

GP Orientation Guide



**South Eastern
NSW PHN**

Supporting General
practice as the
cornerstone
of primary care

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About COORDINARE – South Eastern NSW PHN

COORDINARE - South Eastern NSW PHN is an Australian Government initiative. Funded by the Department of Health and Aged Care, there are 31 PHNs nationwide, all PHNs are independent organisations closely aligned with State and Territory local hospital networks. As local agents of change in Australia's health system, PHNs work to coordinate primary health care in each of their regions.

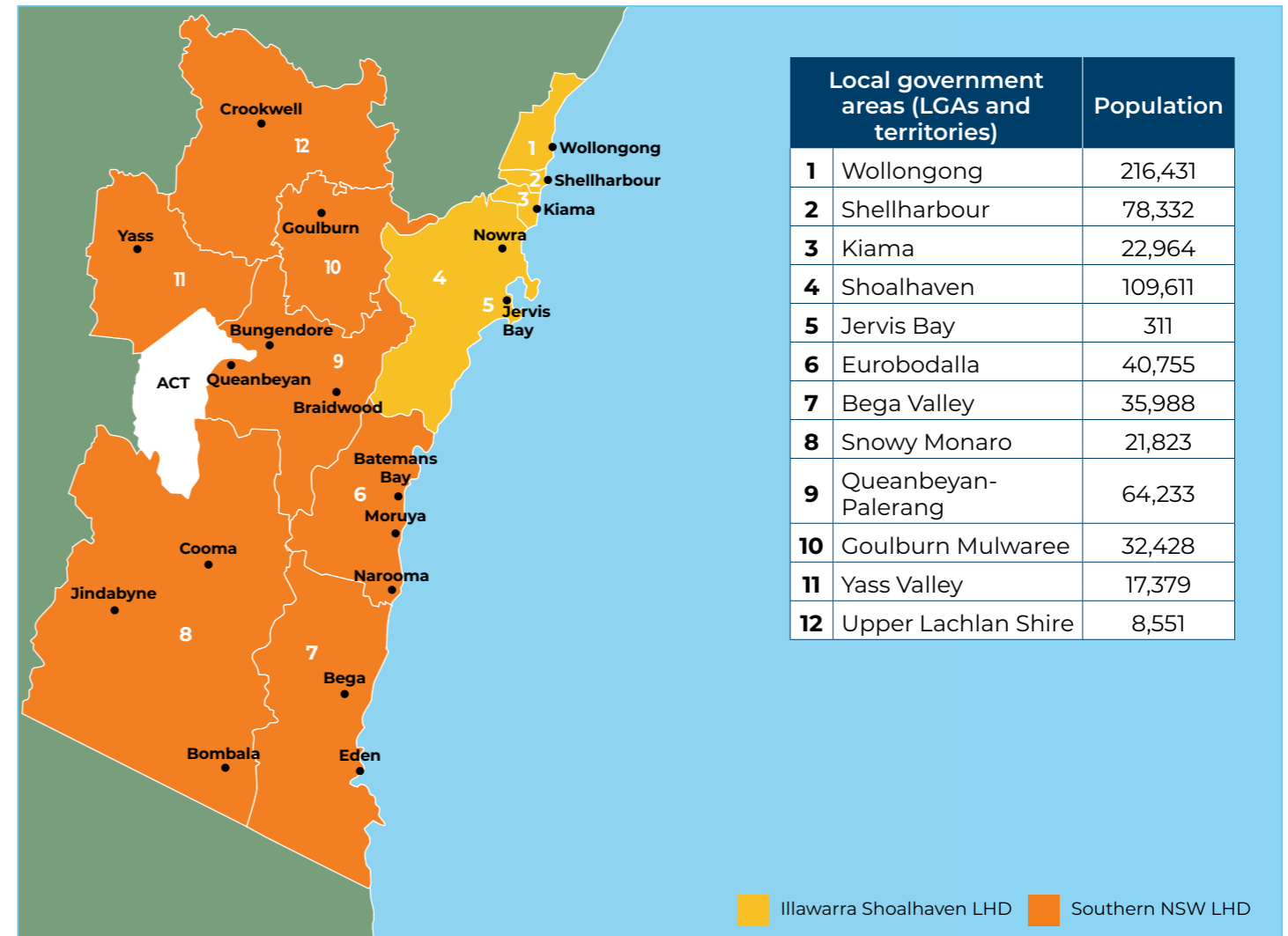
As a not-for-profit organisation, COORDINARE is dedicated to improving the health and wellbeing of our community. Our region stretches from Helensburgh in the north to the Victorian border in the south and inland to Cooma/Monaro, Queanbeyan, Yass and Goulburn.


