



South West Aboriginal Medical Service

Client Information Booklet

WHO WE ARE

The South West Aboriginal Medical Service (SWAMS) is an Aboriginal Community Controlled Organisation, founded on the principles of self determination, empowerment and freedom of choice.

OUR AIMS

Ensure that the Aboriginal community have access to a holistic, culturally sensitive and relevant medical service. Provide services that support, care and educate. Assist in bridging the gap between cultural and mainstream services. Ensure that Aboriginal communities have a right to participate in decision making about their health.

CHILD SAFEGUARD

At SWAMS, we are deeply committed to ensuring the safety, wellbeing and empowerment of all children and young people who interact with our organisation. We recognise our duty of care to create and maintain a child-safe and child-friendly environment, guided by the National Principles for Child Safe Organisation and the governance requirements.



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OUR LOCATIONS

ADMINISTRATION - BUNBURY

- ☎ (08) 9797 8111
- 📍 3/30 Wellington St
- 🕒 Monday - Friday: 9am - 5pm

BINDJAREB - MANDURAH

Bindjareb Aged Care Services

- ☎ (08) 9514 5995
- 📍 Unit 2/12 Sutton St
- 🕒 Monday - Friday: 9am - 5pm

BUNBURY

- ☎ (08) 9726 6000
- 📍 Unit 5/ 51-55 Forrest Avenue
- 🕒 Monday & Friday: 9am - 5pm
Wednesday: 9am - 2pm
Tuesday & Thursday: 7:30am - 5pm

BUSSELTON

- ☎ (08) 9726 6080
- 📍 88 Duchess St
- 🕒 Monday - Friday: 9am - 4:30pm

COLLIE

- ☎ (08) 9786 3003
- 📍 72 Steere St
- 🕒 Tuesday and Thursday: 9am - 4pm

NARROGIN

- ☎ (08) 9891 4600
- 📍 Shop 1/83 Federal St
- 🕒 Monday - Thursday: 9am - 5pm

DJIN DJIN MART

Good Spirit Groups - Mental Health & Alcohol & Other Drug Services

- 📍 23 Sampson Rd
- 🕒 Women's Group - Wednesday:
11am - 1.30pm
- 🕒 Men's Group - Thursday:
11am - 1.30pm

KATANNING

- ☎ (08) 9837 2600
- 📍 18-20 Austral Tce
- 🕒 Tuesday - Friday: 9am - 5pm

KWILENAP - EATON

Maternal Child Health (MCH)

- ☎ (08) 9726 6060
- 📍 1 Pratt Road
- 🕒 Mon, Tue, Thu, Fri: 9am - 5pm
Wednesday: 9am - 2pm

MANJIMUP

- ☎ (08) 9785 8000
- 📍 19 Brockman St
- 🕒 Thursday: 10am - 3.30pm

MATERNAL CHILD HEALTH

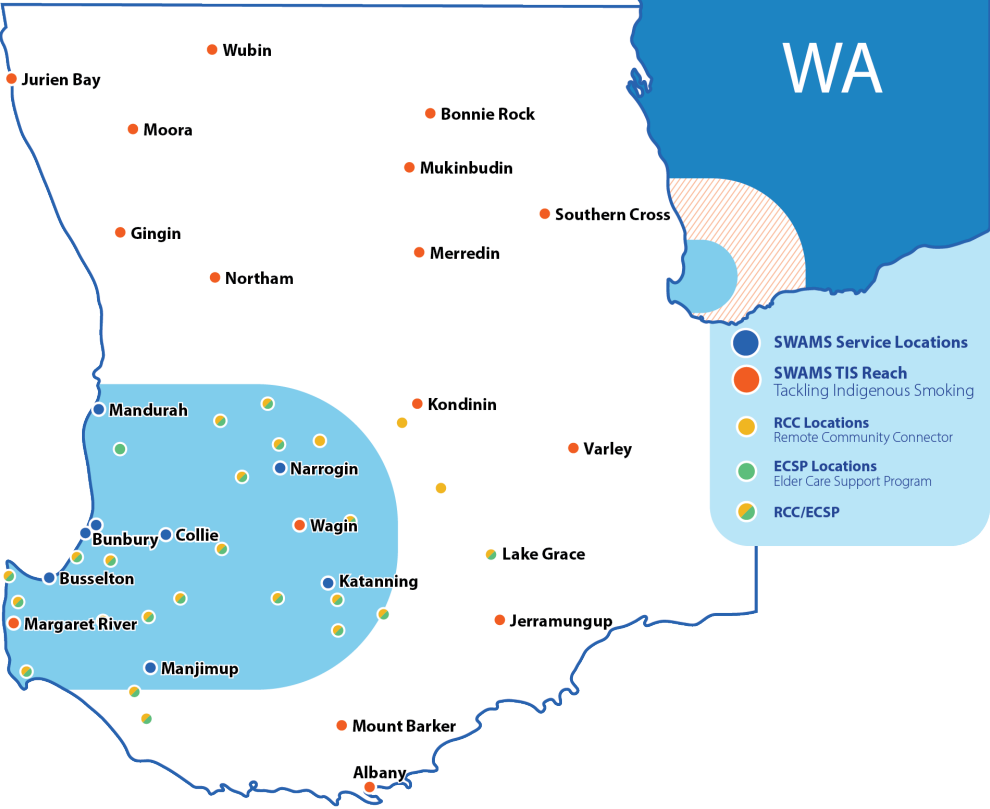
Maternal Child Health (MCH) - Birthing on Country

