



5 WAYS TO  
WELLBEING



BE ACTIVE



KEEP  
LEARNING



TAKE  
NOTICE



GIVE



CONNECT

Keep an eye out for the 5 ways to wellbeing popping up throughout the newsletter



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Pictured: Matt holding the 3rd edition of FlipSide.

## Introducing FlipSide

Have you heard or seen NDCH Freeza's new mini magazine, FlipSide? The 3rd edition of this captivating magazine is now available, just in time for Mental Health Month. What makes FlipSide truly unique is that it's a joint effort, co-designed by young people for young people.

In this latest edition, FlipSide shines a spotlight on the importance of prioritising our mental health, featuring an engaging interview with Kirsty from headspace Swan Hill.

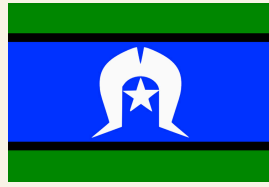
Previous editions have taken us on exciting journeys through "Summerwave on Tour" and the world of "Jobs and Employment," catering directly to the interests and needs of young people. What's even better? FlipSide is completely free and easily accessible at NDCH, don't miss out - grab your copy today for the young person in your life.

# We Acknowledge

## ABORIGINAL & TORRES STRAIT ISLANDER PEOPLE AND COMMUNITIES

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.



# @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.

## Caring for your mental health during The Voice referendum debate

Is talk about the Aboriginal and Torres Strait Islander Voice affecting your mental health and wellbeing?

Help is available at [🇺🇸](#)

[health.gov.au/voice-mental-health-support](https://health.gov.au/voice-mental-health-support)



Is talk of the  
Aboriginal and  
Torres Strait  
Islander Voice  
affecting you?



Help is available, find out more: [health.gov.au/voice-mental-health-support](https://health.gov.au/voice-mental-health-support)

**Take time-off** social media. Unfollow, block, unfollow, repeat!

**Check-in** on and connect with loved ones, community, mob, and Elders

**Create** safe boundaries for yourself. It is not your responsibility to advise anyone on the referendum, or even share your opinion.

**Connect** with Country and culture. Get some fresh air, move your body, play.

**Get creative.** Use art as a means to channel your energy.

**Don't hesitate** to reach out if you're struggling, this is a difficult time and support is available. See next slide for resources

Sourced from **ID. Know Yourself**

## Commonwealth Home Support Services

Community Care is gearing up for the full transition of services to NDCH since the announcement of Council's withdrawal from all in-home and community-based services effective from 31 October 2023. The massive recruitment round for all 68 Community Care Workers has been completed and we are currently interviewing for all internal coordination positions for the Corporate and Community Care departments at NDCH.

It is planned throughout October to conduct a staggered approach for onboarding of staff and the commence of some tasks. The planning is in line with deadlines for the transition with the intention for all clients, staff and services being in full swing commencing 1 November 2023.

The Community Care team are excited for the move and celebrate the benefits to both clients and community through this opportunity. All clients will be well informed and supported through this transition.



**ANNA, PUTTING TOGETHER THE COMMUNITY CARE PACKS FOR NEW COMMUNITY CARE STAFF JOINING US**

## Important Notice: Phone Line Issues



We're experiencing intermittent phone line issues.

We apologise for any inconvenience and appreciate your understanding as we work to resolve this. For the latest news and updates relating to NDCH, visit

-  Northern District Community Health
-  [ndchvic](https://www.instagram.com/ndchvic)
-  Northern District Community Health
-  [www.ndch.org.au](http://www.ndch.org.au)

Thursday, 28 September 2023

## **NDCH Referendum Statement**

Northern District Community Health (NDCH) supports a constitutionally enshrined Aboriginal and Torres Strait Islander Voice to Parliament which aligns with our vision to 'Build healthy, inclusive and connected rural communities'.

We recognise that, as in any democratic society, some members of the community may hold different views.

We have worked closely with our Kerang Elders and Emerging Leaders and representatives from the Victorian Aboriginal Community Controlled Health Organisation (VACCHO) to ensure our words and actions are appropriately informed. We understand that it is important to listen to Aboriginal and Torres Strait Islander people in this debate and that this recommendation comes from the Uluru Statement from the Heart, an Aboriginal led initiative.