It is one of the largest rural and regional populations in NSW. Our region is supported by two Local Health Districts (LHDs) Illawarra Shoalhaven LHD and Southern NSW LHD. We commission services to address local health care needs and support general practice as the cornerstone of primary care. Read more about who we are at <https://www.coordinare.org.au/about-us/>

Within our region there is a total population of 648,806 people, over half of which live in our major cities while the remainder of the population live in inner and outer regional areas. Our region is home to a diverse population with 5.2% identifying as Aboriginal and Torres Strait Islander, and 9.7% of the population are culturally and linguistically diverse. You can read more about the people in our region in our 'Regional health snapshot infographic' at <https://www.coordinare.org.au/assets/Files-2022/Regional-health-snapshot-2022.pdf>


648,806
total population







199
General Practices



4
Aboriginal Community Controlled Health Organisations



80
Residential Aged Care Facilities



12.3%
projected population growth between 2020-2030.

Primary Care Development team

Our highly skilled Primary Care Development team is committed to working with general practice and other stakeholders to provide a better patient experience by enhancing the coordination of care and improving health outcomes.

Every general practice in South Eastern NSW has a dedicated Health Coordination Consultant (HCC). The HCC for your practice is the go to person for all your PHN related enquiries. For a full list of our HCCs and the regions they cover go to: <https://www.coordinare.org.au/health-professionals/learning-and-development/practice-managers-support#HCC>



Tools and resources for general practice

HealthPathways

HealthPathways is an online tool to support clinical management and locally relevant referral options for patients. It is designed for use by GPs and health care professionals at the point of care to guide best practice assessment and management of medical conditions.

Initially developed in New Zealand in 2007, HealthPathways has now spread across over 40 sites in Australia, New Zealand and the UK. Within South Eastern NSW, there are two different HealthPathways resources: ACT and Southern NSW and Illawarra Shoalhaven.



ACT and Southern NSW HealthPathways

A four-way partnership between the ACT PHN - Capital Health Network, COORDINARE, ACT Health and Southern NSW Local Health District. The site now includes over 650 clinical and referral pathways.

For information about the site and how to use HealthPathways view, this short orientation video on ACT and SNSW HealthPathways or access further information on the COORDINARE site ACT & SNSW HealthPathways – COORDINARE

Log on at <https://actsnsw.communityhealthpathways.org> with

username: together **password:** forhealth

Illawarra Shoalhaven HealthPathways

A two-way partnership between COORDINARE and Illawarra Shoalhaven Local Health District. The site now includes over 640 clinical and referral pathways.

Further information about how to navigate the site and how to use HealthPathways can be found here.

Log on at <https://illawarrashoalhaven.communityhealthpathways.org> with

username: connected **password:** 2pathways

Learning and development

COORDINARE offer a professional development program to support you maintain, improve and broaden your knowledge, competence and expertise. Educational opportunities are delivered face-to-face or via webinar on topics identified as priorities in collaboration with local GPs. To ensure you are kept up-to-date on upcoming events and professional development opportunities, sign up to our weekly education events bulletin at <https://coordinare.us7.list-manage.com/subscribe?u=3df3d710ebf45f0d577370e3c&id=993ea8aabc>

If you are interested in getting involved in research opportunities, visit our website to find out more about local research, surveys or studies currently happening across our region: <https://www.coordinare.org.au/health-professionals/learning-and-development/research/>

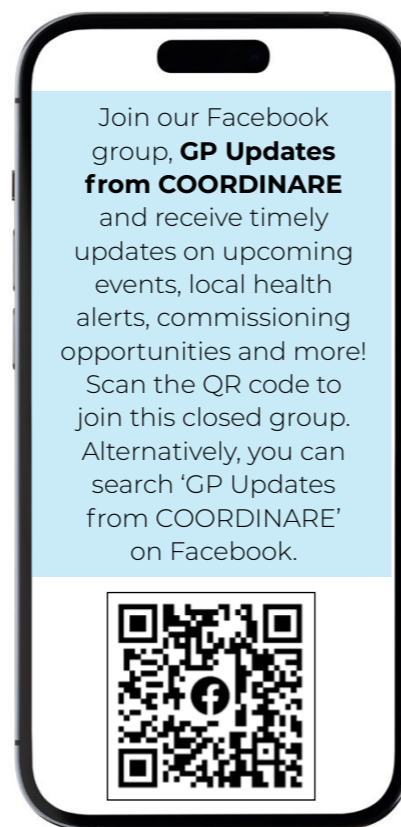
Communications



Our monthly **IN THE LOOP eNewsletter** will ensure you have access to the latest health news across the South Eastern NSW region. With two editions on offer, our Northern edition will ensure you are kept update with specific information for the Illawarra Shoalhaven region, while our Southern edition caters to the Southern NSW, Snowy Mountains and Queanbeyan regions.



