

Inside This Issue

Welcoming Our New Chief Operating Officer	1
Feedback & Acknowledgments	2
National Days - May 2025	3
Drag Bingo	4
World Hand Hygiene Day	5
Volunteers Morning Teas	6
Need Updated 'No Smoking or Vaping' Signage?	6
Register for My Medicare	7
Aged & Dementia Support Group	8
Celebrating Our Nurses	9
The Long Way Home	10 - 11
NDCH Medical Clinic	13 - 14
Contact Us	15

Welcoming Our New Chief Operating Officer



We're pleased to announce that Mansoor Hussain has joined NDCH as our new Chief Operating Officer.

This new role builds on the former General Manager Community Health position and reflects our continued growth and development of services over the years.

Mansoor brings great experience from senior roles across State Health, hospital and rural healthcare, as well as the aged care and disability sectors. Throughout his career, he has brought a genuine commitment to improve access to quality care for all people—an approach that aligns closely with the values and mission of NDCH.

He has relocated from New South Wales and is looking forward to settling into the region and working alongside the team to continue to improve quality care for people across our region.

Your Feedback Matters

We welcome your feedback - good or bad. You can tell us if:

- You are happy with our service
- Something went wrong
- You were treated unfairly
- Your rights were not respected
- You think we could do better

How to give feedback:

- Email us at feedback@ndch.org.au
- Fill out our Client Satisfaction Survey (available in waiting rooms or online at www.ndch.org.au or by scanning the below QR code)
- Write to us or drop off your feedback at:
Northern District Community Health
24 Fitzroy Street
Kerang VIC 3579



Connect with us on social media!

Want to see what we're up to between newsletters? Follow us on social media for the latest updates, behind-the-scenes moments, community stories, and more. It's a great way to stay in touch and be part of the conversation.

Follow us on



[Facebook](#)



[LinkedIn](#)



[Instagram](#)



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 LGBTIQ+, 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.

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.



LGBTIQ+ COMMUNITIES

NDCH proudly supports the LGBTIQ+ communities.



National Days in May 2025

WORLD HAND HYGIENE DAY

MAY
05

NATIONAL NURSE'S WEEK (6 - 12)
NATIONAL NURSE'S DAY (MAY 12)

MAY
06

WORLD ASTHMA DAY

MAY
06

INTERNATIONAL RECEPTIONIST DAY

MAY
14

NATIONAL VOLUNTEERS WEEK

MAY
19 - 25

WORLD NO TABACCO DAY

MAY
31



DRAG

BINGO

A Night of Pride & Fun

HOSTED BY
Xena Ghost

18+



FRIDAY 23RD MAY



7 - 8:30PM



\$10 ENTRY (INC. FINGER FOOD)



*** THE BIG COHUNA ***
STOCKYARD
CAFE - FUNCTIONS - BAR



EVERYONE WELCOME!



TRYBOOKING.COM/DALTZ



PROUDLY SUPPORTED BY NDCH IN PARTNERSHIP WITH THE PRIDE
EVENTS AND FESTIVALS FUND.



World Hand *Hygiene Day*

5TH MAY 2025



There are between 2 to 10 million bacteria on your fingertips and elbows!

“It might be gloves. It’s always hand hygiene”.

At Northern District Community Health, we are proud to support World Hand Hygiene Day on the 5th of May. This global campaign serves as a vital reminder that clean hands save lives—whether gloves are worn or not.

Good hand hygiene is one of the simplest and most effective ways to prevent the spread of infection. This year’s focus is on the importance of education and training for health and care workers, ensuring strong, consistent hygiene practices and the correct, sustainable use of gloves.

Throughout the day, we’ll be sharing posters and reminders across our sites to keep hand hygiene front of mind. No matter the task, we’re encouraging everyone to follow three key steps:



Before the gloves

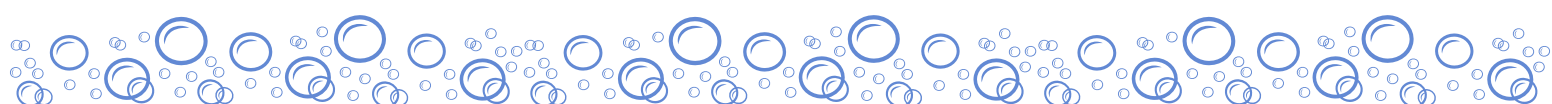


After the gloves



Always hand hygiene

Together, we can protect one another and keep our community safe—one clean hand at a time.



YOU'RE INVITED: VOLUNTEER MORNING TEAS

National Volunteer Week - Monday 19 May to Sunday 25 May

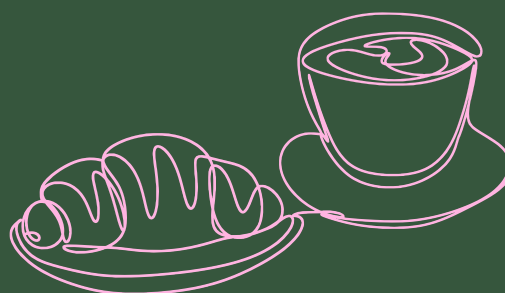
As part of National Volunteer Week, we're celebrating the amazing people who give their time, skills, and heart to our community.

