



KATUNGUL

SERVICE CATALOGUE



2023 artwork winner - local artist Reena Slockee





2024

The information contained in this service catalogue was accurate at the time of printing.

However, details may be subject to change. We recommend checking with us directly by calling one of our clinics or visiting our website for the most up-to-date information.



1800 804 201



www.katungul.org.au



ACKNOWLEDGEMENT OF COUNTRY

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 the 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, 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.



Photo by Shannon Mason Photography

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

Our sites are open Monday to Friday, from 9:00 am to 5:00 pm.
We are closed on weekends and public holidays.

For medical assistance after hours, please visit or contact:

Bega Hospital

4 Virginia Dr, Bega NSW 2550
6491 9999

Moruya Hospital

2 River St, Moruya NSW 2537
4474 2666

Batemans Bay Hospital

7 Pacific St, Batemans Bay NSW 2536
4475 1500

After Hours GP Help Line

1800 022 222

For emergencies phone 000

OUR SERVICES

GP/MEDICAL CENTRE

Our medical clinics are a bulk billing service. Indigenous and non-Indigenous community members can receive treatment. Indigenous clients are prioritised.

Our clinics offer 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

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. Contact your local clinic for more information.





OUR SERVICES

EYES AND EARS

- Referral to specialist services
- Screening in schools as required
- Monthly visits by Optometrist and free spectacle program
- Adult hearing tests
- Otoscopy screenings
- Middle ear pressure tests (Tymp)
- Outreach clinics (Audiometry)

You can access our eyes and ears services across any of our three clinics, subject to availability. This service can help by providing eligible clients access to glasses free of charge. You must be a Katungul client and have an up to date health check from a GP to access our eyes and ears services.



Photo by Shannon Mason Photography

OUR SERVICES

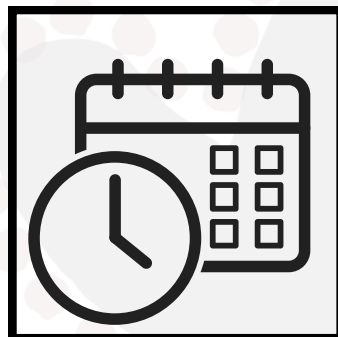
INTEGRATED TEAM CARE (ITC)

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

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.



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.



OUR SERVICES

DENTAL

- Dental check-ups
- Dental fillings
- Teeth cleaning
- Root canal therapy on anterior teeth only
- Teeth extractions
- Dental health education

Our dental service is available at our Narooma clinic, with a dentist on-site six days each month. We will accept external referrals however you will still be required to have an up-to-date health check with Katungul.

The Katungul dental clinic is only available for Indigenous patients with an updated health check.





OUR SERVICES

MENTAL HEALTH

Katungul has mental health clinicians, a mental health nurse, and a psychiatrist available.

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

To access this service you must be a Katungul client with a current Health Check or Mental Health Care Plan, and a referral to psychiatrist from a GP.



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.



OUR SERVICES

MATERNAL AND CHILD HEALTH

- Antenatal care GP
- Parenting and family planning
- Mid-wives
- Healthy living education

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

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



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

SOCIAL AND EMOTIONAL WELLBEING

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.



- Basic counselling
- Case management and referral (externally and internally within Katungul)
- Community education
- Workshops
- Job seeker information
- Advocacy
- Housing assistance
- Centrelink assistance
- Social assistance
- Links to social wellness networks

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

SOCIAL AND EMOTIONAL WELLBEING

Koori connections - connecting community with services and linking with other providers.

- Court advocacy
- Elder's groups
- Community workshops
- Working with members of stolen generations and their families, homelessness, mental health and people experiencing family violence, and parole assistance
- Low- level clients requiring minimal or short-term case work support and intensive case management services
- Women's groups
- Men's groups

Strong families, Strong communities - for young people aged 10-25.

- One-on-one case management
- School programs and youth groups

To access these programs, you must be Aboriginal or Torres Strait Islander.





OUR SERVICES

ALCOHOL AND OTHER DRUG SERVICES

- Brief Intervention (short term advice and support)
- Case Management
- Detox and rehabilitation referrals
- School and community education
- Fetal alcohol spectrum disorder support and education
- Court diversion
- Group Therapy
- Family support
- Women's Group
- Men's Group
- SMART Recovery
- Work Development Orders (support to pay off debt)

You must be an 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

KATUNGUL WOMEN'S HEALING CENTRE

The Katungul Women's Healing Centre (KWHC) is a culturally safe, holistic service for First Nations women who are experiencing domestic violence and/or homelessness.

The centre provides women and their children with the chance to stay at KWHC accommodation facility to remove themselves from violence and homelessness.



While in the secure facility, clients will be provided with access to medical services, mental health professionals, counselling; and cultural healing.

Preference is given to Aboriginal women, 16 years old or above, who are experiencing unsafe domestic and family violence and/or homelessness. Dependent children must be 16 years or younger to stay at the Centre under the supervision of their mother.

Call the toll-free number 1800 191 667 for self-referral or access a referral from a community service.



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.

Photo by Shannon Mason Photography





CLIENT CHARTER

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: **Leadership, Trust, Respect, Professionalism and Commitment.**

Our Responsibilities

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.



CLIENT CHARTER

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.

Photo by Shannon Mason Photography





CLIENT CHARTER

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 of 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 any of our clinics or lodge it online using the link by visiting www.katungul.org.au. 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.





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 www.katungul.org.au or you can request a form in person at any of our three clinics.

1

LODGE



Lodge your feedback at www.katungul.org.au

2

ACKNOWLEDGEMENT



You will receive an acknowledgement of your feedback within five business days.

3

INVESTIGATE



We will investigate your complaint.

4

RESPOND



We will provide a response to you as to further actions that will be taken. We may contact you to discuss and resolve your complaint.

5

RESOLVE



We will write to you confirming the actions we have taken.



BATEMANS BAY

1-3 Old Princes Highway

Phone: 4488 4050

NAROOMA

26 Princes Highway

Phone: 4476 2155

BEGA

25 Bega St

Phone: 6492 0532

 1800 804 201

 www.katungul.org.au