Our **Staying Ahead** updates have been specifically designed for general practice, ensuring timely and relevant clinical information. Go to: <https://coordinare.us7.list-manage.com/subscribe?u=3df3d710ebf45f0d577370e3c&id=993ea8aabc> to subscribe and have it emailed straight to your inbox.



IAR – Initial Assessment and Referral

Using a stepped care approach, the IAR Decision Support Tool (IAR- DST) is a holistic decision-making framework developed to assist GPs and other clinicians in matching consumers to the most appropriate mental health services for their needs.

Being progressively introduced across the broader mental health sector, the IAR-DST provides standardised, evidence based and an objective approach to assist with mental health level of care recommendations.

To find out more about the benefits of using this tool and how to access training visit Initial Assessment and Referral Decision Support Tool <https://www.coordinare.org.au/health-professionals/our-programs-and-priorities/mental-health-and-suicide-prevention/initial-assessment-and-referral-decision-support-tool/>

Accreditation

Achieving accreditation provides your practice with increased recognition of commitment to safety, quality and continuous improvements as well as access to financial incentives such as the Practice Incentives Program (PIP) <http://www.humanservices.gov.au/health-professionals/services/practice-incentives-program/>. Our quality improvement and education activities are designed to support general practices achieve and maintain accreditation status within RACGP Accreditation Guidelines <https://www.racgp.org.au/running-a-practice/practice-standards/standards-5th-edition>

Our Primary Care Development team can assist by directing you to information, education, and resources on accreditation standards. For further information go to: <https://www.coordinare.org.au/health-professionals/tools-and-resources-for-general-practice/accreditation/> or contact your HCC.

Cancer screening

We work with cancer screening organisations and general practices to provide support for increasing cancer screening rates across our region. We provide information and resources to assist your practice to establish accurate cancer screening participation rates and identify patients who are overdue or never screened, promote screening campaigns, and improve patient health literacy.

Go to: <https://www.coordinare.org.au/health-professionals/tools-and-resources-for-general-practice/cancer-screening> or contact your HCC for further information.

Data quality

Since 2013, our Sentinel Practices Data Sourcing (SPDS) project has been working with practices to build a better understanding of the health needs of their patients through reviewing their practices data. Our primary care development team can provide your practice with the resources, training, and tools to implement data quality improvement, supporting you to make meaningful use of your data.

To find out more about data quality and the SPDS project go to: <https://www.coordinare.org.au/health-professionals/tools-and-resources-for-general-practice/data-quality/>

Financial incentives

Administered by Services Australia on behalf of the Department of Health and Aged Care, the Practice Incentives Program (PIP) encourages general practices to continue providing quality care, enhance capacity, and improve access and health outcomes for patients. To find out more, contact your HCC or read more about eligibility guidelines, how to apply and more at: <https://www.coordinare.org.au/health-professionals/tools-and-resources-for-general-practice/financial-incentives/>

Immunisation

Working in partnership with both the LHDs' Public Health Units, our Primary Care Development team aim to reduce the incidence of vaccine preventable diseases in the community by supporting general practice with access to up to date information and advice.

For information and resources, including education opportunities to assist your practice optimise immunisation rates and improve health outcomes, read more at <https://www.coordinare.org.au/health-professionals/tools-and-resources-for-general-practice/immunisation>

Infection control

Consistent and correct management of infection in general practice prevents and controls the spread of healthcare associated infections including COVID-19, influenza and hepatitis. COORDINARE has developed an 'Infection Control Toolkit for General Practice' to support practices review their systems ensuring infection control and safe work environments are maintained.

View the toolkit here:

https://www.coordinare.org.au/assets/Files-2022/Infection-Control_toolkit.pdf

For further information on infection control, contact your HCC or read more here:

<https://www.coordinare.org.au/health-professionals/tools-and-resources-for-general-practice/infection-control/>

Quality improvement

Our quality activities are designed to guide and support improvements to patient and systems management. Your practice can choose from quality initiatives that range from practical self-assessment checklists through to whole of practice review. Support is available under five target domains:

- › building capacity within primary care
- › quality and safety – improving efficiency and effectiveness
- › meaningful use of data to drive care at the practice level
- › digital health and use of technology
- › clinical networks and workforce development.

For further information about the tools and resources available, go to: <https://www.coordinare.org.au/health-professionals/tools-and-resources-for-general-practice/quality-improvement>

Team-based care

COORDINARE promote a team-based care approach that supports improved practice capacity and heightened quality patient care. Our team-based care initiatives support general practitioners by enhancing the role of nurses and other health professionals in providing coordinated care to patients ensuring they still receive an appropriate level of care. Find out more about our team based care initiatives at <https://www.coordinare.org.au/health-professionals/tools-and-resources-for-general-practice/team-based-care/>

Commissioned services

COORDINARE is a regional commissioning body. We work with the community, general practices and other providers to determine what health services are needed to achieve better health outcomes for our communities and commission services to meet these local needs. Our commissioned services address key priority areas for our region such as Aboriginal health, alcohol and other drugs, chronic conditions, palliative and end of life care, and mental health and suicide prevention.

