


Suggestions, Concerns and Complaints

All suggestions, concerns and complaints are treated with respect. If you have any suggestions, concerns or complaints, please contact the Practice Manager or the CEO during business hours.

If not resolved, please contact:

Health and Community Services


Complaints Commissioner


 1800 232 007


 www.hcsc.sa.gov.au

For further information, please contact

Neil Dunning
(PLAHS Integrated Team Care (ITC)
Coordinator)

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PORT LINCOLN ABORIGINAL
HEALTH SERVICE LTD.

Integrated Team Care

Business Hours:

8:30AM - 5:00PM

Monday to Friday



Aboriginal and Torres Strait Islander people who are living with chronic conditions may be eligible for support through Integrated Team Care program (ITC)

A chronic condition is a condition that you have for a long period of time (present for at least 6 months) which may affect your ability to do your daily tasks or makes it harder for you to enjoy life.

Chronic conditions are unfortunately, very common in our community due to the changes in our lifestyle over the last 100 years.

The ITC program is designed to help you take control of your choice condition so you can enjoy life.

Chronic conditions include, but are not limited to:

- Diabetes
- Mental Health conditions
- Cancer
- Cardiovascular disease
- Chronic respiratory disease
- Chronic renal disease

If you think we might be able to help you out, please speak to your doctor about getting a referral to the ITC program.

How do we help you improve the prevention & management of your chronic conditions

ITC CARE COORDINATOR

The ITC Care Coordinator is a professional who has the clinical skills to help you understand your health needs, and when appropriate, assist with them.

They can work with you and your doctor to help better manage your chronic condition. They can help you get better access to specialists, allied health workers and other community services that may be available to you.

Their job is to help you understand your health and work with you to best manage your chronic condition; Avoiding you being hospitalized due to your condition is very important to Care Coordinator.

They can provide support to access Supplementary Services funding to eligible clients such as:

- Access to specialist appointments
- Transport to Adelaide
- Accommodation
- PATS support
- Medical Fee's (gap)
- Support for medical aids

Eligibility Requirements

To qualify for this you must be Aboriginal or Torres Strait Islander (or both) and:

- Have a chronic condition
- Have had your annual Health Assessment
- Current care plan

****you may be asked to provide proof of the above****

The ITC Care Coordinator at Port Lincoln Aboriginal Health Service is able to link you to community support groups & agencies, help you attend your appointments and go with you at times if you don't feel comfortable going alone.

Transport may be available (minimum of 24 hours notice required)

Privacy and confidentiality

Client files are securely stored. Your personal information is kept private and confidential. Informed consent from you is sought for sharing information to ensure your ongoing care and treatment.

See PLAHS Privacy Policy on our website.