



NWRH

New Ways, Real Health

Service User Guide | February 2017

Approved NDIS provider

“ANSWERING FREQUENTLY ASKED QUESTIONS ABOUT THE HEALTH SERVICES WE PROVIDE AND HOW YOU CAN ACCESS THEM”

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This consumer guide contains important information. If you have trouble understanding anything, you can contact the Translating and Interpreting Service 13 14 50 for the cost of local call, 24 hours a day, seven days a week. More than 100 languages are supported. The National Relay Service (NRS) can help people who have hearing or speech impairments (1800 555 660). You can also use an advocate or interpreter.

NWRH respectfully acknowledge the Traditional Owners, and Elders past, present, and emerging as Custodians of the lands across which we deliver Health, Support and Wellbeing Services.



NWRH

This guide will answer frequently asked questions about the health services we provide and how you can access them. If you need services that we don't provide, we can refer you to other organisations that may be able to assist.

Who is NWRH?

Leaders in the delivery of community based allied health, aged care, wellbeing, disability and outreach services in regional and remote Australia since 1993, NWRH harnesses the diversity, energy and professionalism of a large team of multidisciplinary health care professionals providing a comprehensive and robust model of healthcare service delivery with a commitment to culturally competency.

We service more than 40 communities throughout Coastal Areas, North and West Queensland and the Gulf.

At NWRH our people make a real difference as they:

- ▶ Ensure quality care with creative leadership
- ▶ Respect and recognise others
- ▶ Always deliver cultural and competent service
- ▶ Are accountable

Our purpose is to support healthier people in remote, rural and regional communities.

Our role is to deliver comprehensive, high-quality and cost-efficient packages of primary health care and support that enables healthy living in remote, rural and regional areas of Australia.

At NWRH, we believe that our best work is done when:

- ▶ People own their own health
- ▶ Communities control their own health services where possible
- ▶ Staff are employed locally, and assisted to build their skills and capabilities
- ▶ Flexibility and responsiveness is possible because staff live where they work
- ▶ We have firm connections with communities based on ongoing relationships, and genuine understanding of needs and cultural sensitivities

NWRH – Working Towards Cultural Proficiency in all that we do

Our Reconciliation Action Plan (RAP) has been endorsed by, and registered with, Reconciliation Australia. NWRH respectfully acknowledges our large Indigenous client base and formalises many practices that define how we engage our clients. NWRH has developed policy and procedures that include Welcome to and Acknowledgement of Country, an Indigenous Employment Strategy, Grief and Loss Policy and a Country and Language Matrix that will help NWRH deliver continually improving health, support and wellbeing services across our delivery area.

All NWRH staff undergo traditionally informed cultural induction and training.

The NWRH's Indigenous Employment Strategy (IES) is about employing and equipping local Indigenous people in NWRH staffing operations. Our IES encourages Indigenous Australians to apply for all job vacancies within the organisation and identifies positions that are to be filled by Indigenous Australians. There is also an emerging leaders program.

“OUR VISION IS FOR RURAL AND REMOTE COMMUNITIES TO IMPROVE THEIR QUALITY OF LIFE, THROUGH HEALTHY AND ACTIVE LIFESTYLES.”

What services do NWRH offer?

Our staff will work with you to ensure the best health outcome for you. The type and regularity of services varies between communities and is determined by demand. Below is a brief description of the types of health professionals in our teams, and services they provide. More detailed information can be provided according to your specific needs.

Aboriginal Health Workers support the delivery of cultural awareness and provide information for clients and community. They provide clinical follow-up both independently and as part of a multidisciplinary team as well as health education, cultural education, referrals to other health care providers where necessary and client advocacy to improve health outcomes for clients and community.

Care Support Workers provide care and support to assist people with activities of daily living including hygiene, mobility, eating, drinking, shopping, banking, appointments etc.

Child Health Nurses work as part of a multidisciplinary team to deliver nursing care to children and families with children. They support the referral, assessment and treatment for children's health and support the development of community activities to improve community awareness of children's health and wellbeing.

Client Service Coordinator will work with clients during who meet the eligibility criteria for people of frail age, people with a disability and /or their carers who require service coordination due to their complex care needs.

