



Falls Prevention Service Directory

2021

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Foreword

The Southern Adelaide Local Health Network (SALHN) has a strong commitment to the delivery of falls prevention services. It has worked closely with partner services in the area over many years to build a community service response to the needs of clients who have had a fall or are at risk of falling.

This directory will further support this work and provide up to date information on the range of falls prevention services in our area.

About SALHN

SALHN provides care for around 341,000 people living in the southern metropolitan area of Adelaide. Our 7,000 skilled staff provide high-quality patient care, education, research and health promoting services.

The Importance of Falls Prevention

Approximately 30 to 40 percent of older adults living in the community fall each year. Falls are the leading cause of injury related hospitalisation with statistics showing that in 2015 19,175 people were admitted to a public hospital injured after a fall, about 65 percent of whom were over 65. That figure is about ten times higher than the 1,788 people of all ages admitted to hospital for motor vehicle injuries.

Falls occur for a number of reasons including for example changes in health, muscle weakness, reduced balance, medications and reduced eyesight. Falls can result in reduced activity levels, loss of function/independence or fear of falling and thus have a major impact on the health and wellness of our community.

A multidisciplinary approach to address the contributing factors has been shown to reduce the risk of falling. Systems that support individuals to connect to local services improve access and uptake.

Falls Services available in the Southern Area

The 4th Generation Falls Assessment Clinic, located at Flinders Medical Centre is for older adults living in the community who have complex issues around falls and frailty who would benefit from a comprehensive Geriatrician led multidisciplinary assessment and coordination of falls prevention services. As part of this clinic, The Falls Assessment Clinic also offer Access to a specialised Day Rehabilitation Service (FIT Program).

For individuals at lower risk, services such as Day Therapy Centres and Strength for Life offer fitness and balance programs to reduce future falls risk.

This Falls Service Directory aims to further support the regional knowledge on services available in falls prevention.

Southern Adelaide Local Health Network

Referral guide to falls prevention services

Triggers for referral:

- > Recent hospital admission, Emergency Department presentation, or SA Ambulance Service callout for a fall
- > Client reports having had a fall, trip, or slip (with or without injury)
- > Client appears unsteady
- > Assessment reveals balance decline, risk factors for falls, increased likelihood of injury in the event of a fall

When determining what service options are most suitable consider:

- > Is a comprehensive falls risk screen/assessment required?
- > What is the level of urgency?
- > What is the level of complexity?

Falls and injury risk level

The patient's risk factors are **few and simple**.

For example:
Reduced strength or foot care

Depending on needs consider:

- For 50+ Strength for Life – Fitness/ Balance Program <https://www.cotasa.org.au/programs/life/default.aspx>
- Private Provider (Physiotherapist, OT, Podiatrist, Exercise Physiologist) using private health cover, DVA or Medicare TCA/ GPMP
- Other Community Exercise Group

The patient has been identified as having **multiple risk factors** but does not have a history of falls hospital presentation or is not at imminent risk of falls (**For example:** Reduces balance/mobility, foot care and home safety issues)

Depending on needs consider:

- For 65+ My Aged Care referral for Day Therapy Services (including physiotherapy, occupational therapy and group programs) <http://www.myagedcare.gov.au/>
- My Aged Care referral for OT Home Safety Assessment
- Access to allied health via existing Home Care Package provider or DVA if eligible (GP referral)

For patients who are at high risk of falling and/or have a complex medical picture.

For example: Dizziness, polypharmacy, cognitive impairment contributing to falls, history of fracture or falls hospital presentations, significant home safety issues

Depending on needs consider:

- 4th Gen Falls Assessment Clinic at FMC-Geriatrician-led multidisciplinary service
Detailed specialist medical assessment for complex medication issues, unexplained falls/gait disturbance, uncertain diagnosis, cognitive issues influencing falls Ph: 8404 2269
- Metropolitan Referral Unit for immediate hospital avoidance- nursing care, personal care, equipment, once off allied health assessment Ph: 1300 110 600

Southern Adelaide Local Health Network 4th Generation Clinics-Falls Assessment Clinic

The SALHN Falls Assessment Clinic provides a specialised comprehensive multidisciplinary Geriatrician led assessment for older clients with more complex needs around falls prevention.