To ensure general practice have the skills and knowledge to write effective tenders and submissions, we have partnered with University of New England (UNE) Partnerships to develop a series of webinars and practical tools. To find out more about the services we fund and to access the 'Tender and submission writing for general practice' resource, go to: <https://www.coordinare.org.au/commissioning>.



Population Health Planning

COORDINARE regularly analyses and interprets a wide range of data, topics and variables to support our approach to population health planning. This then forms our Population Health Profile. Insights from this are translated with the needs of our communities, stakeholders and local health professionals to develop our Needs Assessment.

You can read more about the health and social profile of our region here <https://www.coordinare.org.au/assets/Files-2022/Population-Health-Profile.pdf> or for more information about the identified needs across our catchment, go to: <https://www.coordinare.org.au/assets/Needs-Assessment.pdf>

Meet Dr Lisa Opie

Dr Lisa Opie became a practice owner in Crookwell, after visiting as a locum when she and her family travelled Australia in their caravan. *“I highly recommend doing locum work if you are considering a move to the country. It is a great way to trial living somewhere, especially when you have family to consider. I trained in Adelaide and spent time working in Aboriginal Health near Mildura.*

“There are many clinical opportunities in a country setting. As well as overseeing the general practice, I’m a Visiting Medical Officer at Crookwell Hospital and regularly visit two local nursing homes. No two days are ever the same, the connection and rapport you develop with your patients is also significant. Recently I was working at the hospital following a damaging hailstorm and was so heartened to meet an older man who had been brought in by his neighbour because they could tell he wasn’t okay. It’s a lovely community, people support each other,” said Lisa.

“I love our lifestyle here. My breakfast includes freshly picked raspberries and apples from our garden and I often walk to work, which sometimes includes a conversation with someone I know or a visit to the hospital on the way. My walk home is important because it is peaceful and gives me a chance to unwind.

“Crookwell has been a great move for our family, it’s an easy place to live. It seems to combine the best of country living, without being inconvenient. It has good schools and there are lots of sporting opportunities. We also have the space to enjoy having a horse, ducks and a productive garden and are only a short drive from Goulburn, Canberra and Sydney,” said Lisa.



Living in South Eastern NSW

South Eastern NSW is a large and diverse region, stretching across 11 local government areas and one territory. This includes approximately 680 towns, villages and localities spanning over 50,000km².

Whether it’s the coastal lifestyle you’re after or a tree change, South Eastern NSW has it all with access to beautiful beaches, state forests, national parks, picturesque countryside and the Snowy Mountains. With the many cultural, food, wine and adventure trails on offer, our region offers a balance of lifestyle, social and economic opportunities.



Wollongong

Wollongong is one of New South Wales’s largest cities and is located between the Illawarra escarpment and the sea on Dharawal Country. Its unique environment includes lush rainforests, vibrant city life and pristine beaches all just 80km south of Sydney. Home to a world class university, and innovative start-up scene, the city’s diverse community offers all the benefits of city living with the warmth of a smaller town.

Find out more about Wollongong: www.wollongong.nsw.gov.au



Shellharbour

Located in the Illawarra region of New South Wales, Shellharbour is about 100 kms south of Sydney on Dharawal Country. A picturesque coastal city rich in heritage and history its unique environment offers everything from city living to farmland, suburbia to lakeside, industry to seaside.

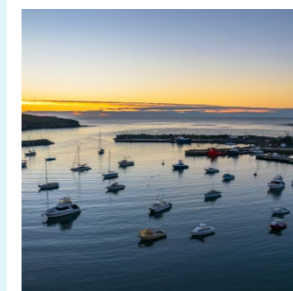
Find out more about Shellharbour: www.shellharbour.gov.au



Kiama

Located on the south coast of New South Wales 120 kms from Sydney, Kiama is situated between the major city centres of Wollongong and Nowra. Its unique landscape includes beaches, rainforests, mountains, escarpment and rural countryside. A popular tourist destination, Kiama also offers numerous sporting, artistic, and social opportunities to become involved in the community.

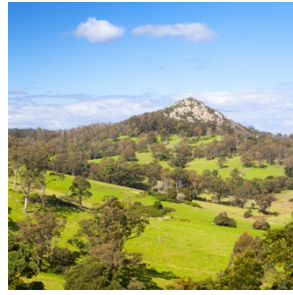
Find out more about Kiama: www.kiama.nsw.gov.au



Shoalhaven

Located on the south coast of New South Wales, the Shoalhaven region offers a unique natural environment with a relaxed coastal lifestyle just two hours south of Sydney or one hour south of Wollongong. Bordered by mountains, coastal plains, 100 magnificent beaches and populated with 49 towns and villages the Shoalhaven is rich in local culture with many annual food, wine and arts festivals on offer. The Shoalhaven welcomes 1,000 plus new residents each year who have made the region their sea change destination of choice.

