



# Welcome to the NMHS Older Adult Health Hub

Helping you stay healthy, independent and connected

The North Metropolitan Health Service (NMHS) Older Adult Health Hub provides older people with health and wellbeing care in one convenient community setting.

It helps you get the right care, at the right time, in the right place.

## What we offer

At one location, you can:

- See onsite doctors, nurses and allied health professionals
- Get health assessments, advice and care planning
- Connect with rehabilitation and recovery support services
- Get help navigating aged care or health systems and explore options to local services such as home care, social activities or community transport.

## How we deliver your care

Your care may be delivered in a variety of ways, including:

- Face-to-face appointments at our hub located at 42 Osborne Place, Stirling
- Phone or video appointments.



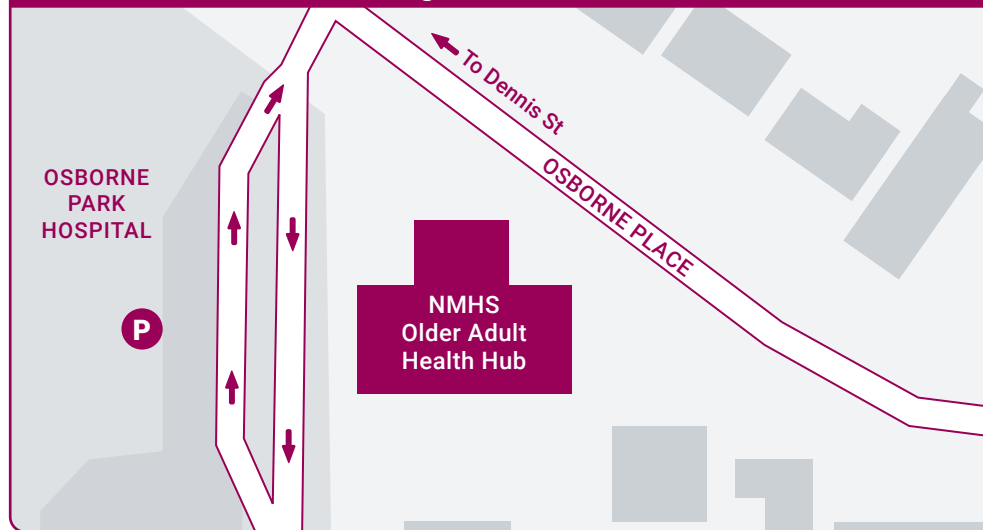
## Your treating team

Team member	Role	Contact number

## Our location and hours

**NMHS Older Adult Health Hub**  
42 Osborne Place, Stirling

8.30am to 4.00pm, Fridays



Roadside parking is available along with accessible car bays directly outside the building.

### Help us to help you

- Be available for planned visits, or let us know early if you need to reschedule by calling 06457 1944 or emailing [olderadulthubnorth@health.wa.gov.au](mailto:olderadulthubnorth@health.wa.gov.au)
- Follow safety guidelines during home visits. This includes:
  - » Having a smoke or vape-free environment
  - » Keeping pets outside, or at least restrained
  - » Wearing a mask where appropriate as per any public health orders.
- Participate actively in your care plan.
- Understand that the hub provides short-term support to help you stabilise and connect with ongoing services.

### Your rights

- To receive safe, respectful, high-quality care.
- Be involved in decisions about your health.
- Ask questions and get clear answers.
- Keep your health information private.
- Give feedback or make a complaint.

Learn more at [nmhs.health.wa.gov.au/Hospitals-and-Services/Older-Adult-Health](https://nmhs.health.wa.gov.au/Hospitals-and-Services/Older-Adult-Health)

### Interpreter services

If you need help with English or have a hearing impairment, interpreters are available free of charge. Please let us know if you would like us to arrange either of these services.

### Feedback

Your feedback helps us improve our services continuously. You can provide feedback by:

- Talking to our staff
- Completing the MySay survey (sent by text after discharge)
- visiting [careopinion.org.au](https://careopinion.org.au) or call 1300 229 080.

### Contact us

To reschedule an appointment, please call 06457 1944 or email [olderadulthubnorth@health.wa.gov.au](mailto:olderadulthubnorth@health.wa.gov.au)