Who is this service for?

The program is for older adults living in the community who have more complex issues around falls and frailty who would benefit from a comprehensive assessment and coordination of falls prevention services.

What does the service offer?

Specialised comprehensive Geriatrician led multidisciplinary assessment:

- To identify falls risk factors
- Offer services/interventions to address these risk factors
- Access to a specialised Day
- Rehabilitation Service (FIT Program)
- To link in with other community services as required
- Follow up with geriatrician as required

Who can refer?

- GP Practices
- South Australian Ambulance Service
- Hospitals in the Southern
- Metropolitan Area
- Selected Community Agencies.

What are the criteria for referral?

- Need for more detailed specialist medical assessment
- Uncertain diagnosis
- Unexplained falls/gait disturbances
- Untreated osteoporosis
- Declining function with mod-severe disability
- Unexplained syncope or collapse
- Complex medication issues
- Cognitive issues affecting mobility

How is this service accessed?

By Faxing a completed referral form to the 4th Generation Clinics

Fax: **(08) 8404 2263**

Referral form available at

<http://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/clinical+resources/clinical+topics/falls+prevention>

Day Therapy Options

What are Day Therapy Centres (DTCs)?

Day Therapy Centres are Commonwealth- funded and can provide various types of therapies aimed at helping older people to improve or maximize their independence and well-being.

Services vary at each site but can include:

- Allied Health services such as physiotherapy, occupational therapy, speech therapy, social work, dietitian, exercise physiology and/or podiatry
- Individual and /or group therapies
- Fitness and/or restorative exercise programs including hydrotherapy
- Programs targeted at supporting people with specific health conditions
- Health promotion + self-management support

Cost

Clients are required to pay usually a small fee. There are weekly caps on the amount that can be charged when multiple services are accessed. Most Day Therapy Centres do not provide transport.

Who is eligible?

Individuals may be eligible to receive services from a Day Therapy Centre if they are:

- 65 years of age or older or 50 years of age or older for individuals who identify as Aboriginal or Torres Strait Islander (some exceptions to this may be possible)
- living in the community or receiving low-level care in an aged care home.
- frail, in functional decline, or have lost skills or confidence
- at risk of falling due to a previous fall, poor balance, unsafe home environment, or painful feet
- learning to manage a chronic condition, including evaluating their ability to self- manage
- experiencing changes or losses in cognitive, psychological or social abilities/needs.

How do I refer to a Day Therapy Centre?

To refer to a DTC call My Aged Care on 1800 200 422 or go to <https://myagedcare.gov.au>

Select “contact us” on the bottom of the home page then click on “make a referral form”.



