

# 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

## MORE INFORMATION

For more information about our services, visit our website [www.hunterprimarycare.com.au](http://www.hunterprimarycare.com.au) where you will find service eligibility information and referral pathways for both individuals and health professionals.

You can also call us on (02) 4925 2259 or email [info@hunterprimarycare.com.au](mailto:info@hunterprimarycare.com.au)



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 of diverse ethnicity, lifestyle choice, faith, sexual orientation and gender identity.

## OUR SERVICES

**ABORIGINAL & TORRES STRAIT  
ISLANDER HEALTH SERVICES**



**AFTER HOURS & PRIMARY CARE**



**MENTAL HEALTH SERVICES**



**NDIS SERVICES**





## ABORIGINAL & TORRES STRAIT ISLANDER HEALTH SERVICES

### ABORIGINAL & TORRES STRAIT ISLANDER AFTERCARE SERVICE

The Aboriginal and Torres Strait Islander Aftercare Program (Aboriginal Aftercare) supports people who have recently experienced a suicide attempt or suicidal crisis. The program provides Aboriginal & Torres Strait Islander people with non-clinical, practical support for up to three months that is tailored to individual needs.

People referred to the service are linked with an Aboriginal Support Coordinator who can help by:

- Keeping in touch to have a yarn
- Developing a safety plan
- Connecting with services
- Building cultural connections.

The program works closely with other Hunter Primary Care teams including The Way Back Support Service and Yudhilidin.

### ABORIGINAL & TORRES STRAIT ISLANDER CARE COORDINATION & SUPPLEMENTARY SERVICES

Our Care Coordination & Supplementary Services (CCSS) can help Aboriginal and Torres Strait Islander people manage long-term illnesses. Our experienced care coordinators have a wide range of knowledge about 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.

Funding can be made available to help you with some costs associated with your health and wellbeing, which are referred to as Supplementary Services. Your care coordinator will assess your individual situation to see if you are eligible for this support. Our CCSS team facilitate online small group yarns to support you to learn new skills to better manage health and includes:

- Planning outdoor activities and learning benefits of nature/ outdoor activities as therapy
- Information about health and wellbeing, including stress and sleep, mindfulness and motivation
- Practical cooking classes and movement sessions
- Support through yarning and sharing with others in similar situations.

### ABORIGINAL & TORRES STRAIT ISLANDER HEALTH WORKER SERVICE

If you identify as an Aboriginal or Torres Strait Islander person our Aboriginal Health & Outreach Workers 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.

### YARN PSYCHOLOGY SERVICES

If you identify as Aboriginal or Torres Strait Islander and are concerned about your social and emotional wellbeing, have a yarn with our Psychology Services team.

We have experienced psychologists, clinical psychologists and social workers who are committed to providing culturally safe, sensitive and responsive services for Aboriginal and Torres Strait Islander people, their families and communities. Our psychologists have undertaken cultural competency training and work closely with other Aboriginal and Torres Strait Islander staff across our services to ensure that Aboriginal and Torres Strait Islander people can access mental health services in a respectful and non-judgmental therapeutic environment.



## YUDHILIDIN CARE COORDINATION

Yudhilidin is a culturally safe program that supports Aboriginal and Torres Strait Islander people aged 16 years and over who are experiencing mental health or psychosocial social concerns that are impacting on their daily life.

The program offers a flexible stepped-care model tailored to meet the individual's needs.

### Indigenous Peer Navigation

- Providing support to navigate the healthcare system
- Identifying social and emotional wellbeing goals
- Linking with culturally appropriate services in community
- Making meaningful connections with other services to improve well-being

### Clinical Coordination

Clinical assessment for people with significant or complex mental health needs. A mental health clinician will provide an assessment and make recommendations and linkages to address individual needs, collaborating closely with peer navigators.

### Post-Vention

Support for people impacted by suicide. This includes safety planning and linkage to counselling and other support services.



## AFTER HOURS & PRIMARY CARE

### AGED CARE EMERGENCY SERVICE (ACE)

The ACE service provides triage, consultancy, clinical support, and advice for residential aged care facilities (RACF) staff and general practitioners (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 RACFs, 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.

### AGED CARE NURSE PRACTITIONER SERVICE

The Aged Care Nurse Practitioner service provides consistent high quality clinical assessment through a collaborative agreement with the resident's GP to continue to provide care for their patients when they transfer to the aged care setting.