If you're one of our wonderful volunteers - or thinking about becoming one - we'd love for you to join us for a relaxed morning tea. No speeches, no formalities - just a cuppa, some tasty treats, and a chance to connect with other like-minded people who love helping out in our community.

NDCH Kerang - Tuesday 20 May

NDCH Cohuna - Monday 19 May

Both from 10:00am



It's our small way of saying thank you for everything you do. We hope to see you there!



Scan the QR code to book in or click [HERE!](#)

The NDCH Health Promotion Team Is Here To Help!

World No Tobacco Day (May 31) is a great opportunity to show your support for a healthier community.

We're offering local businesses free updated 'No Smoking or Vaping' stickers to meet the latest signage requirements — and help promote smoke-free spaces.

Now's the perfect time to update your signage and show your commitment.

Order your free stickers here

Want to do more? Contact our Health Promotion team to find out how your business can get involved this World No Tobacco Day.





REGISTER FOR **MYMEDICARE**



Our Medical Clinic is now participating in the MyMedicare initiative — a new, voluntary program that helps you stay connected to your preferred clinic and GP for ongoing care.

By registering with MyMedicare before 1 July 2025, you'll continue to receive bulk billed:

- GP Management Plans
- Team Care Arrangements
- Mental Health Care Plans
- Health Assessments

Without registration, these services may no longer be bulk billed and could come at a cost to you.

Registering is simple and ensures you can keep accessing the care you need — without the added fees. It also helps your GP provide better, more coordinated support for your health.

To learn more or to register, please speak to our reception team or visit:
www.health.gov.au/mymedicare

AGED & DEMENTIA SUPPORT GROUP

Monthly meetings for carers of loved ones with aging needs and/or dementia. Our sessions are a chance to meet others in similar situations, gain My Aged Care advice, hear from health professionals or to simply take time out.

Morning tea and a cuppa provided.

Every third Monday of the month

10-12pm

Location: NDCH 16-30 Fitzroy Street, Kerang

Contact Georgia for more information & to RSVP

5451 0200





CELEBRATING OUR NURSES

This week, we're celebrating the heart and soul of healthcare - our amazing nurses! From friendly check-ups to lifesaving care, our nurses support the community in more ways than you might realise.

At NDCH, we're lucky to have an amazing team of **Community Health Nurses** based in Quambatook and Pyramid Hill, supporting people with their health and wellbeing. From managing chronic conditions to helping with wound care, breathing issues, blood samples and more, they play a vital role in keeping people healthy and independent.



Our **Clinic Nurses** are right at the heart of our Medical Clinic, assisting with everything from immunisations to health assessments and making sure every visit runs smoothly.

We also have to highly experienced **Nurse Practitioners**, who provide advanced care and treatment across a wide range of health needs.

And we want to give a special shout-out to our **Chronic Disease Management Nurse, Mental Health Nurse, and Credentialed Diabetes Educator**—who are all undertaking or have recently completed further study. Their commitment to learning and growing in their roles is inspiring, and we're so grateful to have their expertise and compassion on our team.

To every nurse in our team - **thank you**. Your care, expertise and dedication make a real difference in the lives of so many.

THE LONG WAY HOME

IT

started as a throw-away line when we were reading promotions for

Ride to Work Day last year. "I could ride to work," I said. "It would take me 2 days, but I could do it." That was the point: unless you live in a major metro or regional city, active transport to work is a challenge.



Active transport: the rural challenge

It's not only the distance. Choosing a route that's safe to cycle is another challenge. Ghost bikes are old bikes painted white and left near the location of a cyclist fatality. There are 3 along the Loddon Valley Highway between Bendigo and Kerang. My partner and I dug out all our maps and plotted a route that avoided the highway and took in back roads with as many unsealed roads and tracks as possible. It also proved logistically easier to ride home from work. Finally in mid-April, I got off the train in Kerang with my bike and around midday turned my nose to head back towards Bendigo.

The kindness of strangers

Somewhere between Macorna and Pyramid Hill a young couple with two kids in the back seat drove past a woman standing by the side of the road with a bicycle talking on the phone. They stopped, backed up and the driver wound down his window and called out: "Are you okay?". "Yes," I replied. "Thank you. Just talking to a friend".

I left Pyramid Hill the next morning before sunrise. That day's route was mostly unsealed roads. It's so dusty everywhere that I was already filthy by the time I got to Mitiamo. The store owner, Jill, declined to charge me for my cup of tea which I enjoyed sitting in the shade out the front of the shop. My route then followed a series of long, long straight roads, past dry empty paddocks under a dry empty sky.

