



**NOCH**

Northern District Community Health

# Service Information

Updated November 2023



# Organisational overview

## Our Purpose

To improve health and wellbeing and reduce rural health inequity by working across the social determinants of health.

## Vision

Building healthy, inclusive and connected rural communities.

## Values

- We have the courage and agility to champion new ways.
- We have an eye on shaping the future.
- We listen.
- We know diversity of people, experiences and perspectives makes our work stronger
- We trust, respect, encourage and look out for each other.
- We can be counted on to deliver and do things well.

## Accreditation

We are committed to continuous quality improvement and maintain full accreditation against these standards:

- Quality Improvement Council (QIC) Health & Community Services Standards
- Human Services Standards (DHHS VIC)
- Aged Care Quality Standards (accreditation late 2020)
- RACGP Standards
- NDIS Practice Standards (July 2020)

NDCH receives funding from the Victorian and Commonwealth Governments.



**NDCH is a not for profit registered charity.**

# We Acknowledge

## ABORIGINAL & TORRES STRAIT ISLANDER PEOPLE & COMMUNITIES

NDCH acknowledges that our work occurs on the country of the Traditional Owners of the area, the people of Barapa Barapa, Wemba Wemba, 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



## Find us on social media

@NDCHVIC



If you want to stay up to date on our latest news, events and social happenings find us on social media.



# Table of Contents

<b>About NDCH</b> .....	<b>4</b>
<b>Our Services</b> .....	<b>5</b>
<b>Contact Us</b> .....	<b>5</b>
Privacy and confidentiality.....	6
Bring a Support Person.....	7
Translation and Interpreter Support.....	7
Rights and Responsibilities.....	8
Charter of Aged Care Rights.....	9
Charter of Human Rights and Responsibilities.....	10
Aboriginal & Cultural Rights.....	10
<b>Allied Health</b> .....	<b>11</b>
Occupational Therapy.....	11
Diabetes Education.....	11
Endocrinology Telehealth.....	11
Healthy Hearts and Lungs.....	12
Podiatry and Footcare.....	12
Paediatric Physiotherapy.....	13
Speech Pathology.....	13
Dietitian.....	14
<b>Medical Clinic</b> .....	<b>15</b>
<b>Community Nursing</b> .....	<b>17</b>
Agri Safe Clinics.....	17
Chronic Disease Management.....	17
<b>Community Support</b> .....	<b>18</b>
Mental Health Carer Support.....	18
Generalist Counselling.....	18
Alcohol and Other Drugs Counselling.....	18
Smoking and Vaping Cessation.....	18
Rural Withdrawal Program.....	19
Primary Mental Health Services.....	19
Specialist Specialist Homelessness Service.....	20
Mental Health First Aid.....	20
Supported Playgroups.....	20
<b>Health Promotion</b> .....	<b>21</b>
Indigenous Children’s Program.....	21
School Focused Youth Service.....	21
Youth, FReeZA and Engage Programs.....	22
<b>We are a Registered NDIS Provider</b> .....	<b>23</b>
<b>Community Care</b> .....	<b>23</b>
<b>Our Fees</b> .....	<b>24</b>
<b>Providing Feedback</b> .....	<b>26</b>



# About NDCH

**1988**

A working party was established to evaluate the need for community health services within the areas of Kerang, Cohuna, Pyramid Hill and Barham.

The communities of Kerang, Cohuna and Pyramid Hill combined to form Northern District Community Health Service Inc.

**1989**

An Interim Committee was elected and became responsible for creating a community health service that truly reflected the communities' needs.

A CEO was appointed and took on the role of co-coordinating the establishment of the service.

**1990**

Three part time community health nurses were appointed and service provision began.

**2009**

NDCHS became a Company Limited by Guarantee, enabling it to access philanthropic grants and develop business initiatives whilst continuing to partner with State and Federal Governments.

**1996**

After the closure of the Pyramid Hill Bush Nursing Hospital, NDCHS was asked to provide a coordinated model of service in Pyramid Hill covering district nursing, clinic care, community education and emergency 24 hour first aid.

**1994**

The communities of Boort and Quambatook decided to join with Northern District Community Health Service, further enhancing the range of services provided.

**2010**

Incorporating the existing buildings (sheds) with new buildings, the current premises in Fitzroy Street was born.

