

# KATUNGUL SERVICE CATALOGUE

## 2022-2023



KOORI HEALTH IN KOORI HANDS

1800 804 201 | [WWW.KATUNGUL.ORG.AU](http://WWW.KATUNGUL.ORG.AU)

**Katungul Aboriginal Corporation Regional Health and Community Services would like to acknowledge the Traditional Custodians of the land, and pay our respects to our Elders past and present. We service and acknowledge the Walbunja, Djirringanj and Thaua people, respecting and acknowledging their continuum of their traditions, their stories and lore and connection to country and sea and all Far South Coast Aboriginal people. We acknowledge the strength and leadership of our communities and elders and ancestors who have come before us. We honour their legacies and role in the movement for improvement to Aboriginal health and wellbeing to enable us to provide services to our local communities. We pay respect to these lands and all that they provide for us and pay respect to the ancestors that walked and managed and cared for these lands before us. We acknowledge and recognise all Aboriginal people who have come from their own Country and who now come to call this Country their home. We acknowledge our Elders, past and present, who are our knowledge holders and teachers. We acknowledge our youth who are our hope for a brighter and stronger future and who will be our future leaders. We acknowledge and pay respect to our community members who have gone before us and recognise their contribution to our people and community.**

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# ABOUT US

Katungul Aboriginal Corporation Regional Health and Community Services (ACRH&CS) provides health care to the Koori people on the Far South Coast of New South Wales. It was first established when Ghuryungan, Markarling House and Narooma Community Centre – three community owned and controlled organisations – joined forces in 1993.

The aim of establishing Katungul; a 100% Aboriginal community-controlled organisation – was to support Aboriginal and Torres Strait Islander communities and provide culturally appropriate health care to the Koori people.

Katungul quickly expanded to meet growing demand, opening clinics in Batemans Bay and Bega. Outreach and specialist programs were also developed to serve surrounding areas and provide Aboriginal-specific health care.





## OUR VISION

For Aboriginal people to live healthy lives enriched by a strong living culture, dignity and justice and for Katungul's work to be recognised as a driving force in achieving this.

## OUR CORE PURPOSE

Provide holistic and culturally appropriate wellbeing services for and with Aboriginal communities.



# OUR SERVICES



## GP/MEDICAL CENTRE

Our medical clinics are a bulk billing service. Indigenous and non-Indigenous community members can receive treatment, however Indigenous clients are prioritised. Our clinics offer appointments Monday to Friday from 9am to 5pm including: general appointments, medical plans, referrals to essential medical care and referrals to other Katungul services where needed.

## SPECIALIST SERVICES

- Optometrist
- Endocrinologist
- Psychiatrist
- Podiatrist
- Pediatrician
- Cardiologist

Contact your local clinic for more information.



To access our specialist services you will need a referral from a Katungul GP that includes either a Health Check, Mental Health Plan or GP Management Plan (for chronic disease patients).

We accept outside referrals for our podiatrist and dental services.

These services are available across all three clinics, subject to change. We can provide transport if required.

# OUR SERVICES



## EYES & EARS

- Adult hearing tests
- Otoscopy screenings
- Middle ear pressure tests
- Outreach clinics
- Biannual school screenings
- Referral to specialist services
- Screening in schools as required

You must be a Katungul client and have an up to date health check from a GP to access our eyes and ears services.

You can access our eyes and ears services across any of our three clinics, subject to availability. This service can help with providing eligible clients access to glasses free of charge.



## INTEGRATED TEAM CARE (ITC)

- Chronic illness management
- Transport to appointments
- Appointment scheduling
- Financial assistance with specialist appointments



## OUR SERVICES



To access the ITC program you must be a Katungul client with a current GP Management Plan, GP referral and have a chronic health condition. All clients will be required to complete registration paperwork. You can access our ITC program across all three clinics. Please contact your local clinic for more information.

## MENTAL HEALTH

Katungul has mental health clinicians (mental health nurses), psychologists and psychiatrists available. To access this service you must be a Katungul client with a current Health Check or Mental Health Care Plan. You can access our mental health services across all three clinics. Please contact your local clinic for more information.



## DENTAL

To access our dental services you must be a Katungul client with an up to date Health Check or GP Management Plan. You can access our dental services at our Bega and Narooma clinics, with Batemans Bay to come. Appointments are currently available on a part-time basis until we secure an additional dentist. We will accept external referrals however you will still be required to have an up to date Health Check with Katungul.



