## DEPARTMENT OF HEALTH AND AGEING CONTACT DETAILS

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<tr>
<th>State Office</th>
<th>Physical Addresses:</th>
<th>Postal Address:</th>
</tr>
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<tr>
<td><strong>Central Office</strong></td>
<td>Alexander Building, Albemarle Building, Fishburn House, Furzer Street Penrhyn House, Bowes Street Scarborough House, Atlantic Street Woden ACT 2606</td>
<td>GPO Box 9848 Canberra ACT 2601 Australia</td>
</tr>
<tr>
<td><strong>New South Wales State Office</strong></td>
<td>1 Oxford Street Darlinghurst NSW 2010</td>
<td>GPO Box 9848 Sydney NSW 2001</td>
</tr>
<tr>
<td><strong>Queensland State Office</strong></td>
<td>Samuel Griffith Place 340 Adelaide Street Brisbane QLD 4000</td>
<td>GPO Box 9848 Brisbane QLD 4001</td>
</tr>
<tr>
<td><strong>South Australia State Office</strong></td>
<td>Level 13 11-29 Waymouth Street Adelaide SA 5000</td>
<td>GPO Box 9848 Adelaide SA 5001</td>
</tr>
<tr>
<td><strong>Tasmania State Office</strong></td>
<td>21 Kirksway Place Battery Point TAS 7004</td>
<td>GPO Box 9848 Hobart TAS 7001</td>
</tr>
<tr>
<td><strong>Victoria State Office</strong></td>
<td>595 Collins Street Melbourne VIC 3000</td>
<td>GPO Box 9848 Melbourne VIC 3001</td>
</tr>
<tr>
<td><strong>Western Australia State Office</strong></td>
<td>Physical Address: Central Park Reception 14th Floor 152-158 St George's Terrace Perth WA 6848</td>
<td>Physical Address: GPO Box 9848 Perth WA 6848</td>
</tr>
<tr>
<td><strong>Northern Territory Office</strong></td>
<td>Cascom Centre 13 Scaturchio Street Casuarina NT 0800</td>
<td>GPO Box 9848 Darwin NT 0801</td>
</tr>
<tr>
<td><strong>Australian Capital Territory Office</strong></td>
<td>Ground Floor Borrowdale House Woden ACT 2606</td>
<td>PO Box 9848 Canberra ACT 2601</td>
</tr>
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Switchboard: (02) 6289 1555 Freecall: 1800 020 103
Switchboard: (02) 9263 3555 Freecall: 1800 048 998
Switchboard: (07) 3360 2555 Freecall: 1800 177 099
Switchboard: (08) 8237 8111 Freecall: 1800 005 119
Switchboard: (03) 6221 1411 Freecall: 1800 005 119
Switchboard: (03) 9665 8888 Freecall: 1800 020 103
Switchboard: (08) 9346 5111 Freecall: 1800 198 008
Switchboard: (08) 8946 3444 Freecall: 1800 019 122
Switchboard: (02) 6289 1555 Freecall: 1800 020 102
# ACRONYMS AND GLOSSARY

## ACRONYMS

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<th>Full Meaning</th>
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<td>AIDS</td>
<td>Acquired Immune Deficiency Syndrome</td>
</tr>
<tr>
<td>APEC</td>
<td>Asia-Pacific Economic Cooperation</td>
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<tr>
<td>APY</td>
<td>Anangu Pitjantjatjara Yankunytjatjara</td>
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<tr>
<td>AR-DRG</td>
<td>Australian Refined Diagnosis Related Group</td>
</tr>
<tr>
<td>AusAID</td>
<td>Australian Agency for International Development</td>
</tr>
<tr>
<td>AUSFTA</td>
<td>Australia-United States Free Trade Agreement</td>
</tr>
<tr>
<td>COAG</td>
<td>Council of Australian Governments</td>
</tr>
<tr>
<td>HECS</td>
<td>Higher Education Contribution Scheme</td>
</tr>
<tr>
<td>HIV</td>
<td>Human Immunodeficiency Virus</td>
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<tr>
<td>OECD</td>
<td>Organisation for Economic Co-operation and Development</td>
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<td>WHO</td>
<td>World Health Organization</td>
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## GLOSSARY

