



**YOUR HEALTH
OUR COMMITMENT**

Tharawal Aboriginal Corporation

Practice Information

Tharawal Aboriginal Corporation A.M.S.

Tharawal Innovative Clinical Teaching & Training Centre



tacams.com.au

Tharawal Aboriginal Corporation
187 Riverside Drive, Airs NSW 2560

Find us on 

Medical

21 Deans Road, Airs NSW 2560
Tel. 02 4628 4837

Social & Emotional Wellbeing

187 Riverside Drive, Airs NSW 2560
Tel. 02 4624 9430

Dental

Tel. 02 4624 9400



About Tharawal

Tharawal Aboriginal Corporation (TAC) is a multifunctional Aboriginal Community Controlled Organisation incorporated in 1983 under the Aboriginal Councils & Associations Act 1975. The Community appoints its Directors to the Board every two years.

The governance by the Board of Directors has been strong, focused and has mandated clear guidelines in the direction and the scope of where and how TAC will operate and manage its business.

TAC stretches its services throughout the local government areas (LGA) of Campbelltown, Camden and Wollondilly. According to the 2016 Census, there is an Indigenous population of 5860, with 70% residing in Campbelltown. This figure, as all Aboriginal people would know, is an underestimate.

In Campbelltown LGA, the most populous suburb for Aboriginal and Torres Strait Islander residents is Airds, where TAC is situated, followed by Macquarie Fields, Minto, Ambarvale, Campbelltown, Bradbury, Rosemeadow, Ingleburn and Claymore.

In Camden LGA, the most populous suburbs for Aboriginal and Torres Strait Islander residents are Narellan Vale, Currans Hill, Narellan, Smeaton Grange and Mount Annan.

In Wollondilly LGA, the most populous suburbs for Aboriginal and Torres Strait Islander residents are Tahmoor, Bargo, Buxton, Thirlmere, Couridjah, Lakesland, Silverdale, Warragamba and Wallacia.

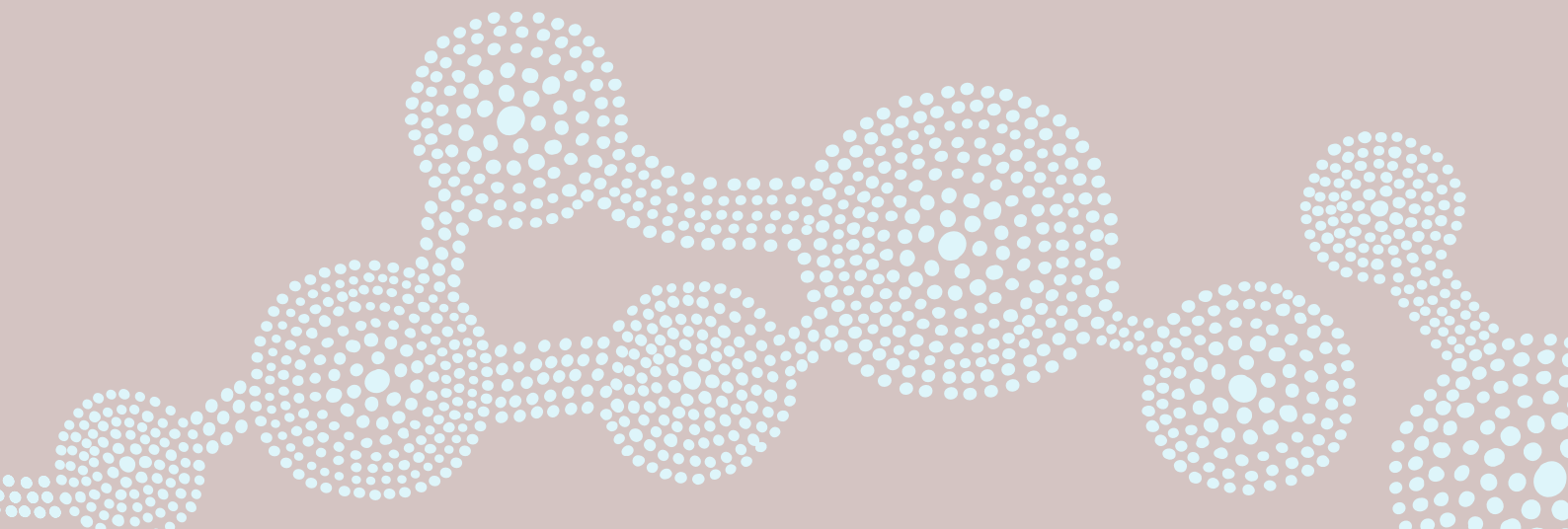
Operation Hours

Medical

Monday – Wednesday	9am – 5pm
Thursday	9am – 7pm
Friday	9am – 4:30pm
Saturday, Sunday & Public Holidays	CLOSED

Tharawal Medical Staff

- Doctors / General Practitioners (GPs)
- Specialists
- Registrars in training
- Aboriginal Health Workers (AHW)
- Nurses
- Administration staff
- Transport drivers





Making an Appointment

Medical

Appointments for the doctors are available through reception at TAC Medical Service.

