



# MY HEALTH & WELLBEING BOOKLET

*Hume Region,  
Victoria*

**Acknowledgement:** We thank the Mid North Coast Local Health District for allowing us to reproduce and adapt the original material available in the NSW Aboriginal Wellbeing Hospital Discharge Booklet to be relatable for our First Nation peoples in the Hume region.

**This project covers the Hume Region and acknowledges the vast locations of all people who identify as First Nation peoples.**

**Acknowledgement:** Front cover artwork provided by Tallangatta Health Service. Titled OUR PLACE OF HEALING. This beautiful artwork was designed and painted by Tamara Murray.

Tamara Murray states “The painting was inspired by Tallangatta Health Service and being in a place of peace, surrounded by love, light and kindness. Being a part of a beautiful community is just like being part of a family. The circles work represents the five core values of Tallangatta Health Service and the design work shows the connection to the beautiful landscape and surrounds.”

**Copyright:** This booklet has been created as part of the Victorian Department of Health Aboriginal Health Innovation Initiative, by the Hume Health Service Partnership and member agencies. Thank you to the Aboriginal communities that reviewed this booklet and provided feedback and suggestions.

# You and your Mob have healthcare rights

Aboriginal and Torres Strait Islander people have rights when receiving healthcare or while in a healthcare facility.

## Access

You and your mob have the right to access healthcare that meets your needs

## Safety

You and your mob have the right to receive safe, high-quality healthcare.

You also have the right to receive care in a culturally safe environment.

## Respect

- You and your mob have the right to be treated with respect at all healthcare services.
- Your Aboriginal and Torres Strait Islander culture and identity must be recognised and respected by all healthcare staff. Your beliefs and choices must also be respected by healthcare staff.

## Partnership

- You and your mob have the right to yarn and ask questions about healthcare.
- You also have the right to choose who to include in yarns, health planning and decision making - this can be your family, friends, kin or Aboriginal health workers.

## Information

- You and your mob have the right to get clear information about your health, tests and treatments, so you can give informed consent.
- You also have the right to clear information about what to expect when you receive a service, including information about waiting times and costs.
- You or your mob have the right to support to help you understand health information and other health processes.
- You have the right to access your health information at any time.
- You and your mob have the right to be told if something has gone wrong during your healthcare, how it happened, how it might affect you and what's being done to make your care safe

## Privacy

You and your mob have the right to have your privacy respected. This means healthcare staff must keep your information private and secure.

## Give feedback

You and your mob have the right to give feedback - healthcare staff must listen to your feedback and address your concerns in an honest and timely way.



Scan QR code  
for more  
information



Adapted from The Australian Charter of Healthcare Rights, developed by the Australian Commission on Safety and Quality in Health Care (ACSQHC). ACSQHC: Sydney 2019.



# About me

## Personal Information

Name \_\_\_\_\_

Gender ☐ Male ☐ Female ☐ Non-binary ☐ Other

Date of Birth \_\_\_\_\_

Phone Number \_\_\_\_\_

The best person to contact \_\_\_\_\_

My Address \_\_\_\_\_  
\_\_\_\_\_

I live with \_\_\_\_\_

I am a carer ☐ Yes ☐ No

My GP \_\_\_\_\_ Phone Number \_\_\_\_\_

My Pharmacy \_\_\_\_\_ Phone Number \_\_\_\_\_

I'm registered for closing the gap ☐ Yes ☐ No ☐ Unsure

## Services

☐ Home Help

☐ Meal Assistance

☐ Personal Care

☐ Transport Assistance

☐ Shopping Assistance

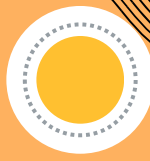
☐ Other: \_\_\_\_\_

• Provider \_\_\_\_\_

• Case Manager \_\_\_\_\_ Phone Number \_\_\_\_\_

• Package Level \_\_\_\_\_

I have had an ACAS assessment ☐ Yes ☐ No



# About me

## Home Environment

I have stairs I need to manage ☐ Yes ☐ No

Rail ☐ Yes ☐ No

Number of steps \_\_\_\_\_

I have rails in the bathroom/toilet ☐ Yes ☐ No

## Mobility

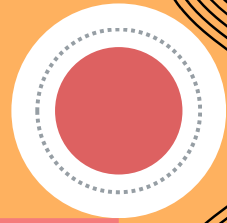
I have had \_\_\_\_\_ falls in the last year

I have a personal alarm ☐ Yes ☐ No

I walk with \_\_\_\_\_

## Other Information

# Help when you are in hospital



Some Health Services may have access to an Aboriginal Liaison Officer (ALO) or Social Workers.

