



Kerang | Cohuna | Boort | Pyramid Hill | Koondrook | Quambatook | Swan Hill

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CEO Message

Hello everyone,

As we come to Christmas, I want to say a big thank you to everyone - our amazing NDCH team of staff and volunteers, our partners across community organisations, schools and local councils, and of course you, the people who live, work and play across our region. Your trust and support are our greatest asset.

It's been a busy and positive year at NDCH. We welcomed our Community Care Program into the wider NDCH team, helping more people stay safe, happy and independent at home. More than 650 older residents now receive support with daily tasks, warm meals and friendly check-ins that make a difference to people living well, independently and connected with family and community.

Our Medical Clinic also had a big year. We welcomed new doctors and nurses, supported student learning, and from 1 November became a fully Bulk Billing clinic to make healthcare easier to afford. In July, we proudly achieved national accreditation for quality and safety - a sign of the high standard of care you can expect every time you are supported by the team at NDCH.

Our volunteers continued to shine brightly. Whether delivering Meals on Wheels, helping people get to appointments or offering a friendly hand, their generosity strengthens our whole community. With more than 110 volunteers, NDCH simply couldn't do what we do without them.

To our community: thank you for trusting us. To our staff, volunteers and Board: thank you for your hard work, kindness and commitment.

I wish you all a safe, restful and happy Christmas. We look forward to seeing you in the new year.

Penny Wilkinson

Chief Executive Officer



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.



NDCH Christmas Operating Hours

Kerang - NDCH Medical Clinic	from 5pm 23 Dec to 2 Dec: CLOSED 5 Jan: Business as usual
Kerang - Community Health	
Cohuna	
Swan Hill	
Boort	
Pyramid Hill	from 2pm 24 Dec to 26 Dec: CLOSED 29 Dec: OPEN
Quambatook	30 Dec to 1 Jan: CLOSED 2 Jan onwards: Business as usual

Connect Hearing Kerang

Did you know that Northern District Community Health has a dedicated hearing care provider? Come see us next time you're in the area!

Whether you're after hearing aid fittings or advice on your hearing health, we're here for you. Our friendly team will provide expert care to help you find the best solution for your needs.

Speak to us today to find out more!

 **03 5441 5199**



Visit us today for:

- ✓ Free hearing checks*
- ✓ Comprehensive hearing tests
- ✓ Free 10-day hearing aid trials
- ✓ Hearing aid fittings & same day fittings
- ✓ Fully-subsidised pensioner & DVA hearing services**
- ✓ Medicare rebates available for eligible clients^
- ✓ WorkCover
- ✓ Hearing protection & assistive listening devices
- ✓ Servicing all hearing aid brands

*Terms and conditions apply, see our website for more information www.connecthearing.com.au/info/terms-conditions **Terms and conditions apply under the Australian Government Hearing Services Program. ^Clients must attend with a valid medical referral from their GP or medical specialist.

Welcome to Our New Occupational Therapist – Karis Brain



We're excited to welcome Karis Brain to the NDCH team as our new Occupational Therapist.

Karis recently completed her Bachelor of Occupational Therapy (Honours) at La Trobe University, where she received several academic awards recognising her dedication and achievement. She has already spent a few days settling in and getting to know our services.

We're delighted to have Karis join us and look forward to the valuable support she will bring to our clients and community.

Now
Bulk Billing!

+

NDCH

Medical Clinic

We're making healthcare more affordable for our community. From **November 1st**, the **NDCH Medical Clinic** will become a **bulk billing clinic** – meaning **all patients with a valid Medicare card** will have zero cost for standard consultations.*



Our team remains committed to providing high-quality, accessible care for everyone in our community.

Call to book! 03 5452 1366



*Procedures are excluded and may incur an additional fee.

International Day of People with Disability – Event Snapshot

On Tuesday 11 November, NDCH attended the International Day of People with Disability event at the Kerang Tennis Club.

Kellie, Sourav and Emily represented NDCH on the day, joining a fantastic line-up of local organisations and community members. The morning included plenty of opportunities to connect with other providers, including My Plan Connect, AXIS Employment, LACs from Intereach, Vivid Workcrew, and members of Victoria Police.

Attendees also enjoyed meeting clients, having a friendly hit of tennis, and sharing a BBQ in the sunshine.

A big thank you to Rhonda Allan from Mallee Sports Assembly for organising another wonderful community event.



My healthcare rights

Australian Charter of Healthcare Rights

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



08/2025

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



MEET OUR NURSE
PRACTITIONER

YVONNE

**Now
Bulk
Billing**



Yvonne is a highly skilled Nurse Practitioner with advanced training and years of experience. She can help you with many of your health needs in a friendly and professional way.

