

YOUR GUIDE
TO OUR
SERVICES



We listen. Care. Connect.

At Hunter Primary Care our focus is on you.
We support people to live a healthy life.

-  **LISTEN** – We understand everyone’s health care journey is different
-  **CARE** – We deliver quality primary health, mental health and after hours care, through collaboration with our network of health professionals
-  **CONNECT** – We link you with services and supports to give you the skills, choice and control to manage your physical and mental wellbeing

HOW TO USE THIS GUIDE

This guide provides a snapshot of services we deliver to the community. Our services have been divided into the following four categories to help you quickly identify a service to assist you on your health and wellbeing journey:

- Aboriginal Health & Wellbeing
- Disability & Wellbeing
- General Health & Wellbeing
- Mental Health & Wellbeing



Hunter Primary Care acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia and we pay our respects to their elders past, present and future who we share this great region with.



Hunter Primary Care is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services. We welcome all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.

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ABORIGINAL HEALTH & WELLBEING

CARE COORDINATION: ABORIGINAL OUTREACH SERVICE

An outreach service that helps you to learn the skills to manage your own health and wellness journey.

If you identify as an Aboriginal and/or Torres Strait Islander person our Aboriginal Outreach team can link you with the service providers you need so you can feel more connected to community and services. We can work with you to connect you with clinical and non-clinical services, including:

- providing you with information about your local health and community services
- assisting with referrals to culturally appropriate health care providers and services
- providing support for you to attend your health appointments, including GPs, specialists, allied health providers and medical tests.

CARE COORDINATION AND SUPPLEMENTARY SERVICES (CCSS)

Our CCSS service can help Aboriginal and/or Torres Strait Islander people manage long-term illnesses. Our experienced Care Coordinators have a wide range of knowledge about your local health services and will help you learn how to manage your health and wellness. They can help you with ways to manage the stress and confusion that can come from living with a long term illness including diabetes, renal disease, mental health conditions, cancer, and cardiovascular disease.

Your Care Coordinator can:

- yarn with you about your illness
- suggest ways that you can look after your own illness on a day-to-day basis
- yarn to you about how health professionals and support services can support you
- suggest long term support services and funding options that might be available to you.



YUDHILIDIN

A recovery-oriented care coordination service that links you with services and supports to give you the skills, choice and control to manage your mental wellbeing.

Our Yudhilidin service improves access to coordinated care for eligible Aboriginal and/or Torres Strait Islander people experiencing severe mental health and wellbeing issues that are impacting on daily life.

Your Care Coordinator will assist you with accessing support from a GP and other health and mainstream services, to work with you to improve your health, social and emotional wellbeing.

PSYCHOLOGY SERVICES: YARN

If you identify as Aboriginal and/or Torres Strait Islander and are concerned about your social and emotional wellbeing, have a yarn with our Psychology Services team, in a culturally safe environment, about how to cope with everyday life and stressful events.



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DISABILITY & WELLBEING

NDIS SERVICES

Advising and guiding you through your NDIS plan and connecting you with services so that you can achieve your goals.

We are the experts in NDIS Support Coordination and work with you to ensure that you get the most out of your plan. We are focused on giving you the skills, choice and control to manage your own journey.

Our NDIS team understand navigating the NDIS and finding the right supports and services can be confusing and complex. Our caring and specialised team can help organise a wide range of supports to connect you with the best health and wellbeing services.

We have specialist health knowledge that includes exercise physiology, occupational therapy, mental health and dietitian support.

Our NDIS team provides the following supports to NDIS participants in the Hunter, Newcastle and Wyong Shire regions:

- Support Coordination and Specialist Support Coordination: finding and connecting you with services to achieve your goals
- improved health and wellbeing: providing tailored exercise and nutritional plans to manage your disability, health and wellbeing
- therapy supports: prescribing assistive technology to help you to maintain your independence.

What is Support Coordination?