Both Aboriginal Liaison Officers and Social Workers are there to support you during your stay. They can help you speak to doctors and nurses, understand what is happening, and make sure you and your family are involved in making decisions about your care.

Nurses and office staff can contact the ALO, Social Worker or other Aboriginal Health staff for you.

ALOs and Social Workers are employed at the following Health Services in the Hume region:

- Albury Wodonga Health
- Benalla Health
- Goulburn Valley Health
- Kyabram District Health Service
- Northeast Health Wangaratta



# Feedback



## You have the right to:

- Provide feedback or make a complaint without affecting how you are treated.
- Have your concerns addressed in a transparent and timely manner.
- Share your experience and participate in improving the quality of care and health services.

## How to provide feedback:

Provide feedback to the clinician or health service organisation directly. Your health service organisation will have a process for managing feedback from patients, consumers and their families. Often, the simplest way to have your concerns addressed is to contact the organisation or clinician directly to discuss the issues or ask for help.

You could also contact the department that manages feedback at the organisation. You have the right to:

- Receive a response to your concerns.
- Be told if something has gone wrong or has not gone to plan.
- Have your concerns addressed within a reasonable time frame.
- Provide feedback to a different organisation.

If you feel you cannot raise your concerns with your health service directly, or if you are not happy with their response, you can contact the:

- Victorian Department of Health  
Web: [health.feedback@health.vic.gov.au](mailto:health.feedback@health.vic.gov.au)
- National Aboriginal Community Controlled Health Organisation (NACCHO) Web: [www.naccho.org.au](http://www.naccho.org.au) Phone: (02) 6246 9300
- Health Complaints Commissioner (Victoria)  
Web: [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au) Phone: 1300 582 113

Source:

<https://www.scgh.health.wa.gov.au/~media/HSPs/NMHS/Hospitals/SCGH/Documents/Patients/Healthcare-Rights---Understanding-my-Healthcare-Rights---A-Guide-for-Consumers.pdf>



# When you are going Home

## Medications

Ask your nurse or doctor if your medications have changed.

If your medications have changed ask for a 'medication list', which is a list of all your medications detailing:

- Dose
- Time to take
- Medication contraindications (reasons you should not be taking certain medications)
- Any medications to be reviewed by a pharmacist

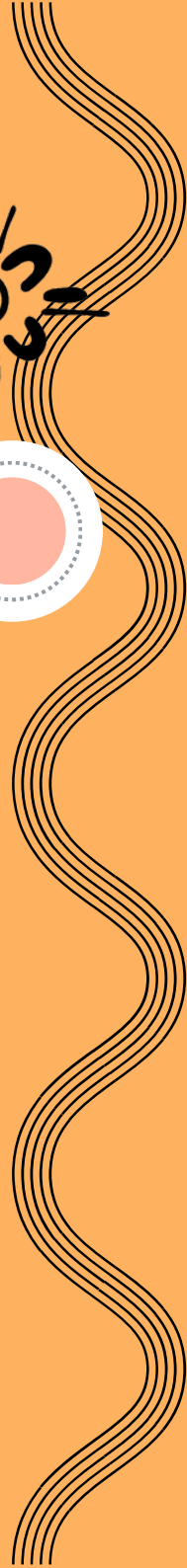
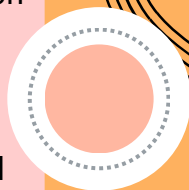
Closing the Gap\* (CTG) scripts can be written by hospital doctors, however only approved pharmacies can dispense them. From 1st January 2025, hospital pharmacies are able to dispense medication with a CTG script.

\*You must be registered by your GP.

Your medication script/s will need to be refilled before your discharge medications run out.

Tell the nurse or discharge planner if you are worried about being able to get the scripts filled when you are home.

Please ask your doctor or pharmacist if you want your medications in a 'blister pack' or 'webster pack'. There may be an associated cost.

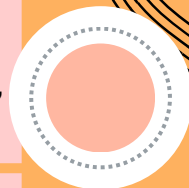




# When you are going Home

## Appointments and Help at Home

- Ask the nurse or discharge planner to make appointments for you.
- If you are worried about transport, how you are going to manage at home or the cost of these appointments, talk to your nurse, discharge planner, Social Worker or ALO about options to help.
- Services such as home help, personal care and shopping assistance can be organised for you (Please refer to 'Help in the Community' section of this booklet).
- If one program cannot provide a service, it doesn't mean that you can't get help from another provider. Talk to the treating team.
- If you were already receiving services/care before coming to hospital, please talk to the treating team and ask them to contact the provider directly to let them know that your services will need to restart when you go home.
- Details about your stay in hospital will be sent to your GP through a discharge summary. If available, ask the team for a copy before leaving the hospital.



