

The background of the document is a photograph of the Griffith Aboriginal Medical Service building. The building is a modern, single-story structure with a light-colored facade and large glass windows. A sign above the entrance reads "Griffith Aboriginal Medical Service". To the left, a sign for the University of Wollongong is visible. The building is surrounded by greenery, including trees and bushes. The entire image is framed by a decorative border of yellow and red dots.

Griffith Aboriginal Medical Service

Service & Program Information

Business Hours

Monday - Thursday

8.00am - 5.00pm

Friday

8.00am - 4.30pm



Purpose Statement

Griffith Aboriginal Medical Service strives to be a welcoming, community focused organisation delivering culturally appropriate services and programs aimed at improving the health and wellbeing of the Aboriginal community. Griffith Aboriginal Medical Service is committed to contributing to the community and continuously improving the way it operates. Griffith Aboriginal Medical Service works in partnership with mainstream service providers and advocate for improvements in the appropriateness of their service.



Medical Services

Our service is staffed by five
General Practitioners

Dr Yalini Thevashangar

Dr Pararajasingam Karunapalan

Dr Shanthavani Sivanathan

Dr Sivanathan Sinthathurai

Dr Tazmiran Islam

Clinic Hours

Monday - Thursday

8.00am - 5.00pm

Friday


8.00am - 4.30pm



Our Staff

Our service has the following staff available to assist in striving for improved health outcomes for our community:

- **Chief Executive Officer**
- **Clinical Manager**
- **Business Manager**
- **Integrated Health Services Manager**
- **General Practitioners**
- **Practice Nurses**
- **Enhanced Primary Care Officers**
- **Administrative Assistants**
- **Dental Team**
- **Counsellors**
- **Psychologist**
- **Social & Emotional Wellbeing Workers**
- **Occupational Therapist**
- **Dietitian**

- 
- **Chronic Care Team**
 - **Allied Health Speech Therapy Assistant**
 - **Child and Maternal Health Team**
 - **Drug and Alcohol Team**
 - **Youth Workers**
 - **Transport Officer**
 - **Tackling Indigenous Smoking Team**
 - **Endocrinologist every 3 months**
 - **Ears Nose & Throat Specialist monthly**
 - **Podiatrist monthly**
 - **Promotional Design & Marketing Officer**
 - **Trainee Mental Health Worker**
 - **Medicare Compliance Officer**
 - **Diabetes Educator**

Transport can be provided for our Aboriginal clients. Clients are asked to contact the service for more information.



**Clinical Services are
supported by the Practice Nurse**

**Adult Health Checks are
coordinated by our
Enhanced Primary Care Workers**

**The Aboriginal Child and Maternal
Health Teamwork with young
families with children up to the
age of four years**

**The Service also employs two
Social & Emotional Wellbeing
Workers and a Drug and Alcohol team
to assist individuals with drug &
alcohol or mental health issues**

Other Services

**Our Service has various clinics
which include:**

Women's Health

Podiatrist

Immunisation Clinics

Diabetes Clinics

Walan-Budhang-Gibir Men's Group

Minhi Mingaan Women's Group

Marrabinya Mums and Bubs Group

Hearing Screenings

Asthma Clinics

ITC Team

Some services provided by the
AMS are free of charge and are all
strictly confidential



Home Visits

The Griffith AMS does provide a home visiting service at the discretion of Clinical Staff. Please contact Clinical Manager for further information.

Client Information

Confidentiality is our highest priority. All client information is kept secure. Your medical information will only be released to a third party with your written consent. Our Privacy Policy is available upon request from the Business Manager.

Client Results

Client results are only given out by the GP. Clients wanting results need to make a follow up appointment. Client recalls are prioritised by the GP and if they need to see you urgently regarding your results reception staff will contact you to make arrangements.

Telephone Enquiries

All telephone enquiries are received through reception and will be directed to the appropriate staff member where possible. Voicemail messages are also managed by reception and will be passed on as soon as staff are available.

Electronic Enquiries

The Griffith AMS website is monitored. All electronic enquiries receive an automatic response directing individuals to contact GAMS by telephone during operating hours using the number provided.

Client Feedback

To ensure that Griffith AMS continues to provide the highest quality service to our clients we rely on constant feedback in regards to our service provision.

You are able to offer feedback in the following ways:

- Via the message box available on this webpage
- Via iPad available at reception
- Via signed letter mailed to Griffith AMS

We offer a response to your feedback via posters in the waiting room.

Aboriginal Community

Under contractual arrangements with the Commonwealth and State governments this Aboriginal Medical Service receives funding to provide health services to members of the Aboriginal community as a matter of priority. Whilst circumstances may enable the provision of services to non-Aboriginal people due to funding conditions and limited resources this organisation reserves the right to decline services to non-Aboriginal people. Conversely, subject to the provision of Section 21 of the *Anti Discrimination Act (1977)* that enables Aboriginal people access to services or opportunities to meet their special needs, this organization reserved the right to request proof of Aboriginality for people seeking access to such services.



After Hours

Clients requiring after hours medical attention should contact Griffith Base Hospital on 6969 5555 or if there is an emergency please call 000.

Consultations

Standard consultations are 20 minutes. If you think you'll need a longer appointment, please let reception know when booking. Telehealth appointments are available for regular clients who have seen a doctor at our service in person within the last six months. Telehealth appointments are conducted over the phone. Please advise reception when booking if you would like a telehealth appointment. Walk-in appointments are not accepted.

Interpreting Services

Interpreting services can be made available. Please inform reception at the time of making your appointment.

Billing

The Griffith Aboriginal Medical Service bulk bills patients through Medicare. Clients are required to present their Medicare Cards on arrival. However, if clients don't have a Medicare Card they are required to pay a fee.

Aboriginal Appointments

Each GP has six appointments reserved daily for Aboriginal clients ONLY. To book one of these appointments, please contact reception at 8am on the morning you wish to be seen. Aboriginal Elders and children are priority clients and may be seen as walk-ins at the discretion of clinical staff.

Complaints

Any complaints regarding the Griffith AMS must be in writing, signed and directed to:
The Human Resources Coordinator
Griffith Aboriginal Medical Service
PO Box 1424
Griffith NSW 2680

If you are unhappy with this outcome you can contact the Aboriginal Liaison Officer at the NSW Health Care Complaints Commission on 1800 043 159 or refer the matter to the office of the NSW Privacy Commissioner on (02) 9228 8585

While clients have the right to choose the doctor of their choice, clients also need to accept that their doctor of choice may have a longer waiting list. If you are not willing to wait the time speak with our friendly reception staff about an alternative doctor.



Griffith Aboriginal Medical Service

38-42 Jondaryan Avenue

PO Box 1424

Griffith NSW 2680

www.griffithams.org.au

Phone: 6962 0000

Fax: 6962 0044



Find us on
Facebook

Please feel free to search our Facebook page for information regarding our services and how we are striving to be a welcoming, community focused organisation. Delivering culturally appropriate service and programs aiming at improving the health and wellbeing of the Aboriginal community.