Image 1
Long straight road

Image 2
Leaving Pyramid Hill



Image 3
Route from Kerang to Pyramid Hill

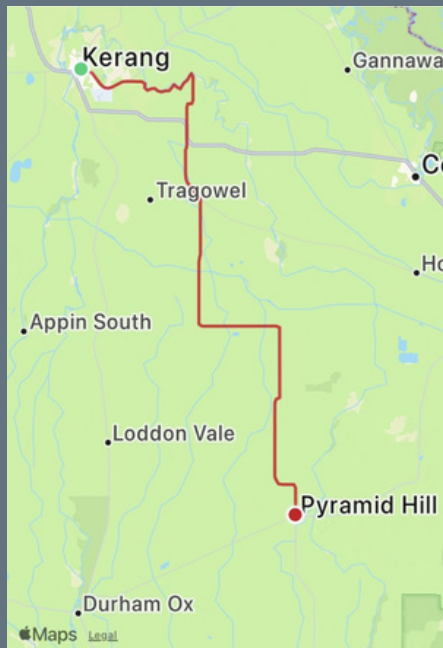
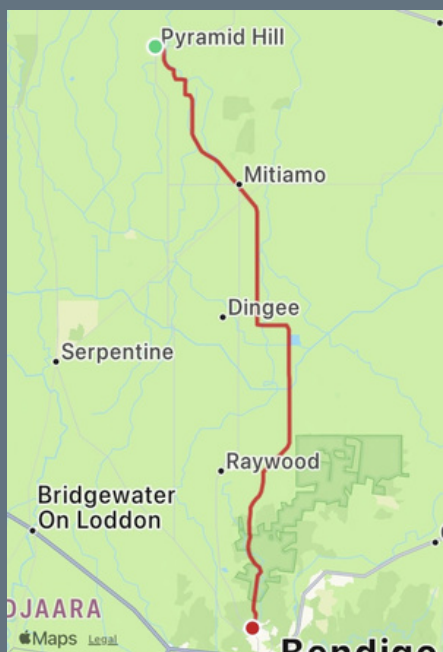


Image 4
Route from Pyramid Hill to Eaglehawk



Benefits of a major physical challenge

There were no more towns between Mitiamo and Eaglehawk where I live. Getting off the road for a break was tricky. I joined swarms of flies at Brolga (Tang Tang) Swamp, and blessed broken fences that permitted me to enjoy some shade in a rare roadside plantation or along a dry creek bed.

Twenty kilometres from home I saw the first sign pointing to Eaglehawk. Such a comfort when I was getting tired to know I was so close. As much as I get tired, my feet hurt or my legs ache, nothing is a better stress reliever than my own company, the wind at my back and a quiet road stretching to the horizon.

Where to next?

Two days, 150km and 9 hours pedalling after leaving Kerang, I rolled into my driveway. Yes, it is possible to ride to or from work when you work outside a major city. I'm just not sure I'd want to do it every day. Now, where shall I go next?

By *Helen Cronin*



Image 5
Morning tea with flies

DOCTORS

Dr John Shokry
Dr Zoya Sadeghipour
Dr Joe Dawson
Dr Feryal Zubair

NURSE PRACTITIONERS

Yvonne Fabry
Heather Spence

CLINIC NURSES

Jen Brereton-Team leader
Shannon Laursen
Kristen Hipwell
Narelle Weekly
Sharee Edge

COMMUNITY NURSES

Rosi Bear
Marg Winship
Jen Emonson

ADMIN STAFF

Aliesha O'Neill (Practice Coordinator)
Nicole Betson
Leonie Garner
Taylah Clements (casual)

If you have a **MEDICAL EMERGENCY**, please phone **000** and ask for an Ambulance.

For bookings call 03 5452 1366 or make an online appointment by visiting <https://ndch.org.au/gp-clinic-book-now/>

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

NURSE ON CALL

Caring, professional health advice 24 hours a day
1300 60 60 24

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

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

VICTORIAN HOUSING SUPPORT

Crisis housing support
1800 825 955

NURSE ON CALL

Caring, professional health advice 24 hours a day
1300 60 60 24

REGIONAL MENTAL HEALTH TRIAGE

Assessment service for people experiencing mental illness
1300 363 788





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
- Pathology services onsite

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

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.

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.



Contact Us

KERANG

Community Health

24 Fitzroy Street
Monday to Friday
8.30am to 5.00pm
Phone: 03 5451 0200
Email: info@ndch.org.au

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 12:00pm to
1.00pm
Phone: 03 5451 0250

PYRAMID HILL

Community Centre

6 - 10 McKay 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
Monday to Friday
9:00am to 4:00pm
Closed 12:00pm to
1:00pm
Phone: 03 5451 0200

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



Northern District Community Health

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.



Australian Government
Aged Care Quality and
Safety Commission