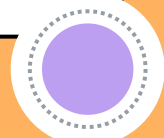
# Terminology

Medical Word	What it means
ACAS	Aged Care Assessment Services (ACAS) is an independent team who assist people and their carers to identify what kind of care will best meet their ongoing needs.
Discharge Summary	A note detailing exactly what happened during the hospital visit.
"Filled out"	Having your script "filled out" means having your medication packaged and given to you to take home.
Mobility	How well you can walk, sit and get up.
Script	Prescription: A note from the doctor to the pharmacist, listing what medication you need.
Treating team	All the people looking after you in hospital.
Radiography	X-ray/Scans
Pathology	Blood test
ALO/AHLO/APFLO	ALO: Aboriginal Liaison Officer AHLO: Aboriginal Health Liaison Officer APFLO: Aboriginal Patient and Family Liaison Officer
Referral	When a healthcare worker sends a patient to another healthcare provider to get extra help or specific treatment. This can be both instead of or in addition to the service they are providing you.
Doctor, Registrar, Consultant, Specialist	Different doctors involved in your care
Allied Health	Group term for Physiotherapist, Occupational Therapist, Social Worker, Podiatrist and Speech Pathologist.

# Help in the Community

**In case of an emergency at any time, call 000**

Statewide		
Service	Description	Contact
<b>My Aged Care</b>	This service can help older Australians find and access government funded care services at home.	<b>Ph:</b> 1800 200 422 <b>W:</b> <a href="http://www.myagedcare.com.au">www.myagedcare.com.au</a>
<b>National Disability Insurance Scheme (NDIS)</b>	The NDIS is Australia's national scheme for people with disability. It provides funding directly to individuals.	<b>Ph:</b> 1800 800 110 <b>W:</b> <a href="https://www.ndis.gov.au/">https://www.ndis.gov.au/</a>
<b>Services Australia</b>	Services Australia can help with payment and service information for Medicare, Centrelink, and Child Support.	<b>W:</b> <a href="https://www.servicesaustralia.gov.au/">https://www.servicesaustralia.gov.au/</a>
<b>Victorian Aboriginal Child and Community Agency (VACCA)</b>	<p>The Victorian Aboriginal Child and Community Agency (VACCA) is a statewide Aboriginal Community Controlled Organisation (ACCO) servicing children, young people, families, and community members in Victoria.</p> <ul style="list-style-type: none"><li>• Children and Families</li><li>• Youth Services and programs</li><li>• Cultural Strengthening Programs</li><li>• Community Support</li><li>• Family Violence</li><li>• Justice Support</li><li>• External training</li><li>• VACCA Bushfire Recovery Program</li><li>• Education</li><li>• Dental Care</li></ul>	<p>Wodonga: <b>Ph:</b> (03) 8373 1710</p> <p>Wangaratta <b>Ph:</b> (03) 5756 9000</p> <p><b>W:</b> <a href="https://www.vacca.org/">https://www.vacca.org/</a></p>

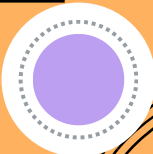


# Help in the Community

In case of an emergency at any time, call 000

Statewide		
Service	Description	Contact
Community Dental Service	Aboriginal and Torres Strait Islander peoples can receive public dental care funded by the Victorian Government. They can have priority access with free or heavily discounted rates.	For your nearest location: <b>W:</b> <a href="https://www.dhsv.org.au/our-services/find-dental-clinics/clinic-search">https://www.dhsv.org.au/our-services/find-dental-clinics/clinic-search</a>
13YARN	13YARN is an Aboriginal and Torres Strait Islander crisis support line funded by the Australian Government with the support of Lifeline and developed in collaboration with Gayaa Dhuwi (Proud Spirit) Australia. It is run by Aboriginal and Torres Strait Islander people.	This service is available 24 hours a day, 7 days a week. <b>Ph:</b> 13 92 76

Please use empty boxes to add additional services



# Help in the Community

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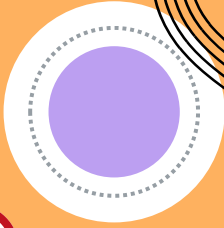
Community Service	Description	Contact
<b>Albury Wodonga Aboriginal Health Service (AWAHS)</b>	AWAHS support the Aboriginal Community towards a better tomorrow. Their focus is to work alongside you to create generational health change.	<p><b>Service Hours</b> Monday to Friday (excluding public holidays)</p> <p><b>Office hours</b> 9:00am to 12:30pm 1:30pm to 5:00pm Phones operate from 8:30am</p> <p><b>W:</b> <a href="https://awahs.com.au">https://awahs.com.au</a></p> <p>All sites: <b>Ph:</b> 1800 421 640</p> <p>Glenroy Clinic: <b>Ph:</b> (02) 6040 1200</p> <p>Wodonga Clinic: <b>Ph:</b> (02) 6067 2286</p> <p><b>Location:</b> 664 Daniel Street Glenroy NSW 2640</p> <p>12 Stanley Street Wodonga Victoria 3690</p> <p>86-90 Rowan Street Wangaratta Victoria 3677</p>

