



Challenging **Minds**

supporting your best self

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We recognise the many challenges we often face which can be complex in nature. Our aim is to challenge ourselves in finding the most effective, supportive way in working with people while recognising and addressing the many challenges that people may face when wanting to change. By change, we refer to resuming, maintaining or moving towards the vision of one's "best self".

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COUNSELLING
SUPPORT

BEHAVIOUR
SUPPORT

THERAPEUTIC
SUPPORT

Interpreting Services

Phone (08) 8999 8506
Email itsnt@nt.gov.au

Aboriginal Interpreter Service (AIS)

Website: www.nt.gov.au
Phone: 1800 334 944
83-85 Smith Street, Darwin City, NT, 0800

Who We Are

We provide counselling, therapeutic services and behavioural support services. Challenging Minds is NDIS and Medicare registered, so accessing these services has never been easier. Challenging Minds services Darwin region, rural and remote northern territory.

Contact Us

Phone: 1300 918 994

Email: admin@challengingminds.com.au

Web: www.challengingminds.com.au



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Complaint Contacts

Ombudsman NT.

T: 1800 813 846, 18th floor, 22 Mitchell St, Darwin

NT Anti-Discrimination Commission.

T: 1800 813 846

7th Floor, 9-11 Cavendish Street, Darwin City, 0800

National Disability Abuse and Neglect

Hotline

Toll Free: 1800 880 052. TTY: 133 677

NT Health and Community Services

Complaints Commission

T: 1800 004 474.

Level 5, NT House, 22 Mitchell St, Darwin City, 0800

Office of the Public Guardian

T: 1800 810 979.

Building 3, level 1, 631 Stuart Highway,

Berrimah, NT, 0828

MAKING A COMPLAINT

We encourage you to talk to us first if there are aspects of the service you are receiving you are not happy about. The outcome may be that you have the chance to change the approach we take with you. Alternatively, we could support you to seek another service.

The following services are available to you, and we strongly encourage you to utilise these services



OUR VISION

To offer high quality, evidence based support to people with disability, giving them the greatest opportunity to thrive, handing choice and control to the individual.

OUR MISSION

To inspire people and their supports to better understand and enact positive change using evidence based, person-centred approaches, supporting people to be their best self whatever that may be.

OUR VALUES

- Respect, dignity & self-determination
- Positive behavioural change
- Capacity, positivism and effective communication
- Human rights upheld
- Commitment to social justice
- Everyone has the right to fully participate in a shared world
- Integrity and respect for all peoples
- A focus on the idea that with the right support, everyone has the capacity to thrive in the world in which they live regardless of disability, race, sexual preference, past experiences or inherent beliefs
- A focus on quality service, dignity and respect in a creative and supportive space

Your Rights & Responsibilities

As a participant, you have the right to:

- Be respected for your individual human worth
- Not to be judged or discriminated against
- Be free of abuse, neglect and violence and preventable injury
- To be treated in a respectful way
- To be able to express your needs and to speak out when you feel your needs are not recognised
- To influence your own decision making
- To be able to make a complaint and know your support will not be affected; and to speak to us if you are concerned with your other external supports
- To have your cultural heritage recognised and supported, and your community, family and culture fostered

As a participant, you are responsible to:

- Provide feedback on the services you receive to assist you to get the most out of your service
- Respect others
- Inform us if you are unable to make an appointment that could potentially be offered to someone else
- Participate in a way that is non-violent or aggressive
- Not to attend an appointment substance affected
- To be open about your substance use so that we can work around it rather than it standing in the way of you making meaningful change

Our Services



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COUNSELLING

Whether face-to-face, via a group or online/remote, Challenging Minds is able to offer options that suit you. At Challenging Minds, we know that experience, training and education matters. We will work with you to challenge you to be your best Self. Counselling can be part or fully funded via Medicare rebates, or fully funded via NDIS.

BEHAVIOURAL SUPPORT

Challenging Minds is registered with NDIS to provide behaviour support. Whether you are plan, agency or self-managed, Challenging Minds can support you. The focus is on supporting you (and those around you) to make real and meaningful changes to the way you act, react and behave. This is done by using positive behaviour interventions. We want to focus on what you enjoy, what you do well, and what will benefit you.

THERAPEUTIC SUPPORT

Therapeutic Support is also funded through NDIS. This type of assistance helps you to gain, improve or advance your skills so you can become more independent. We can also support you to receive the most out of your NDIS plan. This type of support is generally flexible and will be guided by you, your goals and your interests.

About Challenging Minds

We are a service that supports individuals who may be experiencing difficulties and challenges resulting from mental health concerns, significant life events and/or disability. We believe that people should not be defined by disability, but rather their strengths, abilities and talents - something that is all too often ignored or forgotten.

Experience, knowledge and understanding matters along with honesty, reliability and seniority. We take pride in following through with what we way we are going to do and we believe in focusing on peoples strengths, needs and aspirations.

We work to challenge you, ourselves and others to think positively, differently and honestly. We know that change can be difficult; but with the right support and guidance - change can become less challenging and more rewarding.

We encourage you and other significant others such as formal and informal supports to think a little differently about what could be possible, and to contact us to learn how you or someone you care for or support could benefit from our assistance.

WEB: www.challengingminds.com.au

PHONE: 1300 918 994

EMAIL: admin@challengingminds.com.au



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