NDCH believes a Voice to parliament will make a real difference in the health and wellbeing of Aboriginal and Torres Strait Islander peoples and will contribute as an important step to closing the gap on health inequality for Aboriginal and Torres Strait Islander peoples.

This belief has been based on the partnership approach NDCH have been actively involved with over the last 10 year with Kerang Elders and Emerging Leaders. Listening to the voices of our local Elders and leaders has led to many successful partnerships, events and has changed the way our service works and thinks. Examples of these include Reconciliation Week celebrations; Acknowledgement and Welcome to Country at local meetings and events; The Stolen Generation Garden at the Gannawarra Children's Centre; the development of a Reconciliation Action Plan; much needed cultural wisdom into all our programs and importantly in the development of our Aboriginal Children's programs: Tyipen Kwe and Kethawill Pembenguuk.

By listening to the voices of our local Aboriginal community we believe the Aboriginal community have been empowered to actively participate in decision-making processes that impact their health, wellbeing and lives. This has made a difference to us all.

So, as it has made such a difference in Kerang, we hope the Voice will provide a platform to speak directly to the Australian Government and empower Aboriginal and Torres Strait Islander communities to create better health and wellbeing. The recognition and representation that the Voice will afford Aboriginal and Torres Strait Islander peoples holds the potential to positively address entrenched health inequities.

A Voice to Parliament would provide Aboriginal people with a permanent body to make representations to Parliament and the Executive Government on matters that are of particular significance to their peoples. In healthcare, as well as other areas, research has shown that Aboriginal and Torres Strait Islander peoples have better outcomes when they are able to participate actively in decision making.

While we recognise that members of the community may hold different views, NDCH respectfully affirms our support for the Voice.

We encourage our community to make an informed and independent decision about this important issue.

### *Background information about the Voice referendum*

On 14 October 2023, Australians will have their say in a referendum about whether to change the Constitution to recognise the First Peoples of Australia by establishing an Aboriginal and Torres Strait Islander Voice.

The Voice would be an independent and permanent advisory body. It would give advice to the Australian Parliament and Government on matters that affect the lives of Aboriginal and Torres Strait Islander peoples, such as their health and access to culturally safe services.

END RELEASE

For more information or to arrange an interview please contact

Mandy Hutchinson

CEO

[Mandy.Hutchinson@ndch.org.au](mailto:Mandy.Hutchinson@ndch.org.au)

(03) 5451 0200



# World Mental Health Day October 10th

# R U OK? DAY September 14th



On Thursday 14th September, NDCH celebrated R U OK? Day. R U OK? Day encourages individuals to reach out and ask their friends, family, and colleagues, "R U OK?"

This day serves as a reminder that our words can be a lifeline for someone struggling with their mental health. R U OK? Day reminds us that asking a simple question can make a world of difference in someone's life. So on World Mental Health Day, throughout mental health month and every day, let's remember to reach out, listen with empathy, and support each other in our journey towards mental well-being.

Mental Health Month also serves as a great reminder to check in with yourself too. Remember you can take better care of others when you take care of yourself. If you need support, reach out. You're never alone.

### Make staying connected and asking R U OK? part of your everyday

Start by asking "Are you OK?"

**No, I'm not OK.**

Dig a bit deeper:

- "What's been happening?"
- "Have you been feeling this way for a while?"
- "I'm ready to listen if you want to talk."

**Yes, I'm fine.**

But your gut says they're not:

- "It's just that you don't seem to be your usual self lately."
- "I'm always here if you want to chat."
- "Is there someone else you'd rather talk to?"

Listen with an open mind

Encourage action and offer support

- "How can I help?"
- "Have you thought about seeing your doctor?"
- "What would help take the pressure off?"

Make time to check in

- "Let's chat again next week."

**RUOK?**  
I'm here to hear

ruok.org.au

### Useful contacts for someone who's not OK

If your life is in danger or you're concerned for your own or someone else's safety please call 000.