Community Care Drivers provide a transport service for eligible older people still living at home, helping them stay independent. The transport service can be used for pickups and drop offs to local medical appointments, social activities and local shopping. The transport bus is fitted with a wheelchair lift and wheelie walkers are also accepted. If you have a carer, they can also use this service to travel with you to your appointments.

Community Nurses work as part of a multidisciplinary team to deliver nursing care to individuals, families and communities, in line with community needs and cultural considerations. Community outreach, assessment, prevention and treatment and community development activities, including assisting in coordinating specialist health care programs, are important aspects of this role.

Continence Advisors provide individualised management plans, education and advice to individuals experiencing incontinence (loss of bladder or bowel function). Eligible patients may also receive continence products at no expense.

Coordinators provide better access to coordinated and multidisciplinary care and encouraging proactive client self-management.

Cultural Liaison Officers work as part of a multidisciplinary team to provide support to clients and community members to connect them with appropriate health care and follow-up services. They assist all members of the community with transport to attend medical appointments, provide a link between services and community members and inform culturally appropriate work practices.

Dementia Advisors provide a range of counselling and support, information and advocacy for persons with dementia. They help to understand and manage situations, behaviours and relationships associated with the patient's need for care.



Diabetes Educators provide education and ongoing support to people at risk of developing diabetes, those who are newly diagnosed, or who are currently living with the disease. NWRH is a sub agent for the National Diabetes Service Scheme (NDSS) which provides products and equipment for diabetics at subsidised rates.

Dietitians provide general nutrition and dietary advice, assess individual diets and provide practical dietary advice to help manage and treat conditions such as diabetes, heart disease, renal disease, gastrointestinal diseases, food allergies/intolerances and overweight/obesity.

Exercise Physiologists specialise in clinical exercise prescription, health education and the delivery of exercise-based lifestyle and behaviour modification programs, for the prevention and management of chronic diseases and injuries.

Health Promotion Officers develop, plan and coordinate strategies across a number of health issues to achieve health gains for people according to community need.

Mental Health Professionals work as part of a team and are trained as Psychologists, Social Workers, Occupational Therapists or Mental Health Nurses. They provide information, assessment and treatment (including counselling) to community members who require non-acute social and emotional wellbeing support. All acute conditions are referred to services capable of delivering this service.

Occupational Therapists enable people to participate in the activities of everyday life, including work, leisure and self-care. Occupational therapy can benefit individuals of all ages, with a variety of conditions caused by injury or illness, psychological or emotional difficulties, developmental delay or the effects of ageing.

Physiotherapists assist people of all ages with injuries, impairments and disabilities, to improve their mobility, functional ability, movement potential and quality of life through examination, evaluation, diagnosis and physical intervention.

Podiatrists diagnose and treat a range of conditions and injuries specific to the foot and lower limbs including bone, joint, skin, nail and muscular disorders and neurological and circulatory complaints.

Psychologists treat and assist with conditions related to human behaviour. They use scientific methods to study the factors that influence the way people think, feel and learn and use evidence-based strategies and interventions to help people to overcome challenges and improve their performance. They help people to overcome relationship problems, eating disorders, learning problems, substance abuse, parenting issues, or to manage the effects of a chronic illness.

Regional Assessment Service (RAS) will work with clients to develop a support plan that reflects their aged care needs, goals and preferences. The support plan forms part of a client's record that can be viewed online via the My Aged Care client portal.

Residential Aged Care Professionals provide services in Doomadgee (Ngooderi House), Mornington Island (Kuba Natha Hostel) and Normanton (Kukatja Place). Services available include nursing, care workers, meal preparation and lifestyle activities for residents. Residential Aged Care Services are available for respite or permanent residents. Community-based Packaged Aged Care and Community-based Commonwealth Home Support Programs are also delivered in these communities in addition to the broader North West Queensland region.

Speech Pathologists provide assessment and management for adults and children with communication and/or eating, drinking and swallowing difficulties.

Social Workers provide information, counselling, emotional and practical support. They operate as members of the multidisciplinary health care team that provide services in a broad variety of areas, but their primary concern is to address the social and psychological factors that surround patients' physical and/or medical presentations.

Strong Family Support Workers work as part of a multidisciplinary team to support vulnerable children and families to build practical skills and resilience and minimise their contact with the child safety system. They work with families to support the development of parenting skills and positive communication, establish family routines, connect families with specialist health, support and wellbeing services along with providing practical in-home support such as budgeting, cleaning, cooking and planning.

