

Inside This Issue

| | |
|--|-------|
| NDCH Medical Clinic is Here for You! | 1 |
| Acknowledgment & Socials | 2 |
| Support for Your Mental Health | 3 |
| Your Care, Our Priority | 4 |
| Support That Fits Your Life | 5 |
| Indigenous Childrens Program End of Year Party | 6-7 |
| Pyramid Hill Early Morning Swim | 8 |
| Summer Cinema At The Pool | 9 |
| Summer's Here! Stay Sun-Safe | 10 |
| NDCH Medical Clinic | 11-12 |
| Contact Us | 13 |

NDCH MEDICAL CLINIC IS HERE FOR YOU!

Looking after your health is easier than ever at the NDCH Medical Clinic, where our friendly team of GPs, Nurse Practitioners, and Nurses are ready to support you.

From routine check-ups and vaccinations to managing ongoing health concerns, we provide comprehensive care for the whole family – all through **bulk billing**, so you don't have to worry about out-of-pocket costs.

Visiting the NDCH Medical Clinic means you can get the care you need close to home, with a team who knows our community and is committed to helping you stay healthy. Whether it's a quick visit for a minor issue or regular health management, we're here to make the process simple, convenient, and supportive.

Don't put your health on hold – it's easy to book an appointment, and taking care of yourself now can make a big difference later.

Call the NDCH Medical Clinic today on **03 5452 1366** to book your appointment.

Looking after your health has never been easier — our doors are open, and our team is ready to help you feel your best.



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.



