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NDCH Medical Clinic

NOW BULK BILLING!

Exciting news for our community!

Starting November 1st, the **NDCH Medical Clinic** will move to **bulk billing** - making health care **more affordable and accessible** for everyone with a valid Medicare card.

This means **no cost for standard consultations***, while our team continues to provide the same high-quality care you know and trust.

Call us on 03 5452 1366 to book your appointment.

*Procedures are excluded and may incur an additional fee.

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.



IMPORTANT UPDATE

The Gannawarra Social Meals Program

Northern District Community Health (NDCH) has made the difficult decision to conclude the Social Meals Program, with the final social meals to be held at the end of November 2025.

The program will continue as planned throughout October and November in the communities of Quambatook, Lalbert, Murrabit, Barook, Lake Charm, Cohuna, Kerang, Marcona and Leitchville.

The decision to wind up the program has been made as it is not government funded. As a not-for-profit organisation, NDCH can no longer continue to subsidise its delivery. NDCH explored external funding and sponsorship options; however, no ongoing funding was secured, leaving no viable option but to bring the program to a close.

NDCH will work with eligible clients to access alternative social and small group supports through My Aged Care. This change affects only the Social Meals Program. Meals on Wheels will continue as usual.

NDCH thanks the support provided by Gannawarra Shire Council, with free admission for all nine sessions occurring throughout November thanks to funding from the Victorian and Commonwealth Governments under the Commonwealth-State Disaster Recovery Funding Arrangements (DRFA) as part of the Gannawarra Community Flood Recovery Program. This assistance will enable residents to attend any of these gatherings, socialise and celebrate the impact the Social Meals program has had on residents.

We want to thank all participants, volunteers, and community partners for their support of this long-running program.

For more information, please contact NDCH on **03 5451 0200**

HOME & HEART IN QUAMBATOOK

John and Trish's Story

John and Trish Brown are long-term residents of Quambatook.

They moved to the town as newlyweds and lived in a caravan at the back of their block while their house was being built.

John has a background in mechanics, and Trish was a florist. Together they have made Quambatook home and enjoy spending time in their garden.

Both are grateful to NDCH for providing services that allow them to continue living independently in their home.

The Browns have been using our community nursing service for over ten years. What began as occasional visits to the clinic or their home has now become regular home visits that they look forward to.



John & Trish Brown

“We love seeing the friendly faces of the nurses when they come to visit us at home,” John and Trish said.

“We never know how busy they are, but when they visit, their focus is completely on us. They listen, take our observations, and give us all the time we need. We really look forward to their visits.”

In addition to community nursing, the Browns also see Nurse Practitioner Yvonne Fabry and Community Health Nurse Michelle Whitelaw at the Quambatook clinic.

“This is a wonderful service for Quambatook and the community,” they said. “It allows us to see someone for medical reasons and get scripts without leaving town. Michelle has a wealth of knowledge that has helped us so much.”

The Browns also appreciate being able to access podiatry locally. “We love that we can have our feet attended to without travelling. Emma Darker is a breath of fresh air, and we love visiting her,” they shared.

John and Trish both feel privileged and grateful to be able to continue living at home with help from local services.

“We’ve seen the dietitian and have access to carer support, which is wonderful,” they said. “We are so lucky to live where we do, and to have the services and resources that help us stay at home and live independently. We’re also fortunate to have our daughter Sue just a few houses away – she keeps an eye on us and contacts the nurses if she’s ever concerned.”



Yvonne Fabry (Nurse Practitioner) & Michelle Whitelaw (Community Health Nurse)



Yvonne Brings More Care to Swan Hill

We are pleased to share that Nurse Practitioner Yvonne commenced working in Swan Hill on Tuesday, 14th October. Yvonne will now be visiting our Swan Hill office located at **107 McCallum Street** fortnightly on Tuesdays to provide care and support to the community.

Her first clinic was a busy one, highlighting just how valued this service is, especially with the current long wait times for GP appointments in the area. We are delighted to have Yvonne on board and look forward to the positive impact her ongoing visits will bring to the Swan Hill community.

Call 03 5452 1366 to book an appointment with Yvonne!





UPCOMING GNETS CHRISTMAS & NEW YEAR BREAK

The GNETS will be taking a holiday break
from **14 December 2025** to **1 February 2026**.

During this time, services will be on pause.
Please mark it in your calendar.

If you have any questions, please call the
community care team on 03 4429 1900.



Quitting can be hard, but you've got so many reasons to keep trying

For Sunday get-togethers with friends, not missing out for a puff.
For running around with the kids, not sitting out.
For great memories that haven't been made yet.
For you, because you can.

 **Quitline**
13 7848
quit.org.au

**For local support, contact our office and ask to speak
with our Chronic Disease Nurse on 03 5451 0200**

Download the My QuitBuddy app to help you stay smoke & vape
free (click [HERE](#))



A partnership between:



VicHealth



Cancer
Council



Do you have an NDIS Plan?

Our Support Coordination Team has capacity!



Emily Mathiske

Support Coordinator



Kellie Crellin

Support Coordinator



Taylah Collier

Support Coordinator

The NDIS helps people with a disability to join in with their community and live independently.

Our NDIS services are:

- Support Coordination
- Community Nursing Care
- Podiatry
- Occupational Therapy (*currently not available*)
- Paediatric Physiotherapy (*currently not available*)
- Dietitian

Reach out to our team today!



03 5451 0200 - ask to speak with a member of the Support Coordination team



ndis@ndch.org.au

We are proud to be NDIS Registered & Accredited



REGISTERED
NDIS
PROVIDER

ALCOHOL & OTHER DRUG SUPPORT

COVERING BULOKE, GANNAWARRA
AND NORTHERN LODDON SHIRES

AGES 12+

How we can help

- Confidential conversations with a trained professional
- Support for mental health, friends, family and life issues
- Focus on better wellbeing
- Access to detox/rehab services
- Help to reduce or stop substance use

Why choose NDCH?

- Free service
- No referral needed
- Compassionate, local and professional support

Contact us:

03 5451 0200 | reception@ndch.org.au

DOCTORS

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

NURSE PRACTITIONERS

Yvonne Fabry
 Heather Spence

NURSING TEAM

Medical Clinic, Community Health & Footcare

Jen Brereton
 Shannon Laursen.
 Narelle Weekly
 Sharee Edge
 Rosina Bear
 Michelle Whitelaw
 Kristen Hipwell
 Jenny Emonson
 Marg Winship

ADMIN STAFF

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



See a doctor sooner - book at our Kerang clinic
(Swan Hill patients welcome)

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
- Insertion and removal of Mirena and IUD's

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

8 - 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

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Australian Government
Aged Care Quality and
Safety Commission

