



Northern District Community Health

NEWSLETTER

AUGUST 2024

INSIDE THIS ISSUE

- INTRODUCING OUR NEW COMMUNITY CARE MANAGER
- SPEECH PATHOLOGY WEEK
- HOMELESSNESS WEEK
- CHATTY CAFE
- NAIDOC WEEK CELEBRATIONS
- OCCUPATIONAL THERAPY
- BREAKTHROUGH WORKSHOPS
- ACTIVITIES THAT SUPPORT 5 WAYS TO WELLBEING
- FREE SAFETALK WORKSHOP
- TUNE INTO TEENS AT HEADSPACE
- DIABETES WEEK
- WELCOME BACK, LEESA
- NATIONAL PYJAMA DAY
- FREE CPR TRAINING
- RIAC TIPS FOR CARERS/PARENTS
- PLUS MORE



Pictured: Our new Swan Hill location; 107 McCallum St and Rod Ewart

Introducing Our New Community Care Manager

We are delighted to welcome Rod Ewart as our new Community Care Manager at NDCH. Rod brings a wealth of experience and passion for community care to our team.

Rod, 55, was born and raised in the beautiful town of Lake Boga, where he still resides today. His love for the area and its community is evident in his long-standing involvement with the Lake Boga Football Netball Club, where he has served as a past president and is a life member.

Rod is a proud father of two daughters, aged 37 and 17, and a devoted grandfather to three grandchildren, aged 12, 6, and 4 months. Rod's household is completed by his Dalmatian, Sid, and two cats.

Rod began his journey in aged care and disability services in 1991 as an Enrolled Nurse at Swan Hill District Health. In 1995, he joined the Swan Hill Rural City Council's Community Care team as a Personal Care Attendant. His dedication and expertise saw him progress to roles such as Assessment Officer, Case Manager, and Care Planner, eventually becoming Program Coordinator. Rod continued in this role until the Council transitioned out of Community Aged Care in May 2024.

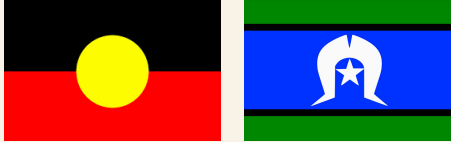
Rod's deep passion for the local community and its rich history is matched by his commitment to helping its people. He is thrilled to join NDCH and continue his mission of providing valuable assistance and support to those in need.

We are excited to have Rod on board and look forward to the positive impact he will bring to our community. Please join us in welcoming Rod Ewart to NDCH!

ACKNOWLEDGEMENT OF COUNTRY

NDCH acknowledges that our work occurs on the country of the Traditional Owners of the area, the people of Barapa Barapa, Wamba Wamba, Yorta Yorta and DjaDja Wurrung and acknowledge their ancestors who have been custodians of this land for thousands of years.

We acknowledge and pay our respects to their Elders, past, present and emerging, and through them, to all Aboriginal and Torres Strait Islander people.



LGBTIQA+ COMMUNITIES

NDCH proudly supports the LGBTIQA+ communities.



CHILD SAFE COMMITMENT STATEMENT

Northern District Community Health is committed to the safety and wellbeing of all children and young people and has zero tolerance for child abuse. We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives. In particular, we pay attention to the cultural safety of Indigenous children and children from culturally and/or linguistically diverse backgrounds, children who identify as LGBTIQA+, as well as children with a disability. Every person involved at Northern District Community Health has a responsibility to understand the important and specific role they play individually and collectively to ensure that the wellbeing and safety of all children and young people is at the forefront of all they do. See our [website](#) for our full Child Safe Commitment Statement.



Remote Vocational Training Scheme (RVTS) is coming to Kerang 🎉

Northern District Community Health are excited to be one of the first organisation's in our catchment to be selected to pilot RVTS.

RVTS assists the recruitment of doctors to targeted rural and remote communities with high medical workforce need, by including the RVTS GP Vocational Training program as a component of the doctor recruitment package. Since 2018, RVTS has successfully assisted the recruitment of 27 doctors to 28 rural and remote locations across Australia, including 11 Aboriginal Medical Services.