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<th>Term</th>
<th>Description</th>
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<td>Acute Care</td>
<td>Short-term medical treatment, usually in a hospital, for patients with an acute illness or injury, or recovering from surgery. Acute illness/injury is one that is severe in its effect or approaching crisis point, e.g. acute appendicitis.</td>
</tr>
<tr>
<td>Allied Health Care</td>
<td>A group of medically-prescribed health care services, such as occupational therapy, speech pathology and physical therapy, provided by licensed professionals.</td>
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<tr>
<td>Antiviral</td>
<td>Destroying or inhibiting the growth and reproduction of viruses.</td>
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<tr>
<td>Brachytherapy</td>
<td>Radiotherapy in which the source of irradiation is placed close to the surface of the body or within a body cavity.</td>
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<tr>
<td>Cardiac Resynchronisation</td>
<td>Therapy which delivers electrical impulses to both sides of the heart to co-ordinate the contractions of the heart's ventricles and improve its efficiency to increase blood flow to the body.</td>
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<tr>
<td>Chronic Otitis Media</td>
<td>A variety of signs, symptoms and physical findings that result from the long-term damage to the middle ear by infection and inflammation.</td>
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<tr>
<td>Comorbidity</td>
<td>Describes the effect of all other diseases an individual patient might have other than the primary disease of interest.</td>
</tr>
<tr>
<td>Competitive Tendering and Contracting</td>
<td>The process of contracting out the delivery of government activities previously performed by a Commonwealth agency to another organisation. The activity is submitted to competitive tender, and the preferred provider of the activity is selected from the range of bidders by evaluating offers against predetermined selection criteria.</td>
</tr>
<tr>
<td>Cost Recovery</td>
<td>The recovery of all the costs associated with a program or service, usually through the application of fees.</td>
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<tr>
<td>Term</td>
<td>Definition</td>
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<tr>
<td>Dementia</td>
<td>The loss of mental processing ability, including communication, abstract</td>
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<td>thinking, judgment and physical abilities, such that it interferes with</td>
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<td>daily living; for example, short-term memory loss.</td>
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<tr>
<td>Embolisation</td>
<td>The process by which or state in which a blood vessel or organ is obstructed</td>
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<td></td>
<td>by the lodgment of a material mass</td>
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<tr>
<td>Generic</td>
<td>When referring to a drug, ‘generic’ means not covered by a trademark; where</td>
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<tr>
<td></td>
<td>a drug is marketed under its chemical name without advertising.</td>
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<tr>
<td>Herceptin®</td>
<td>A drug used in the late stages of breast cancer.</td>
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<tr>
<td>Islet Cell Transplantation</td>
<td>In islet cell transplantation, insulin-producing beta cells (islets) are</td>
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<td>taken from a donor’s pancreas and transferred into a person with diabetes.</td>
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<td>Once transplanted, the donor islets begin to make and release insulin,</td>
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<td>actively regulating the level of glucose in the blood. Currently pancreatic</td>
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<td>islet cell transplantation is the only known cure for type 1 diabetes.</td>
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<tr>
<td>Kava</td>
<td>A drug made from the ground roots of the plant <em>Piper methysticum</em> (a member</td>
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<td></td>
<td>of the pepper family that also includes the black pepper). Kava is</td>
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<td></td>
<td>consumed as a drink or supplement. The crushed, ground or powdered root is</td>
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<td>added to water and drunk like tea.</td>
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<td>Opal Fuel</td>
<td>A low-aromatic petrol developed to combat the rising use of petrol as an</td>
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<td>inhalant in remote Indigenous Australian communities.</td>
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<tr>
<td>Outcomes</td>
<td>The results, impacts or consequences of actions by the Government on the</td>
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<td>Australian community.</td>
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<td>Outputs</td>
<td>The goods or services produced by agencies on behalf of the Government for</td>
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<td>external organisations or individuals.</td>
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<tr>
<td>Palliative Care</td>
<td>To reduce the severe effects of illness or injury.</td>
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<tr>
<td>Papillomavirus</td>
<td>A DNA-based virus that infects the skin and mucous membranes of humans</td>
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<tr>
<td></td>
<td>and a variety of animals.</td>
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<tr>
<td>Pathogenic</td>
<td>Capable of causing disease.</td>
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<tr>
<td>Pathology Services</td>
<td>The study and diagnosis of disease through the examination of organs,</td>
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<td>tissues, cells and bodily fluids. Pathology services provide a range of</td>
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<td>important diagnostic support services to help hospital staff and general</td>
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<tr>
<td></td>
<td>practitioners diagnose and treat diseases and other medical conditions.</td>
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<tr>
<td>Performance Indicators</td>
<td>Measures that provide information on administered items and outputs in</td>
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<tr>
<td></td>
<td>terms of quality, quantity and efficiency.</td>
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<tr>
<td>Portfolio Additional</td>
<td>Statements prepared by portfolios to explain the Additional Estimates</td>
</tr>
<tr>
<td>Estimates Statements</td>
<td>Budget appropriations in terms of outcomes and outputs.</td>
</tr>
<tr>
<td>Portfolio Budget Statements</td>
<td>Statements prepared by portfolios to explain the Budget appropriations in</td>
</tr>
<tr>
<td></td>
<td>terms of outcomes and outputs.</td>
</tr>
<tr>
<td>Primary Care</td>
<td>Provides the patient with a broad spectrum of care, both preventive and</td>
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<td>curative, over a period of time and coordinates all of the care the patient</td>
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<td>receives.</td>
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<tr>
<td>Radiation Oncology</td>
<td>The study and discipline of treating malignant disease with radiation. The</td>
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<td></td>
<td>treatment is referred to as radiotherapy or radiation therapy.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
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<tr>
<td>Telehealth</td>
<td>The transmission of images, voice and data between two or more health units via telecommunications channels, to provide clinical advice, consultation, education and training services.</td>
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<tr>
<td>Telepsychiatry</td>
<td>The use of communications technology to provide psychiatric services from a distance. Telepsychiatry can be used clinically for both assessment and treatment, is effective for case-conferencing and consultation-liaison work, and can be incorporated into a range of service delivery models.</td>
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<tr>
<td>Zoonotic Diseases</td>
<td>Diseases transmitted from vertebrate (backboned) animals to humans, e.g. dengue fever.</td>
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P.S. DID YOU KNOW...