**2016**

The new Cohuna site officially opened and NDCHS purchased the Fitzroy Street Medical Clinic.

**2017**

To align with our strategic planning we dropped the word 'service' and became Northern District Community Health (NDCH).



**Population**  
Approx 16,000

**Clients**  
Providing services to over 6,000 people per year



**Service Area**  
Approx 8,000 sq km

**Major Industry**  
Farming

**2023**

Full transition of Community Care services to NDCH since the announcement of Council's withdrawal from all in-home and community-based services effective from 31 October 2023.



# Our Services

- We hear and are led by our communities.
- We provide services in your community.
- Everyone is welcome at our service.
- Our focus is you.
- We are a safe place.

If you

- need to stop services
- have stopped and need to start again
- would like more information about any of our services

Just give us a ring or drop in and talk to one of our staff.

It's easy.

**We are proud of the services we provide. We listen to our community.**

## Contact Details

### **Kerang Community Health**

24 Fitzroy St  
Mon to Fri  
8.30am to 5.00pm  
Phone: 03 5451 0200

### **Quambatook**

33 Mildred St  
Mon, Tue and Fri  
9.00am to 10.00am  
(other times by appointment)  
Phone: 03 5457 1300

### **Cohuna**

33 King Edward St  
Mon to Fri  
9.00am to 4.00pm  
Closed 12 Noon to 1.00pm each day.  
Phone: 03 5451 0250

### **Kerang Medical Clinic**

34 Fitzroy St  
Mon to Fri  
8.45am to 5.30pm  
Phone: 03 5452 1366

### **Pyramid Hill**

12 Victoria St  
Mon to Fri  
9.00am to 10.00am  
(other times by appointment)  
Phone: 03 5455 7065

### **Boort**

119 - 121 Godfrey St  
Open by appointment only  
Phone: 03 5451 0260



# Privacy and Confidentiality

Your privacy is important at NDCH. All information shared as a part of our services will remain confidential. If there is a risk of harm to you or someone else, we have a duty of care to do what we can to stop it. We sometimes share some de-identified information with funding bodies.

## **Why do we collect your information?**

The information we collect keeps us up to date about your needs. That way we can care for you in the best possible way. We use the information to better manage and plan our services.

## **What information do we collect?**

Your name and contact details, and anyone you might want us to contact in an emergency. We also keep your care plan and information about your health. Notes are also kept each time you see one of our team.

## **Who can access your information?**

Your information can only be seen by the NDCH professionals who are involved in your care. We only release information about you if you agree to it or if required by law, such as in a medical emergency or a Court Order.

## **Protection**

We are committed to protecting the confidentiality of your record. The privacy of your information is protected by law. We treat your information in the strictest confidence and store it securely.

## **Access**

You have a right to request access to your information and to ask for it to be corrected if needed.

## **Questions?**

Talk to one of our staff if you have any questions or worries about what happens to your information or if you wish to access your record.

This service is confidential. We respect your privacy.

## **Your Say**

You have a say in what happens to your information. We rely on the information you give us to provide the right care for you. If you decide not to share some of your information this is your right. Not sharing some information with us may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.



# Bring a Support Person

We invite you to bring someone with you who can help you talk with us. This can be a friend, a family member, Elder, or your carer. They can help

- listen and talk to service providers
- make appointments
- collect test results
- make complaints or give feedback
- understand and execute your rights and responsibilities or any other part of your treatment and care.

Sometimes, this role is called an advocate. It's best to choose someone who:

- you trust
- is familiar with your culture and beliefs
- will respect your wishes and
- has a commitment to your healthcare needs.

## Choosing an advocate/support person

If you have trouble choosing someone to support you, or to advocate for you, talk to us about how we can help.

### Some Contact Numbers:

- National Aged Care Advocacy Line - 1800 700 600
- Rights Information & Advocacy Centre Inc. (Bendigo) - (03) 5443 0550

This is a free, confidential, independent service supporting people with all disabilities, their family and carers, including culturally and linguistically diverse communities and Aboriginal and Torres Strait Islanders.

# Translation and Interpreter Support

If you are deaf or have a hearing or speech impairment, you can contact us through the National Relay Service.