RVTS Training is a four-year GP and Rural Generalist training program delivered by Distance Education and Remote Supervision leading to Fellowship of the ACRRM and/or RACGP. RVTS Training is fully funded by the Australian Government.

The Targeted Recruitment model has brought workforce stability and enhanced continuity of care to the participating communities, as well as career progression to specialist qualifications for the recruited doctors. The RVTS Targeted Recruitment strategy is an Australian Government Initiative.

@ndchvic


FIND US ON SOCIAL MEDIA



If you want to stay up to date on our latest news, events and social happenings find us on social media.

SPEECH PATHOLOGY WEEK

COMMUNICATE YOUR WAY

Brought to you by  NDCH

Speech pathologists can work together with children to:

- build their communication and keep them developing
- create communication-supporting learning spaces
- help children with a range of communication needs.
- help children with understanding and using pictures, symbols, signs, gestures, speech sounds, words and sentences
- help children with turn taking and social skills
- help children with building skills for later reading and spelling
- help children with stuttering, voice and feeding difficulties

COMMUNICATE YOUR WAY



Communication is more than speaking

In Australia more than 1 million people need support to communicate and get their message across.



2024
Speech
Pathology
Week

Communicate
YOUR WAY

www.speechpathologyaustralia.org.au

You don't need a referral to see Jacqui our Speech Pathologist.

Jacqui is a speech pathologist with experience working in primary schools, kindergartens, private practice, and community health settings. She is enthusiastic about working with children and adults in their lives to develop strong communication skills. Jacqui is excited to be providing support to local communities.



If you're unsure about your child's progress, check with a speech pathologist. Speech Pathology is available at Kerang, Cohuna and Boort NDCH offices. You can contact NDCH on 5451 0200.

Homelessness Week (Monday August 5 to Sunday August 11)

Homelessness is a challenging and growing problem in Victoria and real time data is hard to capture because Youth Homelessness is often invisible.

From July, NDCH and NCLLEN will be working with young artists across Kerang, Cohuna and Boort as well as established artists, Tobie Cameron at Wedderburn College and Lukas Kasper at East Loddon College to create 7 eye catching painted cubby houses.

These Cubbies will be displayed for Homelessness Awareness Week across Swan Hill, Gannawarra, Loddon and Buloke Shires and provide opportunities for the community to learn about homelessness and how they can support local efforts.

Make sure to check them out between August 5th - August 11th!



NDCH staff and school students crafted origami houses to support The VHN Houses at Parliament campaign. This 2024 initiative aims to fold 60,000 origami houses for display in homelessness and allied organisations during Homelessness Week, with 6,000 adorning the steps of Victoria's Parliament House on 31 July. The campaign highlights the urgent need for 60,000 additional social homes in Victoria

Spotted our Chronic Disease Nurse, Claire enjoying Chatty Cafe at Kerang Neighbourhood House.

Chatty Cafe is on the second Tuesday of every month and everyone is welcome!

It's a great way to connect with new and familiar faces.



NAIDOC WEEK CELEBRATIONS



Charise Hammond plays table tennis, one of the activities supported by NDCH. INSET: MDAS Kerang site co-ordinator Toni Webster with the shirts created for the week. Pictures: Noel Fisher

NDCH helped close to 40 community members from NDCH's Tyipen Kwe program visit Echuca to celebrate NAIDOC Week on Friday the 12th of July.

