

Dear client,

You have told us how important your doctor, and the care you receive at cohealth are to you.

We are pleased to share that doctor and nursing care will continue at the Collingwood, Fitzroy and Kensington clinics.

Last year, when cohealth announced the closure of general practice services at these clinics, many of you told us you felt scared about what this would mean for your health.

We heard that some of you felt worried that you would have nowhere else to go to seek care and support.

You told us you were not included in decisions about your care.

We heard you.**We are deeply sorry.**

We recognise that this process has been traumatic for many of our clients, communities and staff.

There are things we did not do in the right way.

We should have involved you and listened to you.

We should have been more open with you about the funding challenges facing these services before announcing the proposed closures.

By doing this so close to the end of the year, we did not give you enough time, information or support to understand what the changes meant for you and your care.

Decisions about your care and the support you need to stay healthy and well, should not be made without you.

We should have also kept you more informed and supported.

We will do the work needed to rebuild your trust.

We know that your trust in us has been damaged and that rebuilding it will take time.

We will improve how we listen, communicate and work with you.

We have also written to our doctors and staff and made the same commitment.

You deserve to have certainty about your care.

We are working to make sure you can continue to access the care you need.

We will work to improve the way these services operate, so they can stay open in the long term.

We will continue working with governments to support these services that are so vital to you and your communities.

We will keep you informed about this work.

Your voice matters.

We want to make these changes with you, not for you.

We will involve you in making these services stronger.

Thank you for telling us what matters to you to stay supported, connected and well.

With respect,

The cohealth Board

what was the Independent Review?

An Independent Review looked at why the general practice services were closing and what needs to change to protect them in the future.

The Review recommended changes for cohealth and governments to help make sure people can continue to get the care they need.



For more information visit: cohealth.org.au/gp-review



read this in your language

1. Go to the **Google Translate website** or open the app
2. **Translate an image:** Take a photo of the letter and click the "Images" tab and upload a picture of this letter.

Ask a cohealth worker for help with Google Translate, or scan the QR code to visit translate.google.com

make an appointment

Contact us

Call or visit a cohealth location to request an appointment or ask a question.



Collingwood 365 Hoddle Street
03 9448 5528



Fitzroy 75 Brunswick Street
03 9448 5531



Kensington 12 Gower Street
03 9034 8173



Free interpreter service available or call **131 450**

we want to hear your feedback

We value your feedback, whether it's a compliment, complaint, idea and/or suggestion.



Call us (from 9:00am – 5:00pm)
03 9448 6102



Email
feedback@cohealth.org.au

June 2026



securing General Practice services for the long term

This brochure contains information about the Independent Review of cohealth General Practice services.

It includes information about what cohealth will do now, what the Government has been asked to do and what we can do together to secure General Practice services for the long term.



Free interpreter service available or call **131 450**



everyone is welcome at **cohealth**

cohealth

care for all

what will cohealth do now?

A new leadership team is being put in place and new Board members will join cohealth.

cohealth has accepted the recommendations it is responsible for (Recommendations 10 -13) and has already started work on them.

This includes:

- listening more closely to clients who use our services
- keeping clients more informed
- involving clients in decisions that affect them
- making changes to help these services continue in the long term
- involving clients and staff in planning these changes

what have Governments been asked to do?

The Review found that many people who use these services need extra support and that the current government funding does not meet the care that is needed.

It recommended extra funding for cohealth to trial a new way of providing care to you.

The Review made recommendations for the Commonwealth and Victorian governments.

cohealth cannot make the changes on its own.

Support and funding from governments is needed to strengthen services for you, and your community.

what can we do together?

Thank you to the many clients and community members who have spoken up about the importance of these services and the care they provide.

We will work with the Commonwealth and Victorian Governments to accept and fund the recommendations in the Review.



You can help shape the future of these services by taking part in client and staff discussions about what your future care needs are and how they are supported best.



You can help by writing to your local Federal and State Members of Parliament in support of the Review recommendations.

get involved!



visit our website
cohealth.org.au/gp-service-updates/
or scan the QR code above.