



## Your Opinion is Important

These services would appreciate your comments. Forms are available at health services or please send your comments to:

Patient Liaison Service  
Bundaberg Hospital  
PO Box 34  
BUNDABERG QLD 4670

Or telephone: 07 41502777

Or fax: 07 41502888

'Queensland Health facilities are smoke-free from 1 July 2006. Smoking is not allowed at any Queensland Health facility, except in an outdoor Nominated smoking Place. Staff will be able to help with more information about the smoking restrictions or the location of the Nominated Smoking Place, if applicable'.



Queensland  
Government

## WIDE BAY HEALTH SERVICE



## Gayndah Community, Allied and Mental Health Service

### Our Mission

Creating dependable health care and better health for all Queenslanders

health • care • people

**What do Services Involve?**

Community Health, Allied Health and Mental Health services are free and confidential services that aim to improve the health – physically, socially and psychologically – of the community.

The Service seeks to prevent problems before they develop through advice, education & by providing easy access to services when health concerns arise.

Health workers provide a range of services for all people, including children, adolescents, adults, senior citizens and the people who care for them.

**Points to consider**

- All services are free. A small annual membership fee is charged for the Toy Library.
- Our staff are happy to talk to you and help you decide which services best suit you.
- Drop in or phone for information in any of our services, support groups and courses.
- Visits to your home or workplace may be arranged.
- Telephone Interpreter Services are available
- We use integrated medical records and hold case conferencing.
- Services are provided to Biggenden, Gayndah, Mundubbera, Eidsvold and Monto communities.

Outreach services are provided to Biggenden, Gayndah, Mundubbera, Eidsvold and Monto communities on a regular basis. Appointments and visits are available by prior arrangement

**For more information contact:****Gayndah Community & Allied Health Centre**

69 Warton Street  
PO Box 41  
Gayndah Qld 4625

Phone: (07) 41613 571  
Fax: (07) 41613 598

**Mental Health**

69 Warton Street  
PO Box 41  
Gayndah Qld 4625

Phone: (07) 41613534  
Fax: (07) 41613596

**Community and Allied Health Hours of Operation:**

7:30am – 4:30pm Monday – Thursdays  
7:30am – 4:00pm Fridays

**Mental Health Hours of Operation:**

8:00am – 5:00pm

### Occupational Therapists (OT)

Help to ensure people of all ages function as independently as possible in their daily living tasks/activities. An OT can provide education/advice, prescribe devices to assist independence, assess levels of functioning, boost learning abilities, rehabilitate injuries etc.

### Physiotherapists

Offer assessment, education & treatment for muscular, ligament and joint injuries. Physiotherapy is also involved in post surgical management, movement & mobility problems. Treatment is drug free, movement & exercise based.

### Speech Pathologist

Provides assessment, education and treatment regarding communication and swallowing difficulties for children prior to school age and adults. The speech pathologist is involved in community education to provide and increase public awareness of speech, language and swallowing difficulties.

### Social Worker

Provides counselling services to a broad range of clients – individuals, families or groups. Also provides community education, training and development services.

## **Objectives**

To assist individuals to achieve greater quality of life through improved health.

Services will be:

- Supportive and responsive
- Based on identified community needs and primary health care principles
- High quality
- Culturally appropriate and non discriminatory

## **When Using Our Service**

- Our staff will treat you with respect and dignity
- All matters will be handled in privacy and strict confidence, your information will be held in a secure medical record.
- You will be given a high standard of care and correct information with clear explanations of what to do.
- Your active involvement in decisions about your health is most important.

## **You can choose to**

- Say 'no' to services
- Ask for a different health worker if there is one available
- Lodge fair complaints and expect those complaints to be handled equitably.

## **Available Services**

### **Community Health**

#### **Alcohol, Tobacco and Other Drug Service**

Provides assessment, early intervention, support and counselling to clients and families and prevention through education and health promotion in the community.

#### **Child, Community and School Nurse**

Provides community nursing services including assessments and advice regarding medical aids, school health, child health, home care and home oxygen. Involved in community health education & health promotion.

#### **Child Protection Liaison Nurse**

Supports parents & groups eg day cares, kindys etc with a range of parenting self help techniques includes Triple P & Teen Triple P classes as well as individual programs.

#### **Home & Community Care including Indigenous Program (HACC)**

Provides domestic assistance and home maintenance tasks to help frail aged and younger disabled people and their carers who are at risk of institutionalisation to assist them (who are eligible) to stay in their homes longer.

#### **Indigenous Health Workers**

Provides preventative education, liaison and support to the Indigenous community regarding their health care issues.

### **School Based Youth Health Nurse (SBYHN)**

The SBYHN works independently to provide confidential health consultations for students, parents & school staff and collaboratively with school communities to provide health promotion and promote community development.

### **Mental Health**

#### **Mental Health Workers – Child and Youth**

Specialises in the community treatment of children and youth from 0 – 18 years of age, who have, or are at risk of developing major mental illness.

#### **Mental Health Workers– Adult**

Provides assessment, counselling, referral, education & family/carer support for adults with mental illness or emotional problems.

### **Rural Allied Health**

Services are available for clients not eligible for other services such as Department of Veteran Affairs, Disability Services and Education Support Services. Services available include:

#### **Dietitian**

Provides dietetic services to clients and their families and health promotion to community groups regarding health needs such as diabetes, high cholesterol, allergies, weight management etc.