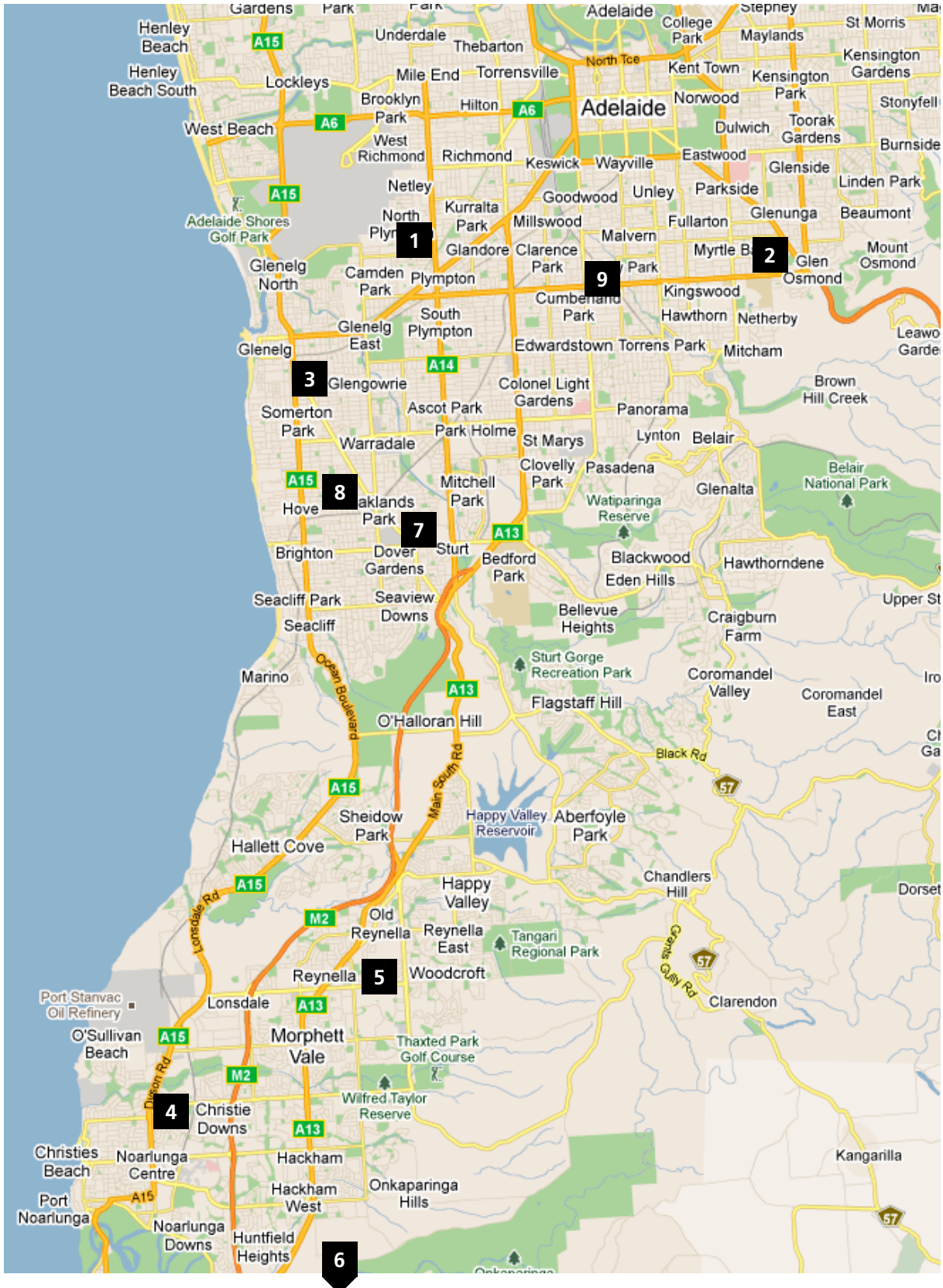
Day Therapy Options continued

Southern Area Day Therapy Centres

Location		Telephone	Facsimile
1.	North Plympton Southern Cross Care - The Pines Rehabilitation Service 336 Marion Road North Plympton SA 5037	8179 6825	8297 7615
2.	Myrtle Bank Southern Cross Care - Lourdes Valley 18 Cross Road Myrtle Bank SA 5064	8443 0475	8338 6790
3.	Glenelg ACH - Health Services West 72 Brighton Road Glenelg SA 5045	1300 300 811	8159 3787
4.	Christie Downs ACH - Health Service South 17 Elizabeth Road Christie Downs SA 5164 www.ach.org.au	1300 300 811	8159 3787
5.	Morphett Vale ECH - Southern Wellness Centre 126 Pimpala Road Morphett Vale SA 5162	1300 275 324	8322 2711
6.	Victor Harbor ECH - Victor Harbor Wellness Centre 33 Cornhill Road Victor Harbor SA 5211	1300 275 324	8555 9199
7.	Marion Resthaven Community Services 43 Finnis Street Marion SA 5043 www.resthaven.asn.au	8296 4042	8358 3482
8.	Hove Alwyndor Therapy Services 52 Dunrobin Road Hove SA 5045 www.alwyndor.com.au	8177 3277	8177 3220
9.	Westbourne Park Anglicare Allied Health Services All Hallows Complex 56 Monmouth St Westbourne Park SA 5041 www.anglicaresa.com.au	8229 6723	7088 2363

Day Therapy Options continued

Day Therapy Centres Map



Day Therapy Options continued

Griffith Rehabilitation Hospital Day Rehabilitation Program

<http://www.griffithrehabilitationhospital.com.au>

Griffith Rehabilitation Hospital is a 64-bed specialised private rehabilitation hospital in southern metropolitan Adelaide, offering effective and individually tailored programs with the objective of maximising recovery and achieving a return to home, work or that favourite sport or pastime.

