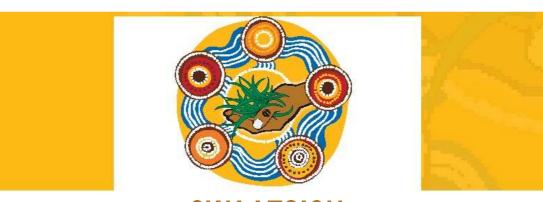
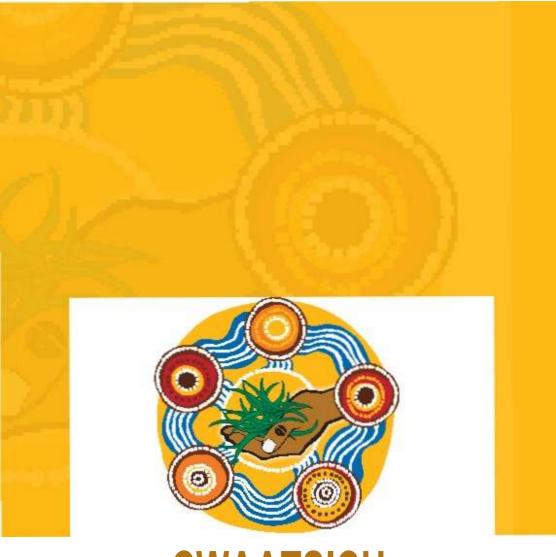
#### OUR STATEMENT OF COMMITMENT

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 wellbeing of Aboriginal and Torres Strait Islander Australians.



**CWAATSICH** 

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



# **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) was officially opened on Friday 29<sup>th</sup> of April 1994.

CWAATSICH's goal is to provide high quality Primary Health Care services for Aboriginal and Torres Strait Islander people in South West Oueensland.

We strive 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 has outreach services located in Roma, Mitchell and Quilpie.

CWAATSICH 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 our clients to make informed decisions regarding their health.

#### Wheelchair Access

The company ensures its premises is accessible to people with a disability to participate in the services we provide and be involved in our programs and activities.

#### Confidentiality and Privacy.

Confidentiality is a respectful part of our code of ethics. We understand that for people to feel comfortable talking about private and revealing information, that sometimes we need a safe place to talk without fear of that information leaving the room.

We take your privacy very seriously.

## **OUR TEAM**

#### **CHARLEVILLE OFFICE**

- CFO
- Executive Assistant to the CEO
- Primary Health Care Manager
- Practice Operations Manager
- Finance Manager
- Finance Support Officer
- Aboriginal Health Practitioners
- Aboriginal Outreach Worker
- Safety & Well-Being Coordinator
- Diabetes Coordinator
- Medical Receptionists
- Transport Officer
- Aboriginal Health Workers
- Maintenance Worker

#### CHARLEVILLE DEADLY CHOICES COMPLEX

- Social & Preventative Health Manager
- Project Engagement Coordinator
- Nukal Murra Care Coordination Team

#### MITCHELL OFFICE

Staffed by Roma Clinic

#### **QUILPIE OFFICE**

Aboriginal Health Worker

#### **ROMA OFFICE**

- Corporate Services Manager
- Trainee Health Workers
- Aboriginal Outreach Health Worker
- Aboriginal Health Practitioner
- Nukal Murra Care Coordination Team

#### CWAATSICH SERVICES

#### **CLINICAL SERVICES**

- General Health Checks
- General Practitioner Services
- Women's, Men's and Child Health Services

#### CHRONIC DISEASE MANAGEMENT

- Diabetes Health
- Heart Health
- Eye & Hearing Health
- Healthy Lifestyle Programs

#### SOCIAL & EMOTIONAL WELL-BEING

- Counsellor Services
- Psychologist Services
- Women's and Men's Support Group

#### ALL OFFICES HAVE VISITING SERVICES

- Optometrist
- Goolburri Dental
- Mobile Women's Health Nurse
- Podiatrist
- Exercise Physiologist
- Dietician
- Maternal Health Services
- Respiratory Specialist
- Physio therapist
- Occupational therapist
- Speech Therapist

**Translation Interpreter services** - 13 14 50 National Relay service 24hrs a day, 7 days a week

# **GP VISITING HOURS**

#### **CHARLEVILLE**

Monday to Friday: 9:00am - 5:00pm

#### **MITCHELL**

One day per month visiting service

#### **QUILPIE**

Two days per month visiting service

#### **ROMA**

Wednesday & Thursday: 8.30am - 5.00pm

GP visiting days may vary due to the availability of General Practitioners.

Contact your local service to confirm GP Service days.

Standard consultations for doctor's appointments are 15 minutes. Long consultations are available as required.

CWAATSICH provides a transport service for our clients to appointments, programs, workshops etc. and also to other medical facilities.

CWAATSICH's policy "Advice by Telephone" states that no call is to be put directly through to the GP.

Reception staff must notify the GP of all calls.

The GP will use their discretion to determine any follow-up action with the patient.

It is a policy of this practice that no patient results will be given Via the telephone, you will be asked to book an Appointment with your GP to obtain result information. It is a policy of the practice that you must book an appointment with the GP to request repeat prescriptions for your medications.

CWAATSICH clinic is a bulk billing clinic

#### For non-Medicare card holders, a consultation fee will apply

(you will be advised when you book your appointment of the estimated fee as no account will be issued)

**PLEASE NOTE:** Referrals to Specialists and some investigations may incur a fee so please remember to ask when booking your appointment.

#### **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.

<b>Charleville Hospital</b>	07 4650 5000
Mitchell Hospital	07 4623 1277
Quilpie Hospital	07 4656 0100
Roma Hospital	07 4624 2700

If the Hospital requires further assistance, an Aboriginal Health Practitioner can be contacted on the following numbers:

**ROMA** 07 46 224 237 **CHARLEVILLE** 07 46 543 277

For emergencies please dial 000

#### **CWAATSICH Contact Details**

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

Quilpie Office 07 46 561 391

### **COMPLIMENTS & COMPLAINTS**

Your feedback is important to us, and we would greatly appreciate you taking the time to complete the Compliments and Complaints form. 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 team.

If you wish to formally write a letter of Compliment or Complaint, please address your letter to:

Sheryl Lawton

Chief Executive Officer

P.O. Box 445, Charleville Q 4470

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

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