

Fees and Billing:

Our services are free if you are registered with Medicare. Some charges may apply for aids such as glasses, hearing aids or special medications. We will discuss this with you at the time.

Your Medical Record is Confidential

We regard all medical records as confidential documents. It is our policy to maintain security of personal health information at all times and to ensure that this information is only available to authorised persons. You have the right to access your personal health information.

Your rights

We take your concerns, suggestions and complaints seriously. Please talk to any one of our health team, Alice Springs staff or NHS Directors if you have concerns.

If the problem cannot be worked out this way, you may contact:

WA Health and Disability Services Complaints Office

1800 813 583 or (08) 6551 7600
Fax (08) 6551 7630
GPO Box B61, Perth WA 6338



Contact us

Administration Office:
2 / 58 Head Street
PO Box 644
Alice Springs
NT 0870

Phone: (08) 8955 4700
Fax: (08) 8953 4581

Email: reception@nghealth.org.au

**Ngaanyatjarra Health Service
facilities are smoke free**



**We support smoke free
environments**



Ngaanyatjarra
Health Service

**NHS is an Aboriginal
Community Controlled
Health Service providing
care to Indigenous people
living on the Ngaanyatjarra
Lands in Western Australia.**

**We are governed by an
Indigenous Board of
Directors, and are AGPAL
accredited.**

Clinic Hours

Monday, Tuesday, Thursday, Friday open
9.00am to 12 noon and 2.00pm to
5.00pm
(last walk in 4.30pm).

Wednesday open 9.00am to 12.00 noon.
Closed Wednesday afternoon,
weekends and public holidays.

Appointments are not necessary at Ngaanyatjarra Clinics.

Patients will be seen in order of arrival
unless there is an emergency. Home
visits can be provided if needed.

Clinics have an on call system for **after-
hours emergency care** and in
communities where nurses are not
resident, the Community Support Manager
will be available to liaise with health staff.

**The Royal Flying Doctor
Service** provides retrieval
services from all communities.

Reminders and Screening

We will make every effort to advise you
when preventive health services or
screening programs to help you
manage your health will be available.

We encourage you to contact your clinic to
follow up your tests. If you can't get to your
own clinic, you can visit any of our clinics, or
phone your clinic for assistance.

Our Clinics

Irrunytju (Wingellina)

08 8956 7515
A/H Emergency 0428 399 234

Kiwirrkurra

08 8956 8618
A/H Emergency 08 8956 8816

Mantamaru (Jameson)

08 8954 6111
A/H Emergency 0428 489298

Mirlirrtjarra (Warburton)

08 8956 7685
A/H Emergency 0418 940 951

Papulankutja (Blackstone)

08 8956 7675
A/H Emergency 0428 502 369

Wanarn

08 8956 7304
A/H Emergency 0428 469 503

Warakurna

08 8956 7323
A/H Emergency 0428 989 019

Outreach Clinics:

Karilywara (Patjarr)

08 8956 7912
A/H Emergency (Warburton) 0418 940 951

Tjirrkarli

08 8956 7683
A/H Emergency (Warburton) 0418 940 951

Tjukula

08 8955 8048
A/H Emergency (Warakurna) 0428 989 019

Administration Office 08 8955 4700

The Alice Springs office provides administration support for
our remote based operations, including assistance with
pharmacy, medical supplies and equipment, and mail and
freight management.

Our services include

Acute care
Preventative Health Care
Chronic Conditions program
Sexual Health
Maternal and Women's Health
Men's Health
Child Health
Home and Community Care (HACC)
Patient Travel Services
Tackling Indigenous Smoking
Mental Health
Alcohol and Other Drugs
Environmental Health

Specialist and Allied Health visits include

Heart (Cardiology)
Dentist
Diabetes (Endocrinology)
Women's Business (Obstetrics and
Gynaecology)
Eyes (Ophthalmology and Optometry)
Kids (Paediatrics)
Physician
Feet (Podiatry)
Kidney Doctor (Renal Physician)
Chest Doctor (Respiratory Physician)

Patient Assistance

NHS PATS team in Alice Springs and
Kalgoorlie provides support to patients
who need to visit regional centres or
capital cities for emergency and routine
treatment and medical specialist
appointments.



Ngaanyatjarra
Health Service