



Where to go to take care of your health



The words **we** and **us** in this book mean Canberra Health Services.

Hard words



This book has some hard words.



The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.



About this book

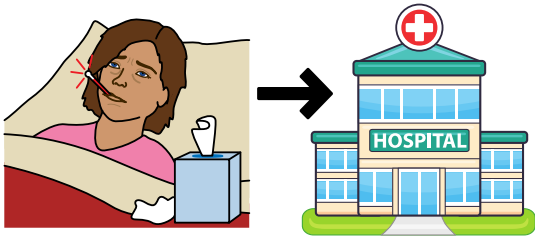


This book was written by Canberra Health Services.



This book was written to show you where you can go to take care of your health.

You can go to the emergency department



If you are very sick or hurt then you might need to go to the hospital right away.



To get to the hospital right away you should call 000 or go to the **emergency department**.



The emergency department is a part of the hospital that has doctors and nurses who can see you quickly after you get there.

You should call 000 or go to the emergency department if you



- cannot breathe



- have pain in your chest



- are very hurt

You can go to the emergency department

You should call 000 or go to the emergency department if you



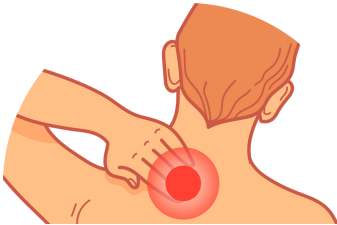
- have an **allergic reaction**



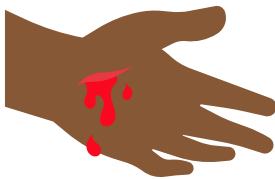
- have hurt your head



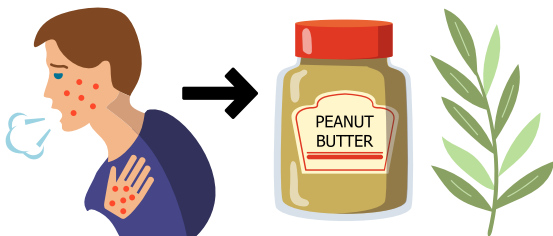
- have hurt your eye



- have hurt your neck

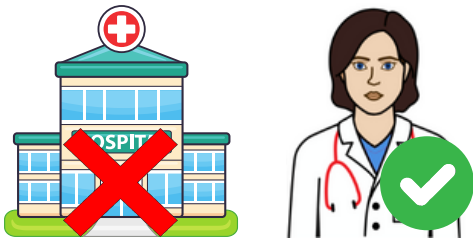


- have bleeding that will not stop.

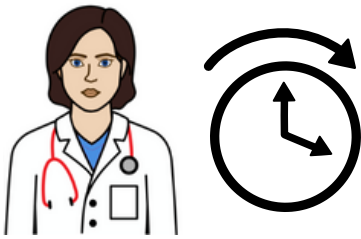


An allergic reaction is when some people get sick from different foods or plants or animals.

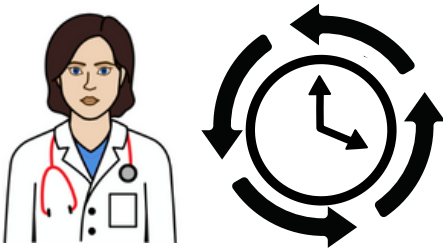
You can go to your doctor



If you **do not** need to go to the emergency department then your doctor should be the first person you see to take care of your health.



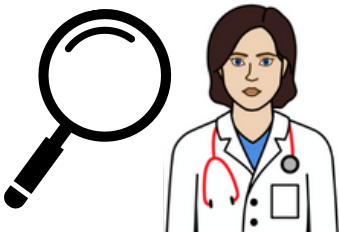
They can help you take care of your health for a short time.



They can also help you take care of your health for a long time if they need to.



If you have more than one health problem then your doctor can help to organise care.



