



**An Aboriginal
Community
Controlled
Health Service**



**Accredited
General Practice**

NUNYARA
ABORIGINAL HEALTH SERVICE INC.

17-27 Tully Street
(ENTRY VIA BOOTH ST)
Whyalla Stuart SA 5608

OPEN 8:30am-5:00pm Monday to Friday

Clinic and Patient Information



ABOUT US

A family focus is an important part of our service delivery, and programs are implemented and maintained to encourage the whole family to participate in looking after their social, emotional, physical and spiritual wellbeing.

OUR SERVICES

- Ambulance Waivers
- Child Health
- Child Immunisation
- Chronic Disease Management
- Clean Needle Program
- Comprehensive Primary Health Care
- Dental Assessment and Referral
- Depot Injections
- Diabetes Management
- Dietetics
- Ear and Hearing Assessment
- Sexual Health and Contraception
- Endocrinology
- Flu Vaccination
- GP Services
- Grief and Loss Counselling
- Health Assessments
- Home Medicine Reviews
- Home Visits
- Maternal Health
- Minor procedures
- Nursing Services
- Optometry
- Podiatry
- Respiratory
- Sexually Transmitted Infections and Blood Borne Virus Testing and Treatment

- Smoking Cessation Program
- Support and Advocacy
- Transport
- Webster Pack Delivery
- Women's Health
- Wound Management

ABOUT OUR SERVICE

Nunyarra Aboriginal Health Service Inc is incorporated under the Associations Incorporations Act 1985 and maintains a Board comprising 100% Aboriginal people. The objectives of the Boards Constitution are:

- To provide an holistic range of quality services and programs
- Promote healthy lifestyle choices and work to improve the health outcomes of Aboriginal people who reside in Whyalla, South Australia
- To advocate for dedicated and culturally appropriate service responses to the Aboriginal Community of Whyalla from mainstream services.

Nunyarra, as an Aboriginal Community Controlled Health Organisation (ACCHO), is a primary health care service initiated and operated by the local Aboriginal community and delivers holistic, comprehensive, and culturally appropriate health care to the community.

We deliver integrated primary health care and this model has been adopted by all ACCHO's is in keeping with the philosophy of Aboriginal community control and the holistic view of health. Addressing the ill health of Aboriginal people can only be achieved by local Aboriginal people controlling health care delivery. Local Aboriginal community control in health is essential to the definition of Aboriginal holistic health and allows Aboriginal communities to determine their own affairs, protocols and procedures.

The Aboriginal Health Council of South Australia (AHCSA) is a membership-based peak body with a leadership, watchdog, advocacy and sector support role, and a commitment to Aboriginal self-determination. It is the health voice for Aboriginal peoples

across South Australia representing the expertise, needs and aspirations of Aboriginal communities at both state and national levels based on a holistic perspective of health. Nunyara is a member of the Aboriginal Health Council of South Australia and of the National Aboriginal Community Controlled Health Organisation (NACCHO), who represent local Aboriginal community control at a national level to ensure that Aboriginal people have greater access to effective health care across Australia. NACCHO provides a coordinated holistic response from the community sector, advocating for culturally respectful and needs based approaches to improving health and wellbeing outcomes through ACCHO's.

YOUR HEALTH INFORMATION

Your medical record is a confidential document. We abide by the Australian Privacy Principles to ensure all records are secure and are only available to authorised staff. All client medical records are kept electronically. Nunyara has a recall system for health checks and preventative care, and patients can expect to receive a reminder when they are due for follow up. More information can be obtained at www.oaic.gov.au.

RECEIVING AND RETURNING CALLS

The Clinic staff can be contacted by phone on 8649 9900. If the Clinic staff are unable to take your call, a message will be left for them and you will be contacted at the earliest possible time. *We do not use email to communicate to patients.*

**Aboriginal
Interpreter
Service
1800 334 944**

APPOINTMENTS

Appointments can be offered on the day of booking. Standard appointments with the Doctor are 20 minutes in length. Appointments are dedicated to one person at a time.