Find out more about Shoalhaven: www.shoalhaven.nsw.gov.au



Eurobodalla

Located on Yuin Country on the beautiful far south coast of New South Wales, the Eurobodalla offers an enviable coastal lifestyle with ease of access to both Canberra and Sydney. With 143 kms of coastline, 83 beaches, 20 lakes and four major river systems the Eurobodalla is known as the land of many waters. With its beaches, bushlands, rivers and mountains, the region is a place of inclusive communities embracing sustainable lifestyles. With 10 national parks and 15 state forests the Eurobodalla is a popular holiday destination attracting over 1.2 million visitors every year.

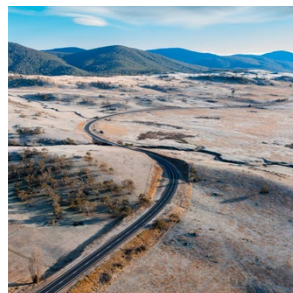
Find out more about the Eurobodalla: www.esc.nsw.gov.au



Bega Valley

Located at the south eastern extremity of coastal NSW, the Bega Valley is a land of natural beauty from its beaches to the tranquil rainforests, serene rivers, lakes and picturesque mountain backdrops. Situated midway between Sydney and Melbourne and only a few hours drive from Canberra, the region offers ease of access to major city centres. Home to the famous Bega Cheese, the Bega Valley is predominately rural with many townships and villages offering an inclusive and welcoming community integrating quality of life, cultural diversity, sustainable living and great food and wine.

Find out more about Bega Valley: www.begavalley.nsw.gov.au



Snowy Monaro

Located in the southern part of NSW, the Snowy Monaro region extends from the ACT border in the north to the Victorian border in the south. A unique and beautiful part of NSW, the region is home to pristine snowfields, sweeping plains, quaint country towns and the rugged snowy river. With a strong sense of community, the Snowy Monaro is a culturally diverse region offering an enviable lifestyle. Whether you were after adventure packed adrenaline filled activities or a gentler pace enjoying the finer things in life you will not be disappointed.

Find out more about the Snowy Monaro: www.snowymonaro.nsw.gov.au



Queanbeyan Palerang

Located on the ACT/NSW border the Queanbeyan Palerang region offers a diverse patchwork of city, suburban and rural living opportunities. Its main townships of Queanbeyan, Bungendore, Braidwood along with the many surrounding villages offer a unique lifestyle that combines the best of both worlds offering the charm of a close-knit regional community with the benefits of modern, smart city living. Queanbeyan Palerang is nestled between Australia's national capital and the unspoilt NSW South Coast with Sydney and the Snowy Mountains and easy drive away.

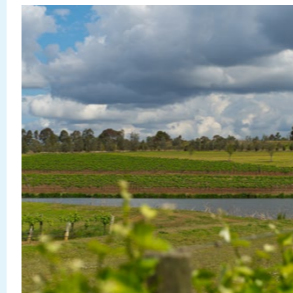
Find out more about Queanbeyan Palerang: www.qprc.nsw.gov.au



Goulburn Mulwaree

Located just two hours south of Sydney, an hour from Canberra and just under two hours to the coast, Goulburn Mulwaree is rich in heritage, culture, natural beauty and adventure. Its unique relaxed country living with city benefits offers a balanced lifestyle opportunity where you can enjoy the regions stunning rural landscapes, heritage architecture, contemporary art, modern boutique shopping and much more. The regions many attractions, and regular events make it the perfect permanent tree change destination.

Find out more about Goulburn Mulwaree: www.goulburn.nsw.gov.au



Yass Valley

Located in the Southern Tablelands of NSW, Yass Valley is 280 kms south west of Sydney and 60 km north of the Canberra CBD. Known for its rich agricultural heritage, modern well renowned food and wine scene, the Yass Valley's delightful country towns and villages has transformed into a growing modern and regional community. The region's diverse landscape offers dramatic and beautiful hills, valleys and waterways. Whether you are a nature lover, history or heritage buff or a fan of the arts you will never be short of things to do in the Yass Valley, a sought-after location for individuals wanting to live the good life.

