



Albury Wodonga Aboriginal Health Service

Service Brochure

Albury Wodonga Aboriginal Health Service (AWAHS) is a community-controlled organisation that was established to provide accessible primary healthcare for Aboriginal and Torres Strait Islander people and their families, residing in Albury Wodonga and surrounding regions.

Our Vision

We support the Aboriginal community towards a better tomorrow. Our focus is to work alongside you to create generational health change.

Service Locations

- **Albury Service**
664 Daniel street,
Glenroy, NSW 2640
- **Wodonga Service**
12 Stanley Street,
Wodonga, VIC 3690
- **Wangaratta NESAY**
86-90 Rowan Street,
Wangaratta, VIC 3677
- **Benalla**
Waminda House
Benalla, VIC 3672
- **Corporate Office**
554 Stanley Street,
Albury, NSW 2640
- **Burraja Cultural Centre**
Lincoln Causeway,
Gateway Island

AWAHS Service Hours

Monday	8:30AM—12:30		1:30PM—5PM
Tuesday	8:30AM—12:30		1:30PM—5PM
Wednesday	8:30AM—12:30		1:30PM—5PM
Thursday	8:30AM—12:30		1:30PM—5PM
Friday	8:30AM—12:30		1:30PM—5PM
Saturday	Closed		
Sunday	Closed		

Organisational Values

- Friendly, caring and welcoming approach to clients
- Strict confidentiality, honesty and trustworthiness
- Providing culturally appropriate services to a well-informed community
- Respect for others; non-judgemental regarding other people's circumstances
- Professionalism in our work with a commitment to education and development.

Purpose

Albury Wodonga Aboriginal Health Service (AWAHS) strives to be a welcoming, community focused organisation delivering culturally appropriate services and programs aimed at improving the health and wellbeing of individuals and families in Albury Wodonga and adjacent Aboriginal communities.

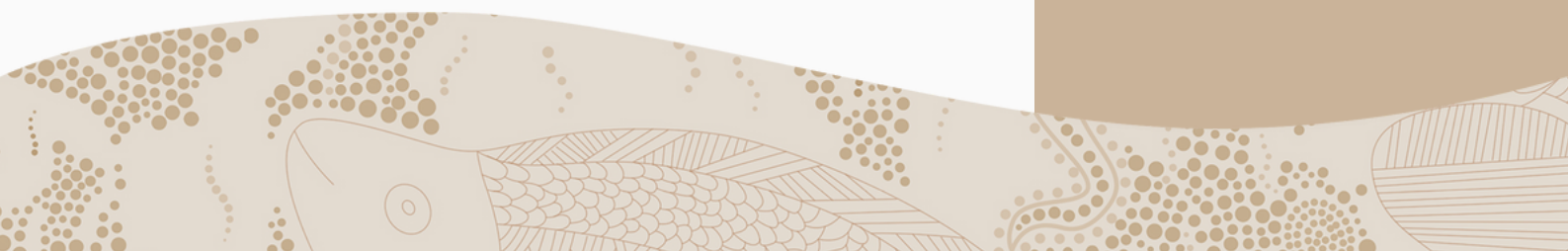
AWAHS is committed to continuously improving the way it operates as well as working in partnership with mainstream service providers.

Service Closures

- AWAHS is closed every second Wednesday from 1:30pm -2:30pm for internal team meetings
- AWAHS is closed every 4th Thursday from 8.30am – 10am for an internal all-staff meeting
- AWAHS observes public holidays for both Victoria and New South Wales, including the Easter and Christmas holidays

The service will close in the respective states in which the public holidays fall.

- AWAHS can be impacted by Sorry Business and may close as required.
- The service can sometimes close due to sensitive and unforeseen reasons at late notice. To stay up-to-date with such matters, refer to our social media platforms for more information.