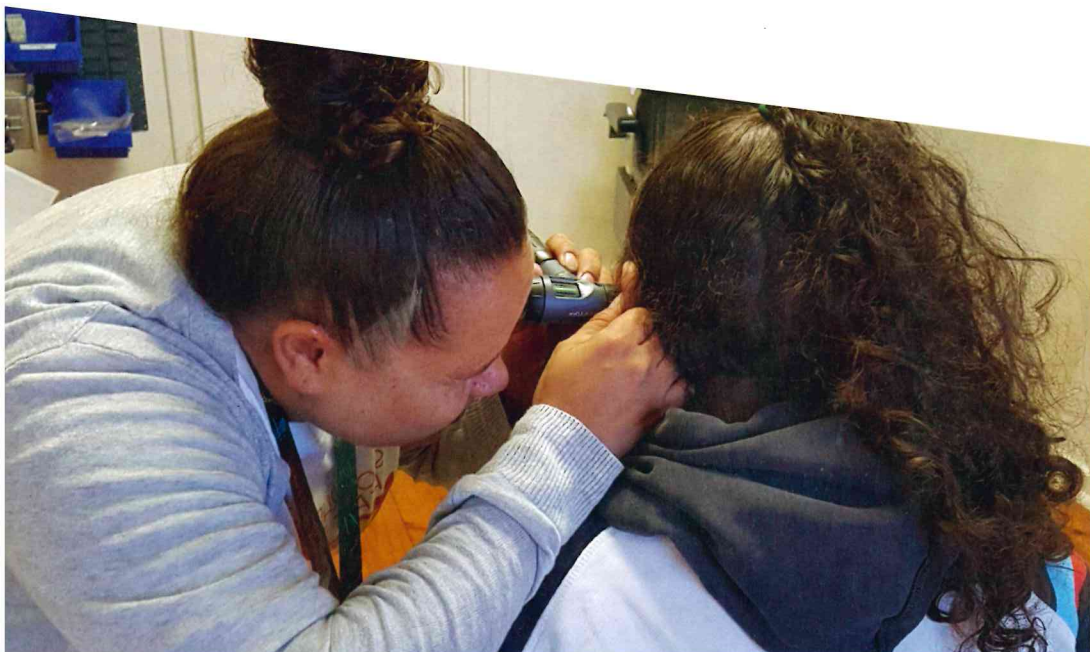
EXTENDED APPOINTMENTS

If you think you need a longer appointment with the Doctor, Nurse, Aboriginal Health Practitioner or other clinician, please let the clinic receptionist know and this can be arranged. If you can't make your scheduled appointment, also, please let us know.

HOME AND OTHER VISITS

Home visits can be arranged for regular clients of the clinic whose condition prevents them from attending the clinic. These are arranged on a case by case basis. Please speak with Clinic Staff for more information.

IN AN EMERGENCY PLEASE PHONE TRIPLE ZERO (000)



AFTER HOURS CARE & MEDICAL ADVICE

If you need medical advice after hours please contact Health Direct Australia on 1800 022 222. Health Direct has an after-hours GP helpline that will let you speak with a registered or accredited GP for further medical assessment and advice. Alternatively, clients requiring after hours medical attention should present to the Accident and Emergency Department of the Whyalla Hospital located on the corner of Essington Lewis Avenue and Elliott Street. The hospital telephone is 8648 8300.

MEDICARE BULK BILLING

Nunyarra is a full Medicare Bulk Billing service. This means that the service we offer is free with a valid Medicare Card. Referrals to services outside of Nunyarra may incur fees. Clinic staff can provide information about this.



**Please
bring your
Medicare
Card**

URGENT ATTENTION

If you believe you require urgent medical attention while at Nunyarra, you should inform a staff member immediately so that you can be attended to.

VISITING SERVICES

The health team might suggest you see other health workers who come to the clinic, for example the dietician, podiatrist, midwife or a specialist doctor. Please speak with the practice administration staff if you require an appointment.

