



Services Guide 2022



TABLE OF CONTENTS

| | |
|--|-----------|
| OUR HEALTH PRECINCT | 4 |
| WHO WE ARE | 4 |
| OUR SERVICE DELIVERY MODEL..... | 6 |
| PRIMARY CLINIC | 6 |
| OUTREACH CLINICS | 6 |
| HOME VISITS | 6 |
| TELEHEALTH..... | 6 |
| SERVICE DETAILS | 7 |
| LOCATION | 7 |
| CONTACT DETAILS..... | 7 |
| HOURS OF OPERATION..... | 7 |
| OUR SERVICE REACH | 7 |
| LOOKING AFTER OUR CLIENTS | 8 |
| HEALTH CARE RIGHTS | 8 |
| PRIVACY OF INFORMATION | 8 |
| SERVICE FEEDBACK, COMPLIMENTS AND COMPLAINTS | 9 |
| CODE OF CONDUCT | 9 |
| CULTURALLY INCLUSIVE | 9 |
| IMPACT COMMUNITY SERVICES HEALTH PRECINCT | 10 |
| AGEING SERVICES | 10 |
| ALLIED HEALTH SERVICES | 10 |
| <i>Diabetes Education</i> | 10 |
| <i>Dietitian</i> | 10 |
| <i>Physio</i> | 11 |
| <i>Podiatry</i> | 11 |
| <i>Speech Pathology</i> | 12 |
| CHILDREN’S HEALTH..... | 13 |
| <i>Breast-feeding Advice</i> | 13 |
| <i>Children’s Health Services</i> | 13 |
| <i>Growth and Development Assessments</i> | 13 |
| <i>Parenting Advice</i> | 14 |
| COMMUNITY NURSING | 14 |
| <i>Community Nursing Services</i> | 14 |
| <i>Clinical Screening</i> | 15 |
| <i>Discharge Planning from Hospital</i> | 15 |
| <i>Health Awareness and Literacy for Chronic Disease</i> | 15 |
| <i>Wound Management</i> | 16 |
| DOCTORS | 16 |
| <i>Shore Care Family Practice</i> | 16 |
| EYE CHECKS..... | 16 |
| <i>Childhood Sight Checks</i> | 16 |
| <i>DOG Optometry</i> | 17 |
| FOOT CARE..... | 17 |
| <i>Diabetic Wound Care (See Allied Health)</i> | 17 |
| <i>Podiatry (See Allied Health)</i> | 17 |
| GROUP PROGRAMS | 17 |
| <i>EngAGE</i> | 17 |

| | |
|--|----|
| <i>Falls Prevention Program</i> | 18 |
| <i>Health Promotion Activities</i> | 18 |
| <i>Mother's Group</i> | 19 |
| <i>Mother Goose</i> | 19 |
| <i>Up and Active</i> | 20 |
| HEARING CHECKS..... | 21 |
| <i>Hearing Australia</i> | 21 |
| <i>School-aged Hearing Program</i> | 21 |
| IMMUNISATION & SCREENING..... | 21 |
| <i>Fluvax Clinic</i> | 21 |
| <i>Fever Clinic</i> | 22 |
| <i>National Immunisation Program</i> | 22 |
| PALLIATIVE CARE..... | 22 |
| REFERRAL TO AND NAVIGATION OF SERVICES..... | 23 |
| <i>Loan Equipment</i> | 23 |
| <i>My Aged Care</i> | 23 |
| <i>NDIS</i> | 23 |
| <i>Navigation of Services</i> | 24 |
| <i>Patient Travel Subsidy Scheme</i> | 24 |
| <i>Needle Exchange Program</i> | 25 |
| MENTAL HEALTH..... | 25 |
| <i>At-risk Referral Services</i> | 25 |
| <i>Community Mental Health</i> | 25 |
| <i>Emergency Relief Support</i> | 26 |
| <i>PHN Stepped Care</i> | 26 |
| <i>Referral Service</i> | 26 |
| <i>Counselling</i> | 27 |
| SKIN SCREENING..... | 27 |
| <i>Flying Skin Cancer Doctor</i> | 27 |
| TELEHEALTH SERVICES..... | 27 |
| <i>Access to Telehealth Equipment</i> | 27 |
| <i>Diabetes Education (See Allied Health Services)</i> | 27 |
| <i>Nurse-led Telehealth Services</i> | 28 |
| <i>Royal Far West Program (See Speech Pathology)</i> | 28 |
| WOMEN'S HEALTH..... | 29 |
| <i>Breast Screen</i> | 29 |
| <i>TRUE</i> | 29 |
| <i>Women's Health Nurse</i> | 29 |
| WOUND MANAGEMENT (SEE COMMUNITY NURSING)..... | 29 |
| NOTES..... | 30 |

IMPACT
COMMUNITY HEALTH SERVICE
Discovery Coast



OUR HEALTH PRECINCT

Impact Community Health Service (ICHS) operates out of IMPACT Community Services Health Precinct, located at 2 Rafting Ground Road Agnes Water.

Our Health Precinct provides a range of health services through co-located and visiting health providers, along with Nursing and Allied Health Services provided by ICHS.