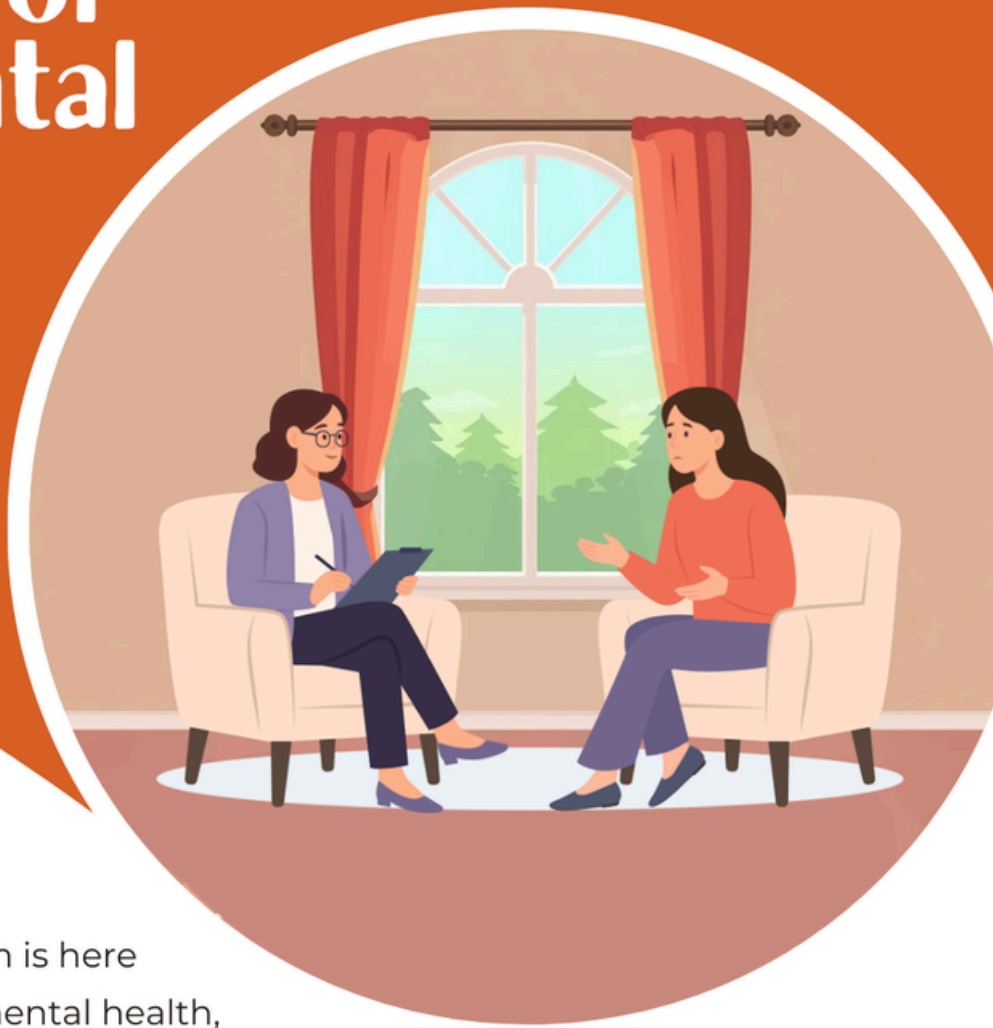
LGBTIQ+ COMMUNITIES

NDCH proudly supports the LGBTIQ+ communities.



Support for Your Mental Health

Counselling Services Available Across Our Region



At Northern District Community Health, we understand that life can be challenging at times. Our professional counselling team is here to provide support for your mental health, wellbeing, and personal growth.

We offer confidential, safe, and non-judgemental counselling services, including:

- **Generalist/Mental Health Support** - talk through stress, anxiety, depression, or life changes, or develop practical tools to help manage daily challenges with wellbeing and coping strategies
- **Alcohol & Other Drug (AOD) Support** - guidance and strategies to help manage alcohol or drug use.

Our services are available in:

- **Gannawarra**
- **Boort**
- **Birchip**
- **Pyramid Hill**
- **Wycheproof**

For more information speak to our friendly team on 03 5451 0200

YOUR CARE, OUR PRIORITY



Yvonne is coming to see you this January! Please view table below:

| Swan Hill | Pyramid Hill | Quambatook | Kerang |
|---------------------------------|----------------------------------|---------------------|--|
| Tuesday 13 & Tuesday 27 January | Thursday 8 & Thursday 29 January | Thursday 22 January | Monday 5, Monday 12 & Monday 9 January Tuesday 6 & Tuesday 20 January |

Call our Medical Clinic to book



03 5452 1366

Support That Fits Your Life

Home & Community Care Program for Younger People (HACC PYP)

The Home and Community Care Program for Younger People (HACC PYP) supports Victorians who may need help to live safely and independently at home.

HACC PYP is available for:

Victorians from birth to 65 years

Aboriginal & Torres Strait Islander people from birth to 50 years

Support may be available if your ability to live independently is impacted by a chronic illness, mental health concerns, disability, or another health condition. Whether you need short-term help or ongoing support, HACC PYP can assist you to stay well, independent, and connected to your community.

Support services may include:



Shopping Assistance



Domestic Assistance



Personal Care Assistance



Delivered meals



Home Maintenance

*A subsidised fee applies for HACC PYP services.
HACC PYP is funded and managed by the Victorian Department of Health.*

For more information, contact the NDCH Community Care Team on **03 4429 1900**



INDIGENOUS CHILDRENS PROGRAMS

NDCH welcomes and supports Indigenous children and families. Our Kethawil Pembengguk program is for young children and families (0-5yr olds).

Our Tyipen Kwe program is for older children and youth.

KETHAWIL PEMBENGGUK

- Supporting children in school readiness.
- Cultural activities that promote pride in self.
- Family activities supporting connections and mentorship.
- Cultural resources and incursions.
- Education and education supporting healthy eating.

TYIPEN KWE

- Supporting children & youth in Independence.
- One on one supports and mentoring.
- Embracing Culture and self into adulthood.
- Family camps on country and activities
- Afterschool group activities and adventures.

All ATSI children are welcome, call Casey or Emma to join our programs!



0456 595 771

End of Year party!

The hot weather forecast for the week of our breakup saw TK and KP families enjoying an evening of games, good food and good company in the lovely airconditioned rooms of the Kerang Golf Club. The Golf Club has always been so good at making room for us and we really appreciated being out of the sun, in a space large enough that the kids could still be kids.

There were heaps of activities set up to keep everyone occupied, from card and boardgames, to games invented by Casey and Emma (lots of high energy crazy fun for this kids with this!), to coloring in, as well as NDCH's range of large outdoor games. This included NDCH's brand new cornhole game printed in Indigenous print - it was a hit! Perfect for indoors with lots of space - the game ended up very competitive and the teams very large! Looking forward to seeing it out and about at other events around the NDCH catchment area.