Families were treated to some wonderful cultural teachings by local Colin Atkinson on Bush Tucker and Aboriginal artifacts and a shared meal. Community then went on Country to walk the Moama Lights at Horseshow Lagoon. The lights highlight the mysteries of the bushland with features like illuminated ripple dancing on the water's surface exploring the vast ecosystem. Spectacular Indigenous artworks by First Nations artist Warrick Keen and the brilliant contemporary Yorta Yorta artist Alkina Edwards also lite up the Lagoon. The day was rounded off with a fun visit a Gravity Shack. NDCH thanks our local Elders, Gannawarra Shire Flood Recovery Funding through the Gannawarra Community Resilience Committee, Kerang MDAS and our fabulous Tyipen Kwe program staff for coordinating this event

As part of NAIDOC Week celebrations, NDCH also attended MDAS Kerang's Family Fun Day. The event was a vibrant gathering, showcasing a range of activities for the whole family to enjoy. The Gannawarra Times featured the Fun Day on the front page, highlighting the importance of such events in fostering community engagement and cultural awareness. NDCH staff had a great time participating in the day and connecting with community.

NAIDOC Week was held across Australia from 7-14 July 2024, the week celebrates and recognises the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

SERVING FUN

By Noel Fisher
nfisher@theguardian.com.au

MALLEE District Aboriginal Services in Kerang held its annual family fun day last Tuesday as a part of NAIDOC Week celebrations. Designed to bring families, children and the community together, the four staff members from MDAS Kerang

were supported from colleagues from Swan Hill and Mildura, and Northern District Community Health. MDAS Kerang site co-ordinator Toni Webster said there were plenty of activities for the kids, which were attended by more than 50 community members. "There was face painting, Play-Doh, drawing, jewellery-making and painting activities for the kids," Ms Webster

said. "We also had a special NAIDOC shirt made up this year, as well as give-away bags, all in the theme of bringing community together to celebrate NAIDOC Week." This year's theme, Keep the Fire Burning! Blak, Loud & Proud, honours the enduring strength and vitality of First Nations cultures, with fire a symbol of connection to country, to each

other and to the rich tapestry of traditions that define Aboriginal and Torres Strait Islander peoples. NAIDOC committee co-chair Aunty Lynette Riley said the resilience of the mob, the shared experiences, the collective memories and the kinship were a source of tremendous pride. "We honour the flame of the fire, kindling the sparks of pride and unity,

igniting a renewed commitment to acknowledging, preserving and sharing the cultural heritage that enriches our nation," Dr Riley said. "This year's theme is a clarion call to continued unity and solidarity for all Australians to come together and celebrate." MORE PICTURES, Page 8



ANNA

OCCUPATIONAL THERAPY



AMBER

The role of an occupational therapist is to help maintain your independence. Anna and Amber are two of our dedicated Occupational Therapists who can help provide solutions if you are having difficulties.

We can help provide solutions for you if you are having difficulties with the following:

- Showering
- Toileting
- Dressing
- Accessing your home and the community
- Sleep
- Eating
- Meal preparation
- And much more!

Some of our recommendations include:

- Grab rails
- Ramps
- Education e.g. energy conservation, pain management
- Equipment e.g. shower stool

What is the cost?

- Concession - \$10
- Full fee - \$20

How do I get a referral?

If you are under 65 years old:

- Referral by GP
- Self referral

If you are over 65 years old:

- Call My Aged Care (MAC) 1800 200 422 and register stating that you want occupational therapy.
- Or client advisor

If you would like to speak to one of our Occupational Therapists, please call NDCH.



Community Health: (03) 5451 0200



www.ndch.org.au



NDCH welcomes people of any age, gender, sex, sexuality, culture, religion and ability.

We acknowledge that we are on Aboriginal land and pay our respect to Elders, past, present and emerging.



NDCH

Northern District Community Health

BreakThrough sessions are free and go for 1 hour. Facilitators present on a particular topic and encourage discussion and Q&A through our chat on Zoom.

It's important to note that BreakThrough is an education program and while each session includes group discussion about a particular topic or theme, people requiring more intensive support in relation to their own circumstances are strongly encouraged to contact Family Drug and Gambling Help on 1300 660 068 to speak to a trained volunteer with personal experience of a loved one's substance use. Many other resources are highlighted during the sessions.