You can find support by contacting your local doctor or one of these crisis lines available 24/7:

<b>Lifeline</b> 13 11 14 lifeline.org.au	<b>Beyond Blue</b> 1300 224 636 beyondblue.org.au	<b>MensLine</b> 1300 78 99 78 mensline.org.au
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**Suicide Call Back Service**  
1300 659 467  
suicidecallbackservice.org.au

**RUOK?**  
I'm here to hear

Visit us at [ruok.org.au](http://ruok.org.au)

# Are you interested in Mental Health First Aid (MHFA)?



EXPRESSION  
OF INTEREST



## Taking Expressions of Interest for MHFA |

Are you interested in Mental Health First Aid (MHFA)? If you're an employer, police officer, hospital staff member, first responder, or you care for individuals, then this might be for you! NDCH will be offering FREE, MHFA training that will be open to the community. We encourage workplaces to sign up one or two employees to undertake MHFA training as part of their commitment to fostering a mentally healthy and supportive environment for their workplace and community.

Fill out the expression of interest: <https://www.surveymonkey.com/r/WY3JRZWNDCH>. This training will take place next year. NDCH will be in touch when dates are finalised to take official bookings.



## SUPPORT YOUR MENTAL HEALTH BY USING THE 5 WAYS TO WELLBEING

### BE ACTIVE

Go for a walk or run. Step outside. Cycle. Play a game. Garden. Dance. Most importantly, discover a physical activity you enjoy and one that suits your level of mobility and fitness.

### KEEP LEARNING

Try something new. Rediscover an old interest. Take on a different responsibility at work. Fix a bike. Learn how to cook your favourite food. Set a challenge you will enjoy achieving.

### GIVE

Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time. Join a community group.

### TAKE NOTICE

Be curious. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you and what you are feeling.

### CONNECT

Connect with the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your local community.

# MENTAL HEALTH TOOLKIT

Brought to you by  NOCH

Every child and young person needs a mental health toolkit to build resilience to face challenges they will experience throughout their life.

## WHAT'S IN A MENTAL HEALTH TOOLKIT?

 <p><b>Trusted adults who listen</b></p>	 <p><b>Quality sleep</b></p>
 <p><b>Exercise</b></p>	 <p><b>Healthy friendships</b></p>
 <p><b>Regular contact with nature</b></p>	 <p><b>Freedom to express emotion</b></p>
 <p><b>A balanced diet</b></p>	 <p><b>Wide emotional vocabulary</b></p>
 <p><b>A sense of gratitude</b></p>	 <p><b>A sense of meaning and purpose</b></p>
 <p><b>Emotional regulation strategies</b></p>	 <p><b>Mindfulness practices</b></p>
 <p><b>Access to professionals &amp; Helplines</b></p>	<p>Lifeline: 13 11 14 Kid's Helpline: 1800 55 1800 Beyond Blue: 1300 224 636</p>

Is there anything missing from the mental health toolkit?  
What would you would add?

Sourced from: Lourdes Hill College, Brisbane



**PLEASE JOIN US FOR A SPECIAL PARKRUN**

# NOLEN'S PARK PARKRUN

## Turns 1!

**GIANT GAMES** **SMOOTHIE BIKE** **LIGHT BREAKFAST**

APPROVED by Loddon Healthy Event Guide

**When:**  
SATURDAY OCT 7TH AT 8AM

**Where:**  
Starting at Nolen's Park, Boort near the exercise equipment

**What:**  
JOIN US FOR A 5KM WALK OR JOG, CHAT, BREAKFAST & GAMES!

**one** We would encourage everyone to wear fluoro and/or bright colours to celebrate but this is not mandatory. Please invite friends and family along to take part.

**PROUDLY SUPPORTED BY**

**EVERYONE WELCOME**

**FREE EVENT**

FIND US ON FACEBOOK @nolensparkparkrun OR ONLINE [www.parkrun.com.au/nolenspark/](http://www.parkrun.com.au/nolenspark/)

# VOLUNTEERS NEEDED

## FOR A STUDY ON VAPING AND SMOKING

Participation involves a short 10 minute anonymous survey.

**DO YOU SMOKE OR VAPE?**

**ARE YOU AGED BETWEEN 18 AND 30 YEARS OLD?**

**DID YOU START SMOKING WHILE LIVING IN THE BULOKE, LODDON OR GANNAWARRA SHIRES?**

To Participate:  
Visit [www.ndch.org.au/survey](http://www.ndch.org.au/survey)  
or use the QR code above

More information  
Email us: [Morgan.Spencer@endch.org.au](mailto:Morgan.Spencer@endch.org.au)

Logos: MONASH University, NOCH, BLG

**TAKE NOTICE**

nominate now for

# big Youth Awards 2023

Know someone aged 12-25 that has excelled in Artistry, Community Service, Inspiration or Teamwork (Individual or Team)?