Find out more about Yass: www.yassvalley.nsw.gov.au



Upper Lachlan Shire

Located on the Southern Tablelands of NSW, Upper Lachlan Shire is less than an hour from Canberra and two and a half hours from Sydney. Boasting snow-dusted winters, stunning autumn colours, spring blooms and sunny summers the region is nestled high on the Great Dividing Range. Upper Lachlan Shire offers the best of regional and rural living with ease of access to the nearby cities of Goulburn and Canberra and is well known for its agricultural and fine wine industries, history and picturesque countryside. A move to Upper Lachlan Shire will ensure your ability to strike the perfect work, life balance becomes a reality.

Find out more about the Upper Lachlan Shire: www.upperlachlan.nsw.gov.au

State and Federal electorates

There are seven State and five Federal electorates across South Eastern NSW. To find out more about State electorates go to www.elections.nsw.gov.au/elections/find-my-electorate or for Federal electorates go to www.electorate.aec.gov.au

The Welcome Experience

An initiative of the Department of Regional NSW, the Welcome Experience is helping essential workers relocate, settle in and become one of the locals.

Offering local knowledge to essential workers who are thinking of moving, or have made the move to the regions, this new service helps with life stuff - everything from the practicalities of finding a place to stay, to choosing childcare and education. We know that when people feel part of the community they live in, they have a better lifestyle experience and as a result, stay in communities longer.

The Welcome Experience is being rolled out initially in eight pilot locations throughout NSW, two of which are located within our PHN catchment **Bega** and **Goulburn**. To learn more visit www.nsw.gov.au/welcomeexperience

The Welcome Experience

Helping you relocate, settle in and become one of the locals



South Eastern NSW health and medical resources

Illawarra Shoalhaven Local Health District

The Illawarra Shoalhaven LHD provides health services for the residents of the Illawarra Shoalhaven region and covers the Wollongong, Kiama, Shellharbour and Shoalhaven Local Government Areas. With their core values centred on collaboration, openness, respect and empowerment, ISLHD strives for excellent services, quality partnerships, and healthy communities. The ISLHD operate eight public hospital sites and provide community services from approximately 58 locations across the catchment.



Bulli Hospital

Bulli Hospital provides inpatient, outpatient and allied health services as well as an Urgent Care Centre (see further information about the Urgent Care Centre on page 17).

Coledale Hospital

Specialising in rehabilitation and aged care services for the northern Illawarra, Coledale Hospital is a purpose-built unit for dementia patients awaiting nursing home placement.

David Berry Hospital

Located in Berry, the David Berry Hospital provides rehabilitation and specialist palliative care for the Shoalhaven region.

Milton Ulladulla Hospital

The Milton Ulladulla Hospital is a rural acute facility providing emergency, inpatient and outpatient services for the southern Shoalhaven region. Its maternity service provides local antenatal and postnatal services delivered by midwives with birthing services provided by the nearby Shoalhaven Hospital under the care of a midwifery and obstetric team.

Port Kembla Hospital

A specialist referral hospital for rehabilitation, aged care and palliative care, Port Kembla provides a comprehensive range of inpatient, outpatient and community services as well as an occupational rehabilitation unit. Other services based at Port Kembla include a sexual health clinic, drug and alcohol service, Illawarra Brain Injury Service (IBIS), and health care interpreter service.

Shellharbour Hospital

A busy 197-bed acute care facility, Shellharbour Hospital provides emergency services, elective surgical services, general medical, antenatal and primary family health care, satellite renal dialysis and adolescent and adult mental health services on site. Its outpatient services include an infectious diseases clinic, dental, renal, pre-admission and anaesthetic, cardiology clinic (including stress testing), occupational therapy, physiotherapy clinic, speech pathology, respiratory clinic, general surgery clinic, antenatal clinic, geriatric clinic, pulmonary rehabilitation, asthma clinic, plastics clinic, and diabetes clinic.

Shoalhaven Hospital

As the main acute care hospital for the Shoalhaven region, the Shoalhaven District Memorial Hospital provides emergency care, medical, surgical and orthopaedic services. The hospital has a high dependency and coronary care focused Intensive Care Unit, Children's Ward, Maternity Unit, a purpose build regional Cancer Care Centre and sub-acute Mental Health Unit.

Wollongong Hospital

As the Illawarra and Shoalhaven's major referral and teaching hospital, Wollongong Hospital has a bed base of more than 500. Incorporating the Illawarra Regional Cancer Care Centre, the hospital campus provides a comprehensive range of inpatient, outpatient and community-based services and is the largest of the ISLHD eight hospitals. Wollongong Hospital has the capacity to treat specialist and complex cases as the region's tertiary referral hospital and has a close affiliation to the University of Wollongong and the Illawarra Health and Medical Research Institute.