Participants are welcome to join any or all of the sessions by registering via the links provided or the BreakThrough website:
www.breakthroughforfamilies.com/attend



ONLINE SESSIONS CALENDER

Wednesday 07 Aug

7-8pm

Family Relationships

Wednesday 14 Aug

7-8pm

Addiction and Mental health

Wednesday 21 Aug

7-8pm

Recovery for Everyone

Wednesday 28 Aug

7-8pm

Grieving the Loss in Addiction

Mallee Family Care

Have a dedicated team of Flood Recovery Support Workers on hand to assist individuals, families and businesses in the Gannawarra Shire area, impacted by flood and storm.

They can support with:

- Legal advice
- Financial counselling
- Grant applications
- Housing advocacy
- Mental health support
- Referrals to other agencies

Reach MFC via phone or by email:

- 5032 4479
- disastersupport@mallee.familycare.com.au

Meet with a Financial Counsellor in Kerang

Wednesday 7th August

Wednesday 4th September

Wednesday 2nd October

Wednesday 6th November

Wednesday 4th December

mallee.familycare
**community
 legal centre**



Our Nurse Practitioner, Yvonne, will take a short break starting from the 12th of August and will return on Thursday, the 5th of September.

A patient who attended the Quambatook clinic, living closer to Kerang than Quambatook, was only too happy to travel to Quambatook to see Yvonne. They appreciated not having to wait, felt they were not rushed, and were followed up with well.

Remember, you don't need to be a resident of Quambatook or Pyramid Hill to benefit from these services. If you live within the district, appointments are often available, including on-the-day availability.

Make sure to schedule your appointments now by calling NDCH Medical Clinic on 54521366.



Activities that support 5 WAYS TO WELLBEING



Border Walkers

Meet each
Tuesday 9am
at Koondrook
All Abilities
Playground



Come along and join us each Tuesday at 9am for a social walk followed by a Cuppa and Chat at Koondrook General Store at 9.45am

Come for a walk, come for Cuppa and Chat
or come for both. ALL Welcome!



For more information please call Cohuna Neighbourhood House 5456 4666

Line Dancing

Kerang

Thursdays 5.30pm - \$5 (1st session free). Kerang Band Hall.

Murrabit

Thursdays 1pm-3pm. Murrabit Public Hall.

For more information call Kerang Neighbourhood House on 44036640



SOCIAL MEALS

July - November 2024

Quambatook

Quambatook Bowling Club,
River St, Quambatook
Tues 2nd July
Tues 6th August
Tues 3rd September
Tues 1st October

Wed 7th November
(Christmas meal)

Lalbert

Lalbert Rec Reserve
Evelyn St, Lalbert
Tues 23rd July
Tues 27th August
Tues 24th September
Tues 22nd October

Tues 26th November
(Christmas meal)

Murrabit

Murrabit Hall
Danson St, Murrabit
Wed 31st July
Wed 28th August
Wed 25th September
Wed 30th October

Wed 27th November
(Christmas meal)

Barook

Barook Seniors Citizens Hall
2 Station St, Koondrook

Fri 5th July
Fri 2nd August
Fri 6th September
Fri 4th October

Fri 1st November
(Christmas meal)

Lake Charm

Lake Charm Hall
Hall Rd, Lake Charm
Tues 9th July
Tues 13th August
Tues 10th September
Tues 8th October

Tues 12th November
(Christmas meal)

Cohuna

Cohuna Memorial Hall
21 King Edward St, Cohuna

Fri 19th July
Fri 16th August
Fri 20th September
Fri 18th October

Fri 15th November
(Christmas meal)

Kerang

Kerang Senior Citizens 169
Boundary St, Kerang

Thurs 25th July
Thurs 22nd August
Thurs 26th September
Thurs 24th October

Thurs 28th November
(Christmas meal)

