

# Aboriginal Patient Advocacy Training

## Resource List



***Aboriginal and Torres Strait Islander people – please be aware that some of this reading contains information around dispossession and colonisation and may be distressing to read.***

## **Culture**

Australian Aboriginal Peoples: [Aboriginal people in Australia - Creative Spirits](#)

Torres Strait Islander Culture: [Torres Strait Islander culture - Creative Spirits](#)

## **Australian Health System**

Australian Health System Responsibilities: [The Australian health system | Australian Government Department of Health](#)

What else does the Australian health system do?: [What we do | Australian Government Department of Health](#)

Patient Assisted Travel Scheme: [WA Country Health Service - About PATS](#)

Telehealth Information: [WA Country Health Service - Telehealth](#)

Medicare: [Medicare | Australian Government Department of Health](#)

Pharmaceutical Benefits Scheme - [Pharmaceutical Benefits Scheme \(PBS\) | Home](#)

National Disability Insurance Scheme - [National Disability Insurance Scheme \(NDIS\)](#)

Aged Care: [Access Australian aged care information and services | My Aged Care](#)

## **WA Health System**

WA Department of Health information: [About us \(health.wa.gov.au\)](#)

Central Referral Service: [About the Central Referral Service \(health.wa.gov.au\)](#)

Central Referral Service Referral Information: [DoH Multi-page Template \(health.wa.gov.au\)](#)

## **Medical Records**

My Health Record: [What is My Health Record? | My Health Record](#)

WA Medical Records: [Access your WA Health medical records](#)

Public Medical Records: [WA Health freedom of information contacts](#)

## **Primary Health Network**

Primary Health Networks: [What Primary Health Networks do | Australian Government Department of Health](#)

Primary Health Network Complaints Policy: [Primary Health Networks \(PHN\) Program complaints policy](#)

WA Primary Health Alliance: [What we do - WAPHA](#)

### **Aboriginal Health**

Indigenous Australians Health Programme [Indigenous Australians' Health Programme | Australian Government Department of Health](#)

National Aboriginal Community Controlled Health Organisation: [Home \(naccho.org.au\)](#)

Aboriginal Health WA: [Aboriginal Health](#)

Aboriginal Health Council of Western Australia: [Aboriginal Health Council of Western Australia \(ahcwa.org.au\)](#)

Communication in Aboriginal Health: [Communicating effectively with Aboriginal and Torres Strait Islander people \(health.qld.gov.au\)](#)

### **WA Aboriginal Services**

Perth Aboriginal Services: [Perth Aboriginal services – health services \(healthywa.wa.gov.au\)](#)

- This list includes contacts for Aboriginal Liaison Officers in these organisations

Aboriginal Health Council of Western Australia: [Aboriginal Health Council of Western Australia \(ahcwa.org.au\)](#)

Derbarl Yerrigan Health Service: [Derbarl Yerrigan • Aboriginal Medical Health Service \(dyhs.org.au\)](#)

Moorditj Koort Aboriginal Corporation: [Home » Moorditj Koort Aboriginal Corporation](#)

### **Indigenous Policies and Programs**

Indigenous Advancement Strategy - <https://www.indigenous.gov.au/indigenous-advancement-strategy>

Closing the Gap Report: [Closing the Gap | Closing The Gap \(niaa.gov.au\)](#)

WA Aboriginal Health and Wellbeing Framework: [WA Aboriginal Health and Wellbeing Framework 2015-2030](#)

Aboriginal Health Council of Western Australia Strategic Plan:  
[49af16\\_c1563edee0874b6c8e7cf6437e07ac91.pdf \(filesusr.com\)](#)

### **Open Disclosure**

Open Disclosure Consumer Guide: [SAQ083 Patient guide OPEN DISCLOSURE INTERNALS V5.pdf \(safetyandquality.gov.au\)](#)

Open Disclosure Information & Flow Chart [What is Open Disclosure? \(nsw.gov.au\)](http://www.nsw.gov.au)

