

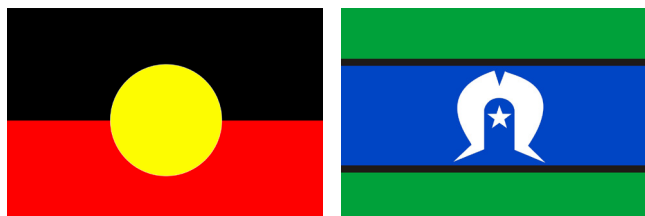
## When is the service available?

The Outreach Worker Primary Health Care Service assistance is available weekdays between 9am – 5pm

## Where is it available?

Each PHN looks after a specific area of the community. Central and Eastern Sydney PHN has a boundary that covers 16 Local Government areas (LGAs) that include:

- Botany Bay
- Sydney
- Randwick
- Waverly
- Woolarah
- Leichardt
- Marrickville
- Canterbury
- Ashfield
- Burwood
- Canada Bay
- Strathfield
- Hurstville
- Kogarah
- Rockdale
- Sutherland Shire
- Lord Howe Island



Central and Eastern Sydney PHN acknowledges the traditional custodians of the land on which we work and pay respect to elders both past and present

Central and Eastern Sydney PHN gratefully acknowledges the financial and other support of the Australian Government Department of Health.

**If you would like support from the Aboriginal Health Team, speak to your GP or call Central and Eastern Sydney PHN on 02 9799 0933**



## Aboriginal and Torres Strait Islander Outreach Worker Program

What can an Outreach worker assist you with?

**phn**  
CENTRAL AND  
EASTERN SYDNEY

An Australian Government Initiative

## What can the Outreach Worker help you with?

Your local Outreach Worker can provide access to a variety of services and advice such as:

- Assisting patient registration with medical practice staff, and assistance to register for a Medicare card
- Providing practical assistance to Aboriginal and Torres Strait Islander patients to;
  - » Attend doctor appointments
  - » To access other health services as required including; follow up care, specialist services and coordination of care
- Providing feedback to clients on a range of available services including
  - » Closing The Gap Incentive
  - » Aboriginal and Torres Strait Islander health checks
  - » The PBS Co-payment Measure
- Providing health information to support patients with culturally appropriate healthy lifestyle choices
- Assisting with collection of prescribed medicines and information from pharmacists
- Assistance with completing of forms (if needed) and communicating with medical staff

- Distributing information and resources to the local community about available services and encouraging contact with primary health care services in the area
- Providing additional information about other relevant Closing the Gap programs how to access them including; Tobacco Programs, Health and Wellbeing Programs

The Outreach Worker is a free and confidential service available to assist Aboriginal and Torres Strait Islander patients living or accessing health services in the local area.



**If you would like support from the  
Aboriginal Outreach Worker Contact  
the Aboriginal Health Team on  
02 9799 0933**

## What information will the Outreach Worker collect?

The Outreach worker will need to collect some personal information from you such as your address, contact details, and the reason for your referral.

None of your personal information is exchanged with any other agency without your prior written consent.

The Outreach Worker operates against a strict confidentiality contract so your privacy is protected.

## Where can I see the Outreach Worker?

In some circumstances the outreach worker may arrange to visit you at home. You can also arrange to meet at a health service premises or somewhere appropriate.

## Referral

You can be referred to the Outreach Worker by:

- Yourself
- Your doctor (GP or AMS)
- Your specialist
- An Aboriginal Health Worker
- A family member
- Another service or organisation