



Media Release

Corporate Communications

South Metropolitan Health Service

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Community Link Booth a first for a WA hospital

A new Community Link Booth at Fiona Stanley Hospital will be a one-stop-shop for patients, families and carers to connect with community-based services and organisations.

The booth is a collaboration between ConnectGroups, an organisation which is the peak body of self help and support groups in Western Australia, the Health Consumers' Council of WA and Fiona Stanley Fremantle Hospitals Group.

The booth has been established in response to an identified need to reduce the high rate of preventable hospitalisations in Western Australia.

ConnectGroups volunteers will staff the booth and provide referrals to non-clinical support, resources and information, and link people with community services.

ConnectGroups Chief Executive Officer, Antonella Segre, said the booth would provide an important connection between the hospital and the community.

"There is a wide range of support available in the community but it can be difficult for people to know how to find the support that is right for them," Ms Segre said.

"Patients and those who support them will be able to visit the booth to access information and resources about their condition, and locate local support groups and services aligned with their health and mental health needs."

Fiona Stanley Fremantle Hospitals Group Executive Director Neil Doverly said the booth would be an important resource for patients, their families and carers.

"The aim is to connect patients at the discharge point to community support services to enable them to manage their condition and potentially avoid re-hospitalisation," Mr Doverly said.

Fiona Stanley Hospital staff will be encouraged to direct patients and their carers to the Community Link Booth upon discharge.

The booth is located near the main entrance of Fiona Stanley Hospital and patients, families and members of the public can access the service.

Volunteers will staff the booth from 8.30am to 2.30pm Monday to Friday.

Construction and installation of the booth has been funded by a \$117, 000 Lotterywest grant to ConnectGroups, with the initial design provided pro bono by architects Cameron Chisholm Nicol.

In officially opening the booth, Minister for Communities, the Honourable Simone McGurk, said the service provided would be important in helping those who have been newly diagnosed to be connected with community services to help them self-manage their condition.

“This service will be a vital link between the state’s public health system and a large number of excellent community-level providers in Western Australia.

“The Community Link Booth will also be the focus of a longitudinal study to measure the impact of the initiative on health outcomes for hospital patients who seek assistance.

“This initiative is a good example of the cooperation between the two not for profit organisations and South Metropolitan Health Service.”

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