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Pictured: NDCH Counsellor Suzie helping out at the Cohuna Relief Hub with Gannawarra Shire Council Staff.

Community Spirit

What a beautiful and caring community we live in.

Everyone has done an outstanding job to support the community during the flood emergency. In times of disaster we are so lucky to live in a community that rallies together where individuals help out the best they can. For some that may mean being out with the community sandbagging or offering support, for others it may mean preparing their house for the impacts of the disaster or cooking meals for the volunteers. Some may continue to work and others are at home caring for children and remote learning. At NDCH we know that everyone has done their best to help, even if it looks different and we want to say a big thank-you to you!

We know this has been a stressful time and we want to let you know that there is support available. Please give Community Health a call on (03) 5451 0200 or our Medical Centre Clinic a call on (03) 54521366 and we will do all we can to assist. Remember to be extra gentle on yourselves and extra kind. Together we can get through this challenging time.

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.

NOVEMBER 2022

MANAGING YOUR DIABETES IN AN EMERGENCY



My diabetes plan for natural disasters and emergencies



Diabetes emergency kit

Make a plan. Download plan here: ndss.com.au



Do you have...

- At least a 14 day supply of medications, insulin and syringes or insulin pens.
- Blood glucose monitoring supplies. (including batteries, lancets, strips and sensors)
- Hypoglycaemia kit (low blood sugar) containing jelly beans, glucose tablets, cans of soft drink, glucagon kit and a supply of non-perishable foods. (eg crackers, peanut butter or muesli bars).



Contact Alex or Demi at NDCH for support with your diabetes plan.
Call 5451 0200 8.30am-5.00pm

FLOOD INFORMATION COMMUNITY SUPPORT

5 WAYS TO WELLBEING



IF YOU ARE IN IMMEDIATE DANGER AND REQUIRE URGENT ASSISTANCE, DIAL 000

EMERGENCY ASSISTANCE

- If your home is about to flood call the Victorian SES on 132 500. The SES will contact the local Gannawarra or Loddon County Fire Authority for extra help as required.
- Go to the State Emergency Service website for information on www.ses.vic.gov.au
- Stay informed: Vic Emergency Hotline 1800 226 226
- SUBSCRIBE TO Vic Emergency App for ALERTS



DOWNLOAD



- If you don't have the App go to www.emergency.vic.gov.au



FLOOD RECOVERY HOTLINE

Flood Recovery Hotline is a single state-wide number that Victorians impacted by the October 2022 floods can call for help or assistance with:

- navigating available supports
- mental health and wellbeing support
- financial support

The recovery hotline is open from 7.30am-7.30pm every day.

Call 1800 560 760

INDIVIDUAL SUPPORT

The Psychological First Aid service helps individuals through disasters, like floods and other emergencies. People who contact the service will be provided with emotional support for their individual needs.

www.vccem.org.au

24 Hour Support:

- Lifeline 13 11 14
- Kids Help line 1800 551 800
- Beyond Blue 1300 224 636

Local Counselling:

- Northern District Community Health 5451 0200



FARMING AND BUSINESS SUPPORT

Excellent support for farmers and businesses to talk about the next steps following the floods. Accessing grants, negotiating banks, planning for the next few months. Confidential, free and understand rural communities.

Call RFCS North West 1300 735 578
or visit www.wswrcs.com.au



COMMUNITY RELIEF HUBS

Sir John Gorton Library Kerang

Murray Valley Hwy &, Shadforth St, Kerang

Cohuna Library

25 King Edward St, Cohuna

URGENT ANIMAL WELFARE ISSUES

The Vic Emergency Hotline has also been enacted for urgent animal welfare issues on 1800 226 226



The floods have created a whirlwind of challenges. The immediate impact and ongoing recovery process of an event like this can cause significant emotional trauma to individuals, families and communities.

Trauma can hit anyone at any time - no matter the state of your mental health before the event.

Whether it is grabbing a few minutes to call a buddy for a chat, or taking time to drink your cuppa instead of racing out the door, checking in on your own mental health and stress levels - and checking in on your mates - is an important aspect of trauma recovery.

Below are a selection of resources to help you get started:

- Lysn - an online psychology service tailored to farmers: <https://farmerhealth.org.au/access-a-psychologist-online>



- Steering Straight - a free self-guided digital download to help manage your mental health management: <https://farmerhealth.org.au/mental-health-4-ag>



- Managing Stress on the Farm - a free booklet full of information, resources and guides to help navigate the challenges of living and working on the farm.

<https://farmerhealth.org.au/wp-content/uploads/2021/10/FINAL-UPDATED-MSOTF-SEPT-2021.pdf>



- ifarmwell is a free online tool kit to help farmers cope effectively with life's challenges and get the most out of every day, regardless of the circumstances they face. <https://ifarmwell.com.au/>



**If you are struggling to cope after a traumatic event,
make an appointment with your GP.**

Health Alert

Japanese Encephalitis (JE) virus is a rare but serious infection. It has been detected in north and north western Victoria.

