

14 August 2012

Dear Chief Executive Officer / Manager

AFTER HOURS GP HELPLINE 1800 022 222

The *after hours GP helpline* is an important service for Aboriginal and Torres Strait Islander people in your region, as it offers free help over the phone from a registered nurse or doctor if needed. The *after hours GP helpline* is open when the doctor or Aboriginal Medical Service is shut – at nights, on weekends and on public holidays – all year round.

As part of the Australian Government's campaign to let Aboriginal and Torres Strait Islander people know about the service, we have produced a 'Talking Poster' which is enclosed with this letter for display within your organisation.

'Talking Posters' are an innovative way of communicating with Aboriginal and Torres Strait Islanders who do not have English as their first language. Language translations have been completed in key Indigenous languages to suit the distribution of the posters. The 'Talking Poster' you have been sent, reflects a language spoken in your region. In regions where English is the dominant language, the 'Talking Poster' has been recorded in English.

The operation of the poster is straight forward. Push-button technology on the poster converts the content of the poster to audio in the user's relevant language, ensuring the poster's content including how to use the after hours GP telephone advice service, will be readily understood.

It is important to note that the *after hours GP helpline* is not a substitute for attending the doctor or hospital – but rather a service to assist you, your staff, clients or family until such a time as the patient can get to see the doctor or Aboriginal Medical Service.

The hours of the *after hours GP helpline* are as follows:

- 6pm to 8am Monday to Friday; 6pm Friday to 8am Saturday; 12 noon Saturday to 8am Monday; 24-hours on Public Holidays.

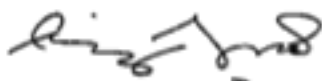
By way of background to the *after hours GP helpline*, if you call the helpline a nurse or doctor will answer the phone. They will help by telling you how to look after yourself at home, help you until you can get to your doctor or Aboriginal Medical Service, tell you where you can go and get medical help at night or on weekends or tell you if you need to go to hospital. The service is free but there may be a cost for the phone call if you call from a mobile phone.

Given the 'Talking Poster' is a way of letting more Aboriginal and Torres Strait Islander people know about the *after hours GP helpline*, particularly in rural and remote Australia, can I ask that you hang and display the poster within your organisation, in a secure location (preferably inside your premises), where the maximum number of people will have an opportunity to see and use the poster.

If you have any feedback regarding the 'Talking Poster', please contact Karleen Green from my office on (02) 93610140, or email karleen@vibe.com.au

Thank you in advance, for your assistance in spreading the word through your organisation and networks about the *after hours GP helpline*.

Yours sincerely



GAVIN STUART JONES
MANAGING DIRECTOR