Appointments for specialist services and Allied Health (e.g. Podiatry) are also available through Medical reception. You need to ensure you have seen a TAC doctor and received a referral before making an appointment with the specialists. All specialist clinics at TAC are for Aboriginal and Torres Strait Islander clients only. A copy of your Confirmation of Aboriginality is required to be on file before an appointment is given.

Walk-ins

Walk-in appointments are available in both the morning and afternoon to see a doctor if you present ill on the day. However, this is not our normal practice and you are encouraged to make an appointment with your regular doctor. As a walk-in, you will be seen by an available doctor and may not be able to see your doctor of request. Please note, waiting times may be longer.

A nurse or AHW will triage you prior to seeing the doctor. Please inform us if you do not want this to happen.

Need to speak with a doctor?

A doctor can be contacted during work hours. Your phone call will be screened at reception by being asked basic questions - this helps prioritise your call. If the doctor is with a patient, your call will be transferred to the health worker or clinical nurse. A message can be left and the doctor will return your call at their earliest convenience.

Home Visits

Regular home visits are available during work hours for patients who have been assessed by the nurse. Home visits during working hours can be arranged with your regular doctor via reception. These home visits can be with either a doctor, AHW or nurse.

Recall and Reminder System

Our service has a system in place to follow-up with medical reports, pathology, other test results, and appointment reminders.

It is very important to make sure that all your contact details are up to date at all times.

Transport

Transport is a service only offered to our chronic disease and elderly patients to help them access TAC Medical and outside services, as referred by our doctors.

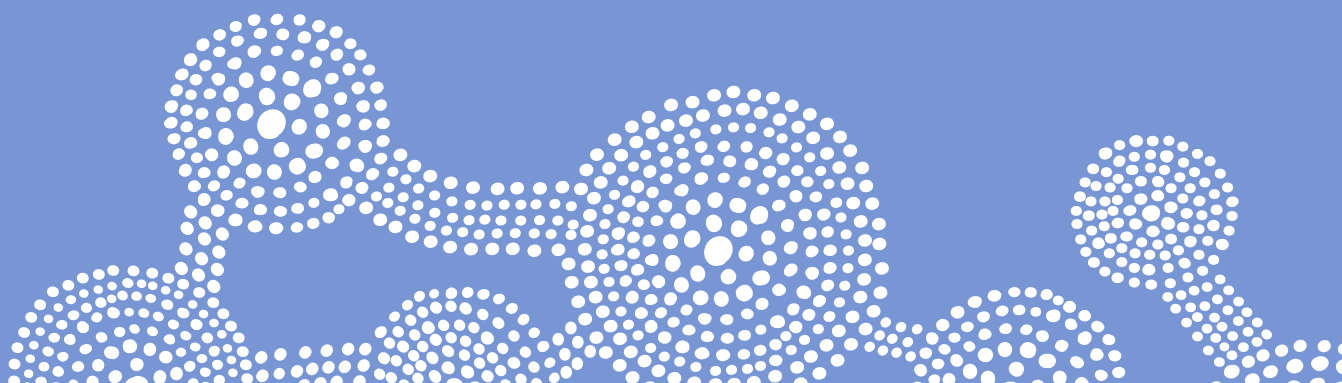
An eligibility checklist will be conducted by reception.

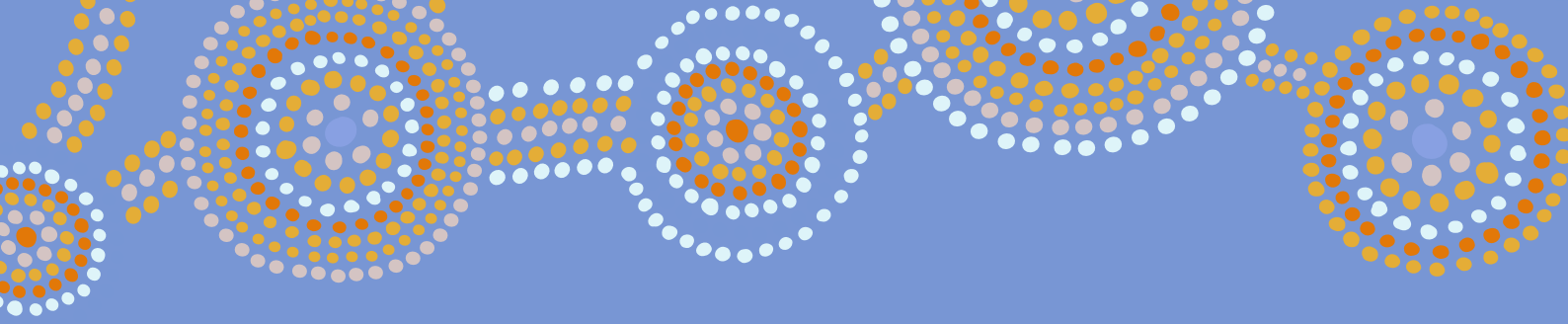
Transport must be arranged with reception no later than 24 hours prior to the appointment. Please see reception for more information.