# Help in the Community

**In case of an emergency at any time, call 000**

Community Service	Description	Contact
<b>Aldara Yenara Australia Aboriginal Corporation (AYAAC)</b>	The AYAAC Community Hub is a culturally safe space for local Aboriginal and Torres Strait Islander people to gather and participate in AYAAC's programs, services, and activities	<b>Ph:</b> 0482 836 229  <b>W:</b> <a href="https://www.aldayenaraac.com.au/">https://www.aldayenaraac.com.au/</a>  <b>Location:</b> 1A Warramunda Dr Kyabram VIC 3620
<b>Gateway Health</b>	<p>Gateway Health works collaboratively with Aboriginal and Torres Strait Islander peoples to meet essential health needs and to support individual and community aspirations.</p> <ul style="list-style-type: none"><li>• Indigenous community support: Our aim is to make it easier for Aboriginal and Torres Strait Islander community members to access government and other support services that are available to the general community.</li><li>• Integrated care and GP support: Integrated care is about ensuring patients or clients get better care by coordinating the different services they receive.</li><li>• Home Interaction Program for Parents and Youngsters (HIPPY): The Home Interaction Program for Parents and Youngsters is a free two-year, at-home early learning and parenting program that supports parents to be their child's first teacher.</li></ul>	<b>Ph:</b> 1800 657 573  Wodonga <b>Ph:</b> (02) 6022 8888  Myrtleford <b>Ph:</b> (03) 5731 3500  Wangaratta <b>Ph:</b> (03) 5723 2000  <b>W:</b> <a href="https://gatewayhealth.org.au/services/aboriginal-torres-strait-islander-peoples/">https://gatewayhealth.org.au/services/aboriginal-torres-strait-islander-peoples/</a>

# Help in the Community



**In case of an emergency at any time, call 000**

Community Service	Description	Contact
<b>Headspace</b>	Dedicated to supporting the mental health and well-being of young people aged 12 to 25. They provide support and counselling concerning alcohol and drug issues. They can also help link you to local GPs for physical and sexual health-related needs, and have dedicated employment and education support partners to connect you with.	<b>Ph:</b> 1300 332 022  <b>W:</b> <a href="https://headspace.org.au/">https://headspace.org.au/</a>  <b>Locations:</b> 129 High Street, Shepparton, Victoria 3630  44 Rowan Street, Wangaratta, Victoria 3677  155 High Street, Wodonga, Victoria 3690
<b>Mungabareena Aboriginal Corporation</b>	Mungabareena Aboriginal Corporation provides a range of services to meet the health and wellbeing needs of the Aboriginal and Torres Strait Islander community.	<b>Ph:</b> (02) 6024 7599  <b>Locations:</b> 53 Ryley Street Wangaratta Vic 3676  8 High St Wodonga VIC 3690  21 Hovell Street Wodonga Vic 3690
<b>Rumbalara Aboriginal Co-operative</b>	The Rumbalara experience goes above and beyond your typical service provider. They care for everything from common illnesses to chronic diseases and mental health concerns.  Care isn't just for when you're sick – They are also here to help you prevent illness, reduce harm, have a safe and secure home, and better education opportunities with the purpose to ensure you live a longer and healthier life. They will always take the time to listen to you, respect your opinion, and care for you as a whole person.	<b>Hours:</b> Open Monday-Saturday 9am- 5 pm  Medical Clinic: <b>Ph:</b> (03) 5820 0035  <b>W:</b> <a href="https://rumbalara.org.au">https://rumbalara.org.au</a>  <b>Location:</b> 20 Rumbalara Road, Mooroopna Vic 3629



# Things to Check

With your GP:

- Are you registered for Closing the Gap? Closing the Gap is a benefit that helps make medication more affordable for Aboriginal and Torres Strait Islander people.
- 715 health check: A 715 Health Check is a yarn between you and your GP or nurse, that is performed annually to assess your physical, social and emotional wellbeing.

The aim of the 715 Health Check is that First Nations patients receive health care and services that are matched to their individual needs. It can help if you need:

- Podiatrist (for healthy feet)
- Dietitian (for healthy eating)
- Physiotherapist (help patients to manage pain and prevent disease)
- Psychologist (for mental health)
- Diabetes educator (for diabetes)

USE THIS PAGE TO WRITE ANYTHING YOU WISH TO ASK OR REMEMBER

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