

## How to Give a Compliment & Make a Complaint

We welcome your opinion on the care or service you receive.

Talk to your Primary Health Care Worker or you may speak with the Manager of Primary Health or the Mental Health Team Leader.

All complaints are confidential & you can expect to hear an outcome.

If you are unhappy with your complaint management you can contact-

**Health Care Complaints Commission  
Locked Bag 18, Strawberry Hills 2012  
DX 11617 Sydney Downtown  
Phone: 1800 043 159**



*Dareton Community Health, promotes healthy lifestyles and supports  
A **SMOKE FREE** workplace and environment*

## DARETON PRIMARY HEALTH CENTRE

*Caring for our whole community*



In partnership with Maari Ma Aboriginal Health Cooperation

**44- 46 Tapio Street, Dareton 2717**

**Monday – Friday**  
(Closed Public Holidays)

**9.00am – 5.00pm**



Tel:

**(03) 50 217200**



Fax:

**(03) 50 274109**

After hours

MENTAL HEALTH HELPLINE **1800 665 066**

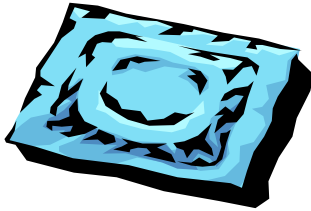
**PO Box 229, Dareton 2717**

**ALL SERVICES ARE FREE & CONFIDENTIAL**



## SEXUAL HEALTH

- Counselling and support
- Screenings
- Treatments
- Immunisation
- Information
- Education
- Free condoms and lubricant
- Needle syringe program
- Drop in Youth Health advice service - Mondays 3.00pm – 4.30pm.
- Visiting Sexual Health Physician provides HIV Monitoring.



## WOMEN'S HEALTH

- Pap smears
- Breast examinations
- Contraception
- Menopause
- Continence
- Pregnancy Testing
- Community Education around such issues as Domestic Violence , Grief & Loss.



## Respect for others

- You, your family, friends and carers have the right to be treated with respect, consideration and dignity at all times.
- This means you are asked to respect health service policies and practice, choose not to harass, abuse, threaten or put any person at risk of physical or psychological harm.
- NSW Health has a zero tolerance approach to threatening, abuse or violent behaviour to any person.

## VISITING SERVICES

- Gynaecologist Registrar
- Psychiatrist
- Sexual Health Physician
- Psycho-geriatrician
- Endocrinologist
- Aged & Disability Services (HACC)

### Allied Health

(Robinvale District Health Service)

- |                        |                    |
|------------------------|--------------------|
| ➤ Social Worker        | Dareton            |
| ➤ Dietetics            | Dareton            |
| ➤ Occupational Therapy | Dareton            |
| ➤ Speech Pathologist   | Dareton            |
| ➤ Audiometrist         | Dareton            |
| ➤ Physiotherapy        | Dareton            |
| ➤ Podiotherapy         | Wentworth Hospital |

Referrals to other services such as Home & Community Care, Domestic Violence, Sexual Assault, Home Care and Meals on Wheels when required.

## KEY POINTS FOR PRIMARY HEALTH

- Socially & Culturally Accessable
- Informed Decision Making
- Illness Prevention
- Education and Support
- Healthy Lifestyle
- Early Intervention
- Community Involvement
- Health Assessments

## PRIMARY HEALTH NURSES

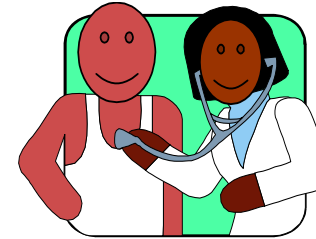
Provide a range of services across the continuum of care in home and community settings.

- Palliative Care
- Assessment
- Case Management
- Care Plans
- Health Promotion - Life Style Changes
- Men's Health
- Immunisation
- School Screenings
- Home Visits
- Wound Management
- Advocacy
- Asthma Education
- Quit Program



## PRIMARY HEALTH CARE WORKERS

Work with the Primary Health Team to promote the primary health approach and to address aboriginal health needs with a focus on prevention, early detection and care.



## COMMUNITY MIDWIFE

- Antenatal care
- Postnatal care
- Postnatal checks



Ante Natal Care and Education provided during clinic visits or in the home by Community Midwife

## ABORIGINAL TRANSPORT

For clients without any means of transport

- Transport is available to health related services in the Dareton, Wentworth & Buronga areas.
- Transport is also available to Mildura should the appropriate health related service not be available locally
- Booking required 24 hours in advance.



## PALLIATIVE CARE SPECIALIST

Provides a holistic palliative care service that is both clinical and consultative for clients and their carers within the home, hospital or aged care facility.



Providing education for clients, Carers and community

## SCHOOL DENTAL VAN

- Screenings
- Treatments
- Education



Services are available for school children and people under the ages of 18 years with a health care card.

## MENTAL HEALTH & COUNSELLING

- Crisis Assessments
- Home Visits
- GP Consultation and Liaison
- Psychiatrist Reviews
- Advocacy
- Community Education
- Adult & Aged Care
- Carers Support



## CHILD PROTECTION COUNSELLOR

- Provides services to families involved with the Department of Community Services **ONLY**.
- Family Counselling/support
- Therapy for children and young people
- Parenting programs & Community Education
- Family Court Support

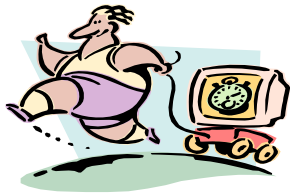


## CHILD & ADOLESCENT MENTAL HEALTH WORKER

- Crisis Intervention
- Education and Community Development
- Support and Counselling for children, young people and their families.

## DIABETES EDUCATOR

- Management of Type 1, Type 2 and Gestational Diabetes.
- Education in Clinic, home visits or group sessions covering nutrition, physical activity, medication, sick days, long term complication and glucose monitoring and review.
- Complication screening
- Insulin management under G.P's guidance



## CHILD & FAMILY HEALTH

- Immunisation
- Support
- Assessment
- Education
- Parent groups



Advice on:

- Feeding
- Growth
- Development
- Sleep
- Case Management

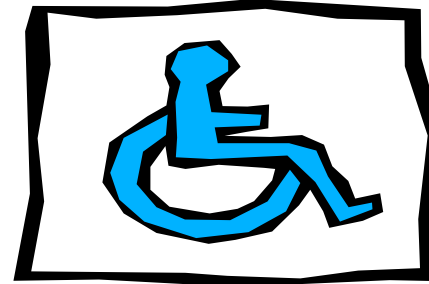
**Clinics:** 9am-12pm

Wentworth	Friday	50273373
Dareton -	Thursday	50217200
Buronga-	Wednesday	50235251

and by appointment.

## EARLY CHILDHOOD INTERVENTION 0-6 YEARS

- Supports families who have a child with a developmental delay or disability.
- Coordination of support services such as physio therapy, occupational therapy, speech therapy,
- Actively facilitates transition to school.



## OUTREACH SERVICES

**Balranald / Euston**

- Mental Health
- Diabetic Educator
- Sexual Health
- Women's Health
- Community Midwife
- Early intervention Educator