Nominate them now!

Nominations Close October 31st

<https://forms.gle/MWZxL6vu2zmbDQrZ9>

Logos: NOCH, North Central LLEN, freeza VICTORIA, BULOKE SHIRE COUNCIL, LODDON, GANNAWARRA SHIRE COUNCIL

**FRI 6 OCT**

CREATIVE VICTORIA, DDB MUSIC VICTORIA, LODDON, Loddon Shire Council, Lady's Adventure

# VICTORIA HOTEL PYRAMID HILL

LIVE MUSIC FOR **WHOLE LODDON LOVE** FLOOD RECOVERY

TICKETS FREE FOR LOCALS!

**QUEENIE DAN KELLY**

**SAT 7 OCT**

CREATIVE VICTORIA, DDB MUSIC VICTORIA, LODDON, Loddon Shire Council, Lady's Adventure

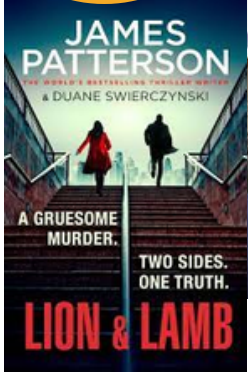
# RAILWAY HOTEL BOORT

LIVE MUSIC FOR **WHOLE LODDON LOVE** FLOOD RECOVERY

TICKETS FREE FOR LOCALS!

**DAN KELLY JESS PARKER BAND**

# UPDATES FROM OUR STAFF



Pictured: Our Customer Engagement Worker, Julie and her book recommendation.

## BOOK RECOMMENDATION JAMES PATTERSON'S 'LION & LAMB'

“There are two sides to every story, and Private Investigator Cooper Lamb, along with Attorney Veena Lion, must work out which is the correct one.

Between them, they discover all the Hughes household secrets, along with the occasional “Baaa and Roarrrr.”

Once again James Patterson has told a gripping tale, and it took only one day to get through, as I couldn't put it down.

I give this ★★★★★




## WORKPLACE WELLBEING BINGO CHALLENGE -

The Workplace Wellbeing Team (WWT) and Health Promotion Team (HPT) organised a fun Workplace Wellbeing Bingo challenge - an engaging health promotion initiative that incorporates being active, eating healthy, and mental health into daily routines, fostering a happier and healthier work environment and encouraging staff members to build healthier habits.


The 8-week staff competition started in July and the rules were simple - staff members needed to complete bingo cards every week. Activities ranged from individual workouts like doing pushups, squats, and wall sits to more inclusive activities like brisk walking, expressing gratitude, practicing mindfulness and even laughing out loud. This initiative aligns with the organisation's commitment to creating a healthy and vibrant workplace culture. This Bingo has been a great addition to staff wellbeing initiatives and hopes to inspire long-term healthy habits.





**LACHY**

2



**MICHELLE**

1

**EVERYONE WHO GOT INVOLVED!**

3

# OCCUPATIONAL THERAPY WEEK



CHRIS



AMBER



ANNA



DENISE

Occupational  
Therapy AUSTRALIA



UNITY  
*through*  
COMMUNITY

# OTWEEK 20

# 23-29 OCTOBER 23

## Occupational therapists help people who are

- frail
- aged
- or have a disability

## So they can

- be independent
- live in their home safely
- participate in everyday activities
- apply for funding - equipment and home modifications (if eligible)

## We can help you with

- equipment and aids to make life easier
- changes to your home to make it safer
- making tasks at home easier, like cooking, showering, and dressing
- memory problems
- scooter and wheelchair assessments
- pressure care
- joint and falls safety
- finding help to pay for equipment or home changes

Guest Speaker:  
To be confirmed



You are invited to:  
Northern District Community Health's

34<sup>th</sup>

# ANNUAL GENERAL MEETING

Wednesday 22nd of November 2023

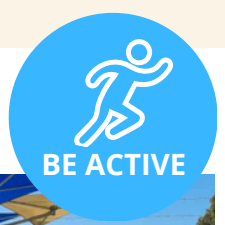
12:30 - 1:30pm: Light Lunch provided  
1:30 - 2pm: Guest Speaker  
2pm: AGM Starts  
(Registrations Essential for catering purposes)