Support Officers provide varied support for people requiring assistance. Support can include domestic assistance, personal care, facilitating social activities, yard maintenance, tele-health set up and functional needs assessments. Support officers work on aged care support programs, disability support programs and community support programs.

Transition Officers work closely with offenders and their families, Justice Services, Prisons, Probation and Parole and local communities to support offenders in safely returning home; support training or employment and prevent re-offending.

Wellbeing Officers support the social and emotional health of families and individuals by looking at their social circumstances. They offer a holistic approach to treating substance dependency, gambling and addressing family violence. They work on a case-by-case basis and collaborate with services in and outside of the community. They aim to work with community members and organisations to develop strength and resilience within the community.

Youth Wellbeing Officers work as part of a team to provide early intervention for children and young people. They provide practical whole-of-family assistance to improve long-term outcomes for vulnerable children and young people at risk of, or affected by mental illness. They also provide community outreach, mental health promotion and community development activities, including group work with children and young people.





HOW DO I CONTACT NWRH?

✉ info@nwrh.com.au | 🌐 www.nwrh.com.au

🏠 Central West

19 Duck Street
PO Box 256
Longreach QLD 4730

Ph: (07) 4652 7100
Freecall: 1800 789 310

🏠 Doomadgee Wellbeing Centre

Lot 6, Gunnalunja Drive
Doomadgee QLD 4830

Ph: (07) 4742 9401

🏠 East Coast/Corporate Office

3/106 Dalrymple Road
PO Box 8056
Currajong QLD 4812

Ph: (07) 4781 9300
Freecall: 1800 799 244

🏠 Kuba Natha Hostel

22 Lardil Street
Gununa QLD 4871

Ph: (07) 4745 7346

🏠 Kukatja Place

65 Landsborough Street
Normanton QLD 4890

Ph: (07) 4745 1599

🏠 Lower Gulf

38 Dutton Street
PO Box 347
Normanton QLD 4890

Ph: (07) 4747 8800

🏠 Mornington Island Wellbeing Centre

172 Mukakiya Street
PO Box 1873
Gununa QLD 4871

Ph: (07) 4747 9700

🏠 Ngooderi House

Lot 33 Gunnalunja Drive
Doomadgee QLD 4830

Ph: (07) 4745 8181

🏠 North West

53 Enid St
PO Box 1127
Mount Isa QLD 4825

Ph: (07) 4744 7600
Freecall: 1800 221 131

🏠 NWRH Commonwealth Home Support Program

3 Lucy Street
Mount Isa QLD 4825

Freecall: 1800 221 131



How much does the service cost?

The **NWRH Fees Policy** is available at www.nwrh.com.au and outlines costs for services. NWRH recognise individual circumstances which can make it difficult to pay for services. These circumstances and payment arrangements are also outlined in the **Fees Policy**. Many of our health services are provided at no cost to clients.

How do I start receiving services?

We encourage you to visit your General Practitioner and ask for a referral to any of our services. This will ensure your GP is aware of all of the health services you are receiving and will be kept informed on the management of your health. Alternatively, you can self-refer or be referred by a family member, friend, hospital or other community based organisation, with your permission. The best way to refer is to contact us by our FREECALL 1800 numbers listed on page 8.

For the Commonwealth Home Support Program please contact My Aged Care on 1800 200 422 or go to their website www.myagedcare.gov.au. We can also assist you with your registration with My Aged Care. Please contact us by any of our FREECALL 1800 numbers listed on page 8.

What happens next?

Our services are allocated by a process called triaging. This is when clients who have more severe needs are seen before those with a less severe condition. The process is as follows:

1. You obtain a referral from your GP, community based organisation or contact us directly.
2. For some of our services, referrals are accepted or declined based upon the program eligibility criteria. Our staff will advise you and the referrer if the referral does not meet the criteria or if more information is needed.
3. If accepted, our staff will call you to book an appointment with the relevant NWRH health practitioner.
4. The consultation takes place with the health practitioner. The time of a consultation varies, but usually will take between 30 and 60 minutes.
5. Any required follow up care will be arranged by the NWRH health practitioner.
6. NWRH works with many other health and community service providers to ensure your care needs and goals are met. Your health practitioner may ask to refer you to one of these services.
7. Once Care Plans and treatment goals are completed and achieved, you will be discharged from the service.