It was a great to see so many families joining in, lots of kids having fun, and our healthy eating policy providing a great end of year feast that was not only healthy but very yummy. Thank you to the community members who helped cook all the food - you did a GREAT job and it was appreciated!

We love working with all the families in our program and appreciate the trust provided us in everyone being so confident and able to give us a call, rock up to NDCH, and be involved in our events, it means a lot and we thank every single person, adults, youth and children, for that trust.

Looking forward to 2026 and all the amazing things our Indigenous programs will do ~ Emma NDCH Indigenous Programs

PYRAMID HILL EARLY MORNING SWIM!

KEEN TO BEAT THE HEAT, OR WANT A DIP BEFORE WORK OR SCHOOL?
THE PYRAMID HILL POOL WILL NOW BE OPEN EARLY EACH WEDNESDAY

EVERY WEDNESDAY STARTING
10TH DECEMBER

6.30AM - 9.00AM

PYRAMID HILL SWIMMING POOL
VICTORIA ST, PYRAMID HILL



ActiveLoddon



FREE ENTRY

Summer Cinema At The Pool

13/1 Alien
Invasion @

14/1 Ocean
Antics @

15/1 Welcome to
the Jungle @

16/1 Save The
Day @

17/1 Game
On @

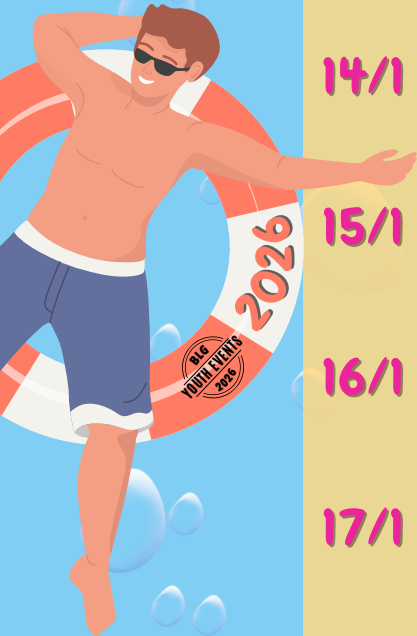
Boort

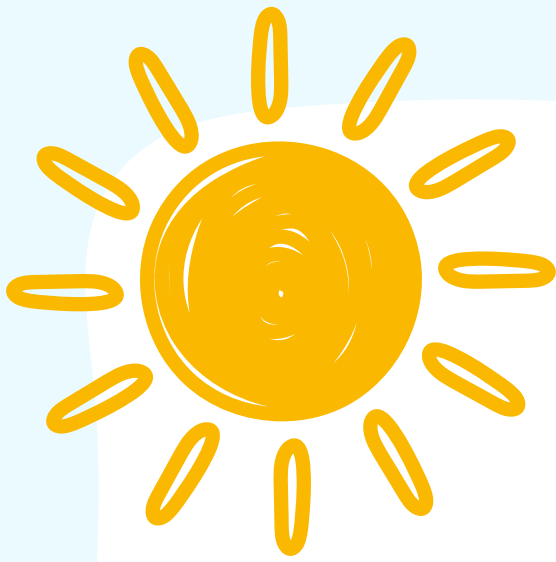
Pyramid Hill

Cohuna

Koondrook

Kerang





Summer's Here!

Stay Sun-Safe!

January is full-on summer in Australia, and that means plenty of sun! While we all love a sunny day, it's important to look after our skin and eyes while enjoying the outdoors.

And I'm sure you know the iconic sun safety slogan from Cancer Council: ***Slip, Slop, Slap, Seek, Slide!***



SLIP

on clothing that covers as much skin as possible - think long sleeves!



SLOP

on SPF50 (or higher) broad-spectrum, water-resistant sunscreen.



SLAP

on a broad-brimmed, legionnaire, or bucket-style hat to protect your face, nose, neck and ears.



SEEK

shade wherever you can - under trees, built shade structures, or your own gazebo or umbrella with high UPF.



SLIDE

on sunglasses! When paired with a hat, they can cut UV exposure to your eyes by up to 98%!

Even on cloudy days, UV rays are still strong, so these simple tips make it easy to enjoy the summer safely!

Stay cool, stay protected, and have fun out there!

For more info, visit the Cancer Council Australia website [**HERE!**](#)

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

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

