

Platforms to Assist You During the Holiday Season

The holiday period is a great time to celebrate and connect with friends and family, but it can also be a stressful time of year if your health is affected. Below we have put together a list of self-access health services available outside of business hours for local Western Sydney residents, without the need of a referral:

- Healthdirect provides health service via telephone on 1800 022 222. If you need to see a doctor, you can also search Healthdirect's service finder for a local GP or health service that's open near you.
- Healthy Western Sydney is a free website for community members in Western Sydney allowing you, your carers and families access to a range of health resources. It contains information that's recommended by local health professionals.
- If you're trying to improve your own mental health, or support somebody else with mental health issues, Head to Health provides links to trusted Australian online and phone supports, resources and treatment options.
- Connections Western Sydney Helpline is available 24 hours a day, 7 days a week, including the festive season. The helpline number is 1300 096 273.
- Mindguide.org.au provides a range of self-help and mental health resources for people wanting to increase their understanding of what they or a family member may be experiencing.
- There are also 24-hour helplines available for other services such as counselling, poisons information centre and alcohol and drug support. You can also follow our Western Sydney After Hours Facebook page for updates on local health services.

To support the local community in accessing the right care, at the right time, we are building a list of the region's after hours service providers. To help us gain a clearer understanding of the primary care services available during the festive period, please complete our online survey before Friday 13th December. A current list of general practices is available on our website.



Events

Webinar - Navigating the New MBS Eating Disorder Items

Monday 16th December 2019

7:00pm - 8:00pm

Save the Date: Frailty Forum

Tuesday 7th January 2020

Time - TBA

Other News

Consumers and Carers' Experiences of Mental Health Survey

Consumers and carers are encouraged to fill out the survey as their responses will help to inform the Western Sydney Mental Health Regional plan.

Western Sydney residents who use or have used mental health services, their carers and those with a lived experience of suicide are invited to provide feedback, the survey will close on Friday 20th December.

Vaccine Orders and Storage Over Christmas and New Year

The NSW Vaccine Centre will be closed for routine deliveries over the Christmas and New Year period.

Remember to place orders before cut-off times and keep in mind some consideration for optimal cold chain management during December and January.

Orders placed after these times will be held in the online ordering system and delivered in week commencing 6th January 2020.

For urgent enquiries, please contact the NSW Vaccine Centre on 1300 656 132.

NSW Ambulance

As Christmas and the New Year approaches, early identification and completion of NSW Ambulance Authorised Care Plans will enable Paramedics to respond by providing care that is included in the patient's plan. The cut-off date for processing plans that may be required during this period is Friday 20th December.

A reminder from NSW Ambulance people that the current versions of the Authorised Care Plans and the program's supporting documents are available on their website.

Needs Research Survey

As we work towards our vision of healthier communities, empowered individuals, sustainable health care workforces and systems; we need to create more integrated and co-ordinated health care services in Western Sydney communities. You're invited to have your say in the annual Needs Survey by completing one of two surveys:

☑ Survey for GPs, practice nurses and practice managers ☑ Survey for allied health providers These important surveys help guide our service planning and design – it is completely de-identified unless you choose otherwise. All contributors will go into the draw to win one of five Fitbit Charge 3 wireless activity and sleep tracking wristbands.

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