Transport is for Aboriginal and Torres Strait Islander clients only.

Fees

We are a BULK BILL Service. All patients must have a valid Medicare card at every visit.





Pathology

Patients may incur costs if certain requests are not covered by Medicare. Please check with our doctors if the test will be covered by Medicare. TAC takes no financial responsibility for additional tests ordered that are not covered by Medicare.

Health Information Confidentiality

TAC and its Medical Service maintain strict confidentiality. This extends to patient information, business information and other information.

We abide by State and Commonwealth legislation.

Feedback and Complaints

Improvement of the service we provide to you is very important to us. We have a suggestion box in the reception area where you can provide feedback that you feel will improve our service. We value all comments.

If you are not happy with our service or wish to make a complaint, you will be treated in a courteous and understanding manner. You may discuss with a staff member if you feel the service is not to your satisfaction. If you are not satisfied with the outcome, you can write to the CEO of TAC with your concerns.

Health Checks

What is a Health Check / Health Assessment?

The Child and Adult health check identifies health issues for early intervention to prevent chronic disease.

These health checks can occur every 9 months. All Aboriginal people from birth to elders are encouraged to have an annual health check. You do not have to be sick to have a health check.

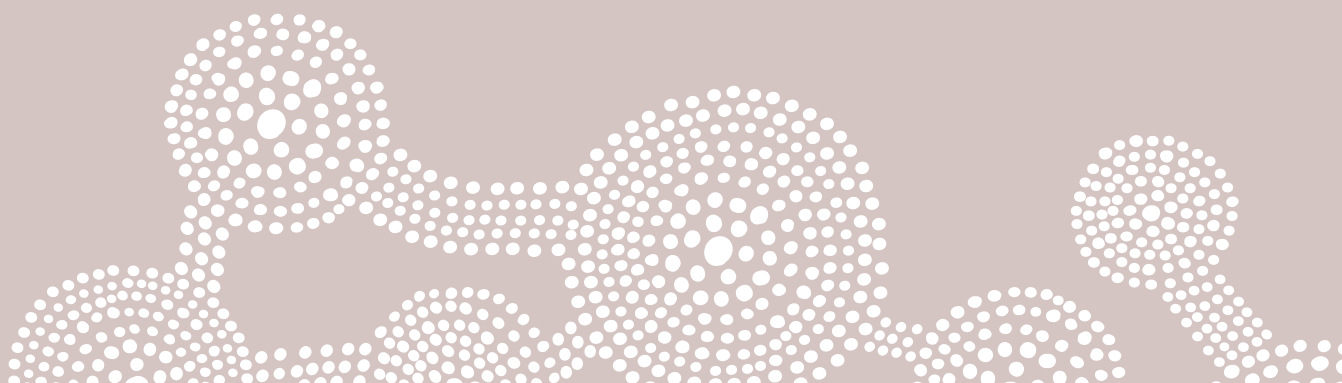
How is it different from my normal doctor's visit?

It summarises your health concerns by identifying your risk factors so that you can do something about it now. Some risk factors can only be identified by your doctor.

The nurse or AHW will start your health assessment, and your appointment may take longer than a normal appointment with the doctor.

How can I arrange a Health Check?

Speak to your doctor, nurse or AHW to arrange a health check. Bring any medication or previous medical history you may have.



Specialist Services at Tharawal

- Australian Hearing
- Cardiology
- Dermatology
- Dietician
- Drug & Alcohol
- Ear, Nose & Throat
- ECHO Cardiology
- Endocrinology – Diabetes
- Exercise Physiology
- Gastroenterology & Hepatology
- Geriatrics
- Hearing Tests
- Immunology – Allergies
- Nephrology – Kidneys
- Neurology
- Optometry
- Orthopaedics
- Paediatrics
- Podiatry
- Psychiatry
- Psychology & Child Psychology
- Respiratory
- Rheumatology
- Speech Therapy





Tharawal Dental Clinic

To be eligible to use Tharawal Dental Clinic, you must:

- Provide Confirmation of Aboriginality. A copy of your Confirmation of Aboriginality will be kept on file.
- Be a current patient of Tharawal Medical Service and have completed a health assessment at Tharawal Medical Service within the last 12 months.