If you **do not** already have a doctor and you need to find one then you can

- Visit the Find a Health Service website

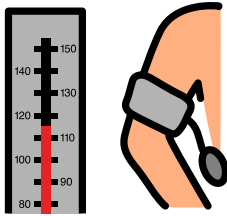
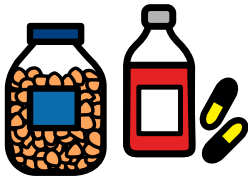
findahealthservice.act.gov.au



You can go to a pharmacy



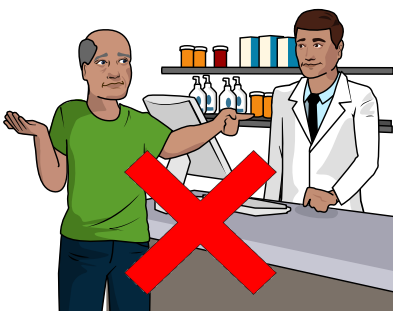
When you go to a pharmacy you can speak to a **pharmacist**.



A pharmacist can

- give you medicine
- do some health tests
- help you look after your weight
- give you **vaccinations**.

Vaccinations are needles with medicine that can stop some health problems from happening in the future.



Not all pharmacies can help you with all health problems.

You can come to us



We have lots of different free services to help take care of your health.



We have learning programs so that you have the information you need to take care of your health.



We have special clinics that you can go to so that you can take care of all the parts of your health.



We do tests and give care to check for and stop some health problems from happening in the future.

You can get other treatment



You can talk to and get help from other people that aren't doctors or nurses to take care of your health.



You can have **physiotherapy**.

Physiotherapy is help and advice to move your body better and without pain.



You can have **nutrition services**.

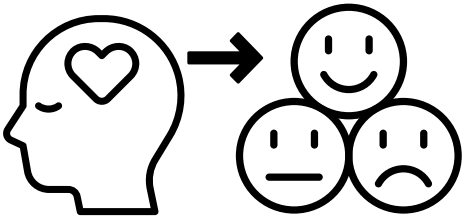
Nutrition services are help and advice about food and eating.



You can have **psychological services**.

Psychological services are help for your mental health.

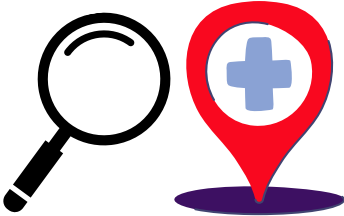
You can get other treatment



Mental health is your feelings and emotions.



Having physiotherapy or nutrition services or psychological services can help you to **not** have health problems in the future.



To find these services in a place that is close you can

- Visit the healthdirect website

[healthdirect.gov.au](https://www.healthdirect.gov.au)



You can call healthdirect

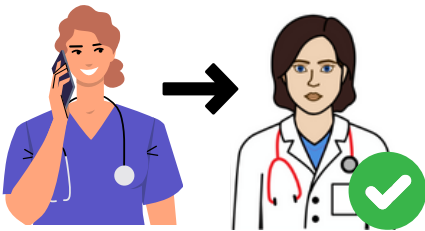


Healthdirect is a phone number you can call if you are sick and you do not know what to do.



You can call healthdirect on 1800 022 222

The person who will pick up the phone is a nurse.



The nurse will tell you if you need to see your doctor.



The nurse will tell you the information you need about the type of care you need for your health problem.

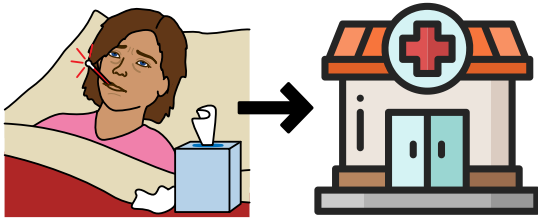
If you need more information about healthdirect you can



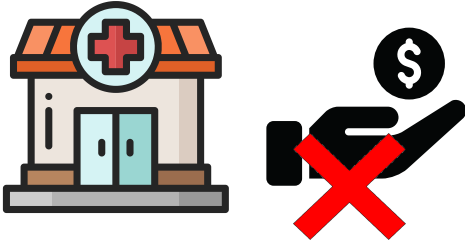
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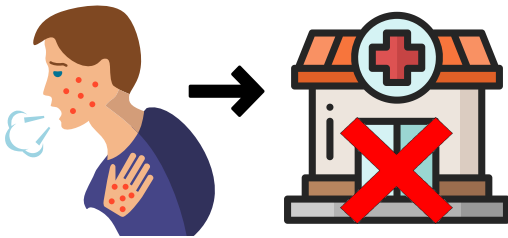
You can go to a Walk-in Centre



If you are sick or hurt you can go to a **Walk-in Centre**.



