



Clinic Information Sheet

Kirrae Health Service has been operating since 1977 and is located in Purnim, 20 minutes from Warrnambool. The health service is located on Aboriginal land and although located in Purnim, will often be referred to as Fram or Framlingham.

Our clinic profile

Name of clinic	Kirrae Health Service
Address	1 Kirrae Avenue, Purnim, Vic, 3278
Operating hours	9am – 4pm week days
Phone	(03) 5567 1270
Fax	(03) 5567 1376
Email	info@kirrae.org.au
Website	www.kirraehealth.com

Practice hours

Monday to Friday	9am – 4:00PM
Saturday	Closed
Sunday	Closed
Public Holidays	Closed

Our practice team

Medical		
General Practitioner	Dr George Marcus	Tele/Video health VIA Kirrae every second Wednesday 9:30am -3:30pm
General Practitioner	Dr Phillip Hall	First Tuesday of the month 4:30pm – 7:30pm
General Practitioner	Dr Andrea Hedgland	Every Second Thursday 9am – 3pm
General Practitioner	Dr Federico Bittar	Every Wednesday and Thursday 9am - 3pm
Nursing		
Registered Nurse	Sarah Irving	Mon-Fri
Registered Nurse	Sarah Brebner	Tues-Fri
Health Work		
Aboriginal Health Practitioner Trainee	Kristy Crawley	Tues-Fri
Administration		
Receptionist	Jaymeelee Chatfield	Mon-Fri
Admin Support Officer	Tara Dekok	Mon-Fri
Quality and Finance Admin Officer	Ivy Clark	Mon-Fri
Management		
Practice Manager (CEO)	Nonnie Harradine	Mon-Fri

Practice services

In addition to general medical consultations, our practice offers the following services:

- Aboriginal and Torres Strait Islander Health Checks
- Wound Care
- Medication management
- Chronic Disease Management such as Asthma, Diabetes and Heart Disease
- Immunisations
- ECG's & Respiratory function tests (Spirometry)
- Family planning/contraceptive advice
- Women's preventative health, breast checks and pap smears,
- Antenatal "shared care" and postnatal care
- Men's preventative Health
- Weight loss or gain advice
- Elder Care support including navigating My Aged Care
- CHSP - Commonwealth Home Support Program
- HACC-PYP - Home and Community Care Program for Young People
- Social Support Activities, Planned Activity Groups
- Lawn Maintenance
- Counselling and mental health advice
- Youth support and youth groups
- Playgroup
- Alcohol and Other Drugs support
- Transport assistance for medical appointments
- Health promotion activities
- The Koori Way – tackling indigenous smoking
- Men's and Women's Groups



Elder Care Support
Community-led
Pathways to Care

There are a range of posters, leaflets, and brochures about health issues relevant to the community available for all of our clients via the:

- waiting room – including our large screen TV promoting services available
- consultation rooms
- treatment room
- practice website

Practice consultation fees

We provide Bulk-Billing to clients with valid Medicare cards. Clients review information on costs associated with accessing care at our clinic through:

- Signage at reception
- Our website
- Our client information book

Accidents and Emergencies

If there is a life-threatening emergency – even if you are not certain – always call 000. Otherwise, telephone us on (03) 5567 1270 and you will be advised of the best course of action.

GP After-Hours Helpline

Victorians can now call the national after hours GP helpline directly for reassurance and practical medical advice. The helpline is free to callers from landlines within Australia and operates Monday to Saturday 6pm to 8am, and from 12noon Saturday to 8am Monday and on all public holidays. Ph: 1800 022 222 Website: [After hours hotline](#)

Alternately, contact the National Home Doctor Services for after hour care. This service is available outside the normal clinic opening hours. Phone: **13 74 25**

For further info and resources: www.kirraehealth.com

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Reviewed: April 10 th 2026	Next Review: April 2028	

Appointments

If your appointment with the doctor is not for a standard short consultation, we would appreciate you letting our receptionist know so that extra time may be allowed. Another appointment may need to be scheduled for you if there are multiple issues to discuss or if more than one family member is to be seen. This prevents other people's appointments being delayed, and ensures a calm, unhurried doctor. Due to the unpredictable nature of general practice consultations, the doctors may occasionally run behind schedule. We apologise for this inconvenience and will do our best to keep you informed of any delays.

Our receptionist can advise you on how long an appointment to book based on the number or type of issues, or the requirements if you are joining our clinic for the very first time.

Management of your health information

Your medical record is confidential. It is the policy of this clinic to maintain the security of personal information at all times and to ensure that this information is only available to authorised members of staff. A copy of our privacy policy is available on request from the reception.

Translation services

We use TIS – Translating and interpreter services, for clients if English is not their first language, catering to over 200 different languages.

We also use NABS – National Auslan Interpreter services, for clients who have hearing, and /or speech impairment.

Hearing difficulties?

We are able to arrange assistance through the National Relay Service.

Results

Clients are required to return for a consultation to obtain test results, preferably with the doctor who ordered the test. If any results are abnormal and/or require urgent attention we will contact you via SMS or a phone call.

Electronic Communication

Electronic communication is available through the email address: reception@kirrae.org.au

Email messages will be forwarded to the appropriate doctor or staff member and a response will be given in a timely manner. Email should not be used for booking or cancelling appointments. All appointments should be made and cancelled via calling us on (03) 5567 1270.

Our written policy on receiving and returning electronic communication can be requested from reception.

Recall or Reminder System

Our practice uses an SMS system for result recalls, appointment reminders as well as other types health reminders, e.g. immunisations, cervical cancer screening tests. Please advise reception staff if you do not want receive SMS reminders.

Feedback and Complaints

We always welcome feedback and treat feedback and complaints seriously. If you have any compliments, complaints or suggestions, please let us know. You can chat with reception, the doctor or any staff member. You can complete a compliments and complaints form, they are available via reception or our website. There is a beautiful mailbox on the table in the waiting area, made by the founder of Kirrae Health Service, for you to place feedback into. Our complaints process is outlined in our Client Information Book.