- Impact Community Health Service
 - Nursing services
 - Allied Health Services
 - Mental Health Services
- Shore Care Family Practice
- Visiting Services
 - True Relationships and Reproductive Health – Women’s Health Doctor and Nurse
 - Flying Skin Doctor
 - Australian Hearing
 - Dowdall Optometry Group
 - Hospital and Health Services
 - Physiotherapy
 - Community Mental Health
 - Women’s Health
 - Breast Screen

WHO WE ARE

IMPACT Community Health Service (ICHS) is operated by IMPACT Community Services which has three pillars of operation – LIVE (Support and Health), GROW (Training) and PROSPER (Employment and Social Enterprises). Our services are provided under the LIVE pillar providing primary health care

▶ **LIVE** (Support and Health): support programs that enable IMPACT clients to access assistance with basic needs and to stabilise circumstances (health care, social supports, housing, food, inclusion and wellbeing activities, safety)

▶ **GROW** (Training): accredited and non-accredited training opportunities that support IMPACT clients to upskill or change careers

▶ **PROSPER** (Employment and Social Enterprises): provides individuals with supports to get and keep a job; supports people to get a job in one of IMPACT’s social enterprises

Mission & Vision

OUR MISSION

Build a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation

OUR VISION

Improving Lives

At ICHS our Rural Primary Health Care Program is funded by the Primary Health Network (PHN) to provide community nursing and allied health services in the Discovery Coast region. Our funding objectives are to:

BUILD TRUST IN RELATIONSHIPS

Cultivate habits that build positive interactions and experiences with others



EMPOWER OTHERS

Walk beside someone as they increase their autonomy, self-determination and decision-making capacity



BE COMPASSIONATE

Strive to show kindness and a willingness to support others both in our organisation and in the communities in which we live



CELEBRATE UNIQUENESS

Be part of a place that is built on dignity and respect, applauds individuality and where everyone is welcome



Our Core Values



WORK TOGETHER

Leverage collective genius to find new ways to think big, experiment and solve shared problems



CREATE POSITIVE IMPACT

Show commitment and drive to energise, engage and inspire others to achieve our shared vision



STRIVE FOR EXCELLENCE

Pursue continuous growth, high performance and improvement



- Provide and maintain access to allied health and primary care services based on identified health needs in rural and remote communities.
- Provide and maintain access in rural and remote areas to relevant health promotion and preventative health programs and activities designed to promote health and wellbeing.
- Encourage people in rural and remote areas of the PHN Region to adopt or modify behaviours to better manage their health and wellbeing.

To further enhance access to health services, we support the attraction and retention of health services to our region, by offering our facility for use by other health providers to deliver their service locally.

We strive to support our community with access to quality health care services in accordance with our Guiding Principles.

ICHS Guiding Principles



OUR SERVICE DELIVERY MODEL

***IMPACT Community Health Service does NOT provide emergency acute care.
In case of EMERGENCY, call 000.***

PRIMARY CLINIC

Our primary clinic is situated at 2 Rafting Ground Road, Agnes Water and offers a range of clinical and allied health appointments and programs.

Unless stated otherwise in *Our Service Streams*, our full range of services and programs are offered at this location.

OUTREACH CLINICS

Some of our services are provided under an outreach service delivery model as described in *Our Service Streams*.

Our outreach clinics are provided in the north and south of the region:

- Northern Clinics
 - Miriam Vale – OzCare building, Roe Street.
 - Turkey Beach – Community Centre.
- Southern Clinics
 - Baffle Creek – Sport and Rec Ground.
 - Lowmead Hall.
 - Rosedale Hall.

HOME VISITS

Home visits **may** be accommodated in specific circumstances where the client is:

- Home-bound – unable to leave the premises;
- Unable to travel due to medical reasons; or
- Requiring an in-home assessment.

A Home Visit Risk Assessment must be undertaken prior to staff visiting and appropriate controls will be put in place to ensure our staff safety.

It is our usual practice for two staff members to attend a first home visit where the client is new to our service.

TELEHEALTH

We provide clients with Telehealth/Skype services which enable clients to receive specialist care closer to home via telecommunication technology, reducing the need for travel to regional centres.

Nurse-led telehealth is also available which allows the health professional to receive any preliminary observations that may be required (for instance your blood pressure or heart rate) from the nurse prior or during the appointment.