Community Partners and Support Contacts

In the case of an emergency, call 000

For after-hours health advice and urgent appointments only, please call iHealth Albury

iHealth offers an after hours service

Ph: (02) 6014 3444

Address: 2/469 Olive St, Albury

Mon – Fri 7am to Midnight

Sat & Sun 7am to 8pm

Emergency Services and Crisis Support

- Emergency 000
- 13 YARN 139 276
- Yarning Safe'N'Strong 1800 959 563
- 1800 RESPECT 1800 737 732
- Brother to Brother (24 hours) 1800 435 799
- Lifeline 131 114
- Suicide Prevention NSW 1300 363 622
- Suicide Prevention VIC 1300 651 251
- Thirrili Postvention Support 1800 805 801
- Albury Wodonga Health
Mental Health Triage Line 1300 104 211
- Maternal & Child Health
Advisory Line 132 229
- Headspace Albury Wodonga 1300 332 022
- Kids Help Line 1800 551 800

AWAHS Board of Governance

AWAHS is an Aboriginal community-controlled organisation which is governed by at least five and no more than nine Aboriginal and Torres Strait Islander community members.

To learn more about AWAHS' current Board of Directors, please visit awahs.com.au

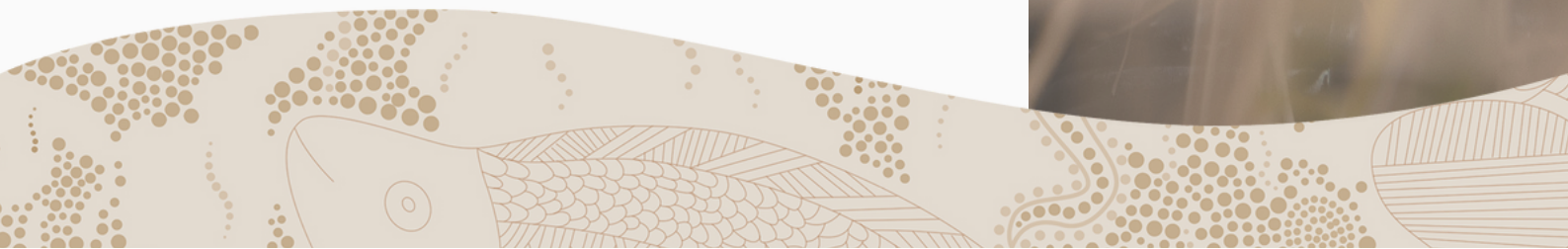
Feedback

At AWAHS, we're passionate about providing quality and accessible primary healthcare for Aboriginal and Torres Strait Islander people located throughout Albury Wodonga and surrounds.

As part of our commitment to creating generational health change for mob, we value feedback from patients and their families, carers and community, so that we can better understand areas for improvement.

There are different ways that you can provide feedback -

- Completing the feedback form from AWAHS administration desk
- Downloading the feedback form online www.awahs.com.au
- Emailing us enquiries@awahs.com.au
- Writing a letter
CEO, PO Box 3040, Albury NSW 2640
- Calling us
02 6040 1200 (8.30am – 4.30pm M - F)
If you leave a message, please tell us your name, your phone number and a brief reason for your call