Will I have to wait?

Different services and locations have varying demands. We will prioritise clients according to how urgent and complex their needs are. If it is likely that you will experience a delay, we will contact you in writing. We ask that you contact us as early as possible if you can't keep an appointment so we can offer your appointment time to another client.

What if I can't keep an appointment?

Please discuss any difficulties you may have in accessing our services with our staff. While there is no penalty for missing an appointment, it is your responsibility to contact us if you cannot attend. If you miss several scheduled appointments without notifying us, we reserve the right to withdraw services from you. This will ensure that other people requiring services do not miss out.

“ PLEASE DISCUSS ANY DIFFICULTIES YOU MAY HAVE IN ACCESSING OUR SERVICES WITH OUR STAFF. ”

Can I have a Care Plan?

A Care Plan helps you to set goals for your treatment with a variety of health practitioners. It provides a summary of progress against the treatment goals, whilst also ensuring that you and all your health practitioners are working from the same plan. Our staff can work with you to create a new Care Plan or our staff can contribute to an existing Care Plan. We will offer you a copy of your Care Plan and you can also request a copy of your Care Plan at any time.

Will my information be kept private?

Maintaining your privacy is important to us. To allow us to provide you with the best possible service, we will need to gather personal and medical information about you. Consent is requested when you are first seen by NWRH to only share your information with referrers or other identified services involved in your care.

We will ensure information is kept electronically in a secure location. Only staff involved with providing your treatment and designated support staff have access to this information. The types of information we store include your contact details, notes on your treatment, referrals and other information relevant to the service provided. For statistical analysis, quality improvement and planning purposes we are required to share de-identified information to State and Australian governments. You can access any information we have about you. If you would like a copy of the NWRH Privacy and Confidentiality Policy, please contact our Townsville office: 1800 799 244, or go to our website www.nwrh.com.au.



Where can I provide feedback about the service?

We want to provide a high quality, professional service and we encourage you to tell us about your experience – good and bad as we consider and review all feedback provided to us.

We will also ask you to evaluate us at the end of our service by filling out a client satisfaction survey. The survey includes structured questions to guide your feedback.

Please note that giving us negative feedback will not affect our current service to you, or impact on any future applications you may make. We recommend you talk or write to our staff member providing the service, or complete the feedback form on our website www.nwrh.com.au/feedback/. If the issue remains unresolved, please contact our Executive Manager - Primary Health Care and Human Resources in writing or by phoning 1800 799 244.

You can also take your concerns to outside bodies such as:

Office of the Health Ombudsman

PO Box 13281 George Street,
BRISBANE QLD 4003
13 36 46

Aged Care Complaints Scheme, Department of Social Services

GPO Box 9848, Brisbane QLD 4001
FREECALL 1800 550 552

Queensland Ombudsman

GPO Box 3314, BRISBANE QLD 4001
07 3005 7000 or 1800 068 908
ombudsman@ombudsman.qld.gov.au

Queensland Aged and Disability Advocacy Inc. (QADA Inc.)

07 3637 6000 or 1800 818 338

Department of Communities, Child Safety and Disability Services

GPO Box 806, BRISBANE QLD 4001
13 74 68

Who else may offer services I need?

In an emergency or life threatening situation call 000

My Aged Care	1800 200 422 www.myagedcare.com.au
National Disability Insurance Scheme	1800 800 110 www.ndis.gov.au
Lifeline	13 11 14 www.lifeline.org.au
Sane	1800 18 7263 www.sane.org
Beyondblue	1300 22 4636 www.beyondblue.org.au
It's Allright	1800 18 7263 www.itsallright.org
Kids Help Line	1800 55 1800 www.kidshelpline.com.au
R U OK?	www.ruok.org.au
Quitline	137 848 www.quitnow.gov.au
Alcoholics Anonymous	1300 222 222 www.aa.org.au
Headspace	1800 650 890 www.headspace.org.au
Reach Out	www.reachout.com
Health Direct	1800 022 222 www.healthdirect.gov.au
National Relay Service (for speech or hearing impairment)	1800 555 660 www.relayservice.gov.au



What are my rights and responsibilities?

