

### About The Co-op

Westgate Health Co-op was established in 1980 by committed residents in the South Kingsville/Spotswood area, in Melbourne's West. Concerned at the lack of bulk-billing medical services in this disadvantaged neighbourhood, the residents decided to develop their own health service, and were able to attract a General Practitioner to start a medical practice.

Over the last thirty years, the organisation has grown substantially. There are over 10,000 members, and the co-op operates two centres, South Kingsville and Newport. The organisation provides a wide range of health services employing over 30 staff and Doctors

### Board of Directors

Eight directors are elected by financial members for a two year period to oversee the running of the co-operative. Patrick Ferdinands is the current chairperson of the board.

### Funding

Westgate Health receives no state or federal funding, but relies on membership fees, bulk-billing rebates, and donations.

As a non-profit organisation, any surplus from operations remains in the organisation, and is used to develop the mission and services of the Co-op.

Westgate Health is a public benevolent institution and all donations to the Co-op are tax-deductible.

If you would like any further information about the Co-op, please speak to a receptionist or contact the Executive Officer, Mary-Anne Perry on 9391 6777.

### Patient Health Information:

Your medical record is a confidential document. It is our policy to keep personal information secure at all times. To ensure this, information is only available to authorised staff members. Please see your GP if you require more information about your records.

### Feedback:

Feedback from patients is actively encouraged. Please feel free to convey your thoughts directly to your doctor, at reception or via our website.

### Complaints:

If you encounter an issue, please discuss this with your doctor or contact the Executive Officer Mary-Anne Perry on 9391 6777.

All patients are entitled to contact the Health Services Commissioner on 03 8601 5200.



WESTGATE HEALTH  
co-op ltd

empowered people, co-operative effort, healthy communities

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## Information Booklet

### Welcome to Westgate Health Cooperative

#### Clinics

2 Home Road  
Newport Victoria 3015  
P: 9391 2222 F: 9399 1540

19 Vernon Street  
South Kingsville Victoria 3015  
P: 9391 6777 F: 9391 6680

Postal Address:  
PO Box 11  
Altona North Victoria 3025  
[www.westgatehealth.coop](http://www.westgatehealth.coop)

#### Practice Hours: (by appointment)

**Monday-Friday:** 8:30am – 5:30pm  
**Saturday:** 8:30am – 12:30pm (Sth Kingsville)  
8:30am- 3:00pm (Newport)

#### After Hours Service:

For after hours Medical Service, please contact either clinic on 9391 2222 or 9391 6777 and your call will be transferred to the National Home Doctor Service

In case of an emergency, please contact 000

## Co-op Membership Information

Membership fees are an essential part of the Co-op's budget. They help cover the costs associated with operating our two clinics.

We believe that the Co-op's philosophy of membership fees enables a more equitable system of providing high-quality health care to the whole community, rather than having to charge a fee for every medical service.

## Annual Membership Fees

Annual membership fees are due on the 1<sup>st</sup> of July each year.

- Joining fee (one off fee, new members only) \$30
- Single Concession Card Holder \$30
- Family Concession Card Holder \$50
- Single Waged \$50
- Family Waged \$90

Please note there may be additional costs for referred services, speak with your GP for more information.

Only current members can be bulk-billed for medical services. If you are not a member you will be required to pay for your consultation on the day of your visit. Please discuss this with a reception staff member prior to your visit.

## Benefits of Membership

If you are a patient at either clinic you can become a member. By renewing your membership annually you are entitled to:

- ✓ Bulk-billing for medical services
- ✓ One (1) free dental check-up per year (per membership);
- ✓ Discounts on other dental services;
- ✓ Reduced costs on allied health services;
- ✓ Become involved in local, community health issues;
- ✓ Be part of a healthy community.

## Doctors

Our General Practitioners specialise in a variety of areas which include:

Family medicine, aged care, obstetric shared care, women's health, travel medicine, skin cancer, nutrition and paediatrics.

## Our friendly team of Doctors include:

- Dr Maryann Spottiswood
- Dr Stephen O'Shea
- Dr Kay Whitfield
- Dr Simon Leslie
- Dr Catherine Davey
- Dr Richard Sloman
- Dr Chris Watts
- Dr Choi Kwan
- Dr Krish Dinesh
- Dr Magda Wojtasiak
- Dr Shankar Srinivasan
- Dr Dora Hu
- Dr Victoria Newgreen

## Dental Services

We have fully equipped dental rooms onsite. A benefit of your membership is one free dental check-up per year (per membership). In addition, members will also receive reduced costs on dental services.

## Allied Health

We offer a range of allied health services on site, including:

- Psychology
- Physiotherapy & Paediatric Physiotherapy
- Acupuncture
- Podiatry
- Diabetes Educator
- General Surgeon
- Mental Health Nurse
- Dietitian



## Services

**Pathology**- Australian Clinical Labs Pathology are located on site at both clinics.

**Home Visits** – are available by arrangement. Whilst we will try to provide visits when requested, it is dependent on doctor availability.

**Interpreter Service**- should you require an interpreter, please advise us when booking your appointment.

**Reminder System** – The Co-op is committed to preventative health. Please advise us if you do not wish to be included in our recall system.

## Appointments & Enquiries

Our friendly reception staff are here to assist you with booking an appointment for a health practitioner, as well as any other general enquiries.

- Appointments are required to see all practitioners. They are at 15 minute intervals. Longer appointments are available upon request. Walk in appointments may be accommodated, however patients with appointments will be given priority.
- Cancellation of appointment is required 24 hours prior to the appointment. Failure to do so may result in a \$40.00 fee.
- Test results need to be discussed with your doctor. Please note it is our policy not to disclose test results over the phone; please make an appointment to see your doctor.
- Direct telephone contact with doctors is difficult during consultation times. If the Doctor is with a patient when you call – a message will be passed through on your behalf. Doctors will always take the call in the case of an emergency.