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Pictured: Attendees and service providers at the "Meet & Greet". Including Claire from Kerang Neighbourhood House.

## Meet & Greet Morning Tea

On Thursday, March 18th, NDCH hosted a "Meet & Greet" morning tea, inviting service providers and community groups from Kerang to showcase the range of services available for social connection.

Representatives from Kerang Neighbourhood House, Kerang District Health, Mallee Family Care, Uniting AgeWell, Kerang CWA, Kerang U3A, Kerang Progress Association, Bus Stop Op Shop, and Kerang Probus Group were all in attendance.

The community was encouraged to explore these services, either for themselves or for others. Approximately 40 individuals attended the event, providing an opportunity for networking among the groups and learning about the various local services available.

The morning tea proved to be highly successful, with many attendees suggesting it should become an annual event. Since then, several individuals have joined new activities and established new connections, which will support their mental health and wellbeing.

Special thanks to Loddon Mallee Public Health Unit (LMPHU) for their funding support, which made this event possible.

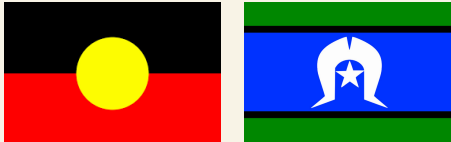
If you missed the event but are curious about the available activities locally, feel free to get in touch with Claire, our Chronic Disease Management Nurse on 5451 0200.



## 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.



## LGBTIQA+ COMMUNITIES

NDCH proudly supports the LGBTIQA+ communities.



## 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 LGBTIQA+, 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.



**COMMUNITY  
HEALTH FIRST**

### Successful week at Victoria's Parliament House for Community Health First!

Our delegates were thrilled to return to Spring Street to continue presenting the campaign's important budget submission to a range of key decision makers.

In the lead up to the state budget, we are persisting to advocate for an elevated role for community health so that all Victorians are well supported.

Heading to Parliament was a great opportunity to continue this advocacy and push to put [#CommunityHealthFirst!](#) For more information, please visit [www.communityhealthfirst.org.au](http://www.communityhealthfirst.org.au).



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[www.communityhealthfirst.org.au](http://www.communityhealthfirst.org.au)



# @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.

26/March/2024

## Victorian Healthcare Experience Survey (VHES)

### We love hearing feedback on our services

Thank you for visiting Northern District Community Health. Your feedback is essential to help us better understand your expectations and healthcare needs. With your help, we can continue to improve our healthcare services and facilities to meet your needs and improve your healthcare experience.

Each year Northern District Community Health participate in the Victorian Healthcare Experience Survey (VHES). This survey is led by the Victorian Government Department of Health. In 2024 The Department of Health are paying IPSOS Market Research to collect feedback from clients of Northern District Community Health.

You may be invited to share your observations and experience with IPSOS via post, email or telephone. Participation is completely voluntary, therefore, if you receive a survey and don't want to complete it, you can opt-out by calling the 1800 number on the invitation.

The survey only takes a small amount of time but it can have a big impact on improving healthcare for you, your family and everyone in the community. We use the feedback data to compare ourselves to other Community Health Centres and to help inform quality improvements within the organisation.

You can complete the survey online, using the link or QR code in the invitation, or over the phone, by calling the 1800 number in the invitation. If you need help completing the survey, you can contact via the National Relay Service on 1555 727 or email [survey@vhes.com.au](mailto:survey@vhes.com.au)

*Thank you*

### More information about this survey can be found at:

<https://vahi.vic.gov.au/reports/victorian-health-services-performance> or by calling NDCH on 5451 0200

### More information about IPSOS can be found at:

<https://www.ipsos.com/en-au>



If you would like to stay up to date on our news, events and social happenings- find Northern District Community Health on social media @ndchvic





## HALT ON TOUR IN GANNAWARRA

Jeremy Forbes, the Co-founder of HALT spent three days in Gannawarra, during which he spoke at 11 events, including the Tree Tops at the Gunbower Creek, Kerang District Health Men's Shed, Kerang Technical High School, and the Gannawarra Shire Council depot, among others. The aim of these discussions was to reduce the shame and stigma associated with mental health concerns, enhance participants' ability to identify suicide risk factors, and offer practical advice on navigating difficult conversations.