SERVICE DETAILS

LOCATION

2 Rafting Ground Road, Agnes Water

CONTACT DETAILS

Telephone: (07) 4902 2000

Email: ichs@impact.org.au

Facebook: IMPACT Community Health Service

HOURS OF OPERATION

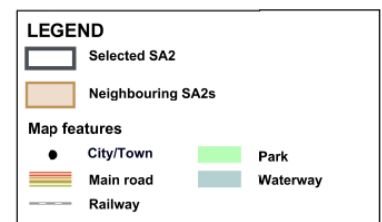
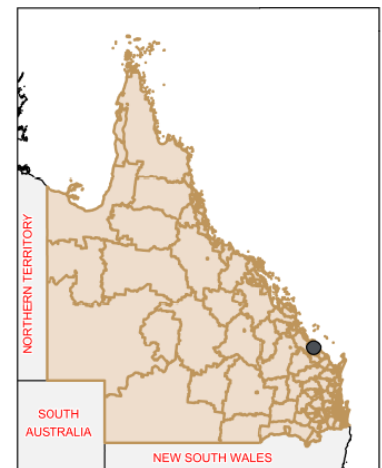
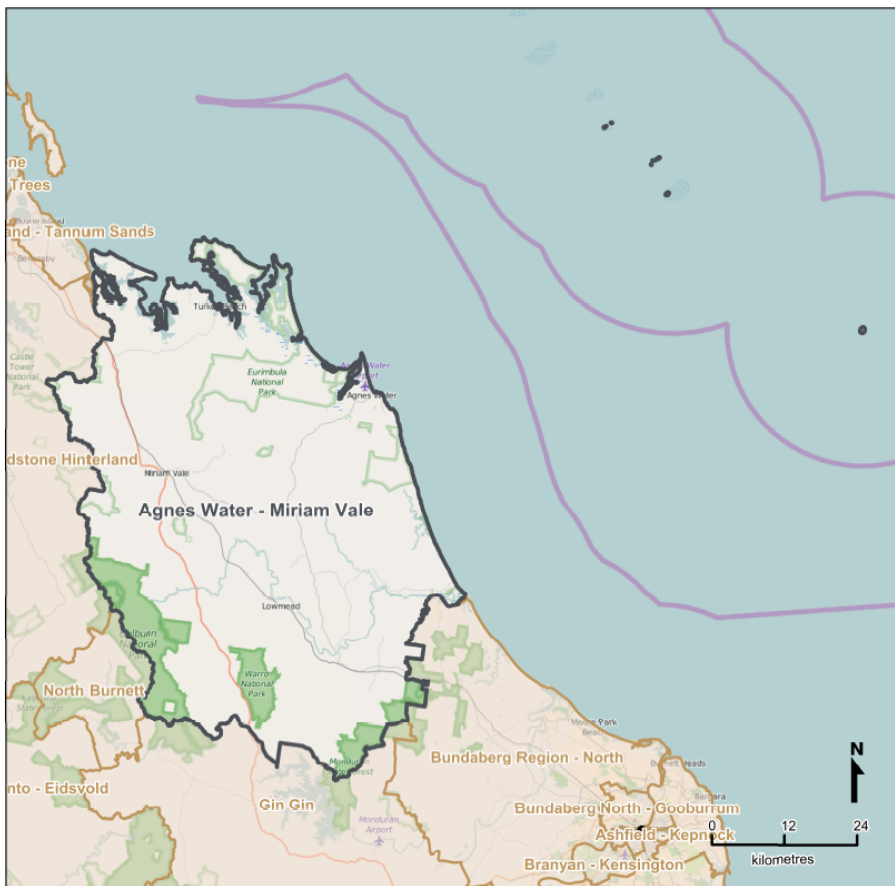
Our clinic operates Monday to Friday 8:30 am to 4:30 pm.

OUR SERVICE REACH

The Discovery Coast comprises an Area 3,777.4km² located between Bundaberg and Gladstone and is identified as the Agnes Water – Miriam Vale Statistical Area Level 2 (SA2). A population of over 6000 persons live within the townships and localities of the region.

Townships and their surrounding localities:

- Agnes Water
- Seventeen Seventy
- Baffle Creek / Wartburg
- Rosedale
- Lowmead
- Miriam Vale
- Bororen
- Turkey Beach



Map produced by Queensland Government Statistician's Office, Queensland Treasury (<http://www.qgso.qld.gov.au/products/maps/>). Data sourced from ABS 1270.0.55.001

© OpenStreetMap contributors (<http://openstreetmap.org/>)

<http://creativecommons.org/licenses/by/4.0>

© The State of Queensland (Queensland Treasury) 2016

LOOKING AFTER OUR CLIENTS

HEALTH CARE RIGHTS

The Australian Charter of Healthcare Rights second edition applies to all people in all places where health care is provided. The Charter describes what you can expect when receiving health care.

As a client of Impact Community Health Service, you have the responsibility to:

- Show consideration and respect to all staff, clients and visitors.
- Provide sufficient personal and health-related information to enable staff to provide safe and appropriate care/advice.
- Be an active participant in the management of and decisions regarding your healthcare.
- Ask questions if you do not understand any advice or instruction.
- Advise us, at your earliest convenience, if you are unable to keep an appointment.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

- Access**
 - Healthcare services and treatment that meets my needs
- Safety**
 - Receive safe and high quality health care that meets national standards
 - Be cared for in an environment that is safe and makes me feel safe
- Respect**
 - Be treated as an individual, and with dignity and respect
 - Have my culture, identity, beliefs and choices recognised and respected
- Partnership**
 - Ask questions and be involved in open and honest communication
 - Make decisions with my healthcare provider, to the extent that I choose and am able to
 - Include the people that I want in planning and decision-making
- Information**
 - Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
 - Receive information about services, waiting times and costs
 - Be given assistance, when I need it, to help me to understand and use health information
 - Access my health information
 - Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe
- Privacy**
 - Have my personal privacy respected
 - Have information about me and my health kept secure and confidential
- Give feedback**
 - Provide feedback or make a complaint without it affecting the way that I am treated
 - Have my concerns addressed in a transparent and timely way
 - Share my experience and participate to improve the quality of care and health services

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

For more information ask a member of staff or visit safetyandquality.gov.au/your-rights

PRIVACY OF INFORMATION

We collect information from you for the primary purpose of providing quality health care services.