The Day Rehabilitation Program is available to patients with a wide range of different conditions and includes reconditioning and falls prevention programs. These are group based sessions, conducted 2-3 times per week for 6-8 weeks, in the hospital's comprehensively equipped treatment gym and hydrotherapy pool (as required). Patients will receive assessment and treatment from a Physiotherapist and Exercise Physiologist and will also see an Occupational Therapist at the commencement of their program. Patients are overseen in their program by a medical Rehabilitation Specialist.

Who is eligible?

Outpatients, previous inpatients, clients living in the community who have private cover DVA, Work cover and third party clients are also eligible.

Cost

The full cost of rehabilitation is usually covered by the private health fund, DVA, Work cover and third party. Please contact the hospital directly for up-to-date information regarding service costs.

What services are offered?

- Physiotherapy
- Exercise Physiology
- Hydrotherapy
- Occupational Therapy
- Speech Therapy
- Psychology
- Dietetics
- Falls Prevention group program
- Falls Meetings (inpatient only)
- Free seminars to community on falls prevention

How do I refer to the Day Rehabilitation Service?

- A doctor's referral is required. (See referral form: Day Rehabilitation Referral Form)

For further information please contact:

Quentin Crouch-Allied Health Team Leader:

Phone: **8179 4202**

Fax: **8298 5520**

Email: quentin.crouch@healthscope.com.au

Strength for Life Programs

What is the Strength for Life Program?

Strength for Life (SFL) promotes health and wellbeing among over 50s through progressive strength and balance training, offered in a supervised environment. Classes are led by qualified fitness professionals or exercise physiologists, who tailor strength training programs to suit individual needs and abilities.

SFL can improve balance, increase muscle strength and reduce the risk of falls. It has the capacity to positively affect people who have chronic conditions, for example those with diabetes, arthritis, heart disease and/or osteoporosis.

There are two categories of Strength for Life Programs:

- Tier 1 involves exercise physiologists directly in the program; baseline testing conducted at commencement and after 3 months. Attracts rebates from Health Funds (and sometimes from Medicare).
- Tier 2 involves fitness instructors conducting the program and confidently managing participants' long term needs. Some funds now pay benefits if program is conducted by fitness instructors.

Please note: transport is not provided.

Cost

Once-off \$25 for an assessment with a fitness instructor or \$45 with Exercise physiologist, which includes development of an exercise program.

Maximum cost of \$7 per exercise session

Who is eligible?

- individuals over 50 years of age
- independent with mobility and transfers

How do I refer to the Strength for Life Program?

GPs and allied health professionals can refer to the program by completing the relevant medical or allied health referral forms- see link below:

<https://www.cotasa.org.au/programs/life/hpforms.aspx>

Individuals can self-refer by phoning COTA Seniors Voice - (08) 8232 0422 and for details of the nearest Strength for Life provider.

Visit www.cotasa.org.au for more information



Councils in the Southern Area

Councils may offer information about support services for people over 50 years of age relating to falls prevention activities (such as sporting and recreational options, home assist services - including some home modifications) and links to community centre activities.

Council	Address	Telephone	Facsimile	Website
City of Holdfast bay	24 Jetty Road, Brighton SA 5048	8229 9999	8298 4561	www.holdfast.sa.gov.au
City of Marion	245 Sturt Rd, Sturt SA 5047	8375 6600	8375 6699	www.marion.sa.gov.au
City of Mitcham	131 Belair Rd, Torrens Park SA 5062	8372 8888	8372 8101	www.mitchamcouncil.sa.gov.au
City of Onkaparinga	Ramsey Place, Noarlunga Centre SA 5168	8384 0666	8382 8744	www.onkaparingacity.com



Department of Veterans' Affairs (DVA)

Falls prevention support for the veteran community

Falls prevention services available through DVA were previously provided as part of the Homefront Program. This program ceased in February 2015, and changes to the Rehabilitation Appliance Program (RAP) have seen the inclusion of several falls prevention items in the program's National Schedule of Equipment (the Schedule). These changes eliminated unnecessary duplication of assessments between the RAP and the Home Front programme.