Macorna

Macorna Recreation
Reserve, Macorna

Fri 26th July
Fri 23rd August
Thurs 19th September
Fri 25th October

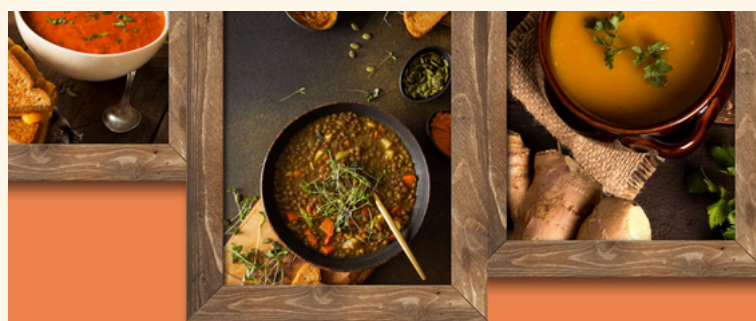
Fri 22nd November
(Christmas meal)

Leitchville

Leitchville Hall Hawken St,
Leitchville

Thurs 11th July
Thurs 8th August
Thurs 12th September
Thurs 10th October

Thurs 14th November
(Christmas meal)



SOUP & A ROLL THURSDAYS

Get Warm &
Have a Chat

Cozy Soup & a
Bread Roll

Thursdays
12 - 2pm
Free

Kerang Neighbourhood House

Everyone
Welcome,
just come
along

KERANG NEIGHBOURHOOD HOUSE
11 Scoresby St, Kerang 3579

4403 6640 www.kerangnh.org.au facebook.com/kerangnh



Gannawarra



Supported by Gannawarra Shire Flood Recovery Funding through the Gannawarra Community Resilience Committee

Contact Community Care on: 03 4429 1900

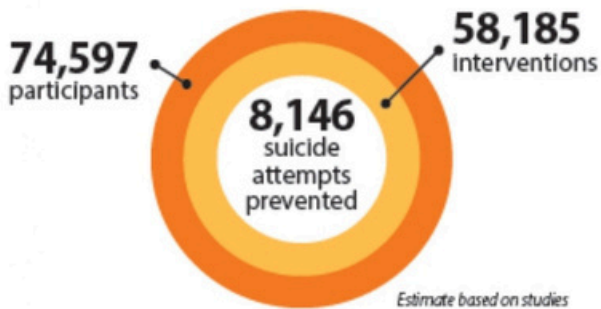


Make a connection. Help save a life.

Suicide is preventable. Anyone can make a difference.

- Half-day training in suicide alertness skills
- Learn four basic steps to create a life-saving connection
- Widely used by professionals and the general public

safeTALK's impact in 2022



safeTALK works

Studies show that participants gain confidence:

- ✓ Asking people about suicide directly
- ✓ Connecting them to life-saving resources
- ✓ Keeping them safe until those resources take over

People making a difference with safeTALK



Upcoming safeTALK education

Date: Wed 7 Aug, 5:30-9:00
Location: Grain Shed Church, 2 King Street, Swan Hill
Hosted by: SHDH Counselling

Cost: Free
To inquire or register, call 5033 9880 **or email** creception2@shdh.org.au

Learn more about safeTALK and see the evidence at www.livingworks.net/safeTALK



Additional date: Tues 15 October, 9.00am-1.00pm

Location: Grain Shed Church, 2 King St, Swan Hill

Hosted by: SHDH Counselling

Cost: Free

To inquire or register, call 50 33 9880 **or email** creception2@shdh.org.au

Tuning into Teens™ at headspace

EMOTIONALLY INTELLIGENT PARENTING

A FREE six session
parenting program for
parents and carers
of young people

Learn how to:

- Understand what they're going through at this stage in life
- Understand their emotions
- Manage conflict more effectively
- Communicate more effectively
- Create a closer more connected relationship
- Build on your skills as a parent.

When: Commencing Thursday 8th of August for six weeks; 6-8pm

Where: Kerang Technical High School Library

Register: headspace@shdh.org.au or 1800 975 115

Being the parent of a teenager can be tough!

Want to learn strategies to help you? Kerang Technical High School (KTHS) are running the Tuning Into Teens program at KTHS in conjunction with Headspace term 3.

It is free!

Commencing Thursday 8th of August for six weeks; 6-8pm.