We may also use the information you provide in the following ways:

- Administrative purposes in running the Impact Community Health Service (ICHS).
- Disclosures for research and quality assurance activities to improve individual and community health care and practice management. *This information will be de-identified.*
- It may also be used in planning, funding, monitoring and evaluating our service delivery.

Your Personal and Health Information that is collected, is stored on a common secure database. The system is utilised by ICHS employees and providers for the purpose of delivering healthcare.

Please be assured that wherever possible IMPACT uses information in a de-identified form and personal information will not be disclosed to third parties (other than those listed) without your permission, except where permitted or required under the Privacy Act.

In most cases, we collect your information directly from you. On occasions, we may need to source personal information about you from a third party, so that we can best assist you. We will only collect information that is reasonably necessary for us to perform our activities and functions.

Impact Community Services Inc t/a IMPACT Community Services adheres to the *Privacy Act 1988 (C'th)*, Australian Privacy Principles and the *Information Privacy Act 2009 (Qld)*. IMPACT Community Services has developed a Privacy Policy which is available for your perusal on our website www.impact.org.au

SERVICE FEEDBACK, COMPLIMENTS AND COMPLAINTS

Excellence in customer service is our priority. It is important to us that our customer care culture is truly embedded, and customers and clients have a positive experience. Our customers are our priority, so if any client, visitor, volunteer or staff member feels they are being mistreated, discriminated against or they witness unacceptable behaviours whilst using our service, you are encouraged to register a complaint with the ICHS Practice Manager or General Manager.

Customer feedback is of great importance to us, and your evaluation of our services is most appreciated. You will be provided with an opportunity to provide feedback every time you visit ICHS. Feedback can also be provided on IMPACT Community Services web page under Community Health.

MyVoice is IMPACT's external Whistleblower Service. If you have a disclosure and wish to use an external source you may contact MYVoice on 1800934 220 or email impact@myvoice.services.

CODE OF CONDUCT

Staff at ICHS are required to abide by IMPACT Community Services Code of Conduct and individual professional Codes of Conduct. IMPACT is a Child Safe Organisation and has a dedicated Child and Youth Risk Management Strategy and associated Code of Conduct.

CULTURALLY INCLUSIVE

IMPACT welcomes everybody and strives to ensure all staff, clients, volunteers and visitors feel safe and welcome in a non-judgmental environment.

IMPACT Community Services acknowledges the traditional owners of the land on which we live, work and meet. We pay our respects to the Elders past, present and future for they hold the memories, traditions, the culture, hopes and values not only of Aboriginal and Torres Strait Islander people but for all Australians.



IMPACT COMMUNITY SERVICES HEALTH PRECINCT

AGEING SERVICES

| | |
|--------------------|--|
| Service | Various Services to Support Older People <ul style="list-style-type: none">• EngAGE (See Groups)• Falls Prevention Program (See Groups)• Loan Equipment (See Referral and Navigation Services)• Support with Referral to My Aged Care and Service Providers (See Referral and Navigation Services)• Up & Active (See Groups) |
| Cost | No Fee |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

ALLIED HEALTH SERVICES

Diabetes Education

| | |
|--------------------|--|
| Service | Diabetes Clinic |
| Eligibility | Referral via a GP Care Plan or Team Care Arrangement Referral via GP for at risk of chronic disease |
| Cost | No Fee |
| Provider | Diabetes QLD via Nurse-led Telehealth |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Dietitian

Chronic Disease Dietitian Clinic

| | |
|--------------------|--|
| Service | Dietetic Services |
| Eligibility | Referral via a GP Care Plan or Team Care Arrangement Referral via GP for at risk of chronic disease |
| Cost | Bulk billed through Medicare |
| Provider | Marina Chang |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Dietitian Private Practice

| | |
|--------------------|---------------------|
| Service | Dietetic Services |
| Eligibility | All people |
| Cost | Private billing |
| Provider | Marina Chang |
| Provider Funded By | Private Practice |
| How to Book | Call (07) 4902 2000 |

Physio

QLD Health Physio

| | |
|--------------------|--|
| Service | Physiotherapy Services |
| Eligibility | People discharged from hospital or hospital specialist clinics with a referral |
| Cost | No Fee |
| Provider | Wide Bay Hospital and Health Services |
| Provider Funded By | Qld Health |
| How to Book | Call (07) 4902 2000 |

Podiatry

Chronic Disease Podiatry Clinic

| | |
|--------------------|---|
| Service | Podiatry Services |
| Eligibility | Referral via a GP Care Plan or Team Care Arrangement Referral via GP for at risk of chronic disease |
| Cost | Bulk billed through Medicare |
| Provider | To be advised |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Podiatry Private Practice

| | |
|--------------------|---------------------|
| Service | Podiatry Services |
| Eligibility | All people |
| Cost | Private billing |
| Provider | To be advised |
| Provider Funded By | Private Practice |
| How to Book | Call (07) 4902 2000 |