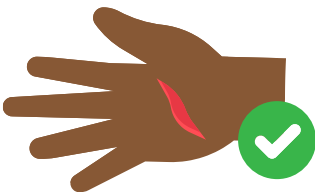
A Walk-in Centre is a place where you can get treatment for some health problems for free.



You should **not** go to a Walk-in Centre if you are very sick or hurt and need to go to the emergency department.

A Walk-in Centre can give treatment or help for things like

- a cold or flu
- an eye infection
- cuts
- bruises



You can go to a Walk-in Centre

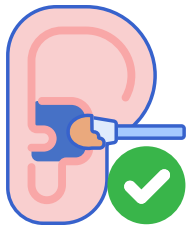


A Walk-in Centre can give treatment or help for things like

- burns



- infections in your nose or throat or ear



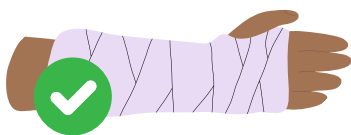
- removing wax in your ear



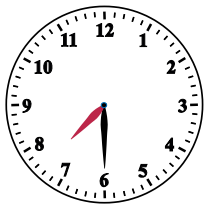
- planning when you have children



- skin problems



- pain if you have hurt your arms or legs.

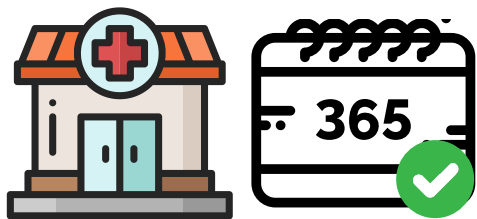


Walk-in Centres open at 7:30 am.



Walk-in Centres close at 10 pm.

You can go to a Walk-in Centre



Walk-in Centres are open every day of the year.



You do not need to make an appointment to go to a Walk-in Centre.

If you need more information about Walk-in Centres you can



- Visit the Walk-in Centre website

walkincentre.act.gov.au

Where to find a Walk-in Centre



There are 5 Walk-in Centres in the ACT



- Belconnen Walk-in Centre

56 Lathlain Street



- Inner North (Dickson) Walk-in Centre

Dickson Place



- Tuggeranong Walk-in Centre

The corner of Anketell Street and Pitman Street



- Gungahlin Walk-in Centre

Ernest Cavanagh Street



- Weston Creek Walk-in Centre

24 Parkinson Street

Recognising the first people in the ACT



We recognise that the Ngunnawal people are the group of people who are the **traditional custodians** of the ACT.



Traditional custodians are the people who first lived in and looked after an area.



Traditional custodians in Australia are **Indigenous people**.



Indigenous people are the first people to live in and look after Australia.

We also recognise other people or families who have links to the land in the ACT.



We respect the culture of the traditional custodians and what they have done to look after the land in the ACT.

How to get this information in other ways

You can get the information in this book in other ways.



You can get this information

- in bigger writing



- to listen to



- in other ways that will help you.



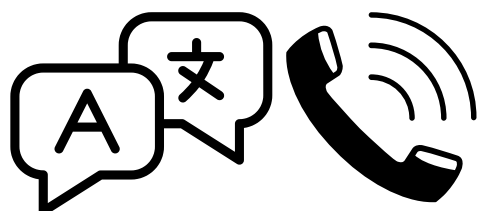
To get this information in other ways you can

- Call us

(02) 5124 0000

- Visit our website

canberrahealthservices.act.gov.au/accessibility



If you need this information in another language you can

- Call the translating and interpreting service

131 450

About this book

This book gives you information about where you can go to take care of your health.



Easy English Australia wrote this book in March 2024.

We use pictures from

Boardmaker.

- Boardmaker by Tobi Dynavox

Canva

- Canva.