Where: Online (Zoom) and NDCH Kerang  
Registration: Ph 03 5451 0200 or  
[www.ndch.org.au/events](http://www.ndch.org.au/events)

Scan me



# SIR JOHN GORTON LIBRARY TURNS 20!



On September 15th, the Sir John Gorton Library celebrated its 20th birthday, and it was a fantastic day. Many people, including library visitors and the NDCH staff, had a great time. Sourav and Rachel, part of the Health Promotion team, organised giant games like basketball, mini golf, connect 4, table tennis, twister, and cornhole for the community to enjoy. They also set up a table where kids could get free fresh fruit. Plus, there were two puppets named Chomper and Ollie who gave tips about keeping teeth healthy. Rachel and Sourav taught the kids where fruits and veggies come from. It was a fun and educational celebration for all!



The Health Promotion team will be at the Games with Grandparents morning on the 30th October at 10.30am at the Sir John Gorton Library. We hope to see you there!



The giant games are available for community events, please get in touch with [healthpromotion@ndch.org.au](mailto:healthpromotion@ndch.org.au) or call 5451 0200.

## Victorian Seniors Festival in Gannawarra October 2023



SUN	MON	TUE	WED	THURS	FRI	SAT	
1	2 Quambatook Social Meal	3 Seniors Be Connected Presentation/Webinar: Wifi & Data plans 10am-11am Kerang Library	4	5 MORNING TEA 10.30am Kerang Library	6 KDFHG Book Launch 'Ollie Said' 2pm Kerang Library Barook Social Meal	7	
8	9 KERANG SHOW	10 Author visit Chris Hammer 2pm Kerang Library Lake Charm Social Meal	11 Book Chat 10.30am Kerang Library	12 Leitchville Social Meal	13	14	
15	16 MORNING TEA 11am Cohuna Library	17	18	19	20 Succulent Swap 10.30am Kerang Library Cohuna Social Meal	21 BARHAM-KOONDRook SHOW 20-21 October	
22 NDCH WILL BE THERE WITH THEIR GIANT GAMES	23 National Children's Week Sun 22 - Sun 29	24 Lalbert Social Meal	25 Grandparents' Storytime 10.30am Kerang Library Murrabit Social Meal	26 Tech Time with Tami (10am-12) & (2pm-4pm) Kerang Library Kerang Social Meal	27 Macorna Social Meal	28	
29 National Grandparents Day	30 Games with Grandparents 10.30am Kerang Library	Social Meal bookings, please call 5450 9333. Bookings essential. Social Meals are from 12 noon – 2pm and cost \$11. For the month of October all Social Meal attendees will receive a self care pack when they attend.				KDFHG = Kerang & District Family History Group	



For bookings and more information please contact Gannawarra Library Service on 5452 1546 or email [library@gl.s.vic.gov.au](mailto:library@gl.s.vic.gov.au)

# Let the Cohuna District Hospital's MGP work with you during your pregnancy



Cohuna District Hospital is now offering Pregnancy care under the Midwifery Group Practice.

If you are pregnant get in contact with our team today  
We can support you through your pregnancy and after birth locally and where possible our midwives will provide care during your labour at Echuca Hospital.

Cohuna District Hospital's Midwifery Group Practice is a free public midwifery service

To find out more visit our website:

[www.cdh.vic.gov.au/maternity](http://www.cdh.vic.gov.au/maternity)

Or call 0417 598 491



[www.cdh.vic.gov.au/maternity](http://www.cdh.vic.gov.au/maternity)

NORTHERN DISTRICT COMMUNITY HEALTH

# TINS & TOYS DRIVE

NDCH are asking the community to donate non-perishable food and NEW toys which will be shared with local vulnerable people this Christmas.

**Items to donate include:**

- Canned Fruit & Vegetables
- Canned Puddings
- Canned Meat & Fish
- Jams & Spreads
- Tea & Coffee
- Rice
- Pasta
- Arts & Craft
- Board Games
- Baby Toys
- Sports Equipment
- Musical Instruments

**Drop Off / Collection Points**

**NDCH Offices**

- 33 Mildred Street, Quambatook
- 12 Victoria Street, Pyramid Hill
- 33 King Edward Street, Cohuna
- 24 Fitzroy Street, Kerang
- **NDCH Medical Clinic** - 34 Fitzroy Street, Kerang
- **Boort Resource & Information Centre** - 119 Godfrey Street, Boort



**DONATION PERIOD**  
6 - 18 NOVEMBER 2023



**WE ARE HIRING** ★

**THE QR CODE WILL TAKE YOU TO THE LATEST JOBS NDCH HAVE.**



**We are local, and we care!**

## Flood Recovery Support Dinner



We're inviting all men who were affected by the 2022-2023 floods to join us for dinner.