Who would have thought a haircut in the bush could be so much fun? Well, the blokes who attended the HALT EVENT at the Tree Tops certainly did! It was a great night, championing good mental health, in an unreal setting with pizza and free haircuts! 😊

Thank you to all who attended each of the events and made Halt on Tour in Gannawarra possible!





**NEED AN APPOINTMENT  
WITH YVONNE OUR  
NURSE PRACTITIONER?**



## **KERANG**

Thursday, April 4th

## **QUAMBATOOK**


Thursday, April 11th


## **PYRAMID HILL**

Thursday, April 18th

**Contact us to make an appointment on 54521366**

### **Services:**

 **Long Consults (30 minutes):** Nurse Practitioner Yvonne offers 30-minute long consults. This allows ample time for in-depth conversations, ensuring all your queries are addressed comprehensively.

 **Short Consults (15 minutes) - Existing Patients Only:** Yvonne is available for 15-minute short consults exclusively for existing patients. It's perfect for routine follow-ups.

### **Nurse Practitioner Yvonne can:**

- diagnose and treat a variety of health related conditions
- initiate and receive referrals from other health referrals
- specialise in Women's Health, Child Health, Age Care and Chronic Disease management



NDCH welcomes people of any age, gender, sex, sexuality, culture, religion and ability. We acknowledge that we are on Aboriginal land and pay our respect to Elders, past, present and emerging.



At Northern District Community Health, we're dedicated to providing the best possible services to our community. Your feedback is essential in helping us understand what we're doing well and where we can improve. We have two surveys available:

### **Quick Survey (Less Than 2 Minutes):**

Help us with a brief survey that will take just a couple of minutes of your time: Quick Survey Link:



### **Detailed Survey (Approximately 5 Minutes):**

For a more in-depth insight, please participate in our detailed survey, which takes approximately 5 minutes to complete: Detailed Survey Link:



**Thank you for taking the time to share your thoughts and suggestions.**



# INTERNATIONAL WOMEN'S DAY

Heartfelt thanks to everyone who came to our International Women's Day events in Cohuna, Kerang, Boort and Pyramid Hill at the beginning of March.

Let's continue to support and uplift women, by buying from their business or service, elevating their stories, going to their exhibitions, connecting, respecting, and recognising the ways women contribute to our homes, communities, and economy.

Here are a few photographs from the events.





# COMPOSTING WORKSHOPS

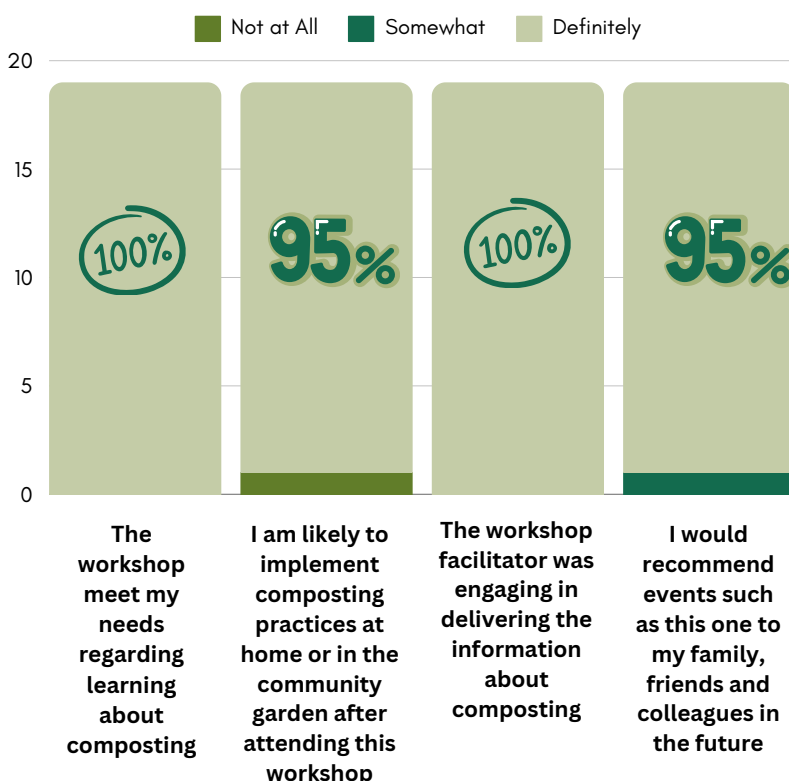
Recently, we held two composting workshops at Cohuna Neighbourhood House and Kerang Neighbourhood House. In total, we had 22 people attend. The feedback from the workshops was very positive, with participants learning new information to enhance their current composting practices. If you're interested in learning more about composting, please get in touch with the Health Promotion team at [healthpromotion@ndch.org.au](mailto:healthpromotion@ndch.org.au)