Feedback

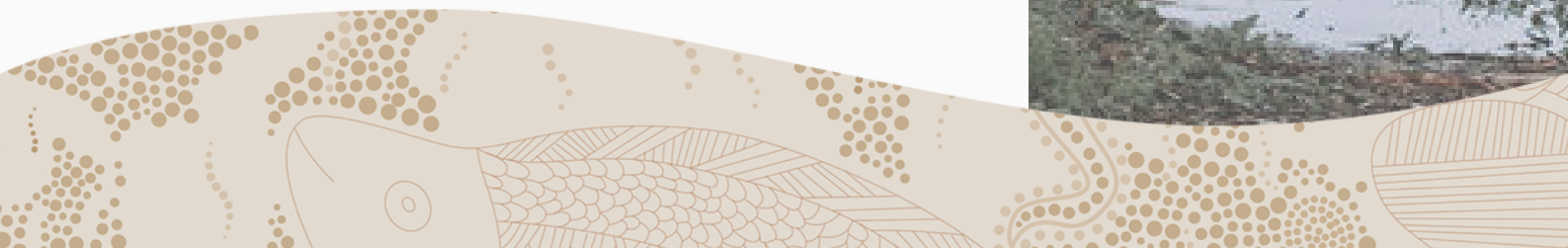
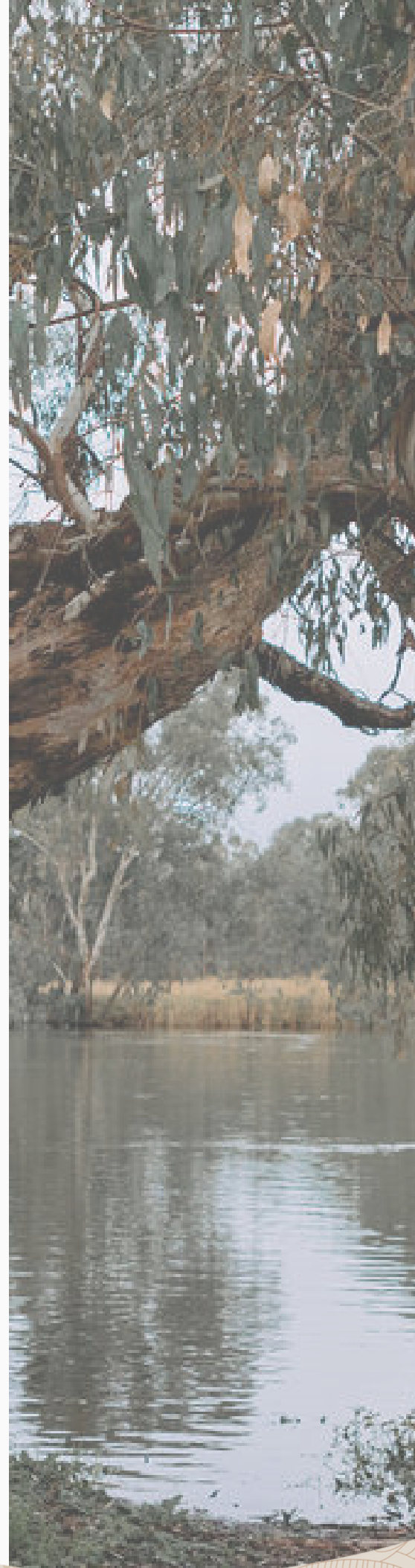
You can also raise your concerns with the respective businesses in New South Wales and Victoria:

- Health Care Complaints Commission (NSW)

Level 13, 323 Castlereagh St, Sydney
Locked Bag, Strawberry Hills, NSW
Phone: 1800 043 159 (toll free) or 02 9219 7444
Website: www.hccc.nsw.gov.au

- Victorian Health Complaints Commission

Phone: 1300 582 113
Website: www.hcc.vic.gov.au



AWAHS Programs and Services

Clinical

- Medical
- Nurse & Aboriginal Health Practitioner
- Antenatal Care
- Child & Family Health
- Immunisations
- Paediatrician
- Family Planning
- Men's Health
- Sexual & Reproductive Health
- Adult & Child Health Checks
- Mental Health & Wellbeing
- Asthma Plans
- Women's Check
- Chronic Disease
- Renal Physician (Kidney Dr)
- Quit Smoking Program
- Integrated Team Care Program

Allied Health

- Dietician
- Speech Pathology
- Occupational Therapy
- Podiatrist
- Diabetes Education
- Psychologist
- Psychiatrist
- Social worker

Social & Emotional Wellbeing

- Drug & Alcohol Support
- Mental Health Support
- Suicide Prevention and Aftercare Support
- Bring them Home Program (Stolen Generation support)
- Counselling Services
- Family Violence Counselling and Support
- NDIS Support and Expertise
- Youth Services
- Cultural Knowledge and Expertise
- Men's Shed and Women's Groups
- Health Promotion