Community Health Service

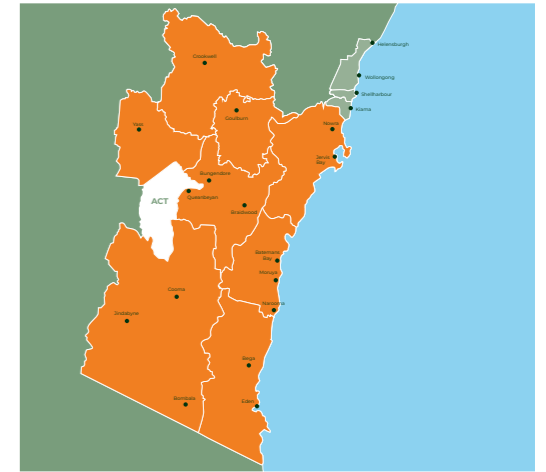
Providing care in the community setting, the ISLHD Community Health service delivers care in clinics across approximately 58 locations within the region and in people's homes. To find out more about the Community Services on offer go to: <https://www.islhd.health.nsw.gov.au/services-clinics/community-health-services>



Wollongong hospital

Southern NSW Local Health District

The Southern NSW LHD covers a large region of the southern NSW state. It stretches from Goulburn and Crookwell to the Victorian border and surrounds the ACT on three sides including the NSW South Coast, Southern Tablelands and the Snowy Monaro. With their core values centred on collaboration, openness, respect and empowerment SNSWLHD strive for excellent services, quality partnerships, and healthy communities. The SNSWLHD operate eight public hospital sites, three multipurpose facilities, and numerous community health services.



Batemans Bay Hospital and Health Service

Batemans Bay Hospital is a 31-bed hospital offering Community Health and Hospital in the Home services. Other services include an emergency department, inpatient acute medical care provided by general practitioners, day only surgery, subacute – inpatient palliative care and patients waiting for rehabilitation, pathology collection and x-ray services.

South East Regional Hospital

The South East Regional Hospital offers emergency department bays, medical and surgical inpatient beds, a maternity unit, paediatric unit, critical care unit, operating theatres including day surgery, and renal dialysis chairs. The hospital has an oncology area, sub-acute rehabilitation unit, separate mental health unit and provides Hospital in the home.

Cooma Hospital and Health Service

Cooma Hospital and Health Service is a 41-bed facility with renal and oncology outpatient services onsite with a 24-hour emergency department.

Crookwell District Hospital

An 18-bed acute care facility, Crookwell District Hospital provides general medical services, and a 24 hour emergency department. Supported by Visiting Medical Officers who also provide local general practice services, the facility offers a range of community health services and outreach services from Goulburn Community Health including mental health services.

Goulburn Base Hospital

Goulburn Base Hospital provides 24-hour emergency services, intensive care facilities, radiology services, as well as a medical inpatient unit. Other services include maternity, paediatrics, renal dialysis unit, cardiac stress testing and cardiac rehab / pulmonary rehabilitation. Community health, allied health, mental health, palliative care, pathology, oncology and renal dialysis services are also delivered on the hospital site.

Moruya Hospital and Health Service

Moruya Hospital is a 55-bed hospital offering an emergency department, inpatient acute medical care provided by general practitioners, general and gynaecological surgery, sub-acute inpatient rehabilitation and palliative care, maternity services and Hospital in the home. The Moruya Hospital also provides an outreach renal dialysis satellite service which is part of the Canberra Health Services renal service network. Pathology, x-ray, ultrasound and CT services are also available.

Queanbeyan Hospital and Health Service

A 29-bed facility with an eight-chair day surgery and renal unit, the Queanbeyan Hospital and Health Service provide acute, maternity, renal and community health services. The hospital's emergency department operates 24 hours a day seven days a week with close access to x-ray and pathology services.

Yass District Hospital

Yass District Hospital is a 12-bed facility with four emergency beds and a medical imaging department. Other services include community health, palliative care and physiotherapy.

Bombala Multipurpose Service

With a 24-hour emergency department, the Bombala Multipurpose Service has acute beds and 10 residential beds, along with Community Health Services.

Braidwood Multipurpose Service

Providing an integration of hospital, community health and aged care services, the Braidwood Multipurpose Service is a 37-bed facility. The service has 37 single room residential aged care beds, acute beds, an emergency department and x-ray services.

Delegate Multipurpose Service

Providing advice, treatment and referral for patients with minor illness and minor injuries the Delegate Multipurpose Service is a 13-bed facility with 10 residential aged care beds.

Community Health Services

Providing care in the community setting, the SNSWLHD Community Health service delivers care in clinics the region and in people's homes. To find out more about the Community Services on offer go to: <https://www.snswlhd.health.nsw.gov.au/our-services>

Aged care services

South Eastern NSW has more than 80 Residential Aged Care Facilities across the region and numerous services dedicated to supporting our older population to live independently in their own homes. Information about aged care services available can be found at <https://www.myagedcare.gov.au/>.