“  
**BRILLIANT PRESENTATION I LEARNT A GREAT DEAL. THANK YOU VERY MUCH :)**  
 -PARTICIPANT COMPOSTING WORKSHOP

“  
**THANK YOU VERY MUCH TO EVERYONE INVOLVED, I COMPOST & WORM FARM ALREADY. I TEST THE PH IN MY RAISED VEGGIE GARDENS REGULARLY. I THOUGHT I KNEW QUITE A BIT BUT I DEFINITELY LEARNT SOME NEW THINGS THIS MORNING. THAN YOU**  
 -PARTICIPANT COMPOSTING WORKSHOP

“  
**WONDERFUL AND INSPIRING TO MAKE CHANGES TO MY COMPOSTING PRACTICES 😊**  
 -PARTICIPANT COMPOSTING WORKSHOP



SCHOOL HOLIDAY FUN  
**5 WAYS TO WELLBEING**  
 LET'S CREATE



**JOIN US**

Fri 12th April 2024

10.00AM - 12.00PM

NDCH KERANG,  
Activity Room 2

No art experience needed, facilitated by Caroline Ellis. To book call NDCH 5451 0200 or book via the QR code - spots limited.



For young people aged 10+ and their carers/parents to enjoy an art activity together during the school holidays.



**PODCAST**

**RECOMMENDATION**

**CAMPFIRE PODCAST  
 EPISODE 23: "CHECK UP  
 AND THRIVE: UNVEILING  
 THE POWER OF A FARMER  
 HEALTH CHECK"**

Discover the importance of farmer health checks in our latest podcast! Join Simon Green, a farmer at Elmhurst, as he shares his firsthand experience with health checks and the benefits he discovered.

**Also hear from Northern District Community Health agrihealth professional Rosi Bear** how she empowers farmers with knowledge to enhance their health, wellbeing, and safety outcomes.

This podcast is part of the NCFH's #BuildingFarmSpirit campaign funded by the Department of Jobs, Precincts and Regions as part of the Victorian Government's 2022 flood response.

Find the podcast here:



Start: #1  
 Grays Bakery



End: #12  
 Sportspower



The StoryWalk® project was created by Anne Ferguson of Montpelier, VT in collaboration with the Kellogg-Hubbard Library. StoryWalk is a registered service mark owned by Ms. Ferguson.



Proudly supported by

**KERANG TRADERS INC.** Kerang. it's you!



# FREE community health education session for Multicultural women



## MENTAL HEALTH AND WELLBEING SESSION

Delivered by Women's Health Loddon Mallee

This session will cover the following topics:

- Understanding mental health and wellbeing
- How to respond to someone experiencing mental distress
- Navigating the mental health system

**TUESDAY, 16th April 2024**

**TIME: 5:00-6:00 pm**

**VENUE: Kerang Seniors Community Meeting Room  
169 Boundary St. Kerang**



scan for  
more info &  
registration



**WE ARE  
HIRING!  
JOIN OUR TEAM**

# JOB VACANCIES

Northern District Community Health (NDCH) are a growing company seeking motivated individuals to join our team.

## The positions we have available are:

- ✓ Speech Pathologist - Full or Part Time
- ✓ Community Reference Group
- ✓ Community Health Nurse (RN)- Casual Backfill
- ✓ NDCH Board Director
- ✓ Rural Withdrawal Nurse
- ✓ Sustainable Rural Healthcare Hubs Project Coordinator
- ✓ NDIS Support Coordinator
- ✓ Medical Receptionist
- ✓ Plus more - visit our website to find out what jobs have just been posted

[NDCH.ORG.AU](https://www.ndch.org.au)



# A recipe from our Quality Governance Officer, Cynthia



## Caramelised Onion and Feta Tartlets

A tasty morning tea option!

