

Consumer Information

What can you expect:

- Privacy, respect and confidentiality in accordance with legislative guidelines.
- To take part in decisions regarding your care and treatment.
- Be informed about your health care
- Recieve appropriate care and timely treatment
- A fair investigation and response to any complaints you make without affecting your care and treatment.
- Access to an interpreter or a culturally appropriate allied health professional (where this is available).

For the most helpful outcomes:

- Make an appointment to see your provider as soon as possible.
- Attend all allocated sessions
- Attend appointments on time
- Give at least 24 hours notice if you are unable to attend the planned session.
- Provide enough information so that appropriate care can be given.
- Ask for any information you need.
- Follow the advised treatment and talk to your GP if you decide not to follow this treatment advice.
- Book a follow up appointment with your GP after you have completed the sessions with your provider.

NCNS

NEPEAN COMMUNITY & NEIGHBOURHOOD SERVICES

Nepean Community & Neighbourhood Services acknowledges the Traditional owners of the Land.

For more information contact on
4706 0299 or ctg@nepeancommunity.org.au
or visit
www.nepeancommunity.org.au



Australian Government

While the Australian Government Department of Health has contributed to the funding of this material, the information contained in it does not necessarily reflect the views of the Australian Government and is not advice that is provided, or information that is endorsed, by the Australian Government. The Australian Government is not responsible in negligence or otherwise for any injury, loss or damage however arising from the use of or reliance on the information provided herein.

Interpreter services can be arranged if needed. Costs may apply. Please consult with your health provider for more information. The National Relay Service (NRS) is available for patients who are hearing impaired.



Closing the Gap

A health program for Aboriginal & Torres Strait Islander people



Closing the Gap is a program that helps Aboriginal & Torres Strait Islander people in three ways:

1. Better healthcare
2. Access to cheaper medicines
3. Dedicated care coordinators and support workers

Better Healthcare

To find out how you can access better health care, take the following steps:

1. Contact your doctor - ask if they are participating in the Aboriginal Health Program
2. Identify yourself as Aboriginal or Torres Strait Islander
3. Get a yearly health check with your Doctor
4. If you need to, use the subsidised Allied Health Services* that may be available to you (see below)

If you suffer from a Chronic Disease, you may be entitled to up to 10 subsidised* referrals to an Allied Health Provider.

This includes:

- Audiologist
- Speech Pathologist
- Chiropractor
- Dietitian
- Diabetes Educator
- Mental Health
- Physiologists
- Osteopath
- Occupational Therapist
- Aboriginal Worker
- Podiatrist
- Physiotherapist

*Upfront payment may apply. Check when making your appointment. You can get rebates back through Medicare. Payment options can be considered with your Care Coordinator.

Cheaper or free medicines

If you have a chronic disease or are at risk of developing one you can get your medications cheaper or FREE.

This could mean:

- Concession holders would no longer pay for their prescriptions, they would now get medicines FREE.
- If you work, you would now get your prescriptions for concession rates.
- Cover the whole family - get a yearly health check for all family members. Your doctor will let you know if you qualify to save money on medicines.

To access these services, contact the Closing the Gap team at NCNS on 4706 0299 or ctg@nepeancommunity.org.au or visit: www.nepeancommunity.org.au



Care Coordinators

The Care Coordination & Supplementary Services program supports Aboriginal & Torres Strait Islander people with chronic disease to access specialist, GP and allied health services.

To be eligible for this program you must:

- Have one of the following:
 1. Heart disease
 2. Kidney disease
 3. Respiratory disease
 4. Diabetes
 5. Cancer
- Be recommended by your GP and have a current GP management plan (dated and signed).

Funds are available to provide access to medical specialists and allied health services as recommended in your GP management plan.

Outreach Workers

NCNS offers male and female Aboriginal Outreach Workers in the Blue Mountains, Hawkesbury and Penrith who can:

- Help you make medical appointments and assist with any health-related paperwork
- Explain what a health check is and why it is important
- Attend medical appointments with you if you need some support
- Help you register for a Medicare card if you don't have one
- Inform you of transport options available in the local area
- Help you find where to get prescriptions filled
- Let you know about local programs or services that may be useful for you

The Aboriginal Outreach Worker cannot provide medical advice or treatment, but can link you up with services or people that can help you.