

## MEDICAL SERVICES

GP appointments  
Aboriginal Health Worker  
Practice Nurse  
Chronic Disease Management  
Men's Health  
Women's Health  
Children's Health  
Koori Maternity Services  
ATSI Health Check

## SOCIAL AND EMOTIONAL SERVICES

Alcohol and Other Drugs  
Counselling  
Mental Health & Wellbeing  
Youth Mental Health & Wellbeing  
Psychologist

## HEALTHY LIFESTYLE SERVICES

Healthy Lifestyle Worker  
Tackling Indigenous Smoking

## VISITING ALLIED HEALTH SERVICES

Dietician  
Optometrist  
Massages  
Podiatry  
Audiology  
Dental (external services offered)

# WINDA-MARA

ABORIGINAL CORPORATION

**“BUILDING A STRONG AND  
HEALTHY COMMUNITY”**



21 SCOTT ST, HEYWOOD



107 THOMPSON ST, HAMILTON

We respectfully acknowledge the Gunditjmara people as the Traditional Owners of the lands on which Winda-Mara was founded and operates on.

Published: 17/10/2023, Next Review: 05/10/2024  
Responsible: Health Service Manager.

# WINDA-MARA

ABORIGINAL CORPORATION

**HEYWOOD & HAMILTON  
MEDICAL CLINICS**

**INFORMATION FOR CLIENTS**



“Winda-Mara Aboriginal Corporation is recognised as a progressive leader and a catalyst to positive change enabling Aboriginal and Torres Strait Islander people in Victoria’s far south-west to lead fuller lives.”

## CLINIC HOURS

Monday to Friday  
9:00am to 5:00pm

## LOCATIONS

21 Scott Street, Heywood  
107 Thompson Street, Hamilton

## MAKING AN APPOINTMENT

The Clinics operate on a booking system.  
To make an appointment contact the  
Medical Receptionist

**Heywood – 5527 0060**

**Hamilton – 5527 0090**

## APPOINTMENT TIMES

Times can vary depending on the person's needs.  
This is determined at the time of the booking.

15 minutes (Standard)

30 minutes (Long)

Limited walk-in appointments are available to  
Community members. The next available  
appointment will be given dependant on the  
client's situation.

## WINDA-MARA DOCTORS

General Practitioners are available at both our  
Heywood and Hamilton Clinics.

Relieving Doctors, Registrars and Medical  
Students may also be working at the Clinics.

## AFTER HOURS

**In case of an emergency call 000**

If medical assistance or advice is needed call  
Nurse On Call – 1300 606 024

Hamilton Base Hospital – 5551 8222

Heywood Rural Health – 5527 0555

Portland District Health – 5521 0333

## PERSONAL HEALTH INFORMATION

Your Medical Record is a confidential document.  
It is only accessed by authorised members of the  
Clinic Team who are Doctors, Aboriginal Health  
Workers, Practice Nurses, Allied Health staff, and  
the Social, Emotional Wellbeing Team.

Please ask the Medical Receptionist for a copy of  
the Privacy Policy should you need more  
information.

## TEST RESULTS

Pathology tests are transported to the Laboratory 5  
days a week. A follow-up appointment needs to be  
made to receive test results as this information is  
not given over the phone.

## CONTACTING THE DOCTOR

Doctors will take calls during the day however they  
cannot be interrupted if involved in a client  
consultation. In that case a message will be taken  
and the Doctor will return the call when time  
permits. Aboriginal Health Workers and Practice  
Nurses are available to assist with client calls.

## RECALLS, REMINDERS & PREVENTATIVE CARE

Our Clinics provide Health Promotion and  
Preventative Care services. A letter may be sent as  
a reminder for booked appointments, or as a  
prompt to make an appointment for follow-up care.  
SMS reminders are sent out at 12 midday the day  
prior to an appointment.

## HOME VISITS

A Home Visit will be made if requested by a client,  
and at the judgement of the Doctor dependant on  
the client's condition and situation. Please call the  
Medical Receptionist to request a Home Visit.

## TRANSPORT

Transport is available to Community members to  
access medical and specialist services. Bookings  
can be made by calling the Medical Receptionist.

## FEES

The Medical Clinics are Bulk Billing services.  
Clients needing to have pathology tests or x-rays  
will be advised by the Medical Receptionist at  
the time of making the booking of any Gap Fees  
that may be incurred.

## COMPLAINTS AND FEEDBACK

Winda-Mara respects the rights and encourages  
people visiting the Clinics to provide feedback  
about the service they received during their visit.  
These experiences can provide Winda-Mara with  
the assurance that the services are meeting the  
Community needs, or direction about where  
further improvements are required.

Feedback forms are located at Reception.  
Completed forms can either be handed to a staff  
member or placed in the Suggestion Box at  
Reception.

Should a client prefer to provide feedback in  
person, Winda-Mara staff can be approached.

If the client is dissatisfied with Winda-Mara's  
response the client is entitled to raise the  
complaint with the:

*Health Services Commissioner of Victoria  
Level 30, 570 Bourke St  
Melbourne Vic 3000  
Telephone: 03 8601 5222*