



MARCH 2024

**UNGOOROO**  
ABORIGINAL CORPORATION



# GP DOCTORS CLINIC and HEALTH SERVICES SINGLETON

Experienced providers in Aboriginal Health & General Practice

Accredited General Practice – AGPAL

Endorsed through AH&MRC

Open to the GENERAL PUBLIC

**ALL SERVICES BULK BILLED**

Kindly supported by



## SINGLETON

Open Monday – Thursday 8:30am – 5:00pm and Friday 8:30am – 3:00pm

## UNGOOROO OFFERS THE FOLLOWING SERVICES IN OUR GENERAL PRACTICE:

- ▶ Skin Check
- ▶ Pap smear/cervical screens
- ▶ Pregnancy/Antenatal Care
- ▶ Baby Check
- ▶ Chronic Disease Care
- ▶ Geriatric Medicine
- ▶ Obstetrics
- ▶ Workers Compensation
- ▶ Paediatric Care
- ▶ Child Immunisations
- ▶ Adult Immunisations
- ▶ Health Assessments
- ▶ 715 Aboriginal Health Checks
- ▶ Basic wound care
- ▶ Physiotherapy
- ▶ Speech Therapy
- ▶ Occupational Therapy
- ▶ Audiology

If you would like to make an appointment, please phone 6571 5111

Shop 1-6, 157-159 John Street,  
The Singleton Centre, Singleton NSW 2330

[www.ungooroo.com.au](http://www.ungooroo.com.au)

# UNGOOROO GP & ALLIED HEALTH SERVICES

## GENERAL PRACTITIONER (Doctor)



- Dr Joel
- Dr Liz
- Dr Nicole
- Dr Catherine
- Rose McBride  
Aboriginal Health Practitioner and Immuniser

## AUDIOLOGIST

- A delay in speech and language development
- Learning difficulties due to delayed speech and language development
- Behavioural problems
- Problems progressing through school

Matthew Tanti - Audiologist ▶



## PHYSIOTHERAPIST

- Any muscle or joint pain
- Sports and workplace injury
- Reduced mobility and/or movement disorders caused from previous injury or illness
- Chronic lung disorders e.g. asthma, COPD
- Pre and post pregnancy-related injury or pain
- Arthritis pain



## ABORIGINAL HEALTH PRACTITIONER

- Provides 715 Aboriginal Health Assessments
- Immunisations
- Support to Indigenous Mental Health

- Yarning groups
- Clinical care
- Wound care

For all appointments phone:  
**6571 5111**



## OCCUPATIONAL THERAPY

Occupational therapists help people to achieve the everyday activities that they need and want to in engage in that are personally purposeful and meaningful. Occupational therapists use a person-centred approach to support people within a recovery framework to improve their daily functioning, productivity and capacity.

Occupational therapy is for adolescents and adults and can assist with the following:

- Developing skills to live more independently
- Restoring skills & function
- Modifying or adapting the environment or activity
- Identify strategies to deal with stress and emotions
- Structuring daily life
- Working on relapse prevention

This is done through:

- Functional assessments of living skills including home organisation, budgeting and personal self-care
- Sensory assessments and development of sensory strategies to support engagement in occupations
- Support the identification of personal values, needs and goals
- Investigating and exploring work options including volunteering, leisure activities and community engagement

- Help identify and implement habits and routines to support wellness
- Activity scheduling and routine planning
- Functional activities and exercises
- Stress management through relaxation strategies, controlled breathing
- Sleep hygiene



Occupational therapy services can be accessed through a EPC referral form after receiving a 715 Aboriginal Health assessment and referral from your GP.

If you're unsure what we can do for you, please phone Ungooroo on 6571 5111 to discuss.

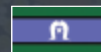
For referral to our occupational therapy services under the NDIS, please call 6571 5111 and ask to speak with a member of Ungooroo's NDIS Team and email [ndis@ungooroo.com.au](mailto:ndis@ungooroo.com.au)



# What is a 715 Aboriginal Health Assessment?

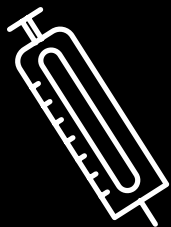
A **715 Health Check** is a health assessment that helps to ensure that Aboriginal and Torres Strait Islander people receive primary health care matched to their needs, by encouraging early detection, diagnosis and intervention for common and treatable conditions that cause morbidity and early mortality.