If you would like more info, contact Sharon Champion at the school or headspace on 1800 975 115

 **headspace**
National Youth Mental Health Foundation

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health

Kerang

Fully Funded Workshop

Tuesday, 6 August 2024

3:00pm-6:30pm

**Northern District Community Health Conference Room
24 Fitzroy St Kerang**

A half-day alertness workshop that prepares anyone to become a suicide alert helper. Most people with thoughts of suicide don't truly want to die but are struggling with the pain in their lives.

Through their words and actions, they invite help to stay alive.

safeTALK-trained helpers can recognise these invitations and take action by connecting them with life-saving intervention resources, such as caregivers trained in ASIST.

 **Lifeline**
Loddon Maitland

safeTALK

Funded by
phn
MURRAY
An Australian Government Initiative

*Book!
Now!*



UNITE IN THE FIGHT FOR TECH.

For Australians
living with all
types of diabetes

NATIONAL
DIABETES
WEEK 2024

d diabetes
australia

diabetesaustralia.com.au/ndw

Celebrating National Diabetes Week with Our Diabetes Educators, Demi and Alex (14-20 July)

This year, Diabetes Australia is Uniting in the Fight for Tech! Australians living with all types of diabetes should have equitable access to the technology they need to live well. Right now, they don't, and this needs to change.

Right now in Australia, access to diabetes technology isn't fair and equitable. Some people have technology like CGM devices and insulin pumps, while others go without. Demi and Alex regularly assist their clients with technology, and have witnessed the life-changing effects these devices can have.

Please find a petition below to sign and show your support for equitable access to diabetes technology for all people with all diabetes types:

<https://www.change.org/p/equitable-access-to-diabetes-tech-for-all-people-with-all-diabetes-types>



Pictured: Alex and Demi our
Diabetes Educators

Welcome back!

Leesa, our dietitian can help with personalised food and nutrition support.

Leesa can assist you with:

- Assessing your nutritional needs
- Developing personalised eating plans that consider your medical conditions and personal circumstances
- Provide nutritional counselling and support to individuals and groups
- Provide information on healthy eating, shopping for food, eating out and preparing food at home
- Provide support with a wide range of conditions, including but not limited to diabetes, heart disease, cancers, gastrointestinal diseases, food allergies/intolerances, disordered eating, overweight and obesity

WELCOME BACK!

We're pleased to announce
that our dietitian is back
from maternity leave and
ready to assist our
community with their
nutritional needs.



To make an appointment or speak with
Leesa, our dietitian phone 5451 0200



For more information about our services please take a look out
our service booklet. Use the QR code to find it on our website.





NATIONAL Pyjama Day

On Friday, 19th July was National Pyjama Day

NDCH staff participated in National Pyjama Day to help raise much needed awareness for children in foster care.

Learn more about The Pyjama Foundation here:



<https://fundraise.thepyjamafoundation.com/event/npd/home>



Essential Life-Saving Techniques

FREE ACREDITTED CPR TRAINING

Enroll in our comprehensive CPR Training program and gain the knowledge and skills needed to save lives.

Dates:

- Monday 5th August 10am
- Wednesday August 14th 1.30pm
- Friday 23rd August 5.30pm
- Tuesday 27th August 10am
- Thursday 5th September 10am
- Saturday 7th September 10am

BOOKING ESSENTIAL

Call 44036640 to book
Email manager@kerangnh.org.au



WE ARE HIRING!

JOIN OUR TEAM

JOB VACANCIES

Northern District Community Health (NDCH) are a growing company seeking motivated individuals to join our team.

Our main office is in Kerang, with additional sites in Boort, Cohuna, Pyramid Hill, Quambatook and Swan Hill.

Visit our website to find out what current jobs we have available.