Dental

- Adult Dental care
- Child Dental care

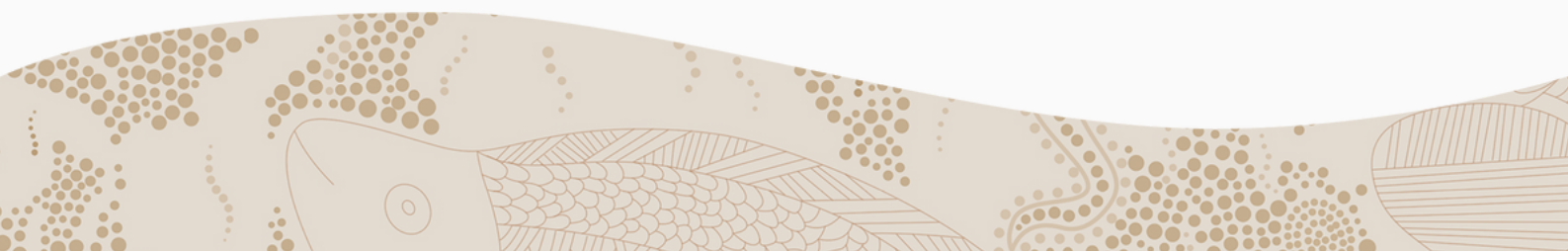
Visiting Specialists

- Hearing Australia
- Ophthalmologist
- Legal Services
- Centrelink
- Optometrist

Other

- Working Development Orders (WDO)
- Men's Shed
- Women's Circle

AWAHS caters for Aboriginal and Torres Strait Islander people and their immediate families, as well non-indigenous patients who are connected to the community for medical services only.



Processes and Administration

Appointments

An appointment is required for all services at AWAHS.

All new patients are required to complete an AWAHS 'new patient form' which can be obtained from the administration desk.

For a medical patient, a request form from previous medical service may be required.

All doctor consultations are 30 minutes. There is flexibility for consultations on request - these need to be prearranged to the day of your appointment.

If you need to speak with a clinical staff member, the nurse or SEWB worker is available to provide assistance.

AWAHS is a Bulk Billing Clinic

AWAHS is a bulk billing service however dental costs may apply if requiring any lab work e.g. crowns, dentures, etc. and podiatry costs associated with orthotics. Patients will be be quoted upfront for fee-based treatments.

Appointment Reminders

An SMS will be sent 48 hours prior to your appointment.

Reception will call to confirm your appointment the day before. You will be advised at this time if your appointment is face to face or via telephone.

Reminder System

Our practice is committed to preventative care.

We may send reminder letters or make phone calls offering you services you may wish to consider e.g. immunisations, health checks, diabetes check-ups.

Processes and Administration

Home Visits and Phone Access

Home visits are available for regular clients whose condition prevents them from attending AWHS. If you need to speak with a clinical staff member, this can be arranged in consultation with a nurse.

Test Results

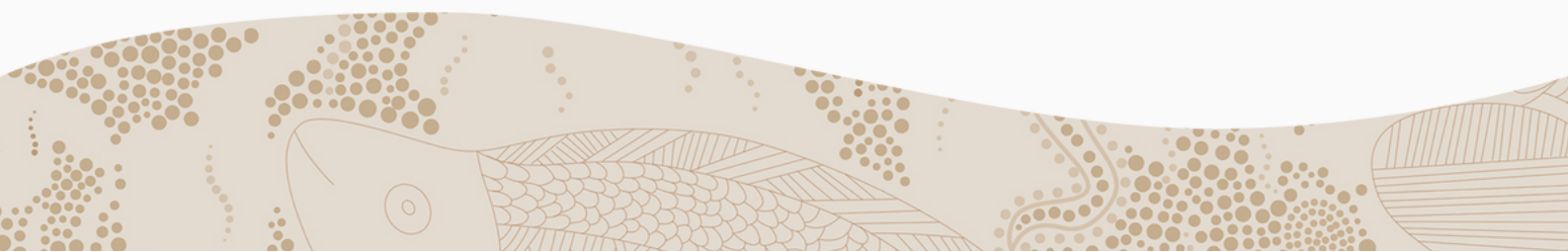
If a doctor wishes to discuss your results we will notify you to arrange an appointment. Alternatively, you may be contacted by a nurse/AHP to discuss your results.

