

## OUR CLINICAL STAFF

### General Practitioners:

#### Male Doctors:

**Dr Hung Nguyen** Monday & Thursday

**Dr Ben Carison** Thursday (AM)

#### Female Doctors:

**Dr Megan Barrett** Wednesday

**Dr Valentina Galak** Wednesday

**Dr Payal Singh** Monday (PM), Thursday (PM) & Friday (AM).

### Clinic Staff:

**Manager Aboriginal Health Services**

**Senior Aboriginal Health Worker**

**Aboriginal Health Worker - Male (Trainee)**

**Practice Nurse**

**Chronic Care Nurse**

**Health Service Supervisor**

**Midwife** (4 days)

**Maternal Aboriginal Health Worker**

**Medical Driver**

**Medical Receptionists**

**Mental Health Outreach Worker**

**Team Integrated Care Co-ordinator** (4 days) & **Outreach Worker**

### Visiting Services:

**Paediatrician** Fortnightly - Tuesday

**Optometrist** 2nd Wednesday of each Month

**Maternal Child Health Nurse** Fortnightly - Tuesday

**Credentialed Mental Health Nurse** Tuesday

**Credentialed Mental Health / Alcohol & Drug Nurse** Thursday

**Endocrinologist** Fortnightly - Thursday

**Medication Review Pharmacist** Fortnightly - Tuesday

## VISION STATEMENT

Dandenong & District Aborigines Co-operative Ltd incorporating Bunurong Health Service will strive for excellence in the provision of professional services to meet the needs of our community.

### Aims and Objectives:

- ◆ To provide Koori Children, Youth, Women Men and Elders living in our region with access to a range of Primary Health Services, which result in their leading healthy and active lifestyles; and help reducing the gap on Indigenous (Aboriginal and Torres Strait Islanders) disadvantage.
- ◆ To ensure Koori People living in the catchment areas are fully informed about which services and programs the organization is delivering to meet their needs.
- ◆ To ensure that Koori People living in our catchment areas have opportunities to identify and participate in the activities and programs being run by the Co-operative and Health Service
- ◆ To strive for excellence in all services and programs which we deliver by establishing and maintaining good relationships and partnerships with other Koori, Mainstream and Government agencies in our region.

**On the 1st Friday of each month at 12.30pm there is a Community Barbeque held in Community Room of the Co-operative building.**



**This Practice is AGPAL Accredited**



# Bunurong Health Service

DANDENONG & DISTRICT  
ABORIGINES CO-OPERATIVE  
LTD

3 Carroll Avenue  
Dandenong. 3175

Phone: (03) 9794 5933  
Fax: (03) 9791 1247

[www.ddacl.org.au](http://www.ddacl.org.au)

**Medicare Bulk Billing Clinic**



## CLINIC HOURS

Monday - Thursday 9.00am to 5.00pm

Friday - 9.00am to 4.30pm

Please have your Medicare Card, current Centrelink or DVA Concession Card ready when you arrive.

A standard consultation is 30 minutes, however if you think you need a longer appointment with the Doctor please advise Reception when making your appointment.

Referrals to a specialist or other providers, may incur costs, ask your Doctor for details.

This Practice endeavors to maintain accurate Health records for all patients. You will be regularly asked to confirm your name, date-of-birth, address and gender.

This Practice issues recall reminder notices at times. If you do not wish to receive these notices please advise the Practice Nurse or Aboriginal Health Worker.

This practice requires at least 24 hour notice for medical transport. Transport services are only available for medical and/or specialist appointments.

Doctors at this Practice cannot take calls when they are in a consultation with a patient. If you need to talk to a Doctor, your call will be transferred to the Practice

Nurse, who will triage the call and pass on the message to the Doctor. You will need to leave your contact number and the Doctor will contact you as soon as possible if required. Test and Investigation results will not be given to you over the telephone.

## SERVICES PROVIDED

*Medical Appointments*

*Health Screening*

*Work Cover*

*Koori Maternity Services*

*Pathology/ECG*

*Child Health*

*Home Visits*

*Child Health Checks*

*Health Promotion*

*Appointment Transport*

*Immunisation*

*Diabetes Education*

*Healthy Lifestyle*

*Pap Smears*

*Aboriginal Health Checks*

*Longer Consultations*

*Mental Health Care Plans*

*Chronic Care Plans*

### *Service Partnership referrals to:*

*Speech Pathologist*

*Podiatrist*

*Dental Services*

*Credentialed Mental Health Nurse*

*Credentialed Mental Health /Alcohol & Drug Nurse*

*Dietician*

*Physiotherapist*

*Financial Counselors*

## AFTER HOURS

*For After Hours medical treatment please call :*

***Doctor Doctor  
on 132 660.***

***Have your current Medicare or DVA card ready and advise them you are a Bunurong Health Service patient to be Bulk Billed.***

**IF YOU HAVE A MEDICAL EMERGENCY  
PLEASE CALL AN AMBULANCE ON '000'**

## YOUR PRIVACY

Your Health record is confidential and protected by the Health Records Act 2001 (Vic). If you would like any information on this Act please ask at Reception or see:

<http://www.health.vic.gov.au/healthrecords/>

This practice complies with the Health Privacy Principles , more information is available at:

<http://www.health.vic.gov.au/hsc/downloads/hppextract.pdf>

### Compliments & Complaints

If you have any compliments or complaints please complete the necessary form and ask for the Practice Manager. Further complaints can be made at the Office of the Health Services Commissioner or visit:  
<http://www.health.vic.gov.au/hsc/>

### To contact the Health Services Commissioner:

Health Services Commissioner  
Complaints and Information  
PH: 1300 582 113  
Fax No.: (03) 9032 3111

E-mail: [hsc@dhhs.vic.gov.au](mailto:hsc@dhhs.vic.gov.au)  
or write to the Office at:

Health Services Commissioner  
26th Floor  
570 Bourke Street  
Melbourne. 3000  
Victoria, Australia.