Support Coordination is a specific part of an NDIS plan that helps you to make the most out of NDIS funds.

If you are eligible for Support Coordination, your Support Coordinator will connect you with the services you need to get the most out of your plan. Your Support Coordinator will:

- work with you to understand your NDIS plan, your needs and goals and supports available
- connect you with local service providers that are right for you
- provide you with the skills, informed choice and control to give you confidence so you can build independence and increase community participation
- support you to establish service agreements with providers
- assist with and resolve any issues with service providers
- work with your support network and health team.

We offer two levels of Support Coordination.

Level 2 Support Coordination helps to establish contact with providers and organise routines and appointments. This may include:

- arranging appointments for you to meet service providers
- helping you to understand your first NDIS plan and preparing for your next plan
- ensuring the best experience and outcomes by using your plan funds correctly.

Level 3 Specialist Support Coordination is a high level of support to help NDIS participants with complex circumstances. This service is usually time limited and may include:

- an Occupational Therapist to coordinate services to ensure that a patient discharged from hospital has the necessary care and support to implement changes to your lifestyle and home environment.

If you are an eligible participant with an existing plan or a provider with an NDIS plan requiring Specialist Support Coordination contact our NDIS Services team on (02) 4925 2259 or email **NDIS@hunterprimarycare.com.au**

We are your partner on your NDIS journey.



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GENERAL HEALTH & WELLBEING

AGED CARE EMERGENCY SERVICE (ACE)

Providing consultancy, clinical support, and advice for Residential Aged Care Facilities (RACF) staff and GPs to ensure care for residents can be delivered in the facility where appropriate.

The ACE service is a partnership between Hunter New England Local Health District, Hunter Primary Care, Hunter New England Central Coast Primary Health Network and NSW Ambulance. The service is dependent on collaborative relationships with Residential Aged Care Facilities (RACFs), and General Practitioners (GPs) residents, families and carers.

Support for RACF staff is provided by our ACE team to ensure that care for residents can be delivered in the facility where appropriate, and unnecessary transfer to hospitals can be avoided.

If the resident does need to be transferred to hospital, the ACE clinicians can facilitate the process and provide information about the resident to hospital staff prior to admission.

PRIORITY ALLIED HEALTH SERVICES

Improving health and wellbeing

Our Priority Allied Health Service delivers primary and allied health services in rural locations in the Hunter region. If you are a pensioner, Health Care Card holder or low-income earner who would not otherwise be able to access a local service you may be eligible for this service.

We aim to improve health and wellbeing by increasing access to the following services and locations:

Diabetes education: Aberdeen, Denman, Merriwa, Murrurundi, Muswellbrook, Scone

Dietetics: Muswellbrook, Scone, Singleton, Bulahdelah, Dungog, Forster, Gloucester, Taree, Wingham

Podiatry: Scone, Muswellbrook

Speech pathology: Gloucester, Forster, Taree

We also work to improve connections between allied health and general practice, provide integrated primary care and support preventative health programs.

This program is funded by The Hunter New England Central Coast Primary Health Network.



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MENTAL HEALTH & WELLBEING

headspace NEWCASTLE

Youth-friendly professionals who can help you with general health, mental health, education, employment and alcohol and drug use problems.

headspace Newcastle provides information and support regarding a wide range of issues for young people and their families living in the Newcastle, Lake Macquarie and Port Stephens areas.

If you are aged between 12-25, **headspace** Newcastle is a place where you can come and talk to people who are specially trained to help young people deal with a range of problems including:

- mental health issues
- general physical health
- sexual health
- family and relationships
- drug and alcohol issues
- sexuality issues
- school stress or work hassles
- looking for work or training.

HUNTER PSYCHOSOCIAL SUPPORT SERVICE (HPSS)

Assisting people with severe mental illness build daily living skills and connect with services.

Our Hunter Psychosocial Support Service (HPSS) aims to assist people with severe mental illness, who have reduced psychosocial function and are not eligible for assistance through the NDIS. We help to build daily living skills and connect with services based on their goals.