- ☎ (08) 9785 8000
- 📍 149 Spencer St, Bunbury
- 🕒 Mon, Tue, Thu, Fri: 9am - 5pm
Wednesday: 9am - 2pm

Toll Free

☎ **1800 779 000**

WA



- SWAMS Service Locations**
- SWAMS TIS Reach**
Tackling Indigenous Smoking
- RCC Locations**
Remote Community Connector
- ECSP Locations**
Elder Care Support Program
- RCC/ECSP**

CURRENT GP'S

Dr Arman Yazdani

Bunbury

Dr Azra Wajid

Bunbury
Brunswick

Dr Barnaby Grubelich

Bunbury
Collie

Dr Chris Bird

Bunbury

Dr Christiane Melville

Kwilenap
Bunbury

Dr Clare Willix

Bunbury
Narrogin

Dr Dee Arnold

Bunbury

Dr James Stacey

Bunbury
Monday
Busselton
Katanning

Dr Kristin White

Kwilenap
Collie
Manjimup

Dr Leanne Abas

Bunbury

Dr Maree Daly

Bunbury
Katanning
Narrogin

Dr Sam Thio

Bunbury

Dr Umesha Kalubowila

Bunbury

Dr Vivienne Manassis

Busselton
Kwilenap

OUR STAFF

SWAMS staff are united by the drive and passion to provide culturally safe, accessible and holistic health care to the Aboriginal people of the South West.

As an organisation, we continue to attract and employ culturally appropriate and professional staff members. SWAMS employs over 200 staff members including specialist Aboriginal health practitioners, dietitians, nurses, midwives, mental health workers and social workers, and because of this, we are able to provide a large and diverse range of services to the community.

In addition to this, we strive to create Aboriginal career pathways and opportunities across the sector and maintain a positive percentage of Aboriginal and Torres Strait Islander employees. We are always searching for talented and driven people to join our team. If you have a passion for health and would like to make a difference in your community we encourage you to browse our current vacancies.



SCAN

QR code to view current job vacancies at SWAMS or go to our website www.swams.com.au

FEES AND CHARGES

We are a bulk-billing service and there is no charge for Medicare services for patients who are registered with Medicare. A fee may apply for services not covered by Medicare. These may include fees for some pathology tests, Worker's Compensation appointments, work/sporting related paperwork plus others. Your doctor will talk to you about this during your appointment.

SERVICES

- Aboriginal group activities
- Access services for NDIS and Aged care
- Aged care services
- Antenatal and postnatal care
- Child health
- Chronic conditions management
- Counselling
- Dental health
- Diabetes educator
- Dietitian / nutritional services
- Disability programs
- Family and domestic violence
- Family planning
- General medicine
- Health assessments
- Health education
- Immunisations
- Integrated team care (ITC)
- Iron infusions
- Mental health and alcohol and other drugs services
- Men's health
- Midwifery
- Occupational therapy
- Optometry
- Pathology collection
- Patient advocacy
- Patient transport
- Physiotherapy
- Podiatry
- Preventative health screening
- Recreational activities
- Sexual and reproductive health
- Social and emotional wellbeing
- Social worker
- Transitional care program (TCP)
- Women's health
- Wound care

PROGRAMS

SWAMS proudly supports and delivers a range of cultural and community events throughout the year. In addition to these events, we also collaborate with other community organisations to deliver a range of health and wellbeing programs. All of our programs and events are promoted on our Facebook page and website.