If you book into your 715 Aboriginal Health Assessment, you will receive the new 715 Aboriginal Health Shirt once the health assessment has been completed.



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Please call Ungooroo on 02 6571 5111 to make an appointment today and check your eligibility to book in for a 715 Aboriginal Health Assessment.



## FLU Vaccinations Available



[www.ungooroo.com.au](http://www.ungooroo.com.au)

# NDIS SERVICES



The National Disability Insurance Scheme (NDIS) gives people with a disability choice and control over their supports. Ungooroo has a range of culturally appropriate NDIS supports to help you make the most of your NDIS plan and support you in achieving your goals.

## COORDINATION OF SUPPORTS

We can work with you and your family to help you achieve your goals and link you with the local services to make this happen. Your Support Coordinator will:

- Ensure you are informed about all of your support options
- Work with you to understand your NDIS plan and what supports you can access with your funding
- Connect you with local providers who can best meet your needs and individual goals
- Assist you to set up agreements with providers about the services they will offer you
- Help you to get the most out of your plan and funded supports and connect you with your local community
- Build your confidence and capacity to manage your NDIS plan
- Support you to prepare for your plan reviews.

## DAILY LIVING SKILLS

Ungooroo support team will help you with your daily activities and connection to your community, supporting you with:

- Building your living skills and independence
- Keeping up with your household tasks
- Personal Care
- Social and recreational activities
- Day programs

## SUPPORTED EMPLOYMENT

Ungooroo Supported Employment can give you practical and relevant work experience.

At our Wattaka Cafe, you can build your hospitality industry skills and training as part of a friendly and supportive team.

## THERAPY SUPPORT

We have a team of Speech Therapists, Psychologists, Physiotherapists and Occupational Therapy Services with a focus on Mental Health who can work with you to improve your health and wellbeing.



**UNGOOROO**  
ABORIGINAL CORPORATION



157 – 159 John Street  
Shop 1- 6, Singleton Centre  
Singleton NSW 2330

PHONE 02 6571 5111

EMAIL [ndis@ungooroo.com.au](mailto:ndis@ungooroo.com.au)

Scan to view  
Ungooroo  
website



[www.ungooroo.com.au](http://www.ungooroo.com.au)

**Kawuma  
Miruma**

*To gather together  
and take care of*

## Kawuma Miruma – Suicide Prevention

Kawuma Miruma is Ungooroo's suicide prevention and mental wellness program supporting the Aboriginal and Torres Strait Islander communities in Singleton and Muswellbrook.

Members and community can access support through:

- Yarning groups to share and exchange information with others impacted by mental health.
- Support to self - assess your stress risk factors to ensure that referral to acute care is timely.
- Group discussion and workshops to better identify and understand your mental health and supports available.
- Support sessions.
- Supported access to supplementary services.

For more information:

PHONE: 02 6571 5111 | EMAIL: [intake@ungooroo.com.au](mailto:intake@ungooroo.com.au)





# INTEGRATED TEAM CARE (ITC) PROGRAM

## ABOUT US

Ungoороо Aboriginal Corporation (UAC) is a 100% Aboriginal owned not for profit community organisation based in Singleton that manages the Integrated Team Care (ITC) Program on behalf of the Primary Health Network (PHN).

The objective is to provide a clinical and non-clinical service to support local Aboriginal and Torres Strait Islander people with Chronic health conditions. To improve their use of health services and promote the importance of improving health outcomes.