Speech Pathology

IMPACT Community Health Service Speech Pathology

| | |
|--------------------|--|
| Service | Speech Pathology Services |
| Eligibility | Referral via a GP Care Plan or Team Care Arrangement Referral via GP for at risk of chronic disease Target Groups Children under 6 years with communication difficulties - challenges with speaking, understanding and/or using language, listening, social skills, stuttering, reading, writing and using voice. Older people with speech and swallowing difficulties |
| Cost | No Fee |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Royal Far West

| | |
|--------------------|--|
| Service | Speech Pathology, Occupational Therapist and Psychology via Nurse-led Telehealth |
| Eligibility | Children Aged 4 years NDIS Participant |
| Cost | No Fee |
| Provider | Royal Far West and IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network via Nurse-led Telehealth |
| How to Book | Call (07) 4902 2000 |

CHILDREN'S HEALTH

Breast-feeding Advice

| | |
|--------------------|--|
| Service | Child Health – Baby and Breast-feeding Advice |
| Eligibility | Parents feeding babies |
| Cost | No fee |
| Provider | IMPACT Community Health Service – Child Health Nurse |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Children's Health Services

| | |
|--------------------|---|
| Service | Various Services to Children and Parenting <ul style="list-style-type: none">• Breastfeeding Advice• Childhood Immunisation (See Immunisation Program)• Childhood Sight Assessments (See Eye Checks)• Growth and Development Assessments• Mother's Group (See Groups)• Mother Goose (See Groups)• Parenting Advice• Parenting Groups (See Groups)• School-aged Hearing Program (See Hearing Checks)• Speech Pathology (See Speech Pathology) |
| Cost | No Fee |
| Provider | IMPACT Community Health Service – Child Health Nurse |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Growth and Development Assessments

| | |
|--------------------|--|
| Service | Child Health – Growth and Development |
| Eligibility | Birth to 4 years |
| Cost | No fee |
| Provider | IMPACT Community Health Service – Child Health Nurse |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Parenting Advice

| | |
|--------------------|---|
| Service | Child Health – Growth and Development |
| Eligibility | Parents and Care givers with children aged Birth to 4 years |
| Cost | No fee |
| Provider | IMPACT Community Health Service – Child Health Nurse |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

COMMUNITY NURSING

Community Nursing Services

| | |
|--------------------|--|
| Service | <p>Our Community Nurses support people of all ages:</p> <ul style="list-style-type: none">• Access to Palliative Care Services (See Palliative Care)• Clinical Screening• Discharge Planning from Hospital• Health Awareness and Literacy for Chronic Disease• Nurse-led Telehealth Services (See Telehealth)• Referral to and Navigation of Health Services (See Referral to and Navigation of Services)• Referral to Mental Health Services (See Mental Health)• Support with End of Life Planning (See Palliative Care)• Wound Management |
| Eligibility | Residents of the Discovery Coast |
| Cost | No charge |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |



Clinical Screening

| | |
|--------------------|--|
| Service | <p>Health screening is an important part of disease prevention. Screening involves testing or checking for conditions in their early stages, before symptoms have developed, to help improve outcomes.</p> <p>We provide:</p> <p>General Health Assessments – 1:1 appointment; and</p> <p>Random clinical screening of blood pressure, blood sugar, weight and BMI – either 1:1 or in a mass community screening.</p> |
| Eligibility | Residents of the Discovery Coast |
| Cost | No charge |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Discharge Planning from Hospital

| | |
|--------------------|--|
| Service | <p>Our Community Nurses can assist individuals and their families with planning for discharge from hospital. We will work closely with you, your GP and discharging hospital to support your rehabilitation at home.</p> |
| Eligibility | All people |
| Cost | No charge |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Health Awareness and Literacy for Chronic Disease

| | |
|--------------------|---|
| Service | <p>Our Community Nurses can assist with you with understanding and managing your chronic conditions and treatment plans. We will work with you and your GP/Specialists to support you with self-management.</p> |
| Eligibility | All people |
| Cost | No charge |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Wound Management

| | |
|--------------------|--|
| Service | Our Community Nurses can assist with you with managing your wound care. |
| Eligibility | Residents of the Discovery Coast |
| Cost | Non-card holders are charged dressing fee for consumables Specific wound dressing requirements are to be provided by the client |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

DOCTORS

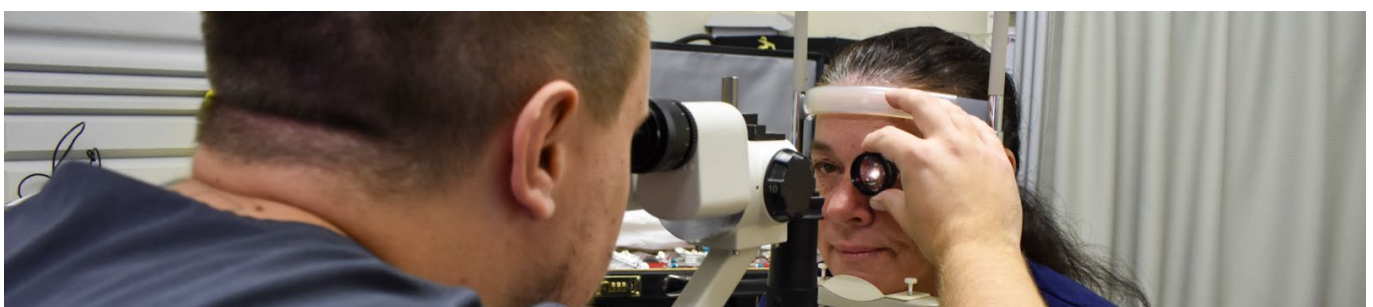
Shore Care Family Practice

| | |
|--------------------|--|
| Service | Shore Care Family Practice |
| Eligibility | Clients of Shore Care |
| Cost | Mixed Billing |
| Provider | Shore Care Family Practice |
| Provider Funded By | Private Practice |
| How to Book | Call 49 022 018 http://www.hotdoc.com.au |