In our dental team we have:

- Dentists
- Dental Assistants
- Receptionist

Services Provided

- Regular check-ups
- Scale clean and application of fluoride
- Fillings
- Fissure sealants
- X-rays
- Oral hygiene advice
- Emergency treatment/Relief of pain
- Extractions
- Root Canal Treatment
- Specialist referrals
- Mouthguards - conditions apply
- Treatment under Medicare Child Dental Benefit Scheme

For appointments and enquiries, please call
Tharawal Dental Clinic reception on 02 4624 9400.



Other Services Available at Tharawal

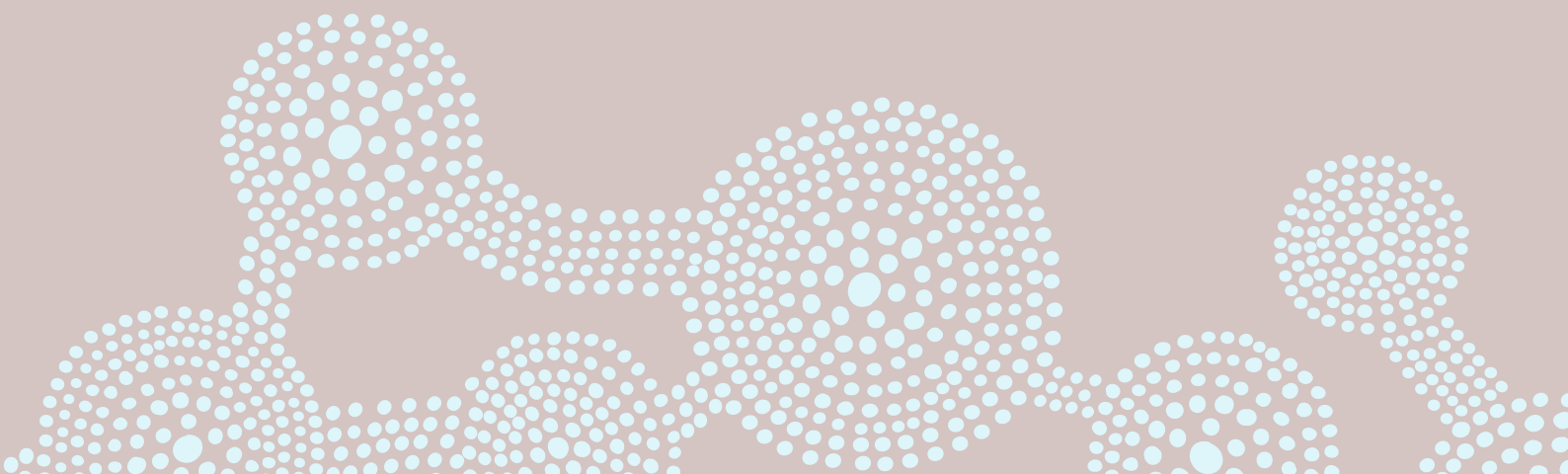
- Child and Adult Health Screening
- Brighter Futures
- Bringing Them Home
- Child and Adult Immunisation
- Chronic Disease Management
- Diabetic Management Education and Support Programs
- Drug and Alcohol Support Services
- Family Support
- General Medical Consultations
- Good Tucker All Round - Fruit and veggie delivery
- Healthy Lifestyle Programs
- Implanon Insertion/Removal
- Lyrebird Exercise Program
- MACS Centre - Preschool
- Maternal and Child health programs
- Mental Health Support Services
- Minor Surgical Procedures – skin lesions
- Social Worker
- Waranwarin – Preschool and GP outreach
- Women's Health Clinic
- Youth Work

Operation Hours

Monday – Wednesday	9am – 5pm
Thursday	9am – 7pm
Friday	9am – 4:30pm
Saturday, Sunday & Public Holidays	CLOSED

Other Local Medical Services

Emergency	000
Campbelltown Hospital	02 4634 3000
After Hours Home Visit	1300HomeGP / 1300 466 347
Poisons Information Line	131 126
Mental Health Crisis Team (COMHET)	1300 787 799
Lifeline	13 11 14



Contact Tharawal

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Phone: 02 4628 4837
Fax: 02 4627 8066

Find us on 

[Facebook.com/TharawalAboriginalCorporation](https://www.facebook.com/TharawalAboriginalCorporation)

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