Open Disclosure FAQ: [Frequently asked questions about open disclosure \(safetyandquality.gov.au\)](http://www.safetyandquality.gov.au)

Australian Open Disclosure Framework: [Australian Open Disclosure Framework \(safetyandquality.gov.au\)](http://www.safetyandquality.gov.au)

Patient Perceptions of Open Disclosure: [Untitled \(bmj.com\)](http://www.bmj.com)

### **Consent & Decision Making**

Consent to Treatment Policy: [OD657-WA-Health-Consent-to-Treatment-Policy.pdf](#)

Who Makes Treatment Decisions: [Making Treatment Decisions \(publicadvocate.wa.gov.au\)](http://www.publicadvocate.wa.gov.au)

Advance Care Planning Overview: [Advance Care Planning - A Patient's Guide Version 3 \(health.wa.gov.au\)](http://www.health.wa.gov.au)

How to Prepare an Advance Health Directive: [Preparing an Advance Health Directive \(healthywa.wa.gov.au\)](http://www.healthywa.wa.gov.au)

Hierarchy of Decision Makers by State: [Hierarchy\\_person\\_responsible\\_by\\_state.pdf \(racgp.org.au\)](#)

### **Health Rights**

Australian Charter of Health Rights: [My Health Care Rights Poster A4 \(safetyandquality.gov.au\)](http://www.safetyandquality.gov.au)

Shared Decision Making: [Shared decision making | Australian Commission on Safety and Quality in Health Care](#)

Accreditation of Services: [Fact Sheet: Accreditation of health service organisations \(safetyandquality.gov.au\)](http://www.safetyandquality.gov.au)

Carer Rights: [Department of Health | Part V: Rights and responsibilities of carers and support persons](#)

Carer Recognition Act: [Microsoft Word - CarersRecognitionAct2004\\_01-e0-01.docx \(legislation.wa.gov.au\)](http://www.legislation.wa.gov.au)

WA Disability Access & Inclusion Plan: [Disability Access and Inclusion Plans](#)

- You can also look up Disability Access & Inclusion Plan for most individual government organisations

### **Mental Health**

Mental Health Act: [Mental Health Act 2014 - \[01-g0-02\].pdf \(legislation.wa.gov.au\)](http://www.legislation.wa.gov.au)

Consumer Guide to the MHA: [Consumer Handbook to the Mental Health Act 2014 \(mhc.wa.gov.au\)](http://www.mhc.wa.gov.au)

Mental Health Referral Flow chart: [Flowchart for Referring Practitioners - 22102015 \(chiefpsychiatrist.wa.gov.au\)](#)

Mental Health Care Rights: [Charter of Mental Health Principles \(mhas.wa.gov.au\)](#)

Voluntary Patient Rights: [information for voluntary patients-2017.pdf \(mhc.wa.gov.au\)](#)

Involuntary Inpatient Rights: [inpatient-treatment-orders2-web-june-2020.pdf \(mhc.wa.gov.au\)](#)

Involuntary Community Treatment Rights: [community treatment orders-2017.pdf \(mhc.wa.gov.au\)](#)

Mental Health Commission Structure: [mhc-organisational-structure-chart-april-2018.pdf](#)

Capacity in Mental Health: [PowerPoint Presentation \(chiefpsychiatrist.wa.gov.au\)](#)

Where to go for Mental Health, Drug & Alcohol Problems in WA: [a3-poster-all-numbers.pdf \(mhc.wa.gov.au\)](#)

Mental Health Advocacy Service: [Mental Health Advocacy Service | Mental Health Advocacy Service \(mhas.wa.gov.au\)](#)

Mental Health Emergency Response Line: [24 Hr Mental Health Emergency Response Line \(mhc.wa.gov.au\)](#)

Child and Adolescent Mental Health Service Crisis Connect: [CAHS | Child and Adolescent Health Service - CAMHS Crisis Connect](#)