EYE CHECKS

Childhood Sight Checks

| | |
|--------------------|--|
| Service | Child Health – Sight Checks |
| Eligibility | Birth to 18 years |
| Cost | No fee |
| Provider | IMPACT Community Health Service – Child Health Nurse |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |



DOG Optometry

| | |
|--------------------|--|
| Service | Optometry Services |
| Eligibility | Open |
| Cost | No Fee |
| Provider | DOG – Dowdall Optometry Group |
| Provider Funded By | Check-up |
| How to Book | Call 0439 663 967 https://dowdall-optometry-group.au2.cliniko.com/bookings |

FOOT CARE

[Diabetic Wound Care \(See Allied Health\)](#)

[Podiatry \(See Allied Health\)](#)

GROUP PROGRAMS

EngAGE

| | |
|--------------------|---|
| Service | A targeted fitness strength and balance program aimed at people who want close supervision and support in being able to commence and/or undertake exercise |
| Eligibility | To be eligible for this program, participants must: <ul style="list-style-type: none">• Be 50 years or over or at risk of/be diagnosed with a chronic condition; and• Complete a Pre-exercise Screening Assessment, which may require further medical clearance. |
| Cost | A gold coin donation is welcome to assist with the ongoing purchasing and maintenance of equipment. |
| Provider | IMPACT Community Health Service – Fitness Instructor |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |



Falls Prevention Program

| | |
|--------------------|---|
| Service | <p>Our Falls Prevention Program is designed to address fall and injury prevention in older people.</p> <p>Our team of Nurses, Dietitian and Exercise Co-ordinator can assist participants to identify falls risks, adopt falls prevention strategies, and ways to minimise injury in the event of a fall.</p> <p>Our Falls Prevention Program offered annually in group sessions around the region, and can also be delivered on a 1:1 basis involving an in-home falls risk assessment</p> |
| Eligibility | People over 65 years or identified as a high falls risk and their carers |
| Cost | No charge |
| Provider | IMPACT Community Health Service – Clinical Staff |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Health Promotion Activities

| | |
|--------------------|---|
| Service | <p>We offer a variety of health promotion activities throughout the year aimed to improve health awareness and assist with self-management of conditions for individuals and groups.</p> <p>Health Promotion activities are advertised and promoted throughout the year on our Facebook Page.</p> |
| Eligibility | Targeted Programs |
| Cost | No charge |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 Watch our Facebook Posts |



Mother's Group

| | |
|--------------------|---|
| Service | Our monthly Mothers Group facilitated by Our Child Health Nurse aims to provide: <ul style="list-style-type: none">• Social support and information sessions to parents.• Drop in growth assessments of infants.• Introduction to other families with young children in the area. |
| Eligibility | Parents/carers with children up to 18 months of age |
| Cost | No charge |
| Provider | IMPACT Community Health Service – Child Health Nurse |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Mother Goose

| | |
|--------------------|---|
| Service | Mother Goose is our monthly children's active group program facilitated by our Child Health Nurse and Bush Kids that aims to: <ul style="list-style-type: none">• Encourage language and communication skills• Provide social interaction• Facilitate bonding within families• Improve fine and gross motor skills |
| Eligibility | Families with children of any age |
| Cost | No charge |
| Provider | IMPACT Community Health Service and BushKids |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |



Up and Active

| | |
|--------------------|--|
| Service | <p>Our Up and Active Program is a gentle, light to moderate exercise program aimed at improving:</p> <ul style="list-style-type: none">• Fitness• Balance• Strength• Flexibility• Coordination• Social interaction• Functional ability <p>Up and Active is offered across the Discovery Coast region</p> |
| Eligibility | <p>To be eligible for this program, participants must:</p> <ul style="list-style-type: none">• Be 50 years or over or at risk of/be diagnosed with a chronic condition; and• Complete a Pre-exercise Screening Assessment, which may require further medical clearance. |
| Cost | <p>A gold coin donation is welcome to assist with the ongoing purchasing and maintenance of equipment.</p> |
| Provider | <p>IMPACT Community Health Service</p> |
| Provider Funded By | <p>PHN Primary Health Network</p> |
| How to Book | <p>Call (07) 4902 2000</p> |



HEARING CHECKS

Hearing Australia

| | |
|--------------------|---------------------|
| Service | Hearing checks |
| Eligibility | All people |
| Cost | No charge |
| Provider | Hearing Australia |
| Provider Funded By | |
| How to Book | Call (07) 4902 2000 |

School-aged Hearing Program

| | |
|--------------------|--|
| Service | Child Health – Hearing Checks |
| Eligibility | 4 to 18 years |
| Cost | No fee |
| Provider | IMPACT Community Health Service – Child Health Nurse |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