MEN

Maamun Danjoo Koorliny
Mooditj Mia - Men
Waankininy Men's Group

WOMEN

Djookan Danjoo Maladjiny

YOUTH

Youth Advisory Group
Warilyn Koop Bidi Marts

FAMILIES

Positive Aboriginal Birth Program
Circle of Security Program
Mums' Group
Playgroup

DISABILITY SERVICES

Djoorobidiny - Go Along Happily
Monthly Art and Creation Sessions
Peer Support Groups

HEALTH AND WELL BEING

Social and Emotional Wellbeing
Transition to Care Program



SWAMS LTD MEMBERSHIP

As a member of SWAMS, you can access certain subsidies and benefits, and participate in special meetings, annual general meetings and elections. Applications will be considered by the SWAMS Board. After 12 months, members are eligible to become Board Directors. To join SWAMS Ltd, a person must be:

- At least 18 years old and;
- A person of Aboriginal or Torres Strait Islander descent and;
- Reside permanently in the region, as defined by the SWAMS Ltd rulebook.



SUBSIDIES AND BENEFITS

Members of SWAMS Ltd are eligible for a range of subsidies and benefits to support areas such as:

- Ambulance cover
- Dental
- Health aids
- Medications
- Patient transport
- Specialist medical and allied health costs

An eligibility criteria does apply. For more information, please obtain a copy of our subsidies brochure from reception or ask a member of staff.



APPOINTMENTS

Appointments can be made in person or over the phone. Every effort will be made to accommodate your preferred time and provider. Patients in need of urgent medical attention will be given priority.

Standard consultations are 15 minutes long. If you think you might need more time with your doctor, please request a double appointment.

Our reception staff will do their best to keep you informed of any delays to your appointment time. You are welcome to call us to see if your doctor is running on time.

If you can't attend your appointment, please contact SWAMS to reschedule or cancel. You can also cancel your appointment by replying N to the SWAMS reminder text message. We appreciate when you reschedule or cancel as soon as possible, as we are able to offer that appointment to another client.

COMMUNICATIONS

Our doctors are usually with clients during the day. If your phone call is of a clinical nature, you may choose to speak with the practice nurse. Otherwise a detailed email message will be sent to the doctor or practice nurse to follow up. All patients are required to make an appointment with the doctor for test results, referral requests and repeat prescriptions. There are no exceptions.

Non-urgent correspondence can be sent via email - records@swams.com.au or fax - 08 9791 7655.

Telehealth and telephone appointments are available for those that meet SWAMS criteria. If you are experiencing flu-like symptoms, please advise our receptionist so that a telehealth or telephone appointment can be considered.

RECALLS AND REMINDERS

There may be times when you are contacted by our clinic and asked to attend an appointment. This is usually to discuss test results or specialist responses. We may occasionally issue you with a reminder notice offering you preventative health services (e.g. cervical screening and immunisations). If you do not wish to be part of this reminder system, please inform our staff.

SPECIALIST CLINICS

We offer regular clinics with visiting specialists to assist with the diagnosis and management of chronic conditions, dental health and children's health. A referral from your doctor is required to make an appointment with a specialist. Your doctor or health worker will be able to provide you with more information, including the dates of any upcoming clinics.

HOME VISITS

There may be times when you are unable to travel to our clinic and need a clinical staff member to visit you at home. Please discuss these arrangements in advance, or call our clinic on our toll free number 1800 779 000.

In an emergency, always call 000 for an ambulance or visit your closest hospital emergency department.

AFTER HOURS CARE

For free advice and reassurance 24/7, call Healthdirect Helpline (1800 022 222) If you need help immediately, Lifeline offers 24 hour crisis support 13 11 14 In an emergency, call 000 for an ambulance or go to our nearest hospital.

TRANSPORT

We offer a transport service for eligible clients who have an appointment at our clinic or a specialist appointment with another provider. We also offer transportation to and from some of our programs and events. This service is offered to clients who do not have their own transport or have no other means of attending their appointments.

Bookings must be made 24 hours in advance for local transport, and five days in advance for travel to Perth. All of our transport vehicles are equipped with child restraints and first aid kits. Transport is dependent on availability and is subject to an eligibility criteria. To book transport, call 1800 779 000.

ZERO TOLERANCE POLICY

SWAMS has a zero-tolerance policy to violence, threats, physical or verbal abuse towards our staff. Any person conducting themselves in this way may be asked to enter into an acceptable behaviour agreement with SWAMS. Repeated behaviour may result in a decision to withdraw medical care from you.