Rurallink: [Rurallink \(mhc.wa.gov.au\)](#)

### **Preparing for Appointments**

Guide to Choosing a GP: [Guide to choosing a GP - doctors information | CHOICE](#)

Booking an Appointment: [Find a Doctor, GP, Dentist or Healthcare Specialist Near You \(healthengine.com.au\)](#)

Preparing for an Appointment: [Preparing for a health or medical appointment - Better Health Channel](#)

Managing Appointments: [Manage My Care \(healthywa.wa.gov.au\)](#)

Managing Medication: [Managing health and behaviour | Carer Gateway](#)

Questions to ask your doctor: [5 questions to ask your healthcare provider \(choosingwisely.org.au\)](#)

### **Services in Hospital**

Staying in Hospital: [During your hospital stay \(healthywa.wa.gov.au\)](#)

Patient Liaison Numbers for Public WA Health Services: [WA Health patient/consumer liaison contacts \(healthywa.wa.gov.au\)](#)

Calling for Help: [Aishwarya's CARE Call \(healthywa.wa.gov.au\)](#)



Clinical Deterioration: [Recognising and responding to acute physiological deterioration | Australian Commission on Safety and Quality in Health Care](#)

Social Workers: [Social work \(healthywa.wa.gov.au\)](#)

Pregnancy Loss Services: [Support services for pregnancy loss available at King Edward Memorial Hospital \(healthywa.wa.gov.au\)](#)

### **Services in the Community**

WA Complaints Management Policy: [Complaints Management Policy \(health.wa.gov.au\)](#)

Care Opinion: [Care Opinion](#)

Health and Disability Services Complaint Office: [Health and Disability Services Complaints Office \(hadsco.wa.gov.au\)](#)

Equal Opportunity Commission Complaints Process: [Complaint Fact Sheet 2021.3.pdf \(www.wa.gov.au\)](#)

Equal Opportunities Commission Racial Discrimination: [Race Fact Sheet AFH May 2021.pdf \(www.wa.gov.au\)](#)

APHRA Complaints Process: [Complaints and feedback about us \(ahpra.gov.au\)](#)

National Health Practitioner Ombudsman: [We champion fairness - NHPO \(nhpo.gov.au\)](#)

Office of the Public Advocate: [Office of the Public Advocate](#)

WA Parliamentary Members: [Member List \(parliament.wa.gov.au\)](#)

Federal Parliamentary Senate and Members: [Senators & Members Search Results – Parliament of Australia \(aph.gov.au\)](#)

Health Consumers Council: [6. Advocacy Information & Resources - Health Consumers' Council \(WA\) \(hconc.org.au\)](#)

Peer Support: [Mental Health Family Support | Adult Carer Support | HelpingMinds](#)

Carer Information: [Prepare-to-Care-Booklet.pdf \(carerswa.asn.au\)](#)

Prisoner handbook: [Prisoner Handbook.pdf \(legaid.wa.gov.au\)](#)

Department of Justice Reintegration Services: [Service locations: Help and Support \(www.wa.gov.au\)](#)

### **Advocacy**

Advocacy Toolkit: [HCQ-Advocacy-Toolkit.pdf](#)

Self Advocacy Tips: [Self-Advocacy-Tips.pdf \(squarespace.com\)](#)

Steps for Effective Advocacy: [Seven steps to effective advocacy - Social Ventures Australia](#)

Advocacy Tools: [LA12 appendix.pdf \(nursing-informatics.com\)](#)



Disability Advocacy: [What is advocacy? | PWdWA](#)

### **Legal Help**

Legal Aid WA Complaints about Health Care: [Complaints about health care | Legal Aid WA](#)

Mental Health Law Centre: [Mental Health Law Centre: Home \(mhlcwa.org.au\)](#)

Medical Negligence: [RACGP - Medical negligence: What GPs need to know](#)