

Waminda reminds clients they have the right to:

- Be properly informed about treatment, care and referral options available to them (including getting a second opinion)
- Understand what information Waminda holds about them, how it is stored and used and how to access that information if they need to,
- Confidentiality and privacy of their personal and health information
- Be treated with respect and dignity by Waminda workers
- To receive an individual service tailored to their needs

In turn clients have a responsibility to:

- Treat Waminda workers (and others in our service, including other clients) with respect,
- Let Waminda know ASAP if you can not make a scheduled appointment so that someone else can be seen instead
- Tell us if you are not happy with a service or program you have received

Our clinic is located at

**122 Kinghorne Street, Nowra NSW 2541**

Our opening hours are

**9:00am - 4:30pm each weekday**

**Call 4421 7400 or 1800 997 300**

For appointments and transport

For more information visit [www.waminda.org.au](http://www.waminda.org.au)

Waminda values client feedback which can be provided in a number of ways:

- Speak to one of our staff directly at 122 Kinghorne St, Nowra 2541
- Email: [administration@waminda.org.au](mailto:administration@waminda.org.au) or if the feedback contains personal information relating to a staff member or a client then email [ExecutiveLeadershipTeam@waminda.org.au](mailto:ExecutiveLeadershipTeam@waminda.org.au)
- Write a letter to our Executive Leadership Team, (C/O Waminda, PO Box 978, Nowra NSW, 2541).
- Complete a Feedback Form and place this in a Suggestion Box (ask reception in the clinic for location)
- Ask for (or download from our website) a Feedback or Complaints form and follow the instructions on where to email, post or hand these in. Waminda staff are happy to help you complete these forms in person.
- Ask reception to arrange a meeting with a Quality Officer. If you prefer to speak to someone outside of Waminda you can contact the NSW Health Service Commission (1800 043 159- toll free)

For information on how we manage client information & privacy, please read the privacy, please read the Privacy & Information Sheet on our website.

Waminda is here to support our clients and community, so please be patient & respectful to our workers.



Accredited  
General Practice



@WamindaSthCoast

# Gadhu Balaang Biyani

## Primary Health Care Services



# Waminda

strong women. strong community. strong culture.



## Client Information

Waminda offers a culturally safe environment for Aboriginal and/or Torres Strait Islander families to access primary health care services. Non-Aboriginal women can also access these services if they have an Aboriginal and/or Torres Strait Islander child/ren (including under a kinship carer arrangement).

As part of our holistic approach to health, our health team includes Aboriginal health practitioners, Aboriginal health workers, nurses, midwives, GPs, and access to a range of allied health professionals.

Transport is available for all eligible clients - ask reception when making your appointment.

All clients are seen by a triage health worker prior to their GP consultation. Our clinics offer standard GP appointments (30 minutes) or longer GP appointments (speak to reception when booking your appointment).

For clients with communication issues, Waminda can access other modes of communication, e.g. National Translation, Relay services, Email etc. as per the clients preference.

## After Hours Care

Shoalhaven District Memorial  
Hospital Scenic Drive, Nowra

**4421 311**

In case of emergency call an  
Ambulance

**000**

## What You Can Access At Waminda

- Women's health
- Aboriginal and Torres Strait Islander Health check (715)
- Lifestyle medicine (food information, nutrition education, exercise activities)
- Social Emotional Wellbeing (SEWB) plans (can help with access to mental health specialists)
- Maternity services & early child care/family health
- Chronic disease care plans (for managing and monitoring chronic diseases)
- Immunisations and vaccinations (including National Immunisation Program for kids, Covid-19 and Fluvax vaccinations)
- Smoking cessation support
- Integrated Team Care (specific chronic disease support program)
- Pathology collection (blood and other samples collected for testing)
- Home medicine review (checking your medications are still working for you)
- Basic medical procedures
- Internal and external referrals
- Comprehensive Care Services (Including Cancer Care & Palliative Care)

## Our Allied Health include:

- Podiatry (caring for your feet)
- Audiometry (hearing and ear health)
- Physiotherapy (muscle strengthening and recovery through prescribed exercises)
- Optometry (vision and eye health)
- Massage Services
- Naturopath/Bowen Therapy
- Dietician Consultations
- Diabetes Educator Consultations

For more information on these services please refer to the specific program brochures.

**All Waminda services are either free or bulk billed.**

**Call (02) 4421 7400 or 1800 997 300**  
For appointments and transport

Waminda also offers:

Outreach GP Clinics at

**Cullunghutti**

(Holloway Rd, Nowra)

**Wreck Bay**

(Bunaan St, Wreck Bay)

Outreach Aboriginal Health Worker Clinics at

**Bayunga Gunyah**

(Shop 21, The Plaza, 107 - 109 Princes Hwy Ulladulla)

**Mulliga Gunyah**

(46 Baan Baan Street, Dapto, 2530)