The Aged Care Nurse Practitioner service provides an outreach service to residents with whom they establish and have an ongoing relationship with in providing timely holistic healthcare.

The nurse practitioner is an experienced registered nurse who works autonomously and collaboratively in an advanced and extended clinical role within RACFs.



## AGED CARE NURSING CLINICAL PLACEMENT PROGRAM

Hunter Primary Care in collaboration with the Department of Health and Aged Care offers the opportunity for nursing students to be involved in a high quality Aged Care Nursing Clinical Placement in order to experience the full scope of gerontological nursing.

Gerontological nursing is a specialty that focuses on the care of the older person. In aged care, gerontological nurses lead a multi-disciplinary team to ensure that aged care services are delivered in a compassionate, safe, and person-centred manner.

An Aged Care Clinical Placement offers each nursing student:

- Insight into how the aged care system operates and integrates with the wider health care system
- The opportunity to build professional relationships with healthcare providers, staff, and other professionals in their field
- Enhanced employability; a clinical placement in aged care can increase a student's employability in the healthcare sector, as it is an area of growing demand.



## GP ACCESS AFTER HOURS

GP Access provides comprehensive and quality after-hours medical care and advice to people of Newcastle, Lake Macquarie, Maitland and surrounding areas via our telephone line **1300 130 147**. GP Access is open and available when your regular GP is closed.

GP Access operates via a phone triage and appointment system. Our service is staffed with local GPs, RNs and support staff. For routine and non-urgent care, you should make an appointment to see your regular GP in business hours.

GP Access provides bulk-billed services for eligible consultations. Our services include a clinic based face-to-face appointment or where appropriate, a telehealth consultation. GP Access staff will discuss eligibility/ineligibility for a telehealth consultation at the time of the telephone triage. A fee will be charged if a patient does not meet the eligibility requirements set by Medicare and proceeds with a telehealth consultation.

## PRIORITY ALLIED HEALTH SERVICES

Our Priority Allied Health Service (PAHS) program's primary focus is to deliver allied health services to residents living in rural locations who have identified health needs.

The PAHS program promotes a coordinated, multi-disciplinary team based approach in the delivery of healthcare services, encouraging people to adopt or modify behaviours to better manage their health and wellbeing.

There are a broad range of services provided under the PAHS program, including allied health, community nursing and community health education.





## MENTAL HEALTH SERVICES

### CLINICAL CARE COORDINATION

Clinical Care Coordination provides adults with significant and enduring mental health and complex psychosocial needs support for up to 12 months.

Our clinical care coordinators with backgrounds in nursing or allied health develop individualised care plans to address barriers to recovery that are reviewed every three months. Examples of support include:

- Comprehensive mental health assessment and monitoring
- Safety planning
- Goal setting
- Strategies to manage mental and physical wellbeing
- Supporting referral and linkage to other clinical supports such as GPs, psychologists, allied health and medical specialists
- Referral to services to address psychosocial needs e.g housing, financial, domestic violence, employment, social connection.

The program supports people to develop and maintain links with other services and community to build capacity for optimal mental health management. Clinicians collaborate closely with GPs, family and carers where appropriate and other supports to ensure care is coordinated and effective.

A subset of this service includes the Transitional Care Packages (TCP) Program, partnering with Maitland Hospital to provide short term (up to three months) individualised support for people with mild to moderate mental health concerns.

### COMMONWEALTH PSYCHOSOCIAL SUPPORT

The Commonwealth Psychosocial Support (CPS) program assists people who are impacted by symptoms of mental health to build skills and connect with services in their community.

If you are not a participant of the NDIS but you require support to achieve your goals, our skills facilitators will help you create a plan and work towards achieving your recovery goals in 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).

### HEADSPACE NEWCASTLE

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.





## MINDREACH

MindReach is a free low intensity psychological service provided by telehealth, which can help you build skills to manage mild mental health concerns, such as anxiety and depression, as well as alcohol or drug use.

MindReach offers regular telehealth appointments with a mental health worker to complete cognitive behaviour therapy based workbooks or digital resources at your own pace.

You can attend up to 12 appointments with MindReach, and if at any time you require more support, you can be transferred to one of our mental health clinicians for psychological therapy.

## 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 Services: 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.
- 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 RACFs in the Hunter and Mid Coast regions and provide assessment, individual therapy or group work to residents with mild to moderate mental health issues.