Referrals

Our doctors will refer you to specialists and specialist services as necessary. AWHS staff will book your specialist appointment and inform of any out of pocket expenses. We will phone you the day before this appointment with a reminder.

Duty Officer

The organisation has a registered nurse assigned as the clinic duty officer. This role is rostered daily and triages same-day appointments and urgent medical requests. This process is managed through the administration team in consultation with the clinic.



Processes and Administration

Management of your Personal Information

Your medical records are confidential. AWAHS is committed to keeping your personal health information private and secure. Authorised staff members and other third party health providers involved in your care (specialists, other GPs, pharmacies etc.) are the only people who are able to discuss your medical records.

All AWAHS staff are required to sign confidentiality agreements.

Release of Medical Records

Patient's can have their medical records from previous practices sent to AWAHS. Our administration team can organise this for you once you have filled out and signed our 'consent to release medical records form'.

If a patient would like their records from AWAHS sent to another practice, patients will need to sign a 'consent to release medical records' at that practice.

Transport

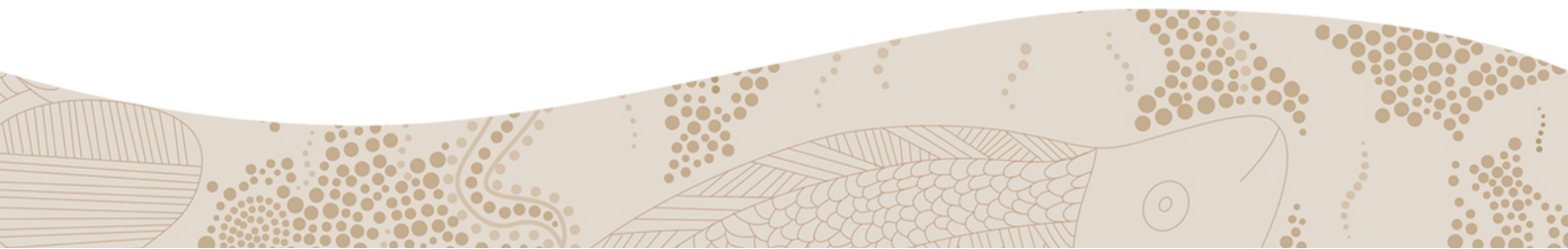
Transport is available between 8:30am (first client pickup) and 4:30pm (last client drop off) and must be booked in advance.

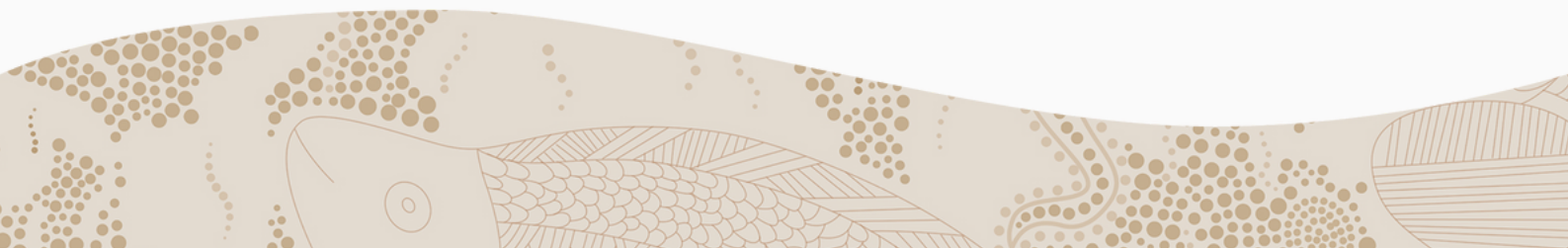
Transport is available to those clients who do not have their own means of transport.

