

WHAT IS CONGRESS ALUKURA?

Congress Alukura is an Aboriginal women's primary health care service specialising in women's health and maternity care. Congress Alukura is a branch of Central Australian Aboriginal Congress.

CONGRESS ALUKURA'S SERVICES

Midwifery Clinic
Women's Health Clinic
Young Women's Community Health Education Program (YWCHEP)
Aunties Program
Two Ways Program
Family Partnership Program (FPP)

CLINIC APPOINTMENTS

To make an appointment on the day you can ring or just come in at 8.30 (Wednesday's we start at 9.30). Otherwise you can ring to make a future appointment.

Every effort will be made to accommodate your preferred time & doctor/midwife/health worker.

Please let us know at time of booking an appointment if you need an interpreter.

WE ARE A FREE SERVICE

All our services are free (medical services are bulk-billed through Medicare). Please ensure you have a up to date Medicare Number. Medications are mostly free unless they are not on the Governments free list (PBS). You may then need to get these from a town chemist shop.

GETTING YOUR RESULTS

Clinical staff will let you know how you can get your results. Usually this will mean a follow-up appointment or a phone call. Confidentiality policies mean we cannot give out results to anyone except the patient themselves, a carer of a minor, or a guardian.

OUR REMINDER SYSTEM

Alukura has a system for reminding you when a follow-up visit or a preventive care action (e.g. pap smear) is due. If you have a specialist appointment, reception staff will ring you the day before to remind you. Otherwise you may receive a letter reminding you to contact Alukura. An Aboriginal Liaison Officer (ALO) may contact you if we need to follow you up sooner. It is important that we have your updated contact details.

HOME VISITS

Midwives can provide a weekly home visit up to 6 weeks after you have had your baby.

SPECIALIST CLINICS

An Alice Springs Hospital specialist in Obstetrics (maternity care) & Gynecology (women's health) holds weekly clinics at Alukura.

CONFIDENTIALITY

Your medical record is a confidential document. It is Congress policy to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the 10 National Privacy Principles available at www.privacy.gov.au/health/index.html.

SUGGESTIONS, FEEDBACK & COMPLAINTS

If you have any suggestions for us or are not happy with our services please let us know. You can tell our staff, use our suggestion box or write to us. We take your suggestions, concerns and complaints seriously. We use them to improve the quality of our services to the community. They may also be useful in Alukura planning of programs.

If you have a complaint, someone will help you put this in writing so we are clear as to your concerns and can follow it up properly.

We have a process that we follow for complaints that will include you. If you are dissatisfied with this process, or the outcome you can contact;

NT Health and Community Services
Complaints Commission (HCSCC), GPO Box
1344, DARWIN, NT 0801.

Free call 1800 806 380

Fax: (08) 8999 1828

Email: hcscc.omb@nt.gov.au

Website: www.hcscc.nt.gov.au/

OUR ALUKURA TEAM

Branch Manager
Administration Coordinator
Reception Staff
Aboriginal Liaison Officer (ALO)
Women's Health Nurse
Aboriginal Health Worker (AHW)
Driver
Doctors
Midwives
Educators

TRANSPORT

Alukura offers transport for clients to be picked up from home to come to Alukura or to other relevant health services for appointments. We can take you home after your Alukura appointment.

If you need advice or want to speak to one of our medical staff please ring 8953 2727 during normal hours and speak to the receptionist who will put you through.

For pregnancy advice after hours you can ring Alice Springs Hospital 8951 7777 and ask to be put through to maternity.

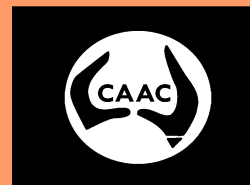
NORMAL CLINIC HOURS
Monday, Tuesday, Thursday
8.30am – 12.30pm and 1.30 – 5pm
Wednesday
9.30am-12.30pm and 1.30 – 5pm
Friday
8.30am-12.30pm

AFTER HOURS
Congress Clinic (Gap Road): 8951 4444
Monday to Friday 5pm- 8pm
Sat & Sunday 8.30-12.30pm

EMERGENCY
Go to the hospital or call an
Ambulance 000

Congress Alukura
PO Box 1604
Alice Springs NT, 0871
4 Percy Court

Ph: (08) 8953 2727
Fax: (08) 8953 4435



Central Australian Aboriginal Congress

CONGRESS ALUKURA BY THE GRANDMOTHER'S LAW PMERE LALTYEKE ANWERNE AMPE MPWARETYKEKE



WOMEN'S HEALTH



CULTURE



EDUCATION

WOMEN'S
BUSINESS

BIRTHING
SUPPORT

PROVIDING A HOLISTIC WOMEN'S MATERNAL & CHILD
HEALTH CARE SERVICE SINCE 1984



BABY CARE



PREGNANCY



PARENTING

*ALUKURA FOR MY DAUGHTERS
AND THEIR DAUGHTERS
AND THEIR DAUGHTERS.....*

This pamphlet is for WOMEN ONLY