



CWAATSICH

Charleville and Western Areas Aboriginal and Torres Strait Islander
Community Health Limited

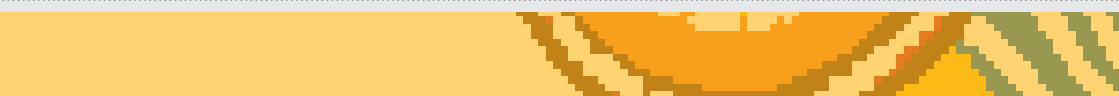
Patient Information Brochure

Charleville & Western Areas Aboriginal & Torres Strait Islanders Community Health Ltd (CWAATSICH Ltd) was officially opened on Friday 29th of April 1994.

CWAATSICH's Ltd goal is to provide high quality Primary Health Care services for Aboriginal and Torres Strait Islander people in South West QLD. It strives to provide a supportive and culturally appropriate service in which Aboriginal and Torres Strait Islander people can meet and feel at home with friendly staff. CWAATSICH Ltd has outreach services located in Roma, Mitchell and Quilpie.

CWAATSICH Ltd is committed to providing a safe and friendly environment for our community where they can access up to date services and information as well as health education, to empower the community to make informed decisions regarding their health.

The service is also accessible for disabled persons as it provides wheel chair access. Confidentiality is regarded with utmost importance; therefore it is ensured that all clients of CWAATSICH Ltd are guaranteed that their visits are treated in the strictest of confidence by all staff.



CWAATSICH TEAM

CWAATSICH Team Includes:

Corporate Services/Clinic Team/Chronic Disease Team/Indigenous Advancement Strategy (IAS) Team:-

- Clinical Team's- Medical Receptionist's and GP's
- Aboriginal Health Practitioners/Aboriginal Health Workers
- Diabetes Coordinator
- Child & Maternal Health Workers
- Hearing Health Worker
- Safety & Wellbeing Coordinator
- Project Engagement Coordinators
- Transport Support

CWAATSICH REGULAR SERVICES

CLINICAL SERVICES

- Short & Long Consults
- Health Assessments & Health Checks
- Men's, Women's and Child Health
- Routine Immunisation including Q Fever
- Medicals
- Minor Procedures
- Home Visits

CHRONIC DISEASE MANAGEMENT

- Diabetes
- Eye Health
- Ear Health

SAFETY & WELLBEING

- Improve the social and emotional wellbeing of the Aboriginal and Torres Strait Islander community and schools to improving the retention rates of Aboriginal and Torres Strait Islander Primary and Secondary school students through Social and Emotional Wellbeing activities.

CHILDREN AND SCHOOLING

- Increase the participation of Aboriginal and Torres Strait Islander families in their child(s) education and learning across early childhood, Primary School and Secondary School.
 - Improve the attendance and retention rates of Aboriginal and Torres Strait Islander Primary and Secondary School students.
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VISITING SERVICES INCLUDE:

- Optometrist
- I.D.E.A.S. Van
- Mobile Women's Health Nurse
- Podiatrist
- Exercise Physiologist
- Dietician
- Maternal Health Services
- Respiratory Specialist
- Physiotherapist
- Psychologist
- Stress Testing
- Sleep Studies
- Speech Pathology
- Occupational Therapist
- Goolburri Dental
- Spiritual Healer (if available)
- Reflexology (if available)
- Life Coach

GP SERVICES

ROMA

Tuesday & Wednesday: 8:30am – 5:00pm

(Please note: This may vary due to availability of GPs)

CHARLEVILLE

Monday to Friday 8:30am – 5:00pm

(Please note: This may vary due to availability of GP's)

MITCHELL

4 Days per month Tuesday 9.00am – 3:00pm

(Please note: This may vary due to availability of GP's)

QUILPIE

2 Days per month 9:00am to 4:00pm (Contact office for dates)

(Please note: This may vary due to availability of GP's)



Your Feedback

Your feedback is important to us, and we would greatly appreciate you taking the time to complete a Suggestions Feedback Form, letting us know what we are doing well or suggested improvements. We welcome all suggestions and ideas to improve our services.

Without your feedback, both positive and negative we cannot work to improve our services for the community.

For any of the above forms please see the reception for these.

If you wish to formally write a letter of feedback please address your letter to our CEO:-

Sheryl Lawton
Chief Executive Officer
P.O. Box 445
Charleville Q 4470

You can also mark this letter as "Private and Confidential".

AFTER HOURS CARE

After hours care to clients of CWAATSICH is provided by the following hospital services based on a triage system. This service can be accessed by calling phone numbers listed below.