TEST RESULTS

We encourage you to return to the clinic to get your test results. If you can not come back, call the clinic and speak with a health



worker. They will tell you what to do. If the doctor thinks your results are urgent, we will contact you either by phone or in person to come back for an appointment.

ABORIGINAL HEALTH WORKERS

Aboriginal Health Workers and Practitioners provide liaison, advocacy and clinical services. They are often the first point of contact for clients entering Nunyara, and work with each client and in partnership with other health care providers.

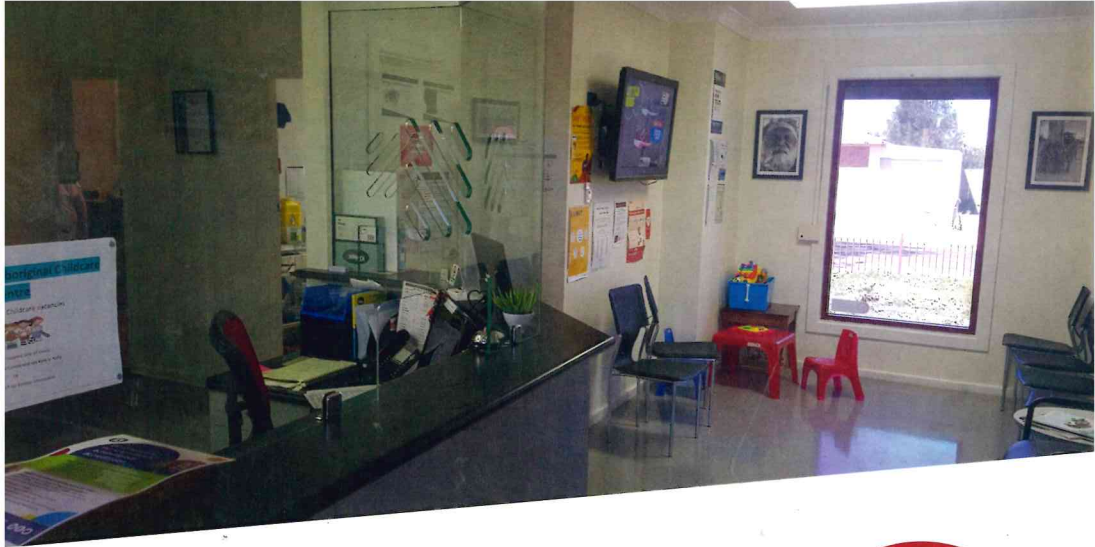
Aboriginal Health Practitioners/Workers are responsible for all aspects of client care including assessment, co-ordination, implementation of services, and follow up on the clients health journey.

COMPLAINTS AND FEEDBACK

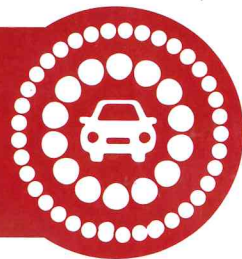
This is your Aboriginal Health Service. If you would like to provide suggestions or feed-back, or if you have a complaint about something that isn't quite right, we want to know about it. You can make a complaint by contacting a staff member directly, using the feedback form on our website www.nunyara.org.au, or use the forms in the reception area and drop it into the feedback boxes. You can also request to speak to a Supervisor or the CEO.

FURTHERING YOUR COMPLAINT

The Health and Community Services Complaints Commissioner are open Monday–Friday and you can call them toll free on 1800 232 007 or write to them at PO Box 199 Rundle Mall, SA, 5000 or fill in a complaint form at www.hcscs.sa.gov.au



Transport is available to attend any appointment at Nunyara. If you need transport phone - 8649 9900 at least 24 hours before you need it.



Contact Information

P

08 8649 9900

E

reception@nunyara.org.au

F

08 8649 9998

W

www.nunyara.org.au



CONNECTING WITH US

You can leave feedback at www.nunyara.org.au
and look out for our Facebook Page!