

The background features a light beige color with various Indigenous motifs. In the top left, there is a branch with green leaves and small yellow flowers. In the top center, a large circular frame contains a stylized illustration of a boomerang with a dark green leaf at one end and a red and white patterned body. The boomerang is surrounded by concentric orange circles. In the bottom right, there is a photograph of a dark blue and yellow cockatoo perched on a branch. The text "SOUTH EAST TASMANIAN ABORIGINAL CORPORATION" is written in bold black capital letters, and "Client Handbook" is written in a red cursive font.

SOUTH EAST TASMANIAN ABORIGINAL CORPORATION

Client Handbook



CONTENTS

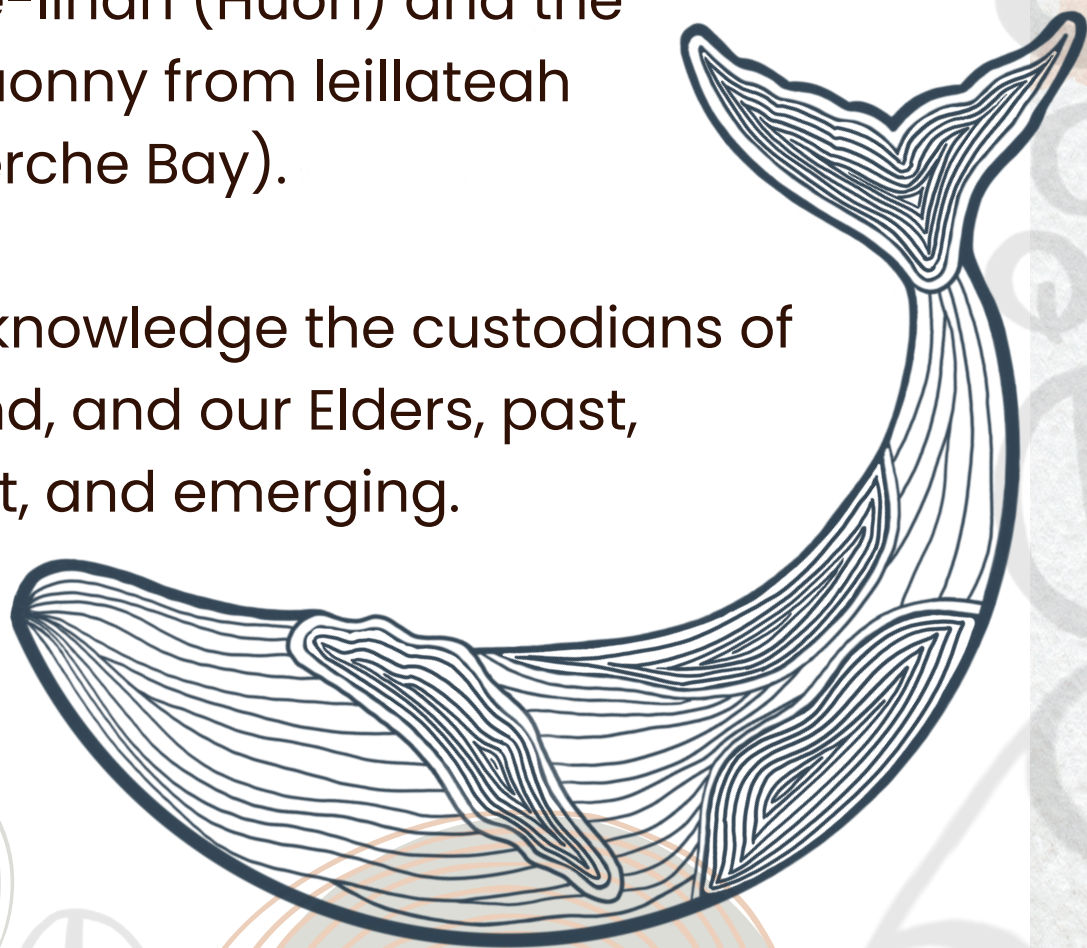
Acknowledgement to Country	2
Vision Statement & Our Values	3
Our Objectives	4
Client Rights & Responsibilities	5
Staff Rights & Responsibilities	6
Feedback & Complaints	6
Health Services	7
Allied Health Services	9
Mobility & Fitness	9
Social Support	10
SETAC Groups	11
Working on Country	12
Culture and History	12
Key Contacts	14
Our Locations	15



ACKNOWLEDGEMENT TO COUNTRY

SETAC acknowledges the traditional owners and custodians of the land upon which we live, work and play, the people of the South East Nation, the mouheneene from nibber-lung (Hobart), nueone from lunnawanna-alonnah (Bruny), the melukerdee from tahuné-linah (Huon) and the lyluequonny from leillateah (Recherche Bay).