Eligibility

If you are a Gold or White Card holder (with assessed need due to an accepted disability), you can access aids or appliances to help you maintain independence in your home through the Rehabilitation Appliances Program (RAP).

Aids or appliances prescribed through the programme can include:

- continence products
- mobility and functional support aids
- Personal Response Systems
- Home medical oxygen
- diabetic supplies
- Continuous Positive Airways Pressure (CPAP) supplies.

How to obtain an assessment for RAP aids or appliances.

RAP appliances are available on the basis of an assessed clinical need made by an appropriately qualified health provider such as a:

- general practitioner
- occupational therapist
- physiotherapist
- speech pathologist (speech therapist).

Your Local Medical Officer (GP) can provide the necessary referral to an appropriate allied health professional who can assess your need for RAP aids and appliances. Your GP can also offer advice and make requests in writing to DVA.

Home Modifications

In certain instances, DVA will fund home modifications for Gold or White Card holders (with assessed need due to an accepted disability) based upon their clinical need as assessed and prescribed by an appropriate health professional.

Further Information

For further information about DVA's RAP program please call **133 254** (metro) or

1800 555 254 (country).

Or visit the website at www.dva.gov.au

Private Physiotherapy Services

Some Private Physiotherapy services can offer in home services with a focus on falls prevention or Vestibular specific interventions to address dizziness and balance disorders.

To find your nearest physiotherapist that offers these services, refer to your local directory or contact the APA on:

Phone: **(08) 8362 1355**

Fax: **(08) 8362 2223**

Email: sbranch@physiotherapy.asn.au

Website: www.physiotherapy.asn.au



Continence service

The listed continence health professionals provide an experienced and comprehensive continence assessment for both bladder and bowel with management programs developed and individually orientated to meet each client's goals.

Service	Eligibility	Who can refer and how
RDNS Adelaide Head Office PO Box 247, Glenside, SA 5065	>65 years of age	<ul style="list-style-type: none"> Call the Client Care Centre 24 hours a day, 7 days a week: Phone: 1300 364 264 Email enquiries@rdns.org.au or fill out the enquiry form available at www.yourliferdns.com.au
Resthaven - Marion Community Services 43 Finniss Street Marion, SA 5043	>65 years of age	Any health professional or self-referral Phone: (08) 8296 4042 Email: marioncs@resthaven.asn.au
Flinders Medical Centre Gynaecology Services	Women Only	General Practitioner referrals via fax to the Women's Health Clinic Fax: (08) 8204 5210
Noarlunga Health Service Continence Physiotherapy Services	Men and Women: provides assessment, conservative treatment & education for bladder and bowel problems.	Health professionals can refer via fax to the Noarlunga Hospital, Consulting Clinics Phone: 08 8384 9233 Fax: 08 8384 9711 Monday to Friday, 9.00am to 5.00pm
Private Physiotherapists Australian Physiotherapy Association (APA) Ms Carolyn Coleman (Manager), SA Office 8/15 Fullarton Road Kent Town, SA 5067	Anyone	Any health professional or self-referral To find your nearest private women's health and continence physiotherapist, contact the APA at: Phone: (08) 8362 1355 Fax: (08) 8362 2223 Email: sbranch@physiotherapy.asn.au Website: www.physiotherapy.asn.au

Continence Aids Payment Schedule (CAPS)

The CAPS is an Australian Government Scheme that provides a payment to assist eligible people who have permanent and severe incontinence to meet some of the costs of their incontinence products.

For more information, refer to:

- Medicare Australia: **132 011** (select option 1)
- National Continence Helpline: **1800 330 066**
- CAPS policy line: **1800 807 487**
- Bladder Bowel website: www.bladderbowel.gov.au

Department of Veterans' Affairs Rehabilitation Appliances Program (RAP)

The RAP provides appliances and equipment for self-help and rehabilitation purposes to gold and white card holders with a clinically assessed need. Continence products are available under this program. The Department has contracted suppliers who provide delivery of continence products.