Protect yourself and your family from JE virus by avoiding mosquito bites.

- Wear long, loose-fitting clothing outdoors.
- Use mosquito repellent that contains picaridin or DEET on all exposed skin.
- Make sure your accommodation is mosquito-proof.
- Limit outdoor activity if lots of mosquitoes are about.
- Make sure there is no stagnant water around your home.

For more information visit
www.betterhealth.vic.gov.au/beat-the-bite



Department
of Health

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Floods and your health

THE RECENT FLOODING EVENTS HAVE IMPACTED MANY AREAS AND FLOODED HOMES AND FARMS, AS WELL AS CUTTING OFF ACCESS TO SOME AREAS LEADING TO PEOPLE BEING ISOLATED. THE FLOODWATER CAN MAKE IT HARDER TO STAY HEALTHY AND SAFE. BUT THERE IS HELP, FURTHER INFORMATION AND ADVICE AVAILABLE

Beware of bacteria

Contact with floodwater with your bare skin can make you sick or cause infections, as it contains bacteria that causes disease.

These bacteria can come from sewage or animal waste mixing with the water as the area floods.

Rising water levels can make sewage overflow inside your home, as well as being present in floodwater, so contaminated areas need to be cleaned and disinfected when possible.

Always keep pets and children away from the area and out of floodwater.

Leptospirosis outbreaks may also occur following heavy rain or floods. Symptoms include vomiting, diarrhoea, stomach pain, coughing and a sore throat.

See your doctor or GP as soon as you can if you are experiencing this. For more information, go to:

www.healthdirect.gov.au/leptospirosis.

Hand washing

Hand washing with soap and water can protect you and others from a range of infectious diseases. It is also important to help stop the spread of bacteria from floodwater, gastro and COVID.

COVID is still present within our communities please continue to help stop the spread by washing your hands often and testing if you have symptoms.



Be mindful of mould

Mould is a common fungus (an organism related to mushrooms) that can grow in wet or moist areas that lack fresh air, like ceilings, bathrooms, carpets and wood. It can look like fuzz, or a stain or discolouration and can be many different colours.

It is also common after flooding or if an area can't dry properly.

Mould growing in your home can damage your health. It can cause blocked noses, sneezing, coughing, wheezing and respiratory infections; it can also make asthma and other allergies worse.

People who are most likely to be affected or become sick are:

- under 12 years old;
- infants or very young children;
- pregnant women;
- over 65 and those with weak immune systems; and
- those with existing allergies, severe asthma or lung diseases.

For more information, as well as what to do if you find mould and how to get rid of it Bendigo Public Health Unit have provided some advice on page 7.

It's okay to feel stress from an emergency. Support is available.

Flood Recovery Hotline: 1800 560 760

NDCH: (03) 5451 0200



How to prevent mould from growing

- If your house has been flooded for more than two days, mould will most likely be a problem.
- Mould can trigger breathing problems (such as coughing, sneezing and asthma) and infections. You are most at risk if you have a weakened immune system, allergies, severe asthma or lung diseases.
- To prevent mould growth, clean up and dry out the house as quickly as possible (within 48 hours):
 - If possible, drain away any water that's under the house.
 - Remove all wet or damaged items, such as mattresses and bedding, rugs, curtains, clothes, toys, plasterboard on walls and insulation.
 - Clean and disinfect all surfaces inside the house, including floors, walls, the kitchen, bathroom and laundry.
- Allow the house to dry throughout – leave windows and doors open whenever possible.

Produced by the Loddon Mallee Public Health Unit
phu@bendigohealth.org.au phone 1800 959 400



How to clean mould in your house

- Try and remove mould as soon as possible after your house is dry.
- Make sure doors and windows are open and wear protective clothing, such as a shower cap, rubber gloves, eye protection, overalls, suitable footwear and a P1 or P2 face mask (available from your hardware store).
- Do not use a broom or other dry brush to clean up the mouldy area. If you use a vacuum, make sure it has a HEPA (high efficiency particulate air) filter.
- Mix white vinegar or a mild detergent (like sugar soap) with water and use a microfibre cloth to clean mould off walls, floors and tiles. Clean the cloth often in a separate bucket of clean water.
- Make sure to dry the area thoroughly after wiping mould off surfaces.
- If using a commercially available product, check the label to see how much to use and on which surfaces it can be used and always read and follow safety instructions.
- Do not mix bleach with ammonia, acids or other cleaners – this can release dangerous fumes.

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phu@bendigohealth.org.au phone 1800 959 400



24-30 OCTOBER 2022

OTWEEK

Pictured: NDCH Occupational Therapists Amber, Denise, Anna and Chris.

Below are some helpful tips from your local OT's to help deal with stress during these challenging times.