We acknowledge the custodians of this land, and our Elders, past, present, and emerging.





VISION STATEMENT

The South East Tasmanian Aboriginal Corporation (SETAC) exists to facilitate the empowerment of the Aboriginal people of South East Tasmania so that, through self-determination, we can make decisions that affect our lives and share in Australia’s land, wealth, and resources, contributing equitably to the nation’s economic, social, and political life, with full recognition of, and support for the ongoing enjoyment and development of our Indigenous cultural heritage.

VALUES

- Accountability *Doing the Right Thing*
- Excellence *Developing Superior Skills and Abilities*
- Commitment *Here to Stay*
- Resilience *Empowerment in the Face of Adversity*
- Community *Within + Outside SETAC*
- Respect *Valuing Each Other*
- Ethical *Our Deepest Values*
- Stewardship *Honouring Our Culture*



OUR OBJECTIVES

- Promote the development of the Aboriginal community towards achieving the common goal of self-determination.
- Empower individuals to achieve excellence in education, employment, and training.
- To help our mob get fair access to services, both Aboriginal and non-Aboriginal, especially for health, housing, and support.
- To promote the granting of land rights to Tasmanian Aboriginal people.
- Create business opportunities and improve social, cultural, and economic benefits in the community.
- Create opportunities and training to facilitate successful business management and expansion.



CLIENTS RIGHTS

As a SETAC client, you have the right to:

- Be treated with dignity, respect, and cultural sensitivity.
- Access safe, inclusive, and high-quality services.
- Be involved in decisions about your care and give informed consent.
- Have your privacy protected and personal information kept confidential.
- Raise concerns or complaints without fear.
- Use an advocate or support person if needed.
- View your personal file (with one working day's notice).

CLIENT RESPONSIBILITIES

As a SETAC client, you are expected to:

- Treat others with respect.
- Provide accurate information to support your care.
- Participate in your care and ask questions if unsure.
- Follow safety procedures and use equipment appropriately.
- RSVP to events and notify SETAC of cancellations (at least 24 hours in advance).
- Be ready for transport at the agreed time or advise if not needed.
- Report hazards, accidents, or unsafe situations immediately.



STAFF RIGHTS

- Be treated respectfully and work in a safe environment.
- Prioritise other clients if appointments are missed or delayed.
- Refuse service to anyone who is abusive or threatening.
- Receive accurate information relevant to client care.

STAFF RESPONSIBILITIES

- Informing you of your rights and responsibilities.
- Supporting you to exercise your rights.
- Delivering culturally safe, ethical, and compliant care.

FEEDBACK & COMPLAINTS

Your Voice Matters and we value hearing from our clients and members. Feedback, positive experiences, suggestions, compliments, or concerns: these help us improve services and stay connected with the community.

Share your thoughts at: www.setac.org.au

Clear pathways for feedback ensure your voice is heard and SETAC continues to meet the needs of our community.



HEALTH SERVICES

Primary Health

SETAC runs a nurse-led, culturally safe clinic providing care for all ages, from babies to seniors.

Services include:

- Child & family health
- Chronic condition management
- Health promotion & education
- Health screening
- Wound care
- Advocacy on health matters
- Allied Health Services

Our Clinical Team provides proactive care, wellness support, diabetic advice, foot care, referrals, and community development.

Integrated Team Care (ITC)

A wrap-around program for managing chronic health conditions. Coordinators work with your GP, allied health, and specialists to help with care plans, follow-ups, medical aids, transport, and faster access to urgent or specialist care. Available to Aboriginal and Torres Strait Islander clients with a GP management plan and referral.

HEALTH SERVICES

Aged Care

SETAC supports Elders to live safely and independently at home in the Huon Valley and Channel regions through the Commonwealth Home Support Program. Services include home garden maintenance, social support, transport, and other brokered support arranged through your aged care provider.

Aged Care Charter of Rights: All SETAC clients receiving aged care have rights protected under the Aged Care Charter of Rights.

Visit: www.health.gov.au/our-work/aged-care/aged-care-rights-and-responsibilities

Scan:



Home & Community Care (HACC)

The HACC program supports Aboriginal and Torres Strait Islander mob under 50, and other eligible individuals under 65, living with disability, chronic illness, or mental health conditions. SETAC provides personal care, domestic assistance, post surgical support, social support, and transport through this program.