## WHAT WE OFFER

The Integrated Team Care (ITC) Program provides an Aboriginal Care Coordinator and Aboriginal Outreach Worker that can help Aboriginal clients/patients who have Chronic health conditions by providing practical clinical/non-clinical support and assistance in:

- Support attending appointments with local General Practitioners and other specialised professionals
- Follow-up care
- Assisting with completing forms (if needed)
- Communicate instructions given by Primary Health Care providers
- Accompany to Allied Health specialists:
  - Physio
  - Dietician
  - Podiatrist
  - Psychologist
  - Occupational Therapist
- Outreach (if/when required)
- Collection of prescribed medication from Pharmacies
- Ungoороо's ITC Program covers the Singleton, Muswellbrook & the Upper Hunter areas



**SINGLETON CENTRE**  
Shop 1-6,  
157-159 John Street, SINGLETON NSW 2330

**PHONE**  
02 6571 5111

**FAX**  
02 6571 5777

**EMAIL**  
itc@ungooroo.com.au

**WEB**  
www.ungooroo.com.au



## WHAT CAN THE OUTREACH WORKER HELP YOU WITH?

The Outreach Worker can help by distributing information/ resources to Aboriginal and Torres Strait Islander people about how to access and understand available services such as:

- Closing the Gap Incentive (CTG)
- PBS co-payment
- Registration for a Medicare card
- Medicare Benefit Scheme
- 715 -Health Assessments for Aboriginal and Torres Strait Islander people

## OUR CONFIDENTIALITY AGREEMENT

At Ungoороо we strive to ensure the highest level of confidentiality. Any personal information will be protected and not disclosed without your consent and/or authorisation

## WHAT IS CHRONIC ILLNESS?

For the purpose of the Integrated Team Program (ITC), an eligible Chronic health condition is a sickness that you have or likely to have for more than 6 months.

*(Dental is not an eligible condition for the purposes of the ITC Program).*



## CLIENT ELIGIBILITY AND REFERRAL CRITERIA

To be eligible for care coordination and Outreach Worker under the ITC Program Aboriginal and Torres Strait Islander people must:

- Identify as Aboriginal and/or TSI
- Children are eligible with a current Chronic Illness Management plan
- Have a care plan
- Have a current Chronic Disease Management plan by a local GP or Aboriginal Medical Service
- Be referred by a mainstream GP and/or Aboriginal Medical Service

Once clients/patients are enrolled in the ITC Program they can seek treatment across the Primary Health Network region.

## CHRONIC CONDITIONS

Not limited to:

DIABETES

EYE CONDITIONS  
*(Associated with diabetes)*

CHRONIC KIDNEY DISEASE

CANCER

CARDIO-VASCULAR DISEASE

MENTAL HEALTH

CHRONIC OBSTRUCTIVE PULMONARY DISEASE

- Asthma
- Chronic bronchitis
- Emphysema



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# Elders Care Support Program

Ungooroo Aboriginal Corporation with the support of NACCHO, welcomes our new **Elder Care Support Program (ECS)**

This large-scale national program is designed to connect Aboriginal and Torres Strait Islander Elders and older people in our community with the services and supports they need.

This Elders Support Program will 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.

Ungooroo Aboriginal Corporation will provide an experienced Elder Care Coordinator and an Elder Care Connector.

These roles will connect with local Elders, older Aboriginal and Torres Strait Islander people, their carers and families to raise awareness of aged care services. They will help to identify the level of local demand and identify clients who are eligible to access aged care services.



**Elder Care Support**  
Community-led  
Pathways to Care



## For further information

Contact us on  
6571 5111 or email  
[eldercare-support@ungooroo.com.au](mailto:eldercare-support@ungooroo.com.au)  
with your enquiry.

Please go to  
[www.ungooroo.com.au](http://www.ungooroo.com.au)  
for further updates  
and information.





# Ungooroo's Clinical and Administration Team.



**DR JOEL WENITONG**  
GENERAL PRACTITIONER



**DR NICOLE PAYNE**  
GENERAL PRACTITIONER



**DR LIZ MILLA**  
GENERAL PRACTITIONER



**ROSE McBRIDE**  
ABORIGINAL HEALTH  
PRACTITIONER  
NURSE IMMUNISER



**CHRISTINE MINCHELL**  
ELDER CARE SUPPORT  
COORDINATOR  
REGISTERED NURSE



**ESTELLE GERMISHUIZEN**  
MEDICAL and  
ADMINISTRATION OFFICER



**JADE FEJO**  
MEDICAL and  
ADMINISTRATION OFFICER



**LILLY ASHPOLE**  
MEDICAL & ADMINISTRATION  
and ITC SUPPORT OFFICER



**VERONICA HENNESSY**  
MEDICAL and  
ADMINISTRATION OFFICER



**STEPHEN McBRIDE**  
PRACTICE MANAGER



# Practice Information Sheet

## AFTER HOURS ARRANGEMENTS

For urgent after hours care please ring **000** or go to **Singleton Hospital** Phone 65719 222 (Dangar Rd Singleton)

For after hours medical advice call



on **1800 022 222** to access a GP.

