

We encourage all expectant mothers and Parents with children to contact Goondir's Child & Maternal Health Nurse / Midwife.



Our Nurse is available to see you at the clinic, in your home and at the hospital for parenting support.



In an emergency, please dial 000

Opening Hours:

Monday, Tuesday & Thursday

8:30am to 4:30pm

Wednesday

8:30am to 1:30pm

Friday

8:30am to 2:30pm

🌐 : [www.goondir.org.au](http://www.goondir.org.au)

f : [facebook.com/goondir](https://facebook.com/goondir)

#### DALBY CLINIC

Gary White Building  
4 Jimbour Street  
Dalby QLD 4405 Phone:  
(07) 4679 5900 Fax:  
(07) 4662 6071

#### ST GEORGE CLINIC

127 Victoria Street  
St George QLD 4487  
Phone: (07) 4625 5040  
Fax: (07) 4625 5070

#### OAKEY CLINIC

110 Campbell Street  
Oakey QLD 4401  
Phone: (07) 4691 3372  
Fax: (07) 4691 3926

#### ADMINISTRATION

Gary White Building  
4 Jimbour Street  
Dalby QLD 4405  
Phone: (07) 4679 5966  
Fax: (07) 4662 6189

**goondir**  
health services



## Child & Maternal Health Program

Goondir acknowledges all support provided  
by the Australian Government.

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## Information for Clients

The Child and Maternal Health Program is a regional program that provides free services available to all clients with children from birth to school age.

We provide services that offer families with young children support, information, health promotion, early identification and intervention for health concerns.

The Child and Maternal Health Program is staffed by a local Midwifery. The Midwife links families to specialist services as required.

## What Should I Bring to my Child's appointment?

Please bring your Child Health Record Book and Medicare Card for each visit.



AS/NZS ISO 9001:2008  
QUALITY CERTIFIED  
ORGANISATION



**Accredited  
General Practice**

## Program Services

The Child and Maternal Health Program supports parents to meet the demands early parenthood places on them through:

- Breastfeeding support;
- Child health and development;
- Antenatal, intrapartum, postnatal care;
- Home visit support;
- Immunisations;
- Child accident and injury prevention;
- Nutrition and feeding;
- Family planning;
- Regular health screening and checks;
- Access to local Mum and Bub playgroups.



## Additional Important Information

- Strictly No Smoking on Goondir property including vehicles
- Translating and Interpretive services available
- Clients have the right to a second opinion

## Telephoning Your Doctor

Direct telephone contact with the Doctor may or may not be available at the time of your call. It may be necessary for a message to be taken or your call to be directed to another Clinician.

## Providing Best Practice Health Care

All Clinics are AGPAL Accredited. Goondir has also attained certification against the ISO9001:2015 (Quality Management Systems) Standards. Staff have access to continual education and training and are committed to improving quality of service delivery.

## Client & Stakeholder Feedback

Our aim is to provide Clients with the best possible health services. We value Client feedback and encourage use of the Suggestion Box and/or participation in Surveys.

## Client Complaints

Complaints can be submitted to the Chief Executive Officer on 4679 5966 or PO Box 559, Dalby. Alternatively, you can contact the Health Ombudsman [www.oho.qld.gov.au](http://www.oho.qld.gov.au) or ph 13 36 46.

## Confidentiality

Consultations will be conducted discreetly with your health information accessed only by those directly involved in your care or in the monitoring of its quality meeting the Australian Privacy Principals.

## Fees and Billing

Goondir is a bulk billing service for Clients who have a current Medicare card. You will be advised of potential costs of treatments or specialist services. All Clients are to bring their Medicare and Concession cards to all appointments.

## Confirming your Identity

Clients are to present to reception upon arrival where your personal and contact details will be checked at each visit.