### Ingredients:

- 2 Large Spanish Onions (finely sliced)
- 2 Tablespoons Balsamic Vinegar
- 1 Tablespoon Brown Sugar
- 3 Eggs
- ½ cup cream
- 1 cup crumbed Feta
- 3 sprigs of thyme
- Salt and Pepper
- Short crust/ puff pastry (24 muffin size or 48 mini muffin size)

### Method:

1. Preheat Oven to 180C
2. In a large pan, add some olive oil and cook onions on medium heat.
3. Stir the onions ever 5-8 minutes until golden brown. This should take approximately 40-45 minutes.
4. Add the balsamic vinegar and brown sugan and cook for another few minutes. Set aside to cool.
5. In a bowl, combine the eggs cream, fetta, thyme, salt and pepper.
6. Add a spoonful of onions in the bottom of each tart shell.
7. Fill each tart shell with the egg and cheese mixture.
8. Bake for 20-25 minutes.

*Can be served hot or cold.*



***This recipe is an idea only. Please think about your own individual dietary needs. Follow servings or daily recommended intake guidelines. Eating this meal is your choice.***

# MENTAL HEALTH FIRST AID

Cohuna District Health has recently completed Mental Health First Aid training with Northern District Community Health (NDCH). This training equips their staff with vital skills and knowledge to effectively support individuals experiencing mental health challenges within the community. By investing in this training, Cohuna District Health demonstrates its commitment to promoting mental well-being and providing quality care to those in need.



## RIAC's Tips for carers/parents of ASD and ADHD children

### Helping Neurodivergent Children Cope at the end of a school day

After spending all day navigating the socially demanding world of school, neurodivergent children often arrive home exhausted and overwhelmed. It can be hard to get them to open up and share their struggles and successes from the day.

Allow them time to process the day on their own terms. Perhaps by enjoying some down time engaging with a special interest. Some parents have found success joining in with their child and playing alongside them. This gives your child the opportunity to talk if/when they are ready without feeling pressured to answer questions. As one parent of a neurodivergent child said, "it is amazing what they tell me when we are colouring-in together".

Come along to our Carer Support groups to learn more tips and enjoy a cuppa and a chat with other parents who have faced similar struggles.

| KERANG  | COHUNA  |
|---|---|
| <b>WHEN:</b> 10AM – 11.30am<br>3 <sup>rd</sup> Wednesday each month           | <b>WHEN:</b> 1PM – 2.30PM<br>3 <sup>rd</sup> Wednesday each month                 |
| <b>WHERE:</b> Northern District Community Health<br>24 Fitzroy Street, Kerang | <b>WHERE:</b> Northern District Community Health<br>25 King Edward Street, Cohuna |

**For more information –**  
EMAIL: [carers@riac.org.au](mailto:carers@riac.org.au)  
PHONE: Carolyn – 0488 605 363



## 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 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

### 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

## HEALTH TRANSLATIONS

Do you need reliable translated health and wellbeing information?

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

## HEAD TO HEALTH



We find the mental health support that's best for you

**Call 1800 595 212**

Not feeling like yourself lately?  
You're not alone.

It's something most people experience at some point. And there are simple things you can do that can help.

**HEAD TO HEALTH IS A FREE CONFIDENTIAL SERVICE FROM THE AUSTRALIAN GOVERNMENT IT CONNECTS YOU WITH THE HELP AND SUPPORT YOU NEED TO KEEP MENTALLY HEALTHY.**



**NOCH**

**MEDICAL CLINIC**

# Patient Information

34 FITZROY STREET  
KERANG VIC 3579

**5452 1366**

## DOCTORS

Dr John Shokry  
Dr Afolabi Ayeni  
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

Aliesha O'Neill (Practice Coordinator)  
Nicole Betson  
Jeanette Schmidt (on leave)  
Hilda Higgins  
Leonie Garner



Pictured: Nurses Sharee and Shannon

## 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 \$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 & 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 \$82 pay on the day fee.





# HotDoc

Online appointments can be made by visiting:  
[www.ndch.org.au](http://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: 8.30am - 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.

## 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](mailto:info@ndch.org.au)

SMS: 0428 575 597

## 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 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

## Northern District Community Health

# Thanks For Reading

[www.ndch.org.au](http://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.



HEALTHY WORKPLACES Achievement Program

We're creating a healthier workplace