Clients must be ready at the time and place confirmed by AWAHS on the day of appointment. Transport will be declined if you fail to comply to AWAHS transport pick up arrangements

Due to high demand for the transport service, if we cannot contact you for your appointment, or you fail to confirm 60 minutes (1 hour) prior to appointment, your transport will be cancelled. Please make sure we have your current phone number and address on record

AWAHS Facilities and Friendly Faces





Clients Rights and Responsibilities

Client Rights

Access: I have the right to access health care

Safety: I have the right to receive safe and high quality care

Respect: I have the right to be shown respect, dignity and consideration at all times accessing the service

Communication: I have the right to be informed about services, treatment, options and costs in a clear and open way

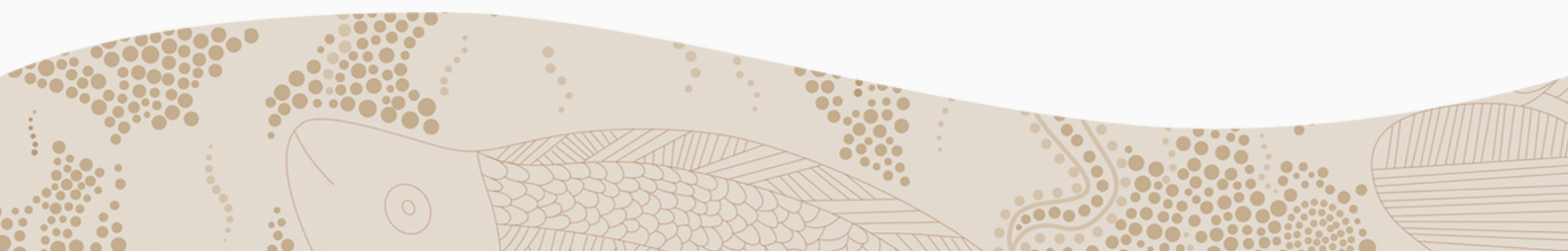
Participation: I have the right to be included in decisions and choices concerning my care and wellbeing

Privacy: I have the right to privacy and confidentiality of my person information

Comment: I have the right to comment on my care, advocate for myself and have my concerns addressed.

Client Responsibilities

- Actively participate in decisions regarding your health care
- Give accurate information regarding your medical history
- Notify your doctor of any unexpected changes relating to your health
- Follow the treatment plan as agreed upon by you and your doctor
- Be accountable for the outcome if you or your family refuses treatment or fails to properly follow instructions
- Treat AWASH staff and other AWASH clients with respect and courtesy at all times
- Notify AWASH when you change your address or contact details
- Take responsibility for the results of any decisions AWASH make concerning my health and wellbeing.



Community Outreach Service

AWAHS Outreach Van

The Outreach Van is a mobile clinical space that provides opportunity for community to see a nurse, Aboriginal Health Practitioner (AHP), counsellor, mental health worker and/or a doctor. Community are able to obtain primary health care including health checks, referrals, vaccinations, and enjoy a yarn and a feed in a culturally safe and inclusive space each week.

The service operates from Wangaratta and Benalla on a weekly basis from 10.30am - 3.00pm.

Please note the schedule as follows:

Benalla, each Tuesday. The location of the Outreach Service operates on a rotating weekly basis between two central locations:

Waminda House

19 Ballintine Street
Benalla VIC 3672

Benalla Library Park

Benalla Library Carpark, 2 Fawckner Drive
Benalla VIC 3672

Wangaratta, each Thursday.

Operating from a single site that is central and accessible for all.

Apex Park

Clements Street
Wangaratta VIC 3677

Do I need an appointment?

On-the-day appointments are available by just turning up if it doesn't conflict with another patient's pre-arranged appointment.

To ensure a spot, call AWAHS on (02) 6040 1200 to schedule an appointment for the service day and location that suits your needs.

The Outreach Van is used for health promotion activities to help get important messages out to our community. If you have an upcoming event and would like us to attend, please contact our Health Promotion Team to organise - hp@awahs.com.au

AWAHS Subscriptions and Membership

AWAHS Subscription

Subscribe to AWAHS to receive our newsletter and notifications to upcoming programs and events, and education opportunities.

Scan QR code below to subscribe.