- TTY Users - phone 133 677, then ask for 03 5451 0200 (Kerang) or 03 5451 0250 (Cohuna)
- Speak & Listen (Speech to Speech) Users - phone 1300 555 727, then ask for 03 54510200 (Kerang) or 03 5451 0250 (Cohuna)
- Internet Relay Users - connect NRS at [www.iprelay.com.au](http://www.iprelay.com.au), then enter 03 5451 0200 (Kerang) or 03 5451 0250 (Cohuna)
- For people whose first language is not English, we use the Victorian Interpreting & Translating Service to help people communicate with us.



# Rights and Responsibilities

Under the Australian Charter of Healthcare Rights, in Victoria, you can expect the following from healthcare services:

## 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.

As a service user of NDCH, you have a number of rights. We recognise your right to:

- be treated with respect and courtesy
- have your needs assessed
- be informed and be part of the decisions made about your care
- receive information on all aspects of services provided or treatment available in terms you understand
- receive quality services as promptly as possible subject to assessment and availability of staff





- receive healthcare which does not discriminate on the basis of race, religion, gender identity, age, disability, sexuality or health status
- make a complaint
- have someone represent you (an advocate)
- have your privacy and confidentiality respected
- to access personal information kept about you by the service
- consent to, or refuse any service, treatment, information or advice and not be declined access to services

While you have a number of rights, you also have some responsibilities to the people caring for you.

NDCH asks that our clients/patients:

- treat all staff and other service users with respect and courtesy
- provide a safe work environment and help us provide you and our other clients with services safely
- take responsibility for the results of any decisions you make

## Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have the right to

- safe and high-quality care and services
- be treated with dignity and respect
- have my identity, culture and diversity valued and supported
- live without abuse and neglect
- be informed about my care and services in a way I understand
- access all information about myself, including information about my rights, care and services
- have control over and make choices about my care, and personal and social life, including
- where the choices involve personal risk
- have control over, and make decisions about, the personal aspects of my daily life,
- financial affairs and possessions
- my independence
- be listened to and understood
- have a person of my choice, including an aged care advocate, support me or speak on my behalf
- complain free from reprisal, and to have my complaints dealt with fairly and promptly
- personal privacy and to have my personal information protected
- exercise my rights without it adversely affecting the way I am treated



# Charter of Human Rights and Responsibilities

Victoria's Charter of Human Rights and Responsibilities protects:

- Your right to recognition and equality before the law
- Your right to life
- Your right to protection from torture and cruel, inhuman or degrading treatment
- Your right to freedom from forced work
- Your right to freedom of movement
- Your right to privacy and reputation
- Your right to freedom of thought, conscience, religion and belief
- Your right to freedom of expression
- Your right to peaceful assembly and freedom of association
- Your right to protection of families and children
- Your right to taking part in public life
- Cultural rights
- Property rights
- Your right to liberty and security of person
- Your right to humane treatment when deprived of liberty
- Rights of children in the criminal process
- Your right to a fair hearing
- Rights in criminal proceedings
- Right not to be tried or punished more than once
- Retrospective criminal laws

Do you have a question about human rights or want to learn more about Victoria's Charter of Human Rights and Responsibilities?

Visit [www.humanrights.vic.gov.au](http://www.humanrights.vic.gov.au)

## Aboriginal Cultural Rights

Section 19(2) of the Charter of Human Rights and Responsibilities protects your cultural rights as an Aboriginal/Torres Strait Islander person in Victoria.

Find out more:

[www.humanrightscommission.vic.gov.au/acr](http://www.humanrightscommission.vic.gov.au/acr)

If you ever feel someone at NDCH has not respected your rights, please tell us. See page 24 on giving feedback.



# Allied Health

## Occupational Therapy

Occupational therapists help people who are

- frail
- aged
- or have a disability

So they can

- be independent
- live in their home safely
- participate in everyday activities
- apply for funding - equipment and home modifications (if eligible)

We can help you with

- equipment and aids to make life easier
- changes to your home to make it safer
- making tasks at home easier, like cooking, showering, and dressing
- memory problems
- scooter and wheelchair assessments
- pressure care
- joint and falls safety
- finding help to pay for equipment or home changes

## Diabetes Education

Our Diabetes Educators help people

- to understand what diabetes is
- to look after their diabetes
- to prevent diabetes

This service is for anyone who has

- just found out they have diabetes
- ongoing diabetes management needs
- diabetes during pregnancy

## Endocrinology Telehealth

Endocrinology Telehealth is

- for people who live in rural and remote places
- for people with diabetes related health issues
- using a computer to make a video call talk to specialist doctors



## Healthy Hearts and Lungs

This is a FREE 6 week education and exercise program for people with long term heart and lung problems. It is in a group based setting with lots of fun and laughs not just exercise. The class runs for approx. 1.5 hours.