IMMUNISATION & SCREENING

Fluvax Clinic

| | |
|--------------------|---|
| Service | Mass Fluvax Clinic held annually across various communities in the Discovery Coast |
| Eligibility | All people classified under the National Immunisation Schedule as eligible for Fluvax |
| Cost | No charge |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |



Fever Clinic

| | |
|--------------------|--|
| Service | Fever clinic provides clinical Covid screening |
| Eligibility | All people. Scheduled by demand |
| Cost | No charge |
| Provider | Wide Bay Hospital and Health Service and IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Appointment ONLY Drive through clinic Call 0474 951 710 |

National Immunisation Program

| | |
|--------------------|--|
| Service | Our Nurse Immuniser offers: <ul style="list-style-type: none">• Childhood immunisations as per the Queensland Immunisation Schedule; and• Annual funded vaccinations to eligible adult clients. |
| Eligibility | All people classified under the National Immunisation Schedule |
| Cost | No charge |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

PALLIATIVE CARE

| | |
|--------------------|--|
| Service | In conjunctions with treating Doctor, support to access services and equipment, end of life planning, medication management and carer support. |
| Eligibility | Residents of the Discovery Coast |
| Cost | No charge |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |



REFERRAL TO AND NAVIGATION OF SERVICES

Loan Equipment

| | |
|--------------------|--|
| Service | Our Mobility Aid and Medical Equipment Loan Hire program allows clients short-term access to a variety of health and mobility equipment including: <ul style="list-style-type: none">• Wheelchairs.• Wheelie-Walkers.• Shower Chairs/Stools.• Blood Pressure Monitors.• Glucometers. |
| Eligibility | All people |
| Cost | No charge |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

My Aged Care

| | |
|--------------------|--|
| Service | Our Community Nurses can assist individuals and their families to access and navigate My Aged Care services. We can support you and your family during the registration, assessment process and access to service providers. |
| Eligibility | People aged over 65 years |
| Cost | No charge |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

NDIS

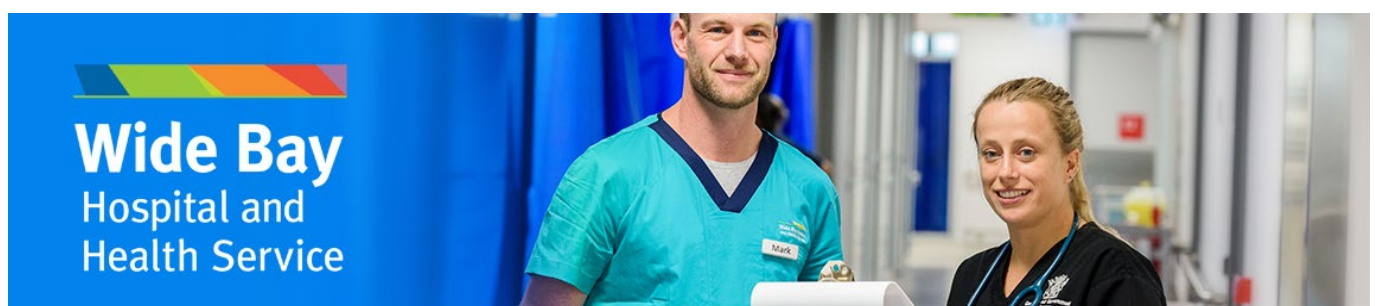
| | |
|--------------------|--|
| Service | Our Community Nurses can assist individuals and their families to access and navigate NDIS services. We can support you and your family during the registration, assessment process and access to service providers. |
| Eligibility | People aged under 65 years with a disability |
| Cost | No charge |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Navigation of Services

| | |
|--------------------|--|
| Service | <p>Our Community Access Nurse can assist individuals and their families to navigate:</p> <ul style="list-style-type: none">• Access to health services• Discharge from Hospital (See Community Nursing)• Loan Equipment• My Aged Care• NDIS• Needle Exchange Program• Patient Travel Subsidy Scheme• Access to Telehealth Services |
| Eligibility | Residents of the Discovery Coast |
| Cost | No charge |
| Provider | IMPACT Community Health Service – Community Access Nurse |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Patient Travel Subsidy Scheme

| | |
|--------------------|--|
| Service | <p>The Patient Travel Subsidy Scheme (PTSS) provides financial assistance for eligible patients to access specialist medical services not available locally.</p> <p>The Wide Bay Hospital and Health Service (WBHHS) recognises Impact Community Health Service at Agnes Water as the closest designated public health care facility for locals and hence allows residents to be reimbursed for a portion of the cost associated with health-related travel.</p> |
| Eligibility | All people - If you live in Queensland and have been referred by a clinician to a specialist medical service that is not available at your local public hospital you may be eligible for a subsidy. |
| Cost | No charge |
| Provider | Wide Bay Hospital and Health Service |
| Provider Funded By | QLD Health |
| How to Book | For assistance with completing application process Call (07) 4902 2000 |



Needle Exchange Program

| | |
|--------------------|---|
| Service | The Needle Exchange Program aims to reduce the incidence of blood borne viruses and injecting related injuries and disease. ICHS supply sterile injecting equipment and sharps management containers, as well as access to a waste disposal receptacle to ensure the safety of individuals and the community. |
| Eligibility | All people |
| Cost | No charge |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

