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

44-46 Tapio Street, Dareton 2717
Monday – Friday 9.00am – 5.00pm
(Closed Public Holidays)
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
Mission Statement

To enable the community to maintain and improve their health by providing services and programs in ways that meet the needs of the population.

Your Rights and Responsibilities

- You will be treated by professional staff & given clear information about your health in words you can understand and encouraged to take part in the planning of your care.
- You will be required to give consent for all treatment and parents or guardians must consent for treatment for children who are under 16 years.
- Your records will be kept confidential and information will not be given to anyone involved in your care without your consent, unless required by law (DVA reserves the right to inspect DVA client files only)
- You may apply to access your records through the Freedom of Information act, a fee does apply.
- It is important you give your health worker as much information as possible about your condition and any other treatment and medication you are taking.

AGED CARE ASSESSMENT TEAM

Assist frail older persons/carers & families with

- Aged Care Assessments
- Care Plan Management
- Referrals
- Dementia Support
- Case Management of complex health issues
- Disability access
- Education on Respite

SENIOR ACTIVITY CENTRES

Wentworth District Hospital - 50277111

Centre located at Wentworth providing:
- Socialisation
- Outings
- Crafts
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
- Podotherapy 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 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.

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

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 physiotherapy, occupational therapy, speech therapy, and actively facilitates transition to school.

**OUTREACH SERVICES**

Balranald / Euston

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