To be eligible for the program you need to have a heart or lung condition or be at a high risk of developing these conditions. Some examples are listed below

- heart attack
- stents
- COPD
- asthma
- type 2 diabetes
- high blood pressure
- obesity
- ... just to name a few

Our education sessions will teach you

- about your condition
- long-term exercise options available
- about creating a plan to manage your condition
- how to eat healthily
- why you should exercise
- how to cope with your condition

Our group exercise sessions help you get moving, live independently and live a happy, healthy life!

## Podiatry and Footcare

We can help people with foot, ankle and lower limb problems caused by

- Injury
- Illness
- Disability

We will help you with

- problems caused by diabetes
- corns and calluses
- problem toe nails
- warts
- foot pain
- orthotics and footwear advice
- visiting a foot care assistant for nail cutting.



## Paediatric Physiotherapy

Physiotherapy helps families and children from birth to 17 years old who have trouble

- rolling
- sitting
- crawling
- walking
- running
- balance
- coordination
- gross motor skills – these include, throwing, catching, kicking, jumping, hopping, skipping, climbing, bike riding and/or playing sport.

A physiotherapist will support children and young people who have

- cerebral palsy
- developmental delay
- down syndrome
- acquired brain injuries
- cystic fibrosis
- after surgery or illness
- toe walking
- autism spectrum disorder
- duchenne muscular dystrophy
- neurological conditions and genetic disorders

## Speech Pathology

Speech Pathology helps preschool children and adults who have trouble

- speaking
- knowing what others are saying
- with a stutter
- swallowing
- with a voice illness

We also have our School Readiness Funding program, which involves our Speech Pathologist and Occupational Therapist working with Early Childhood Educators in Kinders across Gannawarra, Loddon, Buloke, and Swan Hill Shires to support all children in having the skills they need for starting school.



# Dietitian

## Temporary Suspension of Dietetics Services until August 2024

Our dietitian knows how bodies work and how food and drink help to nourish you.

A dietitian can help you

- measure your nutritional needs
- develop a personal eating plan
- feel supported to make changes
- with information on food shopping, eating out and home cooking

A dietitian will support you if you have

- diabetes
- heart problems
- cancer
- digestive issues
- food allergies or intolerances
- an eating disorder
- problems with your weight



# Medical Clinic

## Contact

34 Fitzroy Street, Kerang VIC  
3579 03 5452 1366

## 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 Lesion Biopsy & Excision  
Cryotherapy
- Diathermy
- Spirometry (Lung Function Test)  
24 Hour BP Monitoring
- 24 Hour Heart Monitoring
- ECG (electrocardiogram)
- Cardiologist (Visiting Specialist)
- Geriatrician (Visiting Specialist)
- Hearing Aid Specialists

## 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 the 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.

## Online Appointments

Appointments can be made online using HotDoc. Visit [www.ndch.org.au](http://www.ndch.org.au) to book or find out more.

## DOCTORS

Dr John Shokry  
Dr Afolabi Ayeni  
Dr Megan Belot-on leave  
Dr Xin Jin (Dr Jinx)

## NURSE PRACTITIONERS

Yvonne Fabry  
Heather Spence

## NURSES

Jen Brereton-Team leader  
Shannon Laursen  
Kristen Hipwell  
Narelle Weekly  
Sharee Edge  
Rosi Bear  
Jen Emonson  
Marg Winship

## ADMIN STAFF

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



## **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.

## **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.

## **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 \$82. 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 and 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.

**Procedures do incur a practice fee. Please contact our Medical Receptionists for appointments and further information on (03) 5452 1366.**





# Community Health Nurse

Our nurses help people in our community reach their health goals.

They do things like

- take blood samples
- check vital signs
- manage you wellbeing and health
- palliative care
- helping you find support
- aged care reviews

Our nurses also help people with

- their diabetes
- heart problems
- incontinence
- looking after wounds
- breathing and lung health

## Agri Safe Clinics

These clinics are an opportunity for farmers to have a range of medical checks in a short space of time. The checks also raise awareness of farmer health, enhance knowledge and prevent serious injuries.