MENTAL HEALTH

At-risk Referral Services

| | |
|--------------------|---|
| Service | Our Community Nurses can assist individuals and their families with referrals to appropriate external agencies for clients with concerns regarding: <ul style="list-style-type: none">• Mental Health;• Children at risk;• Domestic Violence; and• Suicide & Self Harm |
| Eligibility | All people |
| Cost | No charge |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Community Mental Health

| | |
|--------------------|--|
| Service | For people who need support to manage chronic disease or chronic pain |
| Eligibility | Residents of the Discovery Coast Referred by GP or ICHS Community Nurse |
| Cost | No charge |
| Provider | Wide Bay Hospital and Health Services |
| Provider Funded By | QLD Health |
| How to Book | Call (07) 4902 2000 |

Emergency Relief Support

| | |
|--------------------|--|
| Service | Our Community Nurses can assist individuals and their families with referral for a one-off response to a crisis situation for people in a way that maintains the dignity of the individual and encourages self-reliance. |
| Eligibility | All people |
| Cost | No charge |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

PHN Stepped Care

| | |
|--------------------|--|
| Service | <p>Stepped Care</p> <ul style="list-style-type: none">• Stream 1 – Low Intensity• Stream 2 – Children and Youth• Stream 3 – Hard to reach groups (including people living in rural environments)• Stream 4 – Complex Mental Health <p>Access to the individual streams may be face to face in Agnes Water, via telehealth and in some instances provided by Clinicians in Bundaberg or Gladstone face to face</p> |
| Eligibility | <p>Residents of the Discovery Coast</p> <p>Referred by GP or ICHS Community</p> |
| Cost | No charge |
| Provider | IMPACT Community Services |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Referral Service

| | |
|--------------------|--|
| Service | Our Community Nurses can assist individuals and their families to access and navigate Mental Health services. We can support you and your family with referral to Mental Health service providers. |
| Eligibility | All people |
| Cost | No charge |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Counselling

| | |
|--------------------|--------------------------------------|
| Service | Counselling and Social Work services |
| Eligibility | Open |
| Cost | Private Practice Fees |
| Provider | Introspect Therapy and Connections |
| Provider Funded By | Private |
| How to Book | Call 0457 238 264 |

SKIN SCREENING

Flying Skin Cancer Doctor

| | |
|--------------------|---|
| Service | The Flying Skin Cancer Doctor provides comprehensive skin cancer services to locals in rural, regional and remote Australia. They perform skin cancer checks and provide treatment of suspicious lesions. |
| Eligibility | All people |
| Cost | Fee for Service |
| Provider | The Flying Skin Doctor |
| Provider Funded By | Private Practice |
| How to Book | Phone: 1300 SKIN DR (1300 754 637) Online: www.flyingskincancerdoctor.com.au |

TELEHEALTH SERVICES

Access to Telehealth Equipment

| | |
|--------------------|---|
| Service | We can assist you to access your specialist or other health providers using our telehealth services |
| Eligibility | Residents of the Discovery Coast |
| Cost | No charge for use of equipment Your provider may charge a fee |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Diabetes Education (See Allied Health Services)

Nurse-led Telehealth Services

| | |
|--------------------|--|
| Service | Where required our Community Nurse may be able to support you with clinical assessments required for your telehealth appointment with your specialist provider |
| Eligibility | Residents of the Discovery Coast |
| Cost | No charge for use of equipment Your provider may charge a fee |
| Provider | IMPACT Community Health Service |
| Provider Funded By | PHN Primary Health Network |
| How to Book | Call (07) 4902 2000 |

Royal Far West Program (See Speech Pathology)



WOMEN'S HEALTH

Breast Screen

| | |
|--------------------|--|
| Service | BreastScreen Queensland provide nationally accredited mobile breast screening and assessment services second yearly to the region. |
| Eligibility | Recommended for women aged 50 to 74 years (women over 40 are eligible) |
| Cost | No Fee |
| Provider | BreastScreen Queensland |
| Provider Funded By | Check-up |
| How to Book | Call 13 20 50 |

TRUE

| | |
|--------------------|--|
| Service | True's Outreach Clinic offers reproductive and sexual health services delivered by a female GP and nurse. This includes: <ul style="list-style-type: none">• Breast health• Menopause advice• Cervical screening• Preconception planning• Contraception options• Sexual health screen• IUD insertion and removal |
| Eligibility | Women |
| Cost | Bulk billed under Medicare |
| Provider | TRUE Family Planning |
| Provider Funded By | Check-up |
| How to Book | Call (07) 4927 3999 |

Women's Health Nurse

| | |
|--------------------|---|
| Service | The Women's Health Nurse provides a wide range of clinical health services, support, health promotion and education on a range of topics for women. Clinical services include cervical screening. |
| Eligibility | Women |
| Cost | No charge |
| Provider | Women's Health Unit |
| Provider Funded By | QLD Health |
| How to Book | Call (07) 4902 2000 |

WOUND MANAGEMENT (SEE COMMUNITY NURSING)

NOTES

A series of horizontal dotted lines for writing notes.

Lined writing area consisting of multiple horizontal dotted lines.