As health care providers, NWRH respects your rights - we try to create an atmosphere of mutual trust and respect. As a result the following client rights and responsibilities demonstrate our commitment to this partnership. For further information, please also refer to the Charter of Rights section available at www.nwrh.com.au.

In summary, you have a right to:

- ▶ Be treated with respect, courtesy and dignity and have your religion and cultural background respected
- ▶ Have your case assessed (or reassessed) without discrimination
- ▶ Be informed about the services available and have the opportunity to participate in decisions about your care
- ▶ Be given information about your health issues and the range of treatment options in a way that is easy to understand
- ▶ Be given information about how treatments will affect you
- ▶ Be informed about your ability to seek a second opinion
- ▶ Have our staff consider their duty of care to keep you safe while they are providing the service
- ▶ Have your privacy and confidentiality maintained
- ▶ View and correct any information we hold about you
- ▶ Have a relative, friend, advocate or interpreter be with you or act on your behalf
- ▶ Express concerns about the service without fear of the service being withdrawn, reduced or being penalised in any way
- ▶ Be made aware of your right to refuse treatment, and have your withdrawal of consent to be respected
- ▶ Make a complaint and have it dealt with seriously, fairly and quickly

In return, we would ask that you, as our client:

- ▶ Treat our staff with courtesy and consideration and respect our staff's privacy, religious and cultural backgrounds
- ▶ Let us know if you can't keep an appointment
Respect the rights of other clients of our services
- ▶ Provide feedback to us about the care and treatment you receive from us
- ▶ Provide us with up-to-date contact details and keep us informed if these change
- ▶ Nominate your preferred place of service delivery where this choice is available
- ▶ Actively participate in your treatment to ensure it is appropriate and acceptable (e.g. ask questions about your condition and proposed treatment to ensure that you understand about giving consent)
- ▶ Let us know if your circumstances change (such as a need to adjust the amount or type of service, or a change of advocate)
- ▶ Accept responsibility for the results of any decisions you have made with our staff about the type or level of service

“WE TRY TO CREATE AN ATMOSPHERE OF MUTUAL TRUST AND RESPECT.”

Can I be a support person or advocate?

If an advocate or support person can help us to provide a better service we encourage you to use one. An advocate can help you as much or as little as you need. An advocate's role is to act on your behalf and in your best interests. You may decide to use an advocate for a variety of reasons.

- ▶ You want somebody, such as a carer, to be kept informed of how things are going with your treatment.
- ▶ Speaking or reading English may be difficult for you and you would like somebody independent to help.
- ▶ You want to discuss your treatment but feel uncomfortable, or are unsure of how to do this.
- ▶ You are having problems with the service or staff, and would like somebody to help raise issues and resolve them with us.
- ▶ You want an independent person who is keenly concerned with ensuring your rights are considered.
- ▶ You would just feel more comfortable having somebody with you.

You can select a family member, friend or independent advocacy group who will act in your best interest. If you would like to use an advocate, we ask that both you and the advocate complete an Authority to Act as an Advocate Form (page 15). We can then include your advocate in discussions about your care. You can change your advocate at any time.

Important information for advocates

- ▶ Take your role as advocate seriously, and act in the best interest of the client.
- ▶ Complete the Authority to Act as an Advocate Form (page 15).
- ▶ Keep the client informed of any issues and developments about services negotiated or discussed on their behalf.
- ▶ Read this guide and familiarise yourself with the client's Care Plan.
- ▶ Encourage the client to provide feedback on the services they are receiving.
- ▶ Advise us about any changes in the client's circumstances or concerns about his/her changing needs.



AUTHORITY TO ACT AS AN ADVOCATE

Client details

Name _____

Address _____

Phone _____

I authorise the person named below to act as an advocate on my behalf and represent my interest in relation to my involvement with North and West Remote Health (NWRH).

I understand NWRH may discuss details of my Care Plan and the services it provides with my advocate when necessary.

This authority takes effect from ____ / ____ / ____ and replaces any previous arrangements. I understand I can change my advocate at any time and will advise the service of any change in writing.

Client's Signature _____ date ____ / ____ / ____

Advocate details

Name _____

Address _____

Phone _____

I have read the Important Information for Advocates in the NWRH Health, Support and Wellbeing Service User Guide and agree to act as the advocate for the above-named person.

Advocate's Signature _____ date ____ / ____ / ____