NDCH.ORG.AU

A: 24 Fitzroy Street, Kerang
P: 5451 0200 | carers@ndch.org.au



IN AN EMERGENCY DIAL 000

BEYOND BLUE

Anyone feeling anxious or depressed

beyondblue.org.au 1300 22 46 36

KIDS HELPLINE

Counselling for young people aged 5-25

kidshelpline.com.au 1800 55 18 00

MENSLINE

Men with emotional or relationship concerns

mensline.org.au 1300 78 99 78

ALCOHOL & OTHER DRUGS INTAKE

For people needing help with alcohol & drug issues

www.acso.org.au/aod-mh-support

1300 022 760

REGIONAL MENTAL HEALTH TRIAGE

Assessment service for people experiencing mental illness

1300 363 788

LIFELINE

Anyone having a personal crisis

lifeline.org.au 13 11 14

HEAD TO HEALTH

Support from experienced mental health professionals

headtohelp.org.au 1800 59 52 12

ORANGE DOOR

People experiencing family violence

orangedoor.vic.gov.au

LODDON: 1800 51 23 59

MALLEE: 1800 29 09 43

VICTORIAN HOUSING SUPPORT

Crisis housing support 1800 825 955

AFTER HOURS GP ADVICE & SUPPORT LINE

1800 022 222

NURSE ON CALL

Caring, professional health advice 24 hours a day

1300 60 60 24

HEALTH TRANSLATIONS

Do you need reliable translated health and wellbeing information?

www.healthtranslations.vic.gov.au



RIAC's Tips for Carers/Parents of neurodivergent children Neurodivergent Children and Sleep

Neurodivergent children often struggle with sleep. They may have difficulty falling asleep, be restless during the night, or wake early. A lack of a good night's sleep affects not only your child, but everyone in the family.

The following tips may help your child get a better night's sleep.

- Use soft or warm lighting in the house during the evening to help your child's body produce melatonin, the body's sleep hormone.
- Give your child a pre-warning when it is coming up to bedtime so they can finish off what they are doing. Or use a timer so they can see how much longer they have until bedtime.
- Use a visual support with pictures of your child's bedtime routine so your child knows what to expect at bedtime.
- To help with sleep during the night try using a weighted blanket, a soft cuddly toy, heavy curtains to block out light.

Remember – every situation and family circumstance is different, and not all tips will work with every child.

Come along to our Carer Support groups to learn more tips and enjoy a cuppa and a chat with other parents who have faced similar struggles.

FOR MORE INFORMATION –
EMAIL: CARERS@RIAC.ORG.AU
PHONE: CAROLYN – 0488 605 363



MEDICAL CLINIC

Patient Information

34 FITZROY STREET
KERANG VIC 3579

5452 1366

DOCTORS

Dr John Shokry
Dr Afolabi Ayeni
Dr Zoya Sadeghipour

NURSE PRACTITIONERS

Yvonne Fabry
Heather Spence

NURSES

Jen Brereton-Team leader
Shannon Laursen
Kristen Hipwell
Narelle Weekly
Sharee Edge
Rosi Bear
Jen Emonson
Marg Winship

ADMIN STAFF

Aliesha O'Neill (Practice Coordinator)
Nicole Betson
Jeanette Schmidt (on leave)
Hilda Higgins
Leonie Garner
Taylah Clements (casual)



PRIVACY

This practice is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

PRESCRIPTIONS

All patients must be seen for repeat prescriptions. No phone or over the counter prescriptions will be taken. You may need a blood pressure or blood sugar check, or pathology which is ordered by your doctor. This ensures better health care for you and your family.

Scripts for Schedule 8 Medications (and some schedule 4) will not be given at your first consultation and only prescribed when your Doctor establishes your treatment plan with you.

FEES

All accounts are required to be paid on the day of visit. The standard fee is \$82. Fees vary according to time/or services provided. Your claim will be sent to Medicare electronically who will pay your rebate direct to your nominated bank account.

We are not a bulk billing clinic.

AGE & DISABILITY PENSION CARD HOLDERS

Pension card holders will be charged an out of pocket fee of \$40 payable on the day for three visits each calendar year.

HEALTHCARE CARD HOLDERS

Healthcare card holders will be asked for a \$40 Gap Payment each visit instead of the \$82 pay on the day fee.