ALLIED HEALTH SERVICES

SETAC partners with visiting specialists to bring free health care to you, mainly at our Cygnet clinic, with some services in Dover and Geeveston. Services include:

- Acupuncture
- Counselling
- Dermatology
- Diabetes education
- Footcare
- Hearing
- Kids Clinic
- Optometry
- Physiotherapy
- Remedial massage
- Speech Therapy

To book, call (03) 6295 1125, and we'll help you find the right service.

MOBILITY & FITNESS

Join at Korunah, 7393 Channel Highway, for gentle physiotherapy classes designed to help older community members improve strength, balance, and confidence.

WHO	Men's Physio Fitness
WHEN	Monday 10:00 am–11:00 am

WHO	Mobility
WHEN	Friday 11:00 am - 12:30 pm



SOCIAL SUPPORT

Children & Youth

Building strong roots for children, teens, and families. Programs support early childhood development, school engagement, nutrition, emotional well-being, and culture. Activities include playgroups, holiday programs, parenting support, and more.

Aboriginal Redress Support Services

The National Redress Scheme helps people who experienced institutional child sexual abuse. It offers financial compensation, counselling, and the option for a personal apology.

SETAC provides trauma-informed, confidential, and judgement-free support to Aboriginal people applying to the scheme. We help you through every step, face-to-face, online, or by phone, so your voice is heard and your journey respected.

- Applications Close: 30 June 2027
- Program Ends: 30 June 2028

More information, visit: www.nationalredress.gov.au



SETAC GROUPS

Rarynna Playgroup

For Aboriginal & Torres Strait Islander families with children 0–4 years. Play, learn, and connect.

When: Wednesdays, 10:00 am (except school holidays)

Tughras Mabbyle

Monthly lunches with the mob to catch up, share stories, and learn about culture, wellbeing, and healthy living.

When: Last Thursday of each month

Men’s (Palawah Poeita) & Women’s (Lowanna Riawunna) Groups

Monthly gatherings to strengthen cultural connections, relationships, and wellbeing.

WHERE	Port Cygnet Cannery 60 Lymington Road
INFO	Check our Group Calendar on Facebook or in the monthly SETAC Newsletter.
JOIN	P. (03) 6295 1125 E. reception@setac.org.au



WORKING ON COUNTRY

SETAC's Working on Country program supports Aboriginal rangers in caring for our land and sea Country, guided by Aboriginal knowledge and perspectives. Activities include controlled burning, habitat restoration, and protecting important sites. The program also provides meaningful employment and helps the community stay deeply connected to Country.

CULTURE AND HISTORY

Culture and history are part of everything we do, guided by an Aboriginal cultural framework.

During NAIDOC Week and Reconciliation Week, we reflect on shared histories and acknowledge the strength and resilience of Aboriginal and Torres Strait Islander peoples.

A significant cultural site is the Granny Smith Living History Museum in Nicholls Rivulet. The first services were held there in 1901 (124 years ago). Today, we continue to gather at the church, keeping her legacy alive and connecting past and present generations.



KEY CONTACTS

ABSTUDY (Toll Free) 1800 132 317

Advocacy Tasmania Inc (Toll Free) 1800 005 131

Elder Abuse Tasmania (Toll Free) 1800 441 169

Centrelink Indigenous Call Centre (Toll Free) 1800 136 380

Complaints Investigation Scheme (Toll Free) 1800 550 552

Headspace (03) 6231 2927

Health Complaints Unit (03) 6233 6348

Huon Domestic Violence Service (03) 6264 2222

My Aged Care (Toll Free) 1800 200 422

Mental Health Service Help Line (Toll Free) 1800 332 338

National Disability Insurance Scheme (NDIS)
(Toll Free) 1800 800 110

QUIT TAS 13 78 48

Salvation Army Huonville (03) 6264 1048

Tasmanian Aboriginal Legal Service (TALS)
(Toll Free) 1800 595 162



OUR LOCATIONS

Korunah

7393 Channel Highway, Cygnet

- Allied Health Services
- Clinical Services
- Redress Support

Port Cygnet Cannery

60 Lymington Road, Cygnet

- Aged Care
- Children and Youth Services
- Community Outreach
- Corporate Services
- Groups and Community Activities
- HACC
- Redress Support Services

Granny Smith Church

5 Cross Road, Nicholls Rivulet

- Community and cultural activities