

WELCOME

TO OUR HEALTH SERVICE



Wrap Around Healthcare
By Community - For Community



NHULUNDU
· HEALTH SERVICE ·

Walk with us

At GRAICCHS trading as Nhulundu Health Service, we are proud to walk alongside our Aboriginal and Torres Strait Islander community, providing culturally safe, respectful and holistic care for individuals and families.

As a community-controlled organisation for over 25 years, our support spans every stage of life, from birth through to Elders, empowering you to take charge of your health journey. Our services include our Clinic, along with dedicated programs for Children, Youth and Families, as well as Aged Care.

With a strong commitment to community, our team continues to enhance wellbeing, strengthen connections, and close the gap in health outcomes for future generations.





Our clinic clients can access comprehensive primary health services including specialists and allied health professionals.

● **Comprehensive Services**

- General Practice
- Chronic Disease Management
- Close the Gap and ITC
- Asthma Education & Support
- Immunisation program
- Diabetic management & Support
- General Health Checks
- Maternal and Child Services
- Social and Emotional Wellbeing
- Tobacco Cessation Support
- Antenatal Care
- Cancer Screening
- Sexual Health
- Hearing Health

● Specialists and Allied Health professionals

- Psychiatrist
- Psychologist
- Endocrinology
- Diabetes Educator
- Antenatal Clinic
- Cardiology
- Podiatrist
- Renal/Nephrology
- Other Telehealth Specialist Services

● 715 Health Checks

A 715 Health Check is a free, comprehensive assessment that supports Aboriginal and Torres Strait Islander people to stay well, identify health concerns early, and plan for a healthier future with culturally appropriate care.

● Chronic Illnesses

We support people living with chronic illness through coordinated, holistic care, education and ongoing support to help you manage your health and improve your wellbeing.

● Integrated Team Care

We can help connect you with the right doctors, specialists and support services, reducing barriers such as travel and ensuring you feel supported throughout your health journey.



MAKING APPOINTMENTS

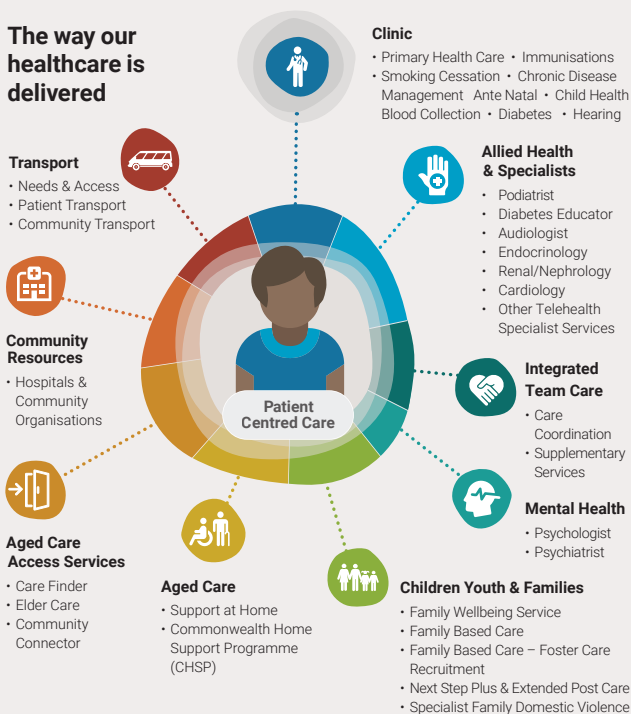
Please check in at reception on arrival to update your contact details and medicare card. Let staff know when booking if you need a longer or script only appointment (conditions apply).

Clients are seen by priority: emergencies (please advise), then appointments, with walk-ins triaged.

As we are a bulk billing clinic, for those without a Medicare card, a standard consultation starts from \$80, with extra fees for longer visits and procedures. Cash payments only.

OUR MODEL OF CARE

The way our healthcare is delivered



This is the way we support you and your family through your health journey. It guides how we provide care at every stage of life or health need, making sure you receive the right support, at the right time, from the right people, in the right place.

ABOUT OUR CLINIC

● Clinic Times

- Mon, Tues, Wed, Fri 8.30am - 5.00pm
- Thursday 9.30am - 5.00 pm
- Weekends - CLOSED

Emergency - Call 000. Out of hours services contact: Gladstone Hospital - (07) 4976 3200

● Transport

Transport is available for patients who meet the current transport policy eligibility. Please ask reception or read a copy of our transport brochure.

● Home Visits

Home visits may be possible for regular clients who are unable to attend the clinic due to medical reasons, within the Gladstone area and subject to approval and doctor availability. Please enquire at reception.

● Doctors

We have experienced male and female doctors. During clinic hours, calls are taken by reception and returned when available. Emergency calls are transferred directly to a clinician.

● Privacy and Confidentiality

All aspects of your Medical Records are confidential documents, and only available to authorized Health Staff participating in your care. Your information will not be released to any other party unless it is for health referral purposes, or for notifying government authorities for treatment or screening programs, such as womens health or cancer. This will not be done without your consent.

● Indigenous Status

Please inform your care provider or reception if you identify as Aboriginal and/or Torres Strait Islander, to assist us in providing the most appropriate care.

● Interpreter Service

We are registered with the National Translation Service - NRS via telephone and TIS. Please advise receptionist on arrival if you need assistance.





● **No Smoking Policy**

This is a non-smoking clinic on the grounds or in the clinic. Please ask our clinic staff if you would like support to quit smoking.

● **Did Not Attend (DNA) Policy**

Due to the increasing number of DNA appointments, if clients fail to attend 3 appointments, or the first appointment for new clients, another appointment will not be offered for 6 months. This includes transport.

● **Quality & Safety**

This service is a fully accredited general practice with RACGP/AGPAL and ISO 9001:2015, committed to providing safe, high-quality health care. Information on patient rights and safe care is available at reception.

● **Feedback & Complaints**

Your feedback matters to us to help make our services even better. If you have any concerns about your care or our services, please let us know. Complaints are taken seriously and addressed promptly.

Forms are available at reception in the waiting area and via our website on the 'contact us' page, or scan the QR code on the back of this brochure. Independent support is also available through the Office of the Health Ombudsman (133 646)



Yarn with us!



Your feedback matters to us to make our services even better. Scan this QR code to complete our compliments/suggestions/complaints online form or yarn with our friendly staff on 07 4979 0992

CLINIC
07 4979 0992

INTEGRATED TEAM CARE
0447 699 334

COMMUNITY TRANSPORT
0429 930 539



GRAICCHS

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ISO 9001:2015
Quality Certified Organisation



Proudly AGPAL Accredited
Our commitment to your safety and care