AWAHS Membership

What does it mean to be a member of AWAHS?

Becoming a member of AWAHS means you are entitled to attend and vote at the Annual General Meeting (AGM). Members are also eligible to attend and observe any Board of Governance (BOG) meeting. Any member of AWAHS is also eligible to apply to represent their community on the BOG.

Who is eligible to apply for membership?

Aboriginal community members can apply for membership. Non-Aboriginal community members can apply for associate membership.

How do I apply to become a member?

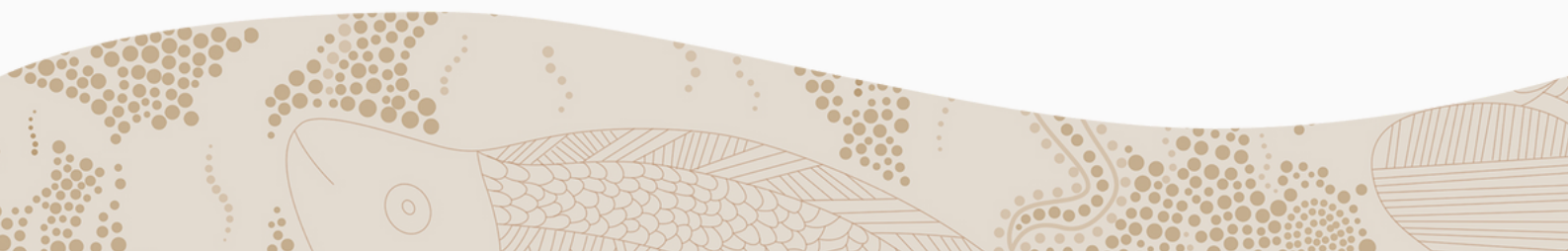
Application for Membership requires the applicant to fill out an 'Application for membership' form, including nomination by two current members of the association.

To apply, locate the form on the website or ask a member of the Administration Team for an application form.

The annual membership fee is \$2.00 and must be paid within 28 days of advice from the BOM of acceptance of your membership application and thereafter by June 30 each year.

What is Nomination?

Each applicant for membership is to be nominated by two current members of the Association.



APPENDIX 2

APPLICATION FOR MEMBERSHIP

Albury Wodonga Aboriginal Health Service Inc.

Please ensure that you attach your Confirmation of Aboriginality to this application.

Full Name of Applicant: _____

Date of Birth: _____

Address: _____

I hereby apply to become a member of the above-named association. In the event of my admission as a member, I agree to be bound by the Rules of the Association.

Signature: _____ **Date:** _____

Nomination

Each applicant for membership is to be nominated by two current members of the Association.

Nominees:

Full Name of First Nominee: _____

Address: _____

I hereby nominate the above applicant for membership of Albury Wodonga Aboriginal Health Service Inc.

Signature: _____ **Date:** _____

Full Name of Second Nominee: _____

Address: _____

I hereby nominate the above applicant for membership of Albury Wodonga Aboriginal Health Service Inc.

Signature: _____ **Date:** _____

Application presented to the AWAHS board meeting on ____/____/____

Moved: _____ **Confirmation of Aboriginality Sighted**

Seconded: _____

The annual membership fee is \$2. This must be paid within 28 days of advice from the Board of Management of acceptance of membership application and thereafter by 30th June each year.

Membership Fee Received by: _____ **Date:** _____

Join our Online Community

Follow us on social media for service updates and announcements

Search 'Albury Wodonga Aboriginal Health Service' on Facebook and 'alburywodonga_ahs' on Instagram to keep up to date with exciting community events, service updates, program notifications, staff achievements and more!

The social media platforms are for promotional and informational purposes only. The platforms are not to be used for arranging client appointments. Inappropriate and unsolicited interactions and behaviour will not be tolerated.



Contact Us

Glenroy Clinic: (02)6040 1200
Wodonga Clinic: (02)6067 2286
Toll Free: 1800 421 640
Fax: (02)6040 1222

Web: www.awahs.com.au
Email: enquiries@awahs.com.au