The clinics remove the usual barriers farmers might face in getting to a doctor's appointment.

## Chronic Disease Management

Our nurse can help coordinate the care of people with a chronic disease including Chronic Obstructive Pulmonary Disease (COPD), Diabetes and heart disease.

The care will include review of:

- medication
- mobility
- mental health
- and what matters to the person

The nurse will be part of the health team surrounding the person to help them manage their health better and achieve their goals.



# Community Support

## Mental Health Carer Support

This program helps Mental Health Carers in our area with

- managing their caring role
- Information and resources
- Support to find respite and other services
- Support with the NDIS

We host a group for carers to meet with and support each other. It is on the first Monday of every month at NDCH Kerang.

## Generalist Counselling

We offer person centred counselling for individuals.

We can

- help with a range of issues across a person's lifespan
- give you the chance to talk to someone who can help and support you with problems in your life
- help you to learn skills to improve your health and wellbeing

## Alcohol and Other Drugs Counselling

We offer counselling for people with alcohol and other drug problems.

We can

- give you someone to talk to
- support you with problems in your life
- teach skills to improve your health and wellbeing
- reduce harm from alcohol and other drugs
- develop goals for reducing or stopping use

## Smoking and Vaping Cessation

Our nurses offer a program which helps people to stop smoking and vaping by:

- talking about your smoking history and attempts to quit
- finding a doctor if you need drug therapy
- supporting you to achieve your goals



## Rural Withdrawal Program

Our nurses can help people live with alcohol or other drug addiction and want to cut down or stop their use. They can also help the families of people with these issues.

We offer

- personal support
- strategies for change
- someone to trust
- hope for a positive future.

We can help people with

- a review of current drug use, support and goals.
- at home programs - finding doctor support and drug therapy.
- finding a “live in” withdrawal or rehabilitation service.
- finding local support for family members
- finding support services for issues with housing, money, mental health

## Primary Mental Health Services

### Psychological Therapy Services (PTS)

PTS provides services for adults with a clinical diagnosis of mild or moderate mental illness who would benefit from short term, focused psychological therapy. Sessions are provided by a qualified mental health professional, and people should have a mental health review by the referring GP after every six sessions if ongoing treatment is required.

### Primary Mental Health Clinical Care Coordination (PMHCCC)

The PMHCCC provides clinical care coordination for clients with a severe mental illness, aiming to reduce the likelihood of hospital admissions and improve their physical health through assessment, management and onward referral, in collaboration with other members of the health care team.

A GP Mental Health Treatment Plan is required when a referral is made, although clients will not be precluded from the service in the absence of a treatment plan.



## Specialist Homelessness Service

We can help people who

- don't have a home
- are at risk of not having a home

Our team can help with

- short term emergency support
- finding health and wellbeing support
- finding support from other community services
- interest free loans
- housing, bond loan, rental and school brokerage applications

## Mental Health First Aid

We offer Mental Health First Aid Training. It teaches adults how to help people in

- a mental health crisis
- the early stages of a mental illness

The course is run over two sessions and you must attend both sessions. This course is an accredited training course and is not a counselling or support group.

## Supported Playgroups

Supported Playgroups operate in the Loddon Shire.

A supported playgroup offers:

- small groups
- parent focused
- ran by a facilitator
- we use the 'smalltalk' session to plan and run our playgroups

Supported playgroup in home sessions are great for those parents who cannot make it to their nearest community or supported playgroup. They also serve as an excellent starting point to help you become more comfortable and confident, eventually allowing you to join a community playgroup.



# Health Promotion

Designing and delivering projects to support our communities to live healthy and happy lives is our business. Our professional staff in the Health Promotion Team work to prevent people from becoming unwell and from experiencing health issues and promote well-being. We work in the whole of the Gannawara Shire and the north of the Loddon Shire in the districts of Boort and Pyramid Hill.