Aboriginal Health Services

Illawarra Aboriginal Medical Service

Dedicated to improving the health and wellbeing of Illawarra Aboriginal and Torres Strait Islander peoples, the Illawarra Aboriginal Medical Service provides a range of health care services provided by experienced doctors, nurses and Aboriginal Health Workers. Dental, community and transport services are also available.

Katungul Aboriginal Corporation Regional Health and Community Services

Delivering culturally appropriate health care to Aboriginal and Torres Strait Islander communities on the Far South Coast of NSW, Katungul Aboriginal facilities provide general practice, dental, medical and allied health services from Eden to Batemans Bay.

South Coast Medical Service Aboriginal Corporation

Providing health, wellbeing and family support services to communities in the Illawarra, Shoalhaven, Far South Coast and Goulburn areas, the South Coast Medical Service Aboriginal Corporation deliver a wide range of programs and services to support a balance in physical, social, emotional, cultural and spiritual wellbeing.

Waminda South Coast Women's Health and Welfare Aboriginal Corporation

Providing a culturally safe and holistic service for Aboriginal women and their families, Waminda's key focus is to provide tailored, strength-based care providing Aboriginal women and their families the opportunity to belong and receive quality health and wellbeing support. Services include health and wellbeing, maternity, client support and cultural enterprises.





Urgent care

To ease pressure on emergency departments and improve access to urgent care options for the community, the Australian Federal Government and New South Wales Government are funding more options to see a health care professional when there is an urgent, but not life-threatening, need for care.

To find out more about urgent care within South Eastern NSW go to www.coordinare.org.au/health-professionals/urgent-care-services/

Care Coordination

Social Rx

Designed to link your patients to locally available support services and community-based resources this COORDINARE funded initiative uses a social prescribing approach to address your patients' barriers and non-medical needs. To find out more about who is eligible and how it can help go to: <https://www.pccs.org.au/wp-content/uploads/2022/08/Social-Rx-GP-Flyer-PCCSrev6.pdf>

Silverchain

This Care Coordination service provided by Silverchain supports patients who need help to manage and understand their condition. Local coordinators can provide assistance with appointments, organising transport, and providing regular follow-up and feedback to the GP. To find out more go to <https://www.coordinare.org.au/community/service-summary/silverchain-chronic-care-coordination-program/>

National GP Psychiatry Support Line

Please note: this service is for GPs and GP Registrars only.

The national GP Psychiatry Support Line is available to provide free, instant advice about diagnosis and management. Advice is provided by psychiatrists, including specialist child and adolescent psychiatrists. To access call 1800 16 17 18 between 7am and 7pm, Monday to Friday. The average phone consult is 12 minutes and is followed by a written summary of the advice. Register online once at www.gpsupport.org.au/register

The service also screens educational webinars, created with GPs in mind. Headed by renowned psychiatrist Dr Martin Cohen, psychiatrists present on an area they specialise in, followed by Q/A. For more information go to www.gpsupport.org.au/

Education

For families considering the move to South Eastern NSW, the region offers a great range of education choices. With multiple public and private options available, your family move will be made that little bit easier with the confidence the kids have access to quality education opportunities.

Public education

There are a number of public schools scattered through the South Eastern NSW region. Enrolment within a Department of Education's public school is generally based on where you live. Use the school finder <https://education.nsw.gov.au/public-schools/going-to-a-public-school/finding-a-public-school> to locate the school based on your intake area.

Private education

The South Eastern NSW region has a wide variety of private and independent primary and secondary school options. For a comprehensive list follow the links below:

- › Wollongong / Illawarra Wollongong private schools | Private Schools Guide <https://privateschoolsguide.com/wollongong-private-schools>
- › Goulburn Goulburn Region Private Schools | Private Schools Guide <https://privateschoolsguide.com/goulburn-region-private-schools>
- › NSW South Coast NSW South Coast Private Schools | Private Schools Guide <https://privateschoolsguide.com/nsw-south-coast-private-schools>

TAFE NSW

As the leading vocational education and training provider within NSW, TAFE NSW has numerous campuses located across the catchment delivering a range of courses and training facilities that meet the region's needs. To find your nearest campus <https://www.tafensw.edu.au/locations>

University

The University of Wollongong (UOW) is globally recognised for delivering impactful research that drives positive change and is ranked equal 70th among the world's universities for social and economic impact in The Impact rankings.

The UOWs highly professional academic and professional services staff follow a student-centred approach to learning and teaching which encourages students to learn, grow and achieve. Since establishing in 1975, UOW have expanded teaching locations and now have several domestic and international campuses to offer.

Within South Eastern NSW, UOWs main campus is located in Wollongong with regional campuses located in the Eurobodalla, Bega Valley, Shoalhaven and Southern Highlands.



Connect with COORDINARE



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