



NOCH

NEWSLETTER

DECEMBER 2019



TACTICS FOR TOUGH TIMES MILESTONE

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DROUGHT ASSISTANCE

CARERS CELEBRATION

Gannawarra Says NO to Family Violence



In November we joined forces with a number of local agencies for the Gannawarra Goes Orange Campaign, a Gannawarra Local Agency Meeting initiative.

While it is often hidden, family violence is higher in our region than the state average per 100,000 people.

At the core of family violence is power imbalance between men and women.

As long as we accept inequities between males and females, family violence will continue to be a problem. Differences in pay, job opportunities, cultural expectations and family roles all contribute to the cycle of family violence.

We need to call out disrespect towards women and support changes in our culture which contribute to supporting women.



We are a registered NDIS provider

Our NDIS registered services include

- Occupational Therapy
- Community Nursing Care
- Podiatry
- Dietitian
- Speech Pathology
- Support Coordination
- Early Childhood Supports
- Group Programs

To be eligible for the 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.

Drought Assistance

The Victorian Government's household financial relief, that is part of the 2 October Drought Response Package; Household Financial Relief program, opened recently on the CWA of Victoria's website.

The CWA's Drought Relief program will provide payments of up to \$3,000 to eligible farming families, farm workers and contractors, to assist with meeting household expenses such as residential rates, food, school expenses, rent, household and urgent medical & dental treatment.

Consistent with the On-Farm Drought Resilience Grant program, eligibility is based on:

Goulburn Murray Irrigation District (GMID)

- Campaspe Shire, Gannawarra Shire, Greater Shepparton City, Loddon Shire, Moira Shire and Swan Hill Rural City
- irrigation farmer or have transitioned from an irrigation production system after 1 July 2018, or employed by an irrigation farming business or servicing/contracting to an irrigation farming businesses.

Guidelines and a copy of the application form are available on the CWA website cwaofvic.org.au/about/drought-relief/

T4TT Milestone

Our Tactics for Tough Times program has achieved a significant milestone during November with program coordinator Paul delivering his 40th session.

Paul has now delivered the key messages of the Tactics for Tough Times program to over 750 participants from our local communities.

For more information on the program and its benefits visit www.ndch.org.au/t4tt



Celebration for Carers

Our Mental Health Carers Support Group celebrated its 12 year anniversary on Thursday 7 November with a morning tea.

Members of the carers group were joined by NDCH staff, members of the Friendly Faces Group and the Mayor of Gannawarra Shire.

Coming from humble beginnings, the group started with just 2 members some 12 years ago.

From next year, the group hopes to become a strong, self-sufficient, supportive gathering for local Mental Health Carers. The group will continue to meet on the first Monday of the month, with the support of NDCH, at our Kerang office.



We Acknowledge

ABORIGINAL & TORRES STRAIT ISLANDERS

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 and present and, through them, to all Aboriginal and Torres Strait Islander people.



LGBTIQ+

NDCH proudly supports the LGBTIQ 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.

NDCH Christmas Closures

Northern District Community Health Services

- Thursday 24 December - Open from 8.30am to 12pm
- Wednesday 25 December to Wednesday 1 January 2020 - Closed
- Thursday 2 January 2020 - Resume normal hours



Medical Clinic

Our Medical Clinic will be open normal hours with the exception of the following days on which it will be closed:

- Wednesday 25 December 2019
- Thursday 26 December 2019
- Wednesday 1 January 2020

Have you changed your Information?

If you have moved, got a new phone number or if any of your personal information has changed and you haven't told us yet, please let our reception staff know so that we can update your records.

Charity Register

As we are a not-for-profit organisation a majority of our income is raised through funding, fundraising and donations.

Demand for our services has continued to increase and Government funding does not fully cover the costs of providing all services. We need your help to achieve our goal of supporting the community to achieve better health outcomes.

If you would like to make a tax deductible donation to NDCH, please have a chat with one of our staff or visit our website at www.ndch.org.au/donations.

Recent Donations:

- Gannawarra Giving Account recieved \$500 from the CMCA Solos Network Cohuna
- The NDCH Workplace Giving Account donated \$1,275.00 to the Cohuna Neighbourhood House Emergency Relief Pantry



NDCH MOBROS

Two of our male staff members supported a great cause last month, teaming up to participate in Mo-vember.

Movember is a fundraising event which aims to raise awareness and funding for mens health initiatives.

Paul and Matt raised an amazing \$1,253 with the help of their friends, family and colleagues and grew a couple of pretty impressive "mo's" in the process. Great work guys!



First Aid Success

Our first ever Mental Health First Aid for Gambling Problems course was held in Kerang during late October. Course participants learnt how to identify, approach and support someone experiencing gambling harm. A second course was also held in Swan Hill.



Patient Information

34 FITZROY STREET
KERANG VIC 3579

(03) 5452 1366

DOCTORS

Dr John Shokry
Dr Megan Belot
Dr Kashif Surahio
Dr Ashraf Takla

NURSE PRACTITIONER

Mrs Yvonne Fabry

NURSES

Jenny Brereton RN (Team Leader)
Beth Dickson RN
Shannon Laursen RN
Deidre Lehmann EN
Cheryl Sarre EN
Lana Wishart EN
Michelle Whitelaw EN
Rosi Bear RN
Kristen Hipwell
Leanne Cooke

ADMIN STAFF

Meryl Metcalfe (Coordinator)
Nicole Betson
Jeanette Schmidt
Nick Keely
Aliesha O'Neill
Ros Campbell



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 \$75. 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 \$30 payable on the day for three visits each calendar year.

HEALTHCARE CARD HOLDERS

Healthcare card holders will be asked for a \$30 Gap Payment each visit instead of the \$75 pay on the day fee.



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 Northern District Community Health or contact the

Health Complaints Commissioner

on 1300 582 113

or at

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 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.

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
- Psychologist
- Cardiologist

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



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
Fax: 03 5450 3232
Email: clinic@ndch.org.au

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
Tuesday and Friday
9.00am to 10.00am
(other times by appointment)
Phone: 03 5457 1300

We also have Shared
Professional Spaces in
Koondrook, Charlton, Sea Lake,
Donald and Wycheproof.



NDCH

Thanks 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.



*together we are creating a
healthy workplace*

achievement
program