Our Skills Facilitators can help you identify and work towards your goals in one of the following key areas:

- social skills and friendships
- vocational skills and goals
- educational and training goals
- maintaining physical wellbeing
- managing daily living needs
- building life skills
- family connections
- financial management and budgeting
- finding and maintaining a home
- managing drug and alcohol addictions (including tobacco)

Your Skills Facilitator will work with you to develop a Capacity Action Plan which will include your goals, strategies and support systems. A Mentor or Peer Worker will assist you to implement your Capacity Action Plan by working alongside you to build your skills and community connections.

PSYCHOLOGY SERVICES

Providing responsive and effective early psychological intervention to people who are experiencing mild to moderate mental health and drug use difficulties.

Our Psychology Services team provides psychological counselling services for common primary mental health conditions and alcohol/other drug use. Services are provided at no cost and are focused on people who experience financial barriers to access mental health services in the community.

Services available include:

General Services: services for adolescents and adults who would benefit from brief, focused psychological interventions.

Child Psychology Service: supporting children under 12 years of age and families, who have, or are at risk of developing, a mild to moderate mental health, behavioural or emotional disorder.

Drug & Alcohol Counselling Services: providing psychological services to people who are experiencing mild to moderate substance misuse, often in the context of mental health difficulties. We can offer:

- low intensity interventions and support for utilisation of web-based resources
- counselling and brief interventions delivered either face-to-face or over the telephone
- aftercare support to focus on relapse prevention
- care coordination to ensure people are accessing the most appropriate services.

Suicide and Self-Harm (SSH) Program: a responsive service for people at increased risk of suicide or who have attempted suicide or self-harm. Note: only available in our Warabrook and Maitland offices.

Perinatal Services: services for women and their partners/families who are experiencing emotional distress during pregnancy and early parenthood.

YARN: culturally appropriate services for Aboriginal and/or Torres Strait Islander people who have, or are at risk of developing a mild to moderate mental health disorder.

Rural Services: experienced contracted clinicians are available in the Port Stephens (Nelson Bay), Muswellbrook, Scone, Dungog, Gloucester, Taree and Forster areas.

Residential Aged Care Services: experienced clinicians visit Residential Aged Care facilities in the Hunter and Mid Coast regions and provide assessment, individual therapy or group work to residents with mild to moderate mental health issues.

Clinical Care Coordination Services: experienced clinicians in the Hunter and Mid Coast regions providing clinical and coordinating services for people diagnosed with complex and enduring mental illness.

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THE WAY BACK SUPPORT SERVICE

Helping you to take action to stay safe and connect to the supports that are right for you.

The Way Back Support Service is a Beyond Blue initiative providing non-clinical care and support to individuals for up to three months following a suicide attempt.

Our Way Back Support Coordinators can assist you by:

- providing encouragement and support for your wellbeing
- helping you to follow your hospital discharge and safety plan
- supporting you to connect with your GP and other services that may help you in your recovery.

The Way Back provides targeted support for people who identify as Aboriginal and/or Torres Strait Islander including the option of working with an Aboriginal Support Coordinator.

For more information, including eligibility, call **1300 364 184** to speak with The Way Back Support Service team.

TRANSITIONAL CARE PACKAGES (TCP) PROGRAM

Individualised psychosocial support for people transitioning into primary care.

TCP is a pilot program currently being trialled in the Maitland area. The service works in collaboration with Maitland Mental Health Unit and provides clinical care coordination for people who are transitioning out of the mental health service and into primary care.

The service is focused on supporting people experiencing mild to moderate mental health difficulties and multiple psychosocial needs. TCP provides three months of clinical care coordination and aims to build connections in primary care including GP, psychology, drug and alcohol and other support services.

CONTACT US

For more information on any of our services contact Hunter Primary Care.
Alternatively, you can take this guide to your local GP to discuss a referral.



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