This catch up will give you the opportunity to connect and socialise with others in the area.

Spit roast and salads provided.

**When**  
Wednesday 4th October  
5pm - 7pm

**Where**  
Murrabit Boat Ramp,  
Gonn Crossing Vic 3579

Please bring your own chair.

For more information or to register your attendance contact Mallee Family Care on 5032 4479



**HELP PROTECT OUR ENVIRONMENT!**

If you find any illegal rubbish dumping sites in the Gannawarra or Loddon Shire, please contact the Environment Protection Authority Victoria on 1300 372 542 to anonymously report dumping or visit [epa.vic.gov.au/dumping](http://epa.vic.gov.au/dumping)



**Don't accept dumping**

[epa.vic.gov.au](http://epa.vic.gov.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 HELP

*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](http://www.healthtranslations.vic.gov.au)

### Farmer Online Assist Program

Three free telehealth appointments

No GP referral or Mental Health Plan required

<https://farmerhealth.org.au/access-a-psychologist-online>

### 3 free psychologist appointment available for Victorian farmers

No-cost appointments are now available via telehealth consultation.

Open to Victorian farmers who are feeling stressed, anxious, tired, angry, or depressed, or are looking to chat to someone.

Don't hesitate to reach out, and remember, in a crisis, always call 000 for immediate assistance. Your mental health matters.

Learn more and apply now here:





# Healthier alternatives to traditional barbecue ingredients

Sourced from Healthy Eating Advisory Service



Swap this.....	For this.....
<p><b>Regular sausages</b></p>	<ul style="list-style-type: none"> <li>• Reduced fat and reduced salt sausages</li> <li>• Vegetarian sausages</li> </ul> <p>Tip: Cut some large sausages in half to provide smaller portions for different appetites</p>
<p><b>White breads and rolls</b></p>	<ul style="list-style-type: none"> <li>• Wholemeal or wholegrain varieties of breads, rolls, pita bread or mountain bread.</li> </ul> <p>Tip: Avoid using spread on bread. If you must offer olive or canola oil based margarine for people to spread themselves.</p>
<p><b>Creamy coleslaw</b></p>	<ul style="list-style-type: none"> <li>• Home-made coleslaw using natural yoghurt and/or reduced fat mayonnaise.</li> <li>• Grilled vegetables Try eggplant, zucchini, pumpkin, capsicum and/or mushrooms. Sprinkled with garlic and herbs.</li> </ul>
<p><b>Regular soft drinks</b></p>	<ul style="list-style-type: none"> <li>• Water: still or sparkling</li> <li>• Lightly flavoured water. Try jugs of soda water with sliced fruit and mint or a dash of fruit juice.</li> </ul>

***The swaps are ideas only. Please think about your own individual dietary needs. Follow servings or daily recommended intake guidelines. Eating the food is your choice.***





**NOCH**

**MEDICAL CLINIC**

# Patient Information

34 FITZROY STREET  
KERANG VIC 3579

**5452 1366**

## DOCTORS

Dr John Shokry  
Dr Afolabi Ayeni  
Dr Megan Belot-on leave  
Dr Xin Jin (Dr Jinx)

## 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

Meryl Metcalfe (Coordinator)  
Nicole Betson  
Jeanette Schmidt (on leave)  
Aliesha O'Neill  
Hilda Higgins  
Nick Keely (Casual)  
Cassandra Hicks (Casual)  
Leonie Garner (Casual)

## NURSE PRACTITIONERS

Yvonne Fabry  
Heather Spence



Pictured: Nurses Sharee and Shannon

## 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 \$80. 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 \$80 pay on the day fee.



# HotDoc

Online appointments can be made by visiting:  
[www.ndch.org.au](http://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: 8.45am - 5.30pm

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  
Mon to Fri!**



# 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  
8.45am to 5.30pm  
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

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



# NDCH

# Thanks For Reading

[www.ndch.org.au](http://www.ndch.org.au)

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\*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.



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