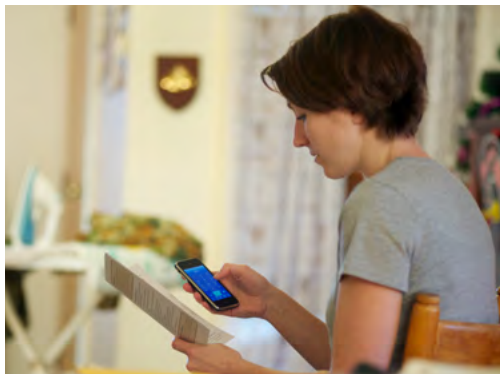
With your written consent, VVCS can also accept referrals from your:

- General Practitioner
- Psychiatrist
- Psychologist or Mental Health Accredited Social Worker

For more information

Call VVCS on 1800 011 046* during business hours

visit www.vvcs.gov.au



About VVCS

VVCS provides free, confidential counselling and group program services to support the mental health and wellbeing of the Australian veteran and ex-service community and their families.

VVCS counsellors and staff have an understanding of veteran and military culture that assists them to deliver specialised support and care to members of this community.

The VVCS Legacy

The Vietnam War was a difficult chapter in Australia's history. For those who served, the experience forged strong bonds and a commitment to look out for each other. This deep sense of mateship, led Vietnam veterans to lobby for a specialised counselling and support service for veterans and their families.

In 1982, the Australian Government established the Vietnam Veterans Counselling Service (VVCS). Access to VVCS has since been extended to veterans of all conflicts, their families, and other members of the ADF and ex-service community. Reflecting this, the service was renamed, VVCS – Veterans and Veterans Families Counselling Service in 2007.

VVCS is the legacy of Australia's Vietnam veterans. They have ensured that future generations of serving men and women will have access to specialised mental health and wellbeing support.

CONTACT VVCS

Call 1800 011 046*

DURING BUSINESS HOURS – connects to the nearest VVCS centre.

AFTER BUSINESS HOURS – connect with Veterans Line, the VVCS after-hours telephone counselling service.

* Free local call. Calls from pay phones and some mobiles may incur charges.

Visit www.vvcs.gov.au



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