HotDoc

Online appointments can be made by visiting:
www.ndch.org.au

PHONE CALLS

If you need to speak to a Doctor during business hours, your call will be returned at the Doctor's earliest convenience. Please be prepared to leave your contact details with the Medical Reception. If you have an abnormal test result you will be contacted by the Doctor or clinic staff.

COMPLAINTS

We welcome your suggestions, complaints and compliments. Complaints should be addressed to the CEO of NDCH. If you are unhappy with how we manage your complaint, you can contact the:

Health Complaints Commissioner

Phone: 1300 582 113

Level 26, 570 Bourke Street, MELBOURNE VIC 3001.

HOURS AND APPOINTMENTS

Monday to Friday: 8.30am - 5.00pm

Consultations are by appointment only

Double appointment times can be made by request. Please let staff know if there are any specific needs. We would appreciate early cancellations where possible to allow us to contact other patients we may have on a waiting list.

OUT OF HOURS EMERGENCIES

In the event of a medical emergency please ring 000. For urgent after hours care, please attend or call Kerang District Health on (03) 5450 9200. If you are seen by one of our Clinic Doctors at Hospital, please be aware that a \$50 co-payment will be charged.

Clinic Services

- GP Consultations
- Health Assessments
- Nurse Practitioner Consultations
- ABI (Ankle-Brachial Index Test)
- Medicals
- Immunisations
- Travel Vaccines
- GP Management Plans
- GP Mental Health Plans
- Specialist Referrals
- Ear Wash
- Skin Check Biopsy & Excision
- Cryotherapy
- Diathermy
- Spirometry (Lung Function Test)
- 24 Hour BP Monitoring
- 24 Hour Heart Monitoring
- ECG (electrocardiogram)
- Hearing Aid Specialist
- Telehealth Services
- Cardiologist

**Procedures have a practice fee.
Call our Medical Receptionists for
appointments or information:
5452 1366.**



**Pathology
services
onsite**



Contact Us

KERANG

Community Health

24 Fitzroy Street
Monday to Friday
8.30am to 5.00pm
Phone: 03 5451 0200
Fax: 03 5452 2486
Email: info@ndch.org.au
SMS: 0428 575 597

Medical Clinic

34 Fitzroy Street
Monday to Friday
8.30am to 5.00pm
Phone: 03 5452 1366

COHUNA

25 King Edward Street
Monday to Friday
9.00am to 4.00pm
Closed 12 Noon to 1.00pm
Phone: 03 5451 0250

PYRAMID HILL

12 Victoria Street
Monday to Friday
9.00am to 10.00am
(other times by
appointment)
Phone: 03 5455 7065

BOORT

119-121 Godfrey Street
Open by appointment only
Phone: 03 5451 0260

QUAMBATOOK

33 Mildred Street
Mon, Wed and Friday
9.00am to 10.00am
(other times by
appointment)
Phone: 03 5457 1300

SWAN HILL

107 McCallum Street

We share professional spaces in Koondrook, Charlton, Sea Lake, Donald & Wycheproof too.



Northern District Community Health

HAVE YOUR SAY COMMUNITY SURVEY

At Northern District Community Health, we're dedicated to providing the best possible services to our community. Your feedback is essential in helping us understand what we're doing well and where we can improve. We have two surveys available:

Quick Survey (Less Than 2 Minutes):

Help us with a brief survey that will take just a couple of minutes of your time: Quick Survey Link:



Detailed Survey (Approximately 5 Minutes):

For a more in-depth insight, please participate in our detailed survey, which takes approximately 5 minutes to complete: Detailed Survey Link:



Thank you for taking the time to share your thoughts and suggestions.

Thank you for reading.

www.ndch.org.au

NDCH acknowledges the support of the Victorian Government. NDCH is supported by funding from the Victorian Government under the HACC Program.

NDCH is supported by the Australian Government Department of Health.

*Although funding for this nursing and allied health service has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.



We're creating a healthier workplace