YOUR PRIVACY

We have strict protocols in place to safeguard your privacy. We will not disclose your personal health information without your consent unless it becomes medically or legally necessary. A copy of our full Privacy Policy can be obtained from reception.

FEEDBACK, QUALITY AND IMPROVEMENT

We welcome any feedback that will help us improve our service and invite you to complete a feedback form located at reception. Feedback can also be given verbally to a senior SWAMS staff member, or you can send an email to **feedback@swams.com.au** which is regularly sought via anonymous patient surveys.

We feel that concerns are best dealt with within the clinic, however you may prefer to contact the Health and Disability Services Complaints Office (HaDSCO):

GPO Box B61, Perth, WA, 6838
(08) 6551 7600 or (08) 6551 7640
(TTY service for hearing impaired)
mails@hadsco.wa.gov.au

COMMUNITY HOME SUPPORT PROGRAM (CHSP)

Community Home Support Program (CHSP) is offered in the South West Region and NATSIFACP is offered in the Peel Region. They each support Elder people to maintain their independence by providing supports in and around the home including social interaction. Services include:

- Domestic Assistance
- Meal Preparation
- Personal Care
- Home and Garden Maintenance
- Transport
- Social Support - Individual (including social activities, shopping, advocacy)
- Social Support - Group (activities and outings)

HOME CARE PROGRAM (HCP)

Home Care Program (HCP) is offered to eligible clients with more complex needs to remain in their own home. Services include:

- Domestic Assistance
- Meal Preparation
- Personal Care (including medical prompts)
- Home and Garden Maintenance
- Transport
- Social Support - Individual (including social activities, shopping, advocacy)
- Social Support - Group (activities and outings)
- Social Work
- Nursing Support
- Allied Health Care

To be eligible, the elder person must complete an ACAT Assessment through My Aged Care which identifies the most appropriate services for their needs.





AGED CARE

*Are you over the age of 50 years? Are you in need of support around the home?
Do you want to feel more connected to community?*

SWAMS provides a range of aged care services in both the Peel and South West Regions. Assistance is also available to help you successfully navigate the aged care system, including My Aged Care, and get the services you deserve.

Bindjareb (Mandurah) Aged Care Services delivers:

- Transition Care (TCP)
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP)
- Home Care Packages (HCP)

South West Aged Care Services delivers:

- Transition Care (TCP)
- Commonwealth Home Support Program (CHSP)
- Home Care Packages (HCP)

All SWAMS aged care services are free of charge to eligible participants.

TRANSITION CARE PROGRAM (TCP)

Transition Care Program (TCP) is a short-term, maximum 12-week, restorative care service for clients to transition back into their homes after a hospital stay. These services include:

- Personal Care
- Social Work
- Nursing Support
- Allied Health Care
- General support services;
 - » Domestic assistance
 - » Social support
 - » Transport



To be eligible, an ACAT (Aged Care Assessment Team) assessment must be completed through My Aged Care prior to discharge from a public or private hospital.

INTEGRATED TEAM CARE (ITC)

The ITC program is delivered across WA. The ITC program helps Aboriginal people with chronic conditions to care for themselves with support and help from a GP and multi-disciplinary team. The aim is for patients and health care workers to work together to keep Aboriginal people with chronic conditions well.

When you visit your doctor and have a GP care plan, you can be referred to your local ITC provider. SWAMS, your local ITC provider, can assist eligible Aboriginal patients in accessing the care outlined in their GP care plan.

MENTAL HEALTH AND ALCOHOL AND OTHER DRUG SERVICES (MHAOD)

Our services are about helping community by walking alongside them. Being part of a community can have a positive impact on mental health and wellbeing. Good social and emotional wellbeing can also offer extra meaning and purpose to everyday life. Our services are designed to meet people where they are at in life whatever the situation.

The types of services include:

Social and Emotional Wellbeing (SEWB)

Social and emotional wellbeing supports, social work activities including support letters, advocacy, assistance with applications, information, and practical support to help people navigate other services.

Activities and events that bring people and community together.

A range of group programs including the Moorditj Mia men's group, Aboriginal women's group, and youth advisory group.

Counselling

Safe talk counselling support for individuals and carers in Bunbury, Busselton, and Collie.

We also help link people to AOD supports including residential rehab and residential detox.

Our services are free, confidential, and easy to access.

SWAMS NEWS

Our community newsletter, SWAMS News, is published six times a year in keeping with the six Noongar seasons. We also send an electronic version to subscribers.



SCAN
QR code to
subscribe to our
newsletter

