



*“A healthy and empowered mob”*

# Client Service Charter

## From the Chairperson



Giinagay

Galambila has now been providing health services to the community for nearly 19 years and from humble beginnings under an auspice arrangement and following the wishes of our strong Aboriginal Community Galambila became independent in 2008.

Over the years strong partnerships have been established with a range of Key stakeholders to improve the health of our people and the community.

We intend to continue to draw from the Galambila community and commit to better choices for our mob for our community to be resilient and healthy.

Yaarii Yarranng

**Reuben Robinson**

## Who are we

Galambila Aboriginal Health Service is an Aboriginal Community Controlled Health Service. Our purpose is to provide culturally appropriate care that ensures the best possible health and wellbeing outcomes for those on Gumbayngirr Land.

## What we do

- Ensure our services meet individual and cultural needs
- Nurture a stimulating and caring environment
- Provide comprehensive services
- Comply with clinical and business standards
- Provide workplace environment appropriate for staff and clients
- Increase cultural understanding in multiple environments
- Maintain strong governance
- Recruit, develop and retain a skilled and competent workforce
- Create a respectful and flexible workplace
- Prioritise and maximise our use of resources

*Compassionate*

*Respectful*

*Empowering*

*Inclusive*

## Our Service Standards

Galambila has been independently assessed against the Standards for General Practices developed by the Royal Australian College of General Practitioners.

## Who are our clients

Our clients include Aboriginal and Torres Strait Islander individuals and families.

## Services that we provide

- Doctors Appointments
- Aboriginal Health Assessments
- Coordinated Care
- Client Transport
- Clinical and Child & Family Health Nurses
- Immunisations
- Early intervention of Chronic Disease
- Hearing Health
- Home Medication Reviews
- Mental Health Support
- Diabetes Clinic
- Respiratory Clinic
- Outreach Services
- Quit Smoking Programs
- Aboriginal Midwifery Services (MNCLHD)

## Visiting Services

- Adult & Child Psychologists & Psychiatry
- Drug & Alcohol Support Services (MNCLHD)
- Endocrinology
- Exercise Physician
- Nutritionist
- Optometrist
- Podiatrist

## How can you help us

We ask you to help us to provide a high service standard to you by providing us with timely, necessary and accurate information and treating our employees with courtesy and respect

## Australian Charter of Health Care Rights Your rights

- **Access**—I have the right to health care
- **Safety**—I have the right to receive safe and high quality care
- **Respect**—I have the right to be shown respect, dignity and consideration
- **Communication**—I have a right to be informed about services, treatment, options and costs in a clear and open way
- **Participation**—I have the right to be included in decisions and choices about my care
- **Privacy**—I have the right to privacy and confidentiality of my personal information
- **Comment**—I have the right to comment on my care and to have my concerns addressed

## Contacts and Information

We are located at:  
9 Boambee Street  
COFFS HARBOUR NSW 2450

You can call us within opening hours 8.00am to 5.00pm  
Monday to Friday.

Administration Office: 0266 520 850  
Clinic: 0266 520 800

You can write to us at:  
PO Box 4186  
COFFS HARBOUR NSW 2450

More information about Galambila can be found in our Annual Report which can be viewed on our website at [www.galambila.org](http://www.galambila.org)



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