

## Consumer Information

### ***What you can 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
- Receive 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:***

- Contact the Closing the Gap team.
- Make an appointment to see your GP as soon as possible.
- 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.
- Make sure you check in with your GP annually or at the completion of your allied health sessions.



NEPEAN COMMUNITY & NEIGHBOURHOOD SERVICES

NCNS acknowledge Aboriginal people,  
past and present, on whose land we walk, work and live.

### ***For more information contact us on:***

**P:** 02 4706 0299

**F:** 02 4702 6139

**E:** [ctg@nepeancommunity.org.au](mailto:ctg@nepeancommunity.org.au)

**W:** [www.nepeancommunity.org.au](http://www.nepeancommunity.org.au)



Australian Government

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# 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
- Physiotherapy

\*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

All Aboriginal and Torres Strait Islanders can get cheaper or FREE prescription medications.

#### *This could mean:*

- Concession holders would now get their prescription medicines FREE.
- If you work, you would get your prescription medications at the concessional rate.
- Whole family cover - get a yearly health check for everyone in your family and save money.

To access these services, contact the Closing the Gap team at NCNS on:

**P: 02 4706 0299**

**F: 02 4702 6139**

**E: [ctg@nepeancommunity.org.au](mailto:ctg@nepeancommunity.org.au)**

**or visit [www.nepeancommunity.org.au](http://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.***