Charleville Hospital 07 4650 5000

Mitchell Hospital 07 4623 1277

Quilpie Hospital 07 4656 0100

Roma Hospital 07 4624 2700

For emergencies please dial 000

CWAATSICH Ltd Charleville Office provides transport to the Charleville Hospital during the following after hours:

Monday – Friday: 05:00pm – 08:00pm

On assessment from the hospital, clients will be advised to call an ambulance, if our transport service is closed.

Office hours are:

Monday to Friday 08:30am to 05:00 pm

Charleville Office 07 46 543 277

Roma Office 07 46 224 237

Mitchell Office 07 46 231 011

Monday to Thursday 8:30am to 4.00pm

Friday 8:30am to 2:00pm

Quilpie Office 07 46 561 391

- Translation Interpreter Services - 13 14 50
- National Relay Service 24 hours a day, 7 days a week



Consultation Information

- Standard consultations for Doctor's appointments are 20 minutes, extended consultations are available. If you require an extended consultation with your Doctor, please inform the receptionist when making your appointment.
- CWAATSICH Ltd provides a transport service for our service for our clients to appointments, programs, workshops etc. and also to other medical facilities.
- CWAATSICH Ltd would like to inform clients, that its policy regarding Advice by Telephone states that no calls will be put directly through to the Doctor. Reception staff should notify the Doctor of all calls. Doctors will use their discretion on taking or returning of the call.
- If a client seeks information or advice via the telephone, they are encouraged to ring the Clinical Operations Manager/Registered Nurse to obtain their information/Results. This information will be released if a doctor has reviewed and signed the results. Both the Clinical Operations Manager/Registered Nurse and the Doctor can be contacted at the relevant office.
- PLEASE NOTE: Where referral to specialist is required all clients will be notified of additional fees.

We offer a bulk billing service. All sites are Wheel Chair accessible.

Non Medicare Card Holders will incur a fee for services (CASH only), no accounts will be issued:

- Initial Consult \$ 120.00
- Level A Consult < 15min \$ 25.00
- Level B Short Consult < 20min \$ 75.00
- Level C Long Consult >20min \$ 120.00

Complaint to Obudsman Regarding Health Care

If you have a complaint about a health service provided to you, a family member, or someone in your care, you can lodge a complaint with us in a number of ways. When making a health service complaint, it's important you include as much information as you can. If at any stage you'd like to speak to one of our staff about making a complaint, call 133 OHO (133 646), Monday to Friday 9am to 5pm.

Before making a complaint, we always recommend you try talking with your health service provider—this is often the quickest and easiest way to address your concerns or fix a problem. We've put together some tips for talking with your provider. If you're not satisfied with their response, or feel uncomfortable talking with your provider directly then contact us.

By the following means:-

Online - Fill in and submit the online health service complaint form.

Email - Fill in a health service complaint form and email it to:
complaints@oho.qld.gov.au

Write - Fill in a health service complaint form and post it to us at:

PO Box 13281

George Street Brisbane Qld 4003

Call- 133 OHO (133 646)



Continued

Translating and interpreting service

If you need help in your own language, contact the Translating and Interpreting Service (TIS) on 131 450 and tell them:

- the language you speak
- our name – Office of the Health Ombudsman
- our telephone number – 133 646

TIS will arrange an interpreter so you can talk with us. This service is free to you. For more information, visit the TIS website.

National relay service

The National Relay Service (NRS) is a free phone service for people who are deaf or have a hearing or speech impairment. If you need help contacting us, the NRS can assist. To contact the NRS you can:

- TTY/voice call – 133 677
- Speak and Listen – 1300 555 727
- SMS relay – 0423 677 767

For more information, visit the NRS website.

OUR STATEMENT OF COMMITMENT

Charleville and Western Areas Aboriginal and Torres Strait Islander Community Health Ltd works in collaboration with our communities, government and nongovernment partners to lead the implementation of best practice health models, programs, solutions and services that increase life expectancy and build and sustain the spiritual, social, emotional, cultural, clinical health and well being of Aboriginal and Torres Strait Islander Australians.



CWAATSICH

**Charleville and Western Areas Aboriginal and Torres Strait Islander
Community Health Limited**

CHARLEVILLE
94 Edward Street
PO Box 445
CHARLEVILLE QLD
4470
Tel: 07 46 543 277
Fax: 07 46 543 332

ROMA
60a Charles Street
PO Box 914
ROMA QLD 4455
Tel: 07 46 224 237
Fax: 07 46 221 299

MITCHELL
46 Cambridge Street
PO Box 190
MITCHELL QLD 4465
Tel: 07 46 231 011
Fax: 07 46 231 786

QUILPIE
49 Brolga Street
PO Box 119
QUILPIE QLD 4480
Tel: 07 46 561 391
Fax: 07 46 562 027