

**The National Aboriginal Health Strategy Working Party, (1989), defined health as:**

**“Not just the physical well-being of the individual but the social, emotional and cultural well-being of the whole community. This is a whole-of-life view and it also includes the cyclical concept of life-death-life.”**

**Walgett Aboriginal Medical Service (WAMS) works using this holistic model.**

**WAMS was established in June 1986 after many years of lobbying to provide a service to the Aboriginal Community who were being turned away from hospitals, found access to GPs difficult, couldn't afford to travel long distances to see health specialists and who had many health needs not being addressed. It is a non-profit community organisation where members vote for the nine directors annually.**

## **aims and objectives**

**To:**

- **Foster and strengthen the development of Aboriginal culture and identity**
- **Provide an accessible medical service to Aboriginal people**
- **Provide health promotion programs that meet the needs of Aboriginal people**
- **Assist Aboriginal people to use existing health services effectively**
- **Promote understanding among the members of the health system (at all levels), the general community and politicians so that adequate provision is made for the needs of Aboriginal people**

**Walgett Aboriginal  
Medical Service Ltd**

**How to make  
a complaint**



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Web: [www.walgettams.com.au](http://www.walgettams.com.au)

# How to make a complaint

If you are not happy with any aspect of the service or staff, you have the right to inform WAMS and have your issue dealt with quickly and fairly.

If you have a complaint concerning WAMS staff while they are representing WAMS you should do one of these things:

- talk to the worker concerned
- talk to another worker if you do not feel safe talking to the worker concerned
- put your complaint in writing or phone the Chief Executive Officer (CEO) if it is urgent

The CEO will inform you of the proposed resolution for your concern, and you will be given written feedback about the outcome.

If you are not happy with the outcome, you may arrange with the CEO to meet representatives of the Board of Directors.

**WAMS welcomes suggestions and comments about its Service**

# Complaints or Suggestions

NAME: .....

POSTAL ADDRESS: .....

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STATE: ..... POSTCODE: .....

SUGGESTION / COMPLAINT:

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SIGNED:

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Please put completed form into box at WAMS reception