For more information, contact:

1300 550 457 (select option 1)

<http://www.dva.gov.au/providers/provider-programs/rehabilitation-appliances-program-rap>

Resources

Continence Foundation of Australia

National Office

Level 1, 30-32 Sydney Rd, Brunswick, Victoria 3056

Phone: **(03) 9347 2522**

Fax: **(03) 9380 1233**

Website: www.continence.org.au

SA Continence Resource Centre Independent Living Centre

11 Blacks Rd, Gilles Plains, SA 5086

Phone: **(08) 8266 5260**

1300 885 886

Fax: **(08) 8266 5263**

Website: www.continencesa.org.au

National Continence Helpline

Phone: **1800 330 066**

Relevant Services in the Southern Region

Organisation	Website	Telephone
Aboriginal Health Council	www.ahcsa.org.au	(08) 8273 7200
Active Ageing Australia	www.activeageingaustralia.com.au	(08) 8362 5599
Arthritis Association	www.arthritissa.org.au	(08) 8379 5711 1800 011 041
Australian Association of Social Workers	www.aasw.asn.au	(08) 8463 5911
Australian Government - My Aged Care	www.myagedcare.gov.au	1800 200 422
Adelaide Exercise Physiology AEP Southern Clinic-Noarlunga Centre AEP Inner Southern Clinic-St Mary's	www.aep.net.au	(08) 8244 0450
Australian Physiotherapy Association	www.physiotherapy.asn.au	(08) 8362 1355 1300 306 622
Australian Podiatry Council	www.findapodiatrist.org	(03) 9416 3111
Australian Psychological Society	www.psychology.org.au	(03) 8662 3300
Carer's SA	www.carers-sa.asn.au	1800 815 549
COTA Seniors Voice Strength For Life Program	www.cotasa.org.au	(08) 8232 0422 1800 182 324
Department of Health and Ageing Bladder and Bowel Website	www.bladderbowel.gov.au	National Continence Helpline on 1800 330 066
Diabetes SA	www.diabetessa.com.au	(08) 8234 1977
Dieticians Associations of Australia	www.daa.asn.au	(02) 6163 5200
Domiciliary Care SA	www.sa.gov.au (search for In-Home Care and click on Domiciliary Care link)	1300 295 673
Ethnic Link Services	www.ucwpa.org.au	(08) 8241 0201
Exercise Sports Science Australia	www.essa.org.au	(07) 3862 4122
Guide Dogs SA & Low Vision Services	www.guidedogs.org.au	1800 484 333 (08) 8203 8333
Health Direct	www.healthdirect.org.au	1800 022 222
Home Medicines Review	www.nps.org.au	Refer client to GP

Relevant Services in the Southern Region continued

Organisation	Website	Telephone
Catalyst Foundation (formerly Seniors Information Service)	www.catalystfoundation.com.au	(08) 8168 8776
Independent Living Centre	www.ilcaustralia.org.au (click on SA Link in Contact us)	1300 888 886 (08) 8266 5260
Metropolitan Referral Unit		1300 110 600
My Aged Care	www.myagedcare.gov.au	1800 200 422
NPS Medicines Line	www.nps.org.au	1300 633 424
Optometrists Association Australia	www.optometrists.asn.au	(03) 9688 8500
Osteoporosis Association	www.osteoporosis.org.au	(08) 8379 5345 1800 242 141
OT Australia SA	www.otaus.com.au	(08) 8332 6600
RDNS	www.rdns.org.au	1300 364 264
Royal Society for the Blind	www.rsb.org.au	(08) 8417 5555 1800 675 554
SAFKI	www.safkiml.com.au	(08) 8374 7000
South Australian Falls Prevention	www.fallssa.com.au	
Telecross	www.redcross.org.au/telecross.aspx	1300 885 698



Falls Resources

1. Policy Directive, Guideline and Toolkit:

The SA Health Fall and Fall Injury Prevention and Management Policy Directive, Guideline and Toolkit is available electronically through the SA Health safety and quality website:

<http://www.sahealth.sa.gov.au/safetyandquality>

Toolkit consists of:

- Post fall management protocol
- Reporting guide for fall incidents
- Post Fall team review process
- Falls risk assessment form (MR58), and risk review form (MR58a)

2. National Falls Prevention Guidelines:

Preventing Falls and Harm From falls in older People:

- Best practice Guidelines for Australian Hospitals.
- Best practice Guidelines for Australian Residential Aged Care Facilities.
- Best practice Guidelines for Australian Community Care.