- **Connect to others:** whether it be your family, your community or even your neighbour. Social connections can help reduce our stress levels. Reach out to someone. If you are unable to physically see them, you could try a phone call or face time.
- **Get active:** physical exercise helps produce hormones that help reduce stress. Get active in ways that you enjoy. It might be going for a walk, stretching your body or even spending time in the garden.
- **Avoid triggers:** Do you feel stressed every time you go on social media or watch the news? Try to limit your exposure to things that may be causing you to feel stressed.
- **Look for the positives:** When we look for things that make us feel good our brains get better at noticing these things, and blocking out the negative. Make a conscious effort to notice the positive things in your day. Did you see something that made you smile? Take note of these things - try writing down 3 things each day that made you feel happy!
- **Breath:** It sounds silly but when we are stressed our body tends to switch into survival mode and our breathing can become shallow and faster. Big slow breaths help send signals to our brain to help our body relax. Pick a time of the day where you simply spend a few minutes to breathe. Take big breaths in through your nose and out through your mouth. Aim for 4 seconds inhale and 4 seconds exhale.
- **Be mindful:** When you can feel yourself getting stressed try to bring your mind back to focus on your surroundings. This can help you feel more grounded and move your focus away from what is causing you stress. Look around and see if you can find 5 things you can see, 4 things you can feel, 3 things you can hear, 2 things you can smell and 1 thing you can taste.
- **Notice moments of tension:** Have you ever noticed how your body feels when it is stressed? Often our body becomes tense as a result of stress. Take a moment in your day to notice how your body feels. Can you notice any areas that feel tense or tight? We can even do a body scan, starting at your feet squeeze your muscles. Take a moment to notice the feeling, and then with a big breath, breathe out slowly and let your feet relax. Move up to your legs, and the rest of your body in small sections until you get all the way to your head.

ALL STAFF TEAM MEETING

In October we had our all staff team meeting via zoom. Mandy provided an update on the current flood emergency and checked in with staff.

We also had an update from the Allied Health team, who provided the staff with a 3 week wellbeing challenge earlier in October.

Each team received a point for every wellbeing activity a member of that team completed. Lots of photos of walking the dog, phone calls with friends, warm baths and social gatherings were shared.

The winning teams were

1st- Community support team (and NDIS team)

2nd- Allied Health

3rd- Exec and HP

4th Customer engagement team

Come join our wonderful culture by checking out our current employment opportunities on the next page.



Pictured: Staff zooming in from home into the All Staff Team meeting.

WE CURRENTLY HAVE SOME EXCITING POSITIONS AVAILABLE AT NDCH



WE ARE HIRING

NEW ROLES:

- COMMUNITY HEALTH NURSE (RN)- CASUAL BACKFILL

ONGOING ROLES:

- SCHOOL FOCUS YOUTH SERVICE PROGRAM FACILITATOR (5 DAYS A WEEK)
- SPEECH PATHOLOGIST (UP TO 5 DAYS A WEEK)



For position descriptions please contact NDCH Customer Engagement Team on 54510200 or email reception@ndch.org.au
Alexia Stephens, General Manager Programs & Services and De Radcliffe, General Manager Corporate Services are available for a chat regarding these roles if needed.

SUMMERWAVE MUSIC FESTIVAL

NEW DATE

4TH FEBRUARY 2023
ATKINSON PARK - KERANG

DUE TO ONGOING FLOODING IN OUR REGION AND SAFETY CONCERNS, WE HAVE MADE THE DIFFICULT DECISION TO POSTPONE OUR EVENT.

WE WILL COME BACK BIGGER AND BETTER THAN EVER.

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

Your COVID Checklist

What to do if you test positive to COVID-19 or if you've been told you are a contact:

www.coronavirus.vic.gov.au/checklist



Health Promotion Worker, Rachel in the veggie patch & kitchen



Pictured: Health Promotion Worker, Rachel with beetroot grown from her father in laws veggie garden.



Beetroot Pearl Cous Cous

Ingredients:

- Beetroot
- Onion
- Vegetable stock
- Pearl Cous Cous or risotto rice

Step by Step

There are a few simple steps involved in making this pink couscous come to life

1. Roast the beetroot - 50 mins
2. Cook the onion with olive oil in the saucepan
3. Add couscous or rice to the saucepan with the vegetable stock- read the packet instructions and you'll be good to go.
4. Take the beetroot out of the oven, whizz half of them into puree'
5. Combine everything.

This recipe is an idea 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 Megan Belot
Dr Tobi Kupoluyi
Dr Fungai Zinyowera

NURSE PRACTITIONERS

Yvonne Fabry
Heather Spence

NURSES

Jenny Brereton RN (Team Leader)
Shannon Laursen RN
Kristen Hipwell EN
Rosi Bear RN
Michelle Whitelaw EN
Narelle Weekley RN
Sharee Edge RN

ADMIN STAFF

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



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

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

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We're creating a
healthier workplace