## OUR SERVICES



### MATERNAL & CHILD HEALTH

- Antenatal care GP
- Parenting and family planning
- Obstetrician, mid-wives
- Healthy living education

To be eligible you must be pregnant, an Indigenous woman or a woman with an Indigenous baby.

You can access these services across all three clinics. Please contact your local clinic for more information.

### WALLAGA LAKE OUTREACH CLINIC

Katungul holds an outreach clinic at Wallaga Lake every Thursday from 10am. A GP/nurse and admin officer travel to Wallaga Lake to provide general health services. To make an appointment, please contact our Narooma or Bega clinic.



### TRANSPORT

- Transport to GP, specialist or allied health appointments
- Transport to and from hospital in Bega, Moruya, Batemans Bay, Canberra and Sydney

Transport is available at each of our clinics. Please call your local Katungul clinic for more information.

# OUR SERVICES



## COMMUNITY SERVICES

We provide early intervention, liaison, casework, and intensive case management with a focus on strengthening social and emotional wellbeing. Participants will receive tailored, holistic casework (including dual casework with other service providers), group activities and intensive case management services as well as referral to and support in accessing appropriate professional services.

- Koori Connections
- Strong Families, Strong Communities - Batemans Bay
- Work Development Orders (support to pay off debt). Available across all clinics, please contact our Batemans Bay clinic for more information.
- Develop culturally attuned, evidence based framework for supporting bushfire affected communities.



- Advocacy
- Housing
- Case management and referral (externally and internally within Katungul)
- Community workshops
- Crisis/service support navigation
- Connections with family and community/kinship support

To access these services you must be a Katungul client with a referral from a GP and a Health Check, Mental Health Plan or GP Management Plan.



## OUR SERVICES



### **ALCOHOL & OTHER DRUGS SERVICES**

- Case management
- Men and women's groups
- Referrals and rehabilitation assistance
- Transport to and from rehabilitation and detox facilities.

- Support in applying for housing including writing support letters.
- Assistance and advocacy for clients to navigate the criminal justice system.
- Counselling
- Support for affected families



### **AOD RECOVERY PROGRAMS**

- SMART Recovery group meets every Thursday at our Batemans Bay clinic.
- Men's Recovery group meets weekly at our Batemans Bay clinic.

You must be a Aboriginal and/or Torres Strait Islander Katungul client, aged 18+ to attend, with a substance addiction you are seeking to address. You will be required to have an up to date Health Check.

# OUR SERVICES



## OTHER AOD PROGRAMS

- Mens exercise group - meets weekly at Katungul Batemans Bay gym.
- Eden strong women's group - meets weekly. You must be a Katungul client with an up to date Health Check to participate. Please contact your local Katungul clinic for more information.

- Eden Marine High School boys & girls program

Our AOD support workers deliver a program to Aboriginal and TSI boys and girls' focusing on empowering the students to be self-motivated, resilient, proud and culturally aware.



The program emphasis is Indigenous culture, increasing self-esteem and awareness to make better and healthier choices. The objective is to improve physical and mental health outcomes and create positive environments for the students to continue their education.

NDIS



REGISTERED  
NDIS  
PROVIDER

## NDIS

As a registered NDIS provider, Katungul offers disability supports to all NDIS participants, to link and schedule supports to align with participants NDIS goals. To give NDIS participants better choice and control over the supports they wish to receive.

- Support Coordination
- Financial Plan Management
- Personal Supports (self care, home care, transport)
- Social Support
- Skills Development
- Group and social activities

To learn more, please contact your local Katungul clinic.



## MEN & WOMEN'S GROUPS

The groups provide AOD support and work on developing social skills, aligning the outcomes to individual NDIS plan goals.

The men's group meets every Friday and the women's group every Tuesday.

You must be an AOD or NDIS Katungul client. Please contact your local clinic for more information





# CLIENT CHARTER

Katungul Aboriginal Corporation Regional Health and Community Services (Katungul) provides culturally appropriate health care to Aboriginal and Torres Strait Islander communities on the Far South Coast of NSW.

The aim of establishing Katungul, a 100% Aboriginal community-controlled organisation, was to support Aboriginal and Torres Strait Islander communities and provide culturally appropriate health care to the Koori people.

***The Client Charter of Katungul is our promise to you that we will continue to enhance our services to satisfy your requirements. Our staff are committed to providing high quality treatment and services in a culturally appropriate way.***

## **Our Vision**

For Aboriginal people to live healthy lives enriched by a strong living culture, dignity and justice and for Katungul's work to be recognised as a driving force in achieving this.