Call the after hours GP helpline for medical advice. You will receive advice on what to do about your health concern and where to go if you need face-to-face care.

When you call the after hours GP helpline, a registered nurse will complete an assessment and based on your symptoms the nurse may offer you a call back from a GP. The GP will contact you within 15 minutes or 1 hour depending on the severity and urgency of your health issue.

**Monday to Friday 6pm – 7.30am**  
**Saturday from midday**  
**Sunday and Public Holidays all day**

### REMINDER SYSTEM

Ungooroo GP & Health Services has a computerised reminder and recall system for preventative health care which includes:

- Health Checks
- Cervical Screening / Bowel / Breast
- Immunisations
- Chronic Disease Management for Asthma and Diabetes
- Appointment reminders
- Non urgent results follow up

Please discuss with your doctor if you do not want to receive these reminders.

### COMMUNICATION POLICY

The doctor, nurse or health worker may be contacted by phone during surgery hours. If the doctor is with a patient our reception staff will take a message and they will contact you when available.

### PATIENT RESULTS

The doctor will advise you how long it will take to receive your test results. You will need to make a follow-up appointment to discuss your results.

If results are clinically significant you will be contacted by our staff to make an appointment with the doctor.

Reception are unable to give you your results over the phone.

### HEALTH INFORMATION MANAGEMENT POLICY

Ungooroo GP & Health Services is a NSW Health Provider in the private sector, bound by the Health Records and Information Act 2002 (NSW) and the Privacy Act 1988.

The Australian Privacy Principles and the NSW Health Privacy Principles set the standards by which we handle personal information collected from our patients as we are committed to providing quality health care for our patients and we recognise the importance of ensuring that our patients are fully informed and involved in their health care.

As part of our commitment to providing quality health care it is necessary for us to maintain files pertaining to your health.

The files contain the following information: personal details (your name, address, date of birth, Medicare number), your medical history, notes made during the course of medical consultations, referrals to other health providers, results and reports received from other health service providers.

The file will be accessed by your medical practitioner and where necessary by other practitioners in the practice. It will also be necessary for our staff to handle your file to address the administrative requirements of running a medical practice. Our staff are bound by strict confidentiality requirements as a condition of employment.

At times, it may be necessary to allow external organisations to access our practice and possibly to view medical records. They will obviously be aware of the need to preserve the requirement of the privacy act. Ordinarily we will not release the contents of your medical file without your consent; however we advise that there may be occasions where we will be required to release details, for example, where the law requires it, such as a subpoena.

We advise that as a patient of this practice, you have rights of access to any information we hold concerning you. Should you wish to access this information, we refer you to our handout entitled "accessing your medical record". This practice does not intend to disclose your personal information to overseas recipients.

### HOW TO PROVIDE FEEDBACK OR MAKE A COMPLAINT

We welcome any feedback or concerns you may have.

Should you at any time, have a complaint in relation to the services of this practice.

If you feel the issues needs to be addressed by an outside body please contact:

**Health Care Complaints Commission**  
**Level 12, 323 Castlereagh St, Sydney NSW 2000**  
**Phone: 1800 043 159**  
**[complaints.hccc.nsw.gov.au](http://complaints.hccc.nsw.gov.au)**

### PRACTICE BILLING PRINCIPLES

Ungooroo GP & Health Services is a bulk-billing practice.

Please make sure you bring your Medicare card and any other Concession cards with you.

**[www.ungooroo.com.au](http://www.ungooroo.com.au)**



If you would like to make an appointment, please contact the office on **6571 5111** or email **[admin@ungooroo.com.au](mailto:admin@ungooroo.com.au)**