



[www.nunyara.org.au](http://www.nunyara.org.au)

17-27 Tully Street  
Whyalla Stuart SA 5608



# AN ABORIGINAL COMMUNITY CONTROLLED HEALTH SERVICE

Clinic and Patient Information

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



## 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
  - National Immunisation Program Vaccinations
  - Chronic Disease Management
  - Clean Needle Program
  - Comprehensive Primary Health Care
  - COVID and Flu Vaccinations
  - Culture Care Connect
  - Dental Assessment and Referral
  - Depot Injections
  - Diabetes Management
  - Ear and Hearing Assessment
  - Elder Care
  - Sexual Health and Contraception
  - Smoking Cessation Program
  - Support and Advocacy
  - Transport
  - Mens Group
  - Endocrinology
  - NDIS
  - GP Services
  - Grief and Loss Counselling
  - Health Assessments
  - Medication Management
  - Home Visits
  - Maternal Health
  - Minor procedures
  - Nursing Services
  - Optometry
  - Podiatry
  - Respiratory
  - Sexually Transmitted Infections and Blood Borne Virus Testing and Treatment
  - Women's Health
  - Wound Management
  - Womens Group
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## 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.

Nunyarra is a member of the Aboriginal Health Council of South Australia (AHCSA) and the National Aboriginal Community Controlled Health Organisation (NACCHO).

## YOUR HEALTH INFORMATION

Your health 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 patient 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 via our Privacy Policy available on the website, or you can visit [www.oaic.gov.au](http://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

**1800334944**

## APPOINTMENTS

Appointments generally can be offered on the day of booking. Standard appointments with the Doctor are 30 minutes in length. Appointments are dedicated to one person at a time, but family or support people are welcome too.

## 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 patients 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 Nurse or accredited GP for further medical assessment and advice. Alternatively, patients 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

Nunyara is a full Medicare Bulk Billing service. This means that the service we offer is free upon presentation of a valid Medicare Card. Referrals to services outside of Nunyara may incur fees. Clinic staff can provide information about this. We can also register you for the Closing the Gap (CTG) Pharmaceutical Benefits Scheme (PBS) Co-payment Register if you are eligible and have not yet been registered. The CTG PBS Co-payment reduces the cost of PBS medicines. Eligible patients can get their medicine at the concession price. Or, if you have a concession or health care card, your medicine will be free.



Please bring your Medicare Card

## URGENT ATTENTION

If you believe you require urgent medical attention while at Nunyara, 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, Diabetes Educator, Respiratory Nurse, Grief and Loss Counsellor or a Specialist doctor. Please speak with staff if you need 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.

## CULTURE CARE CONNECT

Culture Care Connect integrates suicide prevention and holistic aftercare with cultural sensitivity and community empowerment. Nunyara prioritise, preserve and celebrate the diverse cultures of Aboriginal and Torres Strait Islander peoples while providing essential care and support to recipients and providers of our service, Placing Culture at the heart of the program. Nunyara's program offers choice and control, empowering communities to customise suicide prevention plans and access localised aftercare. By fostering a trauma-aware and healing-informed environment, we aim to provide individuals receiving and delivering services and support with the care they need and want.

## DEADLY DISABILITY MOB

Nunyara Aboriginal Health Service offers assistance to Aboriginal and Torres Strait Islander people living with disability and people caring for people living with disability.

We can help with: Referrals to the Local Area Coordinator, Applying to the NDIS, Collecting evidence to support your application, Sending your application to NDIS, Pre-planning preparation, Goal setting, Planning advocacy, Implementing your plan, Support Coordination (linking you with relevant and appropriate services to meet your goals), other support as needed.

## ABORIGINAL HEALTH WORKERS

Aboriginal Health Workers and Practitioners provide liaison, advocacy and clinical services. They are often the first point of contact for patients entering Nunyara, and work with each patient and in partnership with other health care providers. Aboriginal Health Practitioners/Workers are responsible for all aspects of patient care including assessment, co-ordination, implementation of services, and follow up on the patient's health journey.

## VACCINATIONS

Nunyara both recommends and provides immunisations to patients. Aboriginal and Torres Strait Islander people are at increased risk of serious diseases and get extra immunisations for free through the National Immunisation Program. Immunisation prevents serious illness, disability and death and is important for both the person being immunised and the whole community. Immunisations begin at 6 weeks of age and the last is scheduled at 70 years.

Nunyara is also responsive to threats to Australians like flu virus and the COVID pandemic. We provide annual flu vaccinations for people over 6 months of age, and COVID vaccinations for all eligible clients. Vaccination is the best way to keep yourself, your family, and your community safe from COVID-19.

## ELDER CARE

The Elder Care Support program is designed to deliver Aboriginal and Torres Strait Islander Aged Care support, connection and coordination. Through this program, Nunyara will work with community to ensure older Aboriginal and Torres Strait Islander people and their families are supported to understand, navigate and access aged care services they are entitled to.

## 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](http://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](http://www.hcscs.sa.gov.au)



## Contact Information

**P.** 08 8649 9900

**F.** 08 8649 9998

**F.** 88 8649 9999 (with/for confidential patient information or requests)

 [Clinic@nunyarra.org.au](mailto:Clinic@nunyarra.org.au)

For Discharge Summaries, Patient Consent to Share Forms and any other Medical Correspondence.

 [Admin@nunyarra.org.au](mailto:Admin@nunyarra.org.au)

For Job Applications, Newsletters, Marketing, Funding Agreements, Resumes, Confirmation of Aboriginality, Ambulance Waiver Queries and other Administrative queries.

 [IntegratedCare@nunyarra.org.au](mailto:IntegratedCare@nunyarra.org.au)

For all Elder Care, Case Management & NDIS related enquires.

 [Requests@nunyarra.org.au](mailto:Requests@nunyarra.org.au)

For any information requests regarding legal (S150 and S152), safety, coroner or compliance matters.

 [www.nunyarra.org.au](http://www.nunyarra.org.au)



## Connecting with us

You can leave feedback at [www.nunyarra.org.au](http://www.nunyarra.org.au)

 Like our **Facebook** page

**Transport is available to attend any appointment at Nunyarra.**

If you need transport phone - 86499900 at least 24 hours before you need it.