In 2006–07, Department of Health and Ageing staff gave a total $53,050 to charities through its voluntary Workplace Giving Program. Donations were made to:

- **Alzheimer’s Australia ($2,143.75)** - to help people living with dementia, their families and carers access comprehensive, quality care and services that meet their individual needs with dignity.
- **Australian Cancer Research Foundation ($2,323.25)** - to support the discovery of new ways to detect and treat the various types of cancers.
- **Australian Conservation Foundation ($5,520.25)** - to assist the foundation to promote solutions through research to protect, sustain and restore the environment.
- **Australian Red Cross ($3,666.25)** - to help improve the lives of vulnerable people, both in Australia and internationally, through various services and programs.
- **Children’s Hospital Foundations Australia ($563)** - to support leading paediatric hospitals which aim to end the suffering of sick children with initiatives that generate breakthrough treatments.
- **Hartley Lifecare ($961)** - to help make a difference for people with disabilities through year round specialised care.
- **The Heart Foundation ($2,050.25)** - to support research aimed at reducing the number of deaths from heart disease.
- **Indigenous Community Volunteers ($2,087)** - to assist with the development and sustainability of skills in Indigenous organisations and communities.
- **Lifeline ($1,894.25)** - to invest in research and the provision and promotion of services for people in need, anywhere, anytime.
- **Marymead Child and Family Centre ($1,076)** - to support the Canberra community-based child and family service continue its good work.
- **Medecins Sans Frontieres, also known as Doctors without Borders Australia ($13,111)** - to help the independent humanitarian organisation for medical aid help those living on the edge of human tolerance in sometimes dangerous and challenging conditions.
- **RSPCA ($10,203.75)** - to support the not-for-profit charity to continue its vital work of looking after lost, abandoned or injured animals.
- **The Smith Family ($2,411.25)** - to contribute to programs that help families break the cycle of poverty.
- **The Song Room ($1,168)** - to facilitate music and art programs in Australian schools and communities.
- **UNICEF ($3,871)** - to assist with the promotion and protection of the rights of children.