## THE WAY BACK SUPPORT SERVICE

The Way Back Support Service (The Way Back) works in collaboration with the Calvary Mater Newcastle Hospital offering support to people after presenting to hospital with a deliberate self-poisoning, and Hunter New England Mental Health Units and Emergency Departments. The Way Back offers non clinical support for up to three months.

The Way Back support coordinators develop and put in place a tailored support plan to meet an individual's recovery needs. This may include:

- Providing encouragement and support to follow up with hospital discharge plans
- Referring and connecting to clinical and community-based support services
- Safety planning.

## YOUTH EXTRA - COMPLEX MENTAL HEALTH SERVICES

Youth Extra provides information and support regarding a wide range of issues for young people aged (12-25) and their families living in the West Lake Macquarie and Port Stephens areas, who experience complex mental health, psychosocial or physical health issues.



## NDIS SERVICES

### LEVEL 2 SUPPORT COORDINATION

Our support coordination services assist participants to build capacity to understand and manage their NDIS plan to meet their NDIS goals. This may include:

- Support with arranging appointments for you to meet with service providers, mainstream and community services as needed
- Helping you to understand your NDIS plan and budgets
- Assisting you to achieve your NDIS plan goals by using your plan funds correctly
- Support to build capacity to organise appointments and choose providers
- Support to resolve points of crisis
- Support to assist to reduce barriers to engaging and maintaining support relationships
- Prepare for NDIS plan reviews.

### LEVEL 3 SPECIALIST SUPPORT COORDINATION

Specialist support coordination concentrates primarily on a particular area of expertise and provides support to help participants with complex circumstances. Specialist support coordination services may include:

- A qualified specialist to navigate clinical and non-clinical supports where a participant is experiencing multiple complexities due to their mental health or physical disability
- An occupational therapist to coordinate services to ensure that a participant discharged from hospital has the necessary care and support to implement changes to their lifestyle and home environment
- A social worker to coordinate services and ensure that all involved understand the participants needs and are constantly collaborating
- A dietitian to coordinate the needs of participants who have increasing complexity and multiple co-morbidities across multiple areas of their life
- A diabetes educator to ensure that a participant with diabetes has the necessary care and support in their lifestyle and home environment.

### ALLIED HEALTH

Our allied health clinicians are dedicated to providing quality care to assist people with a disability to reach their full potential. Our services include:

- Dietetics - Our specialist team of dietitians provide practical nutrition advice and capacity building supports to support participants to reach their health and wellbeing goals
- Exercise physiology - Our experienced exercise physiologists create exercise programs to help improve function, movement, reduce pain, prevent future health issues, and improve overall health, functioning and quality of life
- Occupational therapy – Our specialised occupational therapists provide personalised, goal-centred support to re-enable participants to take part in daily living tasks and recreational activities.
- Social work – social workers focus on maintaining and enhancing participants quality of life in a range of settings to facilitate empowerment.

### POSITIVE BEHAVIOUR SUPPORT

Positive Behaviour Support (PBS) is a strengths based, individualised and person-centred approach to supporting NDIS participants who present with behaviours of concern. Behaviours of concern are observable and measurable actions which cause the participant or those around them risk of harm. Behaviour Support Practitioners work closely with the participant and those around them to:

- Complete a comprehensive behavioural assessment
- Write a Positive Behaviour Support Plan (PBSP)
- Train and support members of the care team on how to implement the PBSP
- Monitor and evaluate the effectiveness of the PBSP over time

PBSP contain comprehensive information about the participant, their background, and an understanding of what is happening and why. The plan contains proactive strategies designed to meet individual needs, teach skills, improve quality of life and make a lasting, positive change.

Hunter Primary Care recognises, upholds and promotes the rights of people with disability, including their right to dignity and personal freedom. In the design and delivery of disability services, Hunter Primary Care is committed to Positive Behaviour Support and to reducing or eliminating restrictive practices.

### PSYCHOLOGY SERVICES

NDIS Psychology services are available for participants who have engaged Hunter Primary Care for NDIS Support Coordination and Specialist Support Coordination Level 3, and are eligible for Therapeutic Supports under their NDIS plan.



# Hunter PRIMARYCARE



## CONTACT US

Some of our services allow self-referrals, while others require a referral from your GP or health professional. For more information contact us or visit our website.

 (02) 4925 2259

 [info@hunterprimarycare.com.au](mailto:info@hunterprimarycare.com.au)  [hunterprimarycare.com.au](http://hunterprimarycare.com.au)