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.



Australian Aboriginal Peoples: Aboriginal people in Australia - Creative Spirits

Torres Strait Islander Culture: <u>Torres Strait Islander culture - Creative Spirits</u>

Australian Health System

Australian Health System Responsibilities: <u>The Australian health system | Australian Government</u>

<u>Department of Health</u>

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: <u>Primary Health Networks (PHN) Program complaints</u> <u>policy</u>



Aboriginal Health

Indigenous Australians Health Programme <u>Indigenous Australians' Health Programme | Australian Government Opportment of Health</u>

National Aboriginal Community Controlled Health Organisation: Home (naccho.org.au)

Aboriginal Health WA: Aboriginal Health

Aboriginal Health Council of Western Australia: <u>Aboriginal Health Council of Western Australia</u> (<u>ahcwa.org.au</u>)

Communication in Aboriginal Health: <u>Communicating effectively with Aboriginal and Torres Strait</u> 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: <u>Aboriginal Health Council of Western Australia</u> (ahcwa.org.au)

Derbarl Yerrigan Health Service: <u>Derbarl Yerrigan • Aboriginal Medical Health Service (dyhs.org.au)</u>

Moorditj Koort Aboriginal Corporation: <u>Home » Moorditj Koort Aboriginal Corporation</u>

Indigenous Policies and Programs

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

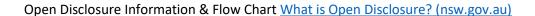
Closing the Gap Report: Closing the Gap | Closing The Gap (niaa.gov.au)

WA Aboriginal Health and Wellbeing Framework: <u>WA Aboriginal Health and Wellbeing Framework</u> 2015-2030

Aboriginal Health Council of Western Australia Strategic Plan: 49af16 c1563edee0874b6c8e7cf6437e07ac91.pdf (filesusr.com)

Open Disclosure

Open Disclosure Consumer Guide: <u>SAQ083 Patient guide OPEN DISCLOSURE INTERNALS V5.pdf</u> (<u>safetyandquality.gov.au</u>)



Open Disclosure FAQ: Frequently asked questions about open disclosure (safetyandquality.gov.au)

Australian Open Disclosure Framework: <u>Australian Open Disclosure Framework</u> (safetyandquality.gov.au)

Patient Perceptions of Open Disclosure: Untitled (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)

Advance Care Planning Overview: <u>Advance Care Planning - A Patient's Guide Version 3</u> (health.wa.gov.au)

How to Prepare an Advance Health Directive: <u>Preparing an Advance Health Directive</u> (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)

Shared Decision Making: <u>Shared decision making | Australian Commission on Safety and Quality in</u> Health Care

Accreditation of Services: <u>Fact Sheet: Accreditation of health service organisations</u> (safetyandquality.gov.au)

Carer Rights: <u>Department of Health | Part V: Rights and responsibilities of carers and support persons</u>

Carer Recognition Act: <u>Microsoft Word - CarersRecognitionAct2004_01-e0-01.docx</u> (<u>legislation.wa.gov.au</u>)

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)

Consumer Guide to the MHA: Consumer Handbook to the Mental Health Act 2014 (mhc.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: <u>a3-poster-all-numbers.pdf</u> (<u>mhc.wa.gov.au</u>)

Mental Health Advocacy Service: Mental Health Advocacy Service | Mental Health Advocacy Service (mhas.wa.gov.au)

Mental Health Emergency Response Line: <u>24 Hr Mental Health Emergency Response Line</u> (mhc.wa.gov.a<u>u</u>)

Child and Adolescent Mental Health Service Crisis Connect: <u>CAHS | Child and Adolescent Health</u> 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: <u>Find a Doctor, GP, Dentist or Healthcare Specialist Near You (healthengine.com.au)</u>

Preparing for an Appointment: <u>Preparing for a health or medical appointment - Better Health</u>
<u>Channel</u>

Managing Appointments: Manage My Care (healthywa.wa.gov.au)

Managing Medication: Managing health and behaviour | Carer Gateway

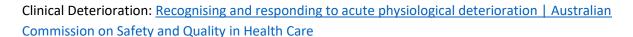
Questions to ask your doctor: 5 questions to ask your healthcare provider (choosingwisely.org.au)

Services in Hospital

Staying in Hospital: During your hospital stay (healthywa.wa.gov.au)

Patient Liaison Numbers for Public WA Health Services: <u>WA Health patient/consumer liaison</u> contacts (healthywa.wa.gov.au)

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



Social Workers: Social work (healthywa.wa.gov.au)

Pregnancy Loss Services: <u>Support services for pregnancy loss available at King Edward Memorial</u>

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: <u>Health and Disability Services Complaints Office</u> (hadsco.wa.gov.au)

Equal Opportunity Commission Complaints Process: <u>Complaint Fact Sheet 2021.3.pdf</u> (<u>www.wa.gov.au</u>)

Equal Opportunities Commission Racial Discrimination: <u>Race Fact Sheet AFH May 2021.pdf</u> (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: <u>Senators & Members Search Results – Parliament of Australia (aph.gov.au)</u>

Health Consumers Council: <u>6. Advocacy Information & Resources - Health Consumers' Council (WA)</u> (<u>hconc.org.au</u>)

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 (legalaid.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: <u>Self-Advocacy-Tips.pdf</u> (<u>squarespace.com</u>)

Steps for Effective Advocacy: <u>Seven steps to effective advocacy - Social Ventures Australia</u>

Advocacy Tools: LA12 appendix.pdf (nursing-informatics.com)



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