



Product Information: Norton Street Services

This document uses a template developed by the Australian Commission on Safety and Quality in Care. If you have any questions, please contact us:

<https://www.brookred.org.au/contact-us>

Name of digital mental health service: Community Centre + Warm Line + RED house
Name of service provider: Brook RED
Date of last service update: all services are updated frequently
Date this form was completed: 02/12/2025

1. Is this service for me?

What health conditions does this service offer help with?

- Mental health concerns and/or experiences of suicidality

Who is the service intended for?

- People 18 – 65 who identify with having mental health concerns and/or experiences of suicidality

What kind of assistance does the service offer?

- Peer support via groups, individual support, holistic recovery
- The Community Centre, Warm Line, and RED House cannot provide crisis support.

How is the service delivered?

- Community Centre and RED House are face to face peer supports primarily, with some capacity for telephone support.
- The Warm Line is entirely telephone peer support

Are health professionals involved in delivering the service?

- No, all services are run by peer workers.

When is the service available?

- Community Centre : Monday- Friday 9:30am- 5:00pm
- Warmline: Monday – Friday 5pm-9pm
- Red house: Monday – Friday 9:30am-5pm. 3-6 hours of support available on weekends by negotiation with guests.

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How much does the service cost? Is there any ongoing cost?

- Services are free. However, there may be particular groups, outings or events that have a cost – the cost of this will always be clearly listed on the monthly calendar. Costs are usually \$3 or \$5. This cost covers things such as entrance fees or resources specific to that group.
- To utilise the warm line or call the centre, the cost is the same as any other phone call you would make using your mobile phone or landline.

How can I access the service?

- No referral is necessary to use services at Norton Street.
 - Community Centre: you can simply walk in, or if you'd prefer, you can call 07 3343 9282 or email enquiries@brookred.org.au if you have any questions
 - Warm Line: call 07 3343 9282
 - Red House: call/email for booking a time for enquiry
- Our Peer Support Workers can discuss any communication or other accessibility needs you may have in order to engage with our services.

Can I access the service anonymously?

- Yes.

Does the service allow my carer, family member or support person to work with me to use the service?

- You can have a Nominated Support Person involved in your support. This can be a carer, friend, family member or support person. We will only engage with Nominated Support People with your consent.

2. Will I benefit if I use this service?

Is there any independent scientific evidence of benefit from using this service?

- Yes, lived-experience approaches to mental health have an established evidence-base.

Is the service endorsed by a government or professional body?

- Yes. Brook RED's programs receive funding from the State and Federal Governments.

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- Our services are accredited against the National Standards for Mental Health Services
- We are undergoing accreditation for the National Safety and Quality Mental Health Standards for Community Managed Organisations (NSQMHC MO Standards) as well as the National Safety and Quality Digital Mental Health Standards (NSQMDH Standards)

3. Could this service do me harm?

Are there any precautions or safety warnings related to this service?

- There are general workplace health and safety precautions (eg, using certain equipment for groups [eg art, gardening, cooking]). A peer worker can discuss any risks with you.
- Psychosocial hazards: as a mental health service, we engage in groups and conversations of all kinds. We work alongside folks accessing our services to engage in these topics in recovery-focused, strengths-based ways.
- We have a Community Member Rights and Responsibilities document that is discussed when people first choose to sign up as a Community Member.
- A Peer Support Worker can discuss any concerns you may have about engaging with the service.

Has anyone reported concerns or adverse health events after using this service?

- If people are not satisfied with Brook RED services, there is a complaints process that can be engaged, which is available on our website in our “About Us – Policies” section.
- There is no large-scale or significant concern or adverse events that have been reported after using Brook RED services.

4. Should I trust this service?

What is the business model for the service provider?

- Brook RED is a not-for-profit non-government organisation that is completely lived experience operated, managed, and governed.

How does the service make money?

- Brook RED is a not-for-profit organisation. Brook RED receives government funding to deliver our peer support services.

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5. Is the service easy to use? Will I keep using it?

Is there any independent research on how easy it is to use this service?

- There is no independent research on this.