<http://www.safetyandquality.gov.au/our-work/falls-prevention>

These are available for download. As with all Commission publications the Commission encourages reproduction of the guidelines provided that ownership is acknowledged and is not for profit.



3. “Don’t Fall for It. Falls can be prevented!”

For information on how to download or purchase copies of the “Don’t Fall for It. Falls can be prevented” booklet please access the following links:

To download directly-

<http://www.sahealth.sa.gov.au/wps/wcm/connect/0c934300432c84409ceafc8bf287c74e/Dont+Fall+For+It+Secure.pdf?MOD=AJPERES&CACHEID=0c934300432c84409ceafc8bf287c74e>

or website with further instructions-

<http://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/health+topics/health+conditions+prevention+and+treatment/falls+and+preventing+harm+from+falls/falls+and+preventing+harm+from+falls#Medicines>

Please note this booklet is also available in Polish, Italian, Greek, Vietnamese and Chinese.



4. Falls Prevention Service Directories:

These directories provide a comprehensive listing of falls prevention and related programs in the metropolitan Local Health Networks. They are resources for falls health care professionals and consumers and assist consumers/clients to access appropriate falls prevention services when they need them most. They are updated each year and are available electronically through the Local Health Network intranet pages and the Falls Prevention in SA website. www.fallssa.com.au



5. Fact sheets

Nine new SA Falls Prevention fact sheets for consumers are available electronically through the SA Health website:

<http://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/health+topics/health+conditions+prevention+and+treatment/falls+and+preventing+harm+from+falls/falls+and+preventing+harm+from+falls#Medicines>

- Fact Sheet 1: Eat Well and Stay Strong
- Fact Sheet 2: Eyesight and Walking
- Fact Sheet 3: Medicines and Balance
- Fact Sheet 4: Dizziness and Balance
- Fact Sheet 5: Keeping Safe and Independent in Hospital
- Fact Sheet 6: Comfy Feet Go a Long Way
- Fact Sheet 8: Standing up to Falls
- Fact Sheet 7: Making your Home your Haven
- Fact Sheet 9: Strong and Steady
- Self-Screen Check list



6. Download general information on falls prevention:

Health providers can download posters targeting health professionals or general falls prevention information posters from the following link (see bottom of website):

<http://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/health+topics/health+conditions+prevention+and+treatment/falls+and+preventing+harm+from+falls/falls+and+preventing+harm+from+falls#Medicines>

OR

<http://www.safetyandquality.gov.au/our-work/falls-prevention>



7. Falls SA Website:

This site provides a one-stop shop of falls prevention and management information for health professionals, GP's, over 50's and carers.

The e-learning package for Health Professionals "Prevention of falls and harm from falls" can be viewed at this website:

www.fallssa.com.au



Continued >

Falls Resources continued

8. Accreditation Resource Guide

SA Health Preventing Falls and Harm from Falls Accreditation Resource (PDF 1475K) has been developed to support Health Services and provides examples of South Australian tools and resources that can be used to demonstrate an action and standard has been met.



For more information

**Southern Adelaide Local Health Network
Intermediate Care Services
GP Plus Health Care Centre Marion
10 Milham Street
Oaklands Park SA 5046
Telephone: 08 7425 8200
Facsimile: 08 7425 8248
www.sahealth.sa.gov.au**

Disclaimer: This directory has been prepared for the SALHN for information purposes. SALHN assumes no responsibility for the information provided by any of these service providers, and disclaims all the liability in respect of such information.



This document has been reviewed and endorsed by consumers.



Interpreter



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Health
Southern Adelaide
Local Health Network