Current focus areas include;

- increasing healthy eating
- increasing active living
- preventing family violence
- improving mental health
- reducing tobacco and e-cigarette related harm
- improving sexual and reproductive health

We love to work with the community and other organisations and we invite you to get in touch with us if you have ideas about how we can deliver this work in our community. Please contact us on [healthpromotion@ndch.org.au](mailto:healthpromotion@ndch.org.au) or 54510200

## Indigenous Childrens Program

This program helps Indigenous children learn about their

- language
- culture
- identity

The Aboriginal Elders from our community are important to our program. They make sure it is strong and successful.

Kethawil Pembengguk (Many Children) is a program for preschool aged children. Tyipen Kwe (Happy Friends) is an after school program for Primary School Aged Children.

## School Focussed Youth Service

This innovative program works in partnership with priority schools to ensure young people are engaged in and thriving at school. Program reach is from the Southern Mallee, Loddon Shire and Echuca. We invite schools to get in touch with our SFYS Coordinator for more information or to explore how the program can support your school.



## Youth, FReeZA and Engage Programs

We fund music, cultural and youth events that are

- drug, alcohol and smoke free
- by young people for young people
- aged 12-25 years
- In the Gannawarra and Loddon Shire

If you are aged between 12 and 25 years you can join our FReeZA team. We can also give money to support events for young people.

The Engage! Program runs in Gannawarra, Buloke and Loddon Shires and helps young people gain:

- Leadership skills including volunteering on local projects
- Skills and knowledge to be work and study ready
- Experience through the annual Victorian Youth Week events



## We are a Registered NDIS Provider

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

- Support Coordination
- Occupational Therapy
- Community Nursing Care
- Podiatry
- Dietitian



To be eligible for NDIS you need to

- Have a permanent disability that makes every day things really hard;
- Be under 65 years of age; and
- Be an Australian citizen or hold a permanent visa or a Protected Special Category visa.

To access the NDIS, you first need to be assessed. Intereach can help you with this.

- 1300 488 226
- LAC@intereach.com.au

Or drop in to one of their offices

Bendigo - 384 Hargreaves St, 3550

Echuca - 203-205 Hare St, 3564

Mildura - 41 Ninth St, 3500

Swan Hill- 215 Campbell Street, 3585



## Community Care

Community Care Services aim to keep residents safe and independent in their own homes and their community. Services are offered to eligible residents who are finding it difficult to complete home tasks, activities of daily living, accessing the community and/or medical appointments, feeling isolated and have limited support networks. All services are offered across Gannawarra and surrounding areas.

In home and community-based services are offered under the following funded programs:

- Commonwealth Home Support Program
- Home and Community Care – Program for Younger People
- National Disability Insurance Scheme
- Home Care Packages
- Veterans Home Care
- Transport Accident Commission



Services offered under each funded program are:

- Domestic Assistance
- Personal Care
- Respite Care
- Delivered Meals
- Property Maintenance
- Social Support Individual
- Social Support Group
- Community Access
- Transport

Other services offered to our community are:

- Gannawarra Non-Emergency Transport Services
- Social Meal program

If you are over 65 years, have a disability or just not coping, the services and programs above may be able to assist you.

---

## Our Fees

Fees are to be paid at the time of the appointment unless prior arrangements have been made. People unable to pay the fee will not be denied service. The fee may be reduced or waived by the clinician or NDCH Management. All clients will be asked if they have a concession card for which they will be charged the lower fee.

NDIS Services will be charged at NDIA recommended prices and outlined in your NDCH Service Agreement.

## Community Nursing

<b>Community Health Nursing</b>	<b>Pension/Concession/Child &lt;18</b>	<b>Full Fee</b>
Pathology (subject to review)	\$0	\$0
Regular Appointment	\$5 per visit (to a maximum of \$20 per month)	\$10 per visit (to a maximum of \$40 per month)
Basic Dressing pack (if required for wound management)	\$5 cost recovery charge	\$5 cost recovery charge
Palliative Care/ Post Oncology Care	\$0	\$0





## Community Support

Counselling	Pension/Concession/Child <18	Full Fee
Regular appointment	\$0	\$0

## Allied Health

Dietitian - Occupational Therapy - Speech Pathology - Diabetes Education	Pension/Concession/Child <18	Full Fee
Regular appointment	\$10 per visit (to a maximum of \$40 per month)	\$20 per visit (to a maximum of \$80 per month)