## **Our Purpose**

Provide holistic and culturally appropriate wellbeing services for and with Aboriginal communities.

## **Our Values**

The aim of establishing Katungul – a community-controlled organisation – was to support Aboriginal and Torres Strait Islander communities and provide culturally appropriate health care to the Koori people. The following values guide our work:

**Trust**

**Leadership**

**Respect**

**Professionalism**

**Commitment**



# CLIENT CHARTER

## **Our Responsibility**

At Katungul Aboriginal Corporation Regional Health and Community Services, we strive to work in partnership with local health services to ensure all your specific medical, dental, social and emotional wellbeing needs are satisfied to a high standard. We take our responsibility to enhance the physical, social and emotional wellbeing of all clients seriously. We work on the values of mutual respect and responsibility. Decisions relating to service provision will be made in conjunction with all stakeholders.

We reserve the right to withdraw services where people's safety or rights are being compromised.

## **Our Obligations**

As a client of Katungul the following entitlements and obligations apply.

In providing our services you can expect that we will:

- Prioritise Aboriginal clients for services in accordance with our funding and values
- Deal with you in a friendly, courteous, professional, and in culturally appropriate way.
- Be fair, equitable and unbiased in our service delivery.
- Have staff members who are fully informed on the provision of our services.
- Respond to your enquiries and complaints in an accurate and timely manner.
- Treat your information confidentially. Your personal details will only be available with your permission or, for example, where there is a legal requirement to do so.
- Consider any special need you identify.
- Keep you informed about Katungul matters that involve you.



# CLIENT CHARTER

## **Your Rights:**

You have the right to:

- Health treatment based on clinical need regardless of your ability to pay or your health insurance status.
- Family and Community services based on available resources and eligibility.
- Provision of safe facilities and services.
- Be able to participate in decision making about your service.
- Receive information about ongoing service provision.
- Information about decisions relating to the service you receive.
- A second opinion if you wish.
- Authorised access to your personal records.
- To be treated with respect, dignity, and consideration for privacy.
- To have an advocate present while receiving services.
- Services provided in a culturally respectful and sensitive manner.
- A comprehensive complaints and resolution mechanism.

## **Your Responsibilities:**

You have the responsibility to:

- Work with Katungul by providing relevant information about your situation and the circumstances which may influence your service.
- Treat staff in a respectful, considerate, and solution focused manner.
- Understand the limitations on our service and resources.
- Provide any feedback that will help us improve our service or solve problems.
- Respect and care for Katungul property and facilities.
- Keep staff informed about personal arrangements which may affect your appointments and services.





# CLIENT CHARTER

## **Dealing with Complaints:**

Katungul responds promptly to complaints and considers them seriously. Any problems we encounter will be rectified.

You are entitled to make a formal complaint if you do not feel satisfied with our service and you cannot resolve the issue with the individual you are dealing with. The formal complaint must be in writing. We will be happy to assist you in writing the complaint.

To lodge a formal complaint, you can request a complaint form from one of our staff members or lodge it online using the link <https://www.katungul.org.au/feedback-form>

## **Batemans Bay**

1-3 Old Princess Hwy Road  
Batemans Bay, NSW 2536  
Phone: 02 4488 4050  
Fax: 02 4472 6955

## **Narooma**

26 Princess Hwy  
Narooma, NSW 2546  
Phone: 02 4476 2155  
Fax: 02 4476 1963

## **Bega**

25 Bega Street  
Bega, NSW 2550  
Phone: 02 6492 0532  
Fax: 02 6492 0526

# FEEDBACK PROCESS

At Katungul we believe feedback is important. We use complaints, compliments and suggestions to improve our understanding of your experience, our services and to ensure we are meeting your needs. Our feedback form is available via our website at <https://www.katungul.org.au/feedback-form> or you can request a form in person at any of our three clinics.

If you are lodging a complaint, the form will be recorded in our Complaints Register and followed up by our People & Culture team and used to help improve the quality of our service.



## BATEMANS BAY

1-3 OLD PRINCES HIGHWAY RD, BATEMANS BAY

PHONE: 4488 4050

## NAROOMA

26 PRINCES HIGHWAY, NAROOMA

PHONE: 4476 2155

## BEGA

25 BEGA ST, BEGA

PHONE: 6492 0532



FREE CALL 1800 804 201

http://

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