Yvonne can provide:

- ✓ Prescriptions and medication reviews
- ✓ Women's health care: Pap smears, contraception, menopause support
- ✓ Care for long-term conditions: diabetes, asthma, heart health
- ✓ Tests and referrals: blood tests, x-rays, ultrasounds
- ✓ Vaccinations for adults and children
- ✓ Pregnancy and after-birth care
- ✓ Men's health, health checks, and much more

You can find Yvonne at:

- ✓ NDCH Medical Clinic (Kerang)
- ✓ Swan Hill - every fortnight from 14 October
- ✓ Quambatook & Pyramid Hill - alternating Thursdays

Please check with the Medical Clinic for exact dates when booking.

*Call the NDCH Medical clinic to book
your appointment with Yvonne today!*



03 5452 1366



School Focused Youth Service



Northern District Community Health

SCHOOL FOCUSED YOUTH SERVICES 2025 WRAP-UP

A YEAR OF CONNECTION, CREATIVITY & COMMUNITY IMPACT!



"Even though I've only been in the SFYS Coordinator role for a short time, I've already seen just how powerful this program is for our local schools and young people. Since the program first began in 1998, it has been supported and shaped by many dedicated staff, including long standing team members Lindsay Maplestone and Jim Hurst. More recently, Emily Wood and myself have been the two most recent to continue this work. The passion shown by teachers, wellbeing staff, and community partners across our region has been incredible, and it's been an honour to be part of it. To every school we've had the privilege to work with across the Southern Mallee, Northern Loddon, and Campaspe regions thank you, for trusting NDCH and the SFYS program to support your students, staff, and wider school communities. Your collaboration and commitment to student wellbeing have made this work truly meaningful. Together, we've helped create environments where young people feel supported, connected, and empowered to thrive."



NATASHA HARE - SFYS COORDINATOR

PROGRAM HIGHLIGHTS OF 2025

LEGO® Club Facilitation

Building teamwork, problem-solving and emotional regulation through hands-on fun and creativity.

I Am Mindful

Delivered in three schools, providing students with practical tools to manage big emotions and strengthen relationships.

Creative Wellbeing Workshops

In partnership with Dandy Lion Art Studio, Swan Hill, students explored art, mindfulness, and self-expression.

Cultural Connection Projects

Co-designed with Aboriginal and multicultural leaders to strengthen cultural safety, understanding, and inclusion in schools.

Fitness & Wellbeing Program

Run alongside Victoria Police, combining physical activity with teamwork, leadership, and positive relationship-building.

"It's been amazing to see students grow in confidence and connection through these programs small changes that make a big difference."
- Tash, SFYS Coordinator

SUPPORTING & STRENGTHENING OUR EDUCATORS

Over 200 teachers took part in SFYS professional learning this year, exploring trauma-informed strategies, mental health support skills, and practical wellbeing approaches. A highlight was the EFT/Tapping for Trauma Relief workshop at Swan Hill College - an energising and empowering session that equipped staff with evidence-based tools to support themselves and their students.

WHOLE-SCHOOL WELLBEING IN ACTION

One standout moment was our partnership with Mary MacKillop College, bringing renowned parenting expert Dr Justin Coulson to the region. The event featured sessions for students, staff, and parents. All centred around respect, resilience, and responsibility.

LOOKING AHEAD

As we close our 2025, We acknowledge the decision of the Victorian Governments to conclude the program from January 2026 after 27 years of working in partnership with schools and families across the region to support young people's wellbeing.

"While we are disappointed in this decision, our commitment support children and young people across the region remains a priority for NDCH", says Penny Wilkinson, CEO NDCH. We value the relationship we have with schools across the region and we'll engage with schools over 2026 so that we can continue to work together to support and intervene early for students and their families that need wellbeing support.

"Together with SFYS, we're creating a culture where students, staff, and families all speak the same language around wellbeing."
- Staff Member, Mary MacKillop College



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.



Free Pads & Tampons

Now Available at Our Pyramid Hill Office

We're pleased to share that our Pyramid Hill office now has a **free pads and tampons vending machine available for community use**. This initiative is part of the Victorian Government's Free Pads and Tampons in Public Places program, helping make period products more accessible for everyone.

A full list of participating locations across Victoria is available on the [Better Health website](#).

Venues across the state are also helping to promote the initiative with posters, email banners, and other resources. You can learn more about the program and access these materials through the Better Health Channel's stakeholder page.

We're proud to support this important initiative and help ensure our community has access to essential items when they need them.



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

Live the life you want to live



Northern District
Community
Health

Specialist Homelessness Service

At Northern District Community Health, our **Specialist Homelessness Service** (SHS) supports individuals and families who are experiencing or at risk of homelessness. We offer **practical assistance, advocacy, and referrals**.

Our Services

- ✓ **Housing Information & Guidance** with your options and next steps.
- ✓ **Advocacy & Support** with other homelessness and housing providers and agencies.
- ✓ **Referrals** to connect you with additional resources including material aid, accommodation support and specialise support.



For more information
contact us on:

03 5451 0200

www.ndch.org.au
info@ndch.org.au

Providing services to Gannawarra, Buloke & North Loddon Shire

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

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