## Allied Health

Podiatrist	Pension/Concession/Child <18	Full Fee
Regular appointment	\$10 per visit (to a maximum of \$40 per month)	\$35 per visit (to a maximum of \$170 per month)
Ulcer Care: Regular Appointment	One off \$10 consultation fee, plus \$5 basic dressing pack each visit*	
Nail surgery	\$40 fee includes a 90-120 minute appointment, consumables and follow up dressing changes.	
Foot Care: Regular Appointment	\$5 per visit (to a maximum of \$20 per month)	\$10 per visit (to a maximum of \$40 per month)

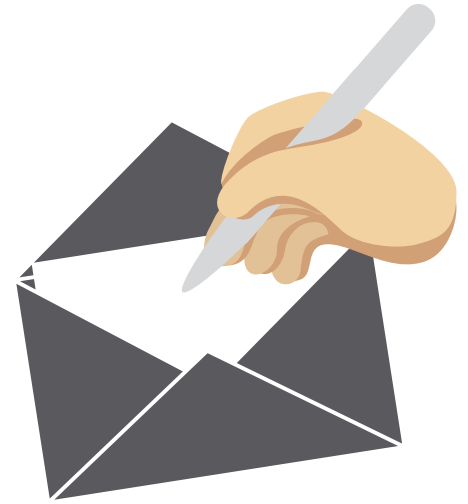
\*Complex or large dressings will be charged at cost.



## Providing Feedback

We welcome feedback when we have

- done something well
- made a mistake
- treated you badly or unfairly
- not respected your rights
- made a decision you feel is wrong
- a chance to do something better or differently



How to let us know

- Write to us and drop it off, mail it or email to [feedback@ndch.org.au](mailto:feedback@ndch.org.au)
- Fill out our Client Satisfaction Survey or Feedback Form (in all NDCH waiting rooms). You can also complete either of these forms online at [www.ndch.org.au](http://www.ndch.org.au)

There are certain things you should reasonably expect from your health service provider, including

- Quality of care as promptly as possible
- Considerate care, respecting your privacy and dignity
- Adequate information on all aspects of services provided or treatment available in terms you understand
- Participation in decision making which affects your health
- The right to consent to or refuse treatment
- The right to consent to or refuse to participate in educational or research programs
- The right to engage an advocate of your choice
- Access to personal health records and to have the confidentiality of records ensured

You can make a complaint on any part of the service. Your complaint will be fully and objectively investigated by the Executive Committee. It will be anonymously reported to the Leadership & Quality Committee for improvement and to the Board of Directors. Complaints should be addressed to the Chief Executive Officer, NDCH:

- 24 Fitzroy Street KERANG 3579
- [feedback@ndch.org.au](mailto:feedback@ndch.org.au)

If you are unhappy with how we deal with your complaint, you have the right to take it higher. See the next page for who you can do this with.



## **Health Complaints Commissioner**

**Mail:** Level 26, 570 Bourke Street, MELBOURNE VIC 3000

**Phone:** 1300 582 113

**Fax:** 03 9032 3111

**Email:** [hcc@health.vic.gov.au](mailto:hcc@health.vic.gov.au)

**Web:** [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

## **Aged Care Quality & Safety Commission**

For people aged 65+ (50+ for Aboriginal & Torres Strait Islanders) accessing Commonwealth Home Support Program services (such as Occupational Therapy, Pyramid Hill Nursing, some Podiatry) you can take your complaint further with the Aged Care Quality & Safety Commission.

**Mail:** GPO Box 9819, MELBOURNE VIC 3000

**Phone:** 1800 951 822

**Email:** [audit.feedback@agedcarequality.gov.au](mailto:audit.feedback@agedcarequality.gov.au)

**Web:** [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

If you are deaf or have hearing or speech impairment, the commission can help through the National Relay Service.

- TTY users: call 1800 555 677 and ask for 1800 951 822.
- Speak & Listen users: phone 1800 555 727 then ask for 1800 951 822.
- If you need an interpreter, the commissioner can help through the Translating and Interpreting Service. Call 131 450 and ask for 1800 550 552.

## **NDIS Services Complaints**

If you feel unhappy with how your complaint about NDIS services has been managed, you can contact the NDIS Quality & Safeguards Commission.

**Phone:** 1800 035 544 (free call from landlines) or TTY 133 677.

Interpreters can be arranged. Call the National Relay Service and ask for 1800 035 544. You may also complete a complaint contact form on the website at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