How much time will it take me to use this service as suggested?

- Community Centre: people can access for any amount of time within our opening hours. After 3 or so visits, people can choose if they would like to sign up as a Community Member. There is no cost to this, but there is documentation that must be completed. This can take around an hour to get through.
- Warm Line: people can call the Warm Line for up to 20 minutes at a time.
- RED House: the enquiry paperwork takes about an hour. People can then book in a move-in date if they are eligible. They may stay for up to 3 weeks (pending availability and resources) at the RED House.

How long will it take to get results from using this service?

- Immediately and ongoingly, based on individual circumstance. This can vary from person to person, as each individual's mental health recovery and wellbeing goals are different. Some people may feel they have results immediately, and others may feel it could take weeks or months to reach their desired outcomes. We work in a way that is person led, and do "with", not "for" - walking alongside people at a pace that they choose.

Were people with lived experience involved in developing the service?

- Yes. Brook RED is entirely Lived Experience managed, run, and governed.

What do other users think of this service?

- Feedback is gathered regularly informally via conversations with our community members, and formally through feedback surveys. The feedback is positive overall.

Will this service link with other health services?

- Only if the person wants to connect in with additional health services. Brook RED will not contact other services on your behalf or share your information unless you explicitly request this and give consent, unless a permitted situation such as a health emergency.

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6. Who will have access to my personal data?

What information does the service collect about me?

- Personal contact details, details regarding your mental health wellbeing and recovery goals, other supports you want involved, medical conditions (when appropriate e.g seizures), communication supports (if applicable), emergency contact details.

Who owns that data?

- This information is stored securely, and Brook RED is responsible for this data.

Who is that information shared with and why?

- Staff who are working with the individual with informed consent
- Anyone else that the individual gives us consent to do so, for specific reasons identified by individuals.

Where is information about me stored?

- Files are stored in a locked filing cabinet on site.
- Digital information online for recording attendance

Can I easily share my information and results if I want to?

- Yes. You can ask a peer worker for help with this at any time during business hours.

Can I save the personal information I enter on my device without it being shared with the provider?

- Yes. Brook RED will not collect any information unless it has been discussed with the person and they have consented to their information being saved.

Can I review and/or delete data that has been collected about me?

- Yes. You can ask a Peer Support Worker to update or delete data at any point. You can also revoke consent to engaging with the service and any associated data collection at any point.

Does the service have a data-sharing (privacy) policy?

- Yes. Our policies are available on our website: <https://www.brookred.org.au/our-policies>

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What security measures are in place to protect my personal information?

- Filing cabinets are locked and can only be accessed by staff
- Staff ensure privacy and confidentiality in our everyday practice
- APP-compliant privacy policies and transparent information-handling practices.
- Trauma-informed and recovery-focused culture supporting safe, respectful information sharing.
- Use of secure data systems (encrypted, access-controlled, audited).
- Staff and peer worker training in confidentiality, cultural safety, and privacy obligations.
- Minimal data collection practices (collect only what is essential).
- Clear consent processes for information-sharing and participation.
- Physical privacy measures, such as private consultation rooms and discreet reception processes.
- De-identification procedures for evaluation or reporting.

7. Who can I contact with questions or concerns about this service?

How can I contact the service provider?

- Brook RED can be contacted by phone or email
Phone: 07 3343 9282
Email: enquiries@brookred.org.au

Where can I go if I have concerns about this service?

- We have our complaints policy, complaint form, and process available on our website.
- If you engage in a complaint and are unsatisfied or wish to escalate a complaint, you can contact The Office of the Health Ombudsman by calling 133 OHO (133 646), emailing complaints@oho.qld.gov.au, or visiting www.oho.qld.gov.au/make-a-complaint/ for further information.
- For privacy/security issues contact the Office of the Australian Information Commissioner (OAIC) <https://www.oaic.gov.au/privacy/privacy-complaints/>
- For complaints about misleading claims contact Australian Competition and Consumer Commission (ACCC) <https://www.accc.gov.au/consumers/complaints-problems/make-aconsumer-complaint>