

Welcome to our Newsletter!

Hello and welcome to the first NDCH Newsletter. The newsletter is another way for us to connect with our community and clients, and to share some of the news of what's going on at NDCH. In these pages, as in upcoming editions of the newsletter, you will find some helpful information from right across our organisation.

Over the next year, we have some exciting changes coming, including transition into the National Disability Insurance Scheme (NDIS). We are planning how we, as an organisation, transition into the NDIS, but also how we can help our clients who may be eligible for NDIS services to learn all about the scheme, their options, and services available.

If there's anything you'd like to know more about, or anything you would like to see in our newsletter, please let us know!

***“An excellent
service all round
for our community.
Very reassuring
to know the sup-
port is there!”***

*- Client Satisfaction Survey
Response*

***Have you found us
on social media?***

@ndchvic



Dr Wood and Mrs Wood at his Public Retirement Afternoon Tea in January

In This Issue

- New Physio Starts
- Smoking Cessation
- Working for more GPs
- 5 ways to Wellbeing
- Medical Clinic Info

New Physiotherapist Joins NDCH Team

Physiotherapist Preet Kaur has joined the NDCH team as part of our work to get more health professionals to our rural area. Preet grew up and completed her secondary schooling in India. She went on to complete her Bachelor of Physiotherapy at Charles Sturt University in Albury and was awarded an Executive Dean's Award for Academic Excellence for outstanding performance in her last year of university.

During her study in Albury, she participated in additional training which provided her invaluable experience in the areas of cultural competency, LGBTIQ competency, taping and massage.

While Preet was studying at university, she completed a rural placement in Broken Hill and really enjoyed her experience of working rurally and hence, decided to work in the country. In her free time, she enjoys dancing and long drives.



Did you know NDCH is a registered charity? As we are a not-for-profit organisation a majority of our income is raised through funding, fundraising and donations. Government funding does not fully cover the costs of providing all of the services of NDCH and therefore we need the support of the community we serve. Demand for our services has continued to increase, with little to no increase in funding. With our goal of supporting our community to achieve better health outcomes, we need your help. If you would like to make a tax deductible donation to us, please have a chat with one of our staff or visit our website at www.ndch.org.au/donations.



NDCH acknowledges Aboriginal and Torres Strait Islander people's strong connection to country and community, and that our work within the community takes place on their traditional land. We offer our respect to the Elders of these traditional lands, and through them to all Aboriginal and Torres Strait Islander people.

NDCH proudly supports the LGBTIQ community.



Queen's Baton Relay

Members of the NDCH Team and extended family took part in the Queen's Baton Relay on Friday 16th February ahead of the Commonwealth Games on the Gold Coast in April.

Occupational Therapist Denise Snyder carried the baton in Swan Hill while Jim Hirst from our School Focussed Youth Service carried the baton in Kerang. Carrying the Queen's Baton is a tribute to both Jim and Denise who have both succeeded and achieved much both personally and within their communities.

Cheryl Dove, mum of Jodi Condely from our Customer Engagement Team, carried the baton in Murrabit, cheered on by some of her proud family. Cheryl's leg of the relay was an extra special achievement after she overcame some serious health issues in recent years.

To Denise, Jim and Cheryl, a huge "well done" from all of us!



Top Left: Denise Snyder. Right: Jim Hirst. Bottom: Cheryl Dove, Jodi and Family

Smoking Even One Cigarette a Day Raises Cardiovascular Risk

A study has found that there's been a big shift from people smoking 20 to 25 cigarettes a day down to only smoking a few cigarettes a day, assuming that's good enough for them.

Their view is that smoking only a couple a day can't be harmful and, while that's probably not far off the truth for risk for cancer, the fact is that even one cigarette a day is still harmful to your cardiovascular health.

If you want to quit smoking, call and ask to speak with one of our Smoking Cessation Nurses today. It's a free, one-on-one service.

If you've tried giving up in the past, don't let that hold you back. The thing to remember is to NEVER GIVE UP GIVING UP.



HART

SHE SAID THEATRE

SATURDAY 10 MARCH 2018

7.00PM

KERANG MEMORIAL HALL

A one-man verbatim theatre piece, HART examines the difficult and harrowing history of the Stolen Generations from the perspectives of four Noongar men spanning three generations - including performer Ian Michael, who won the Melbourne Fringe Best Emerging Indigenous Artist award for HART.

Michael says, "As a young Indigenous person and performer, it's vital to be able to tell the stories and the truth from my people. Especially stories of survival and resilience."

Tickets \$25. Concession \$20

www.trybooking.com/SPSZ

Recommended for ages 12+. 50 minute show, no interval.
Aboriginal and Torres Strait Islander audiences are warned that this production contains images of deceased persons.
Image: Gabi Briggs.



NDCH is a proud supporter of the award winning production HART

NDCH Services Include:

Alcohol & Other Drugs Counselling
GP Consulting
Occupational Therapy
Drink Drug Drive Education
Endocrinology Telehealth
Specialist Homelessness Service
Indigenous Children's Program
Mental Health Carers Support
School Focussed Youth Service
Asthma Education & Management

Youth Counselling
Health Assessments
Nurse Practitioner
Medicals
Diabetes Education
Speech Pathology
Partners in Recovery
Health Promotion
Immunisations
Smiles 4 Miles

Drug & Alcohol Withdrawal
GP Management Plans
Podiatry/Footcare
Dietetics
Community Health Nursing
Specialist Referrals
Wound Management
Mental Health First Aid
Ear Wash/Clearance
Skin Lesion Biopsy/Excision/Cryotherapy

Dairy Support
FReeZA
Practice Nursing
Diabetes Education
Travel Vaccines
Spirometry
BP Monitoring
Life! Program
Physiotherapy

NDIS Registered Services:

Occupational Therapy Community Nursing Care Podiatrist Dietitian Speech Pathology Physiotherapy
Early Childhood Supports (coming soon) Support Coordination (coming soon)

Working for More Rural GPs

The Gannawarra Medical Workforce met again in Cohuna in February to find solutions to the doctor shortage in the area. Representatives of NDCH, Cohuna District Hospital, Kerang District Health, Ochre Health, Echuca Regional Health, Swan Hill District Health, Gannawarra Shire and Murray River Council were in attendance. Expertise was provided by the Rural Doctors Association of Victoria, the Rural Workforce Agency of Victoria, and the Murray City Country Coast (MCCC) GP Training. The Murray Primary Health Network and Department of Health & Human Services were also there.

This is the second time the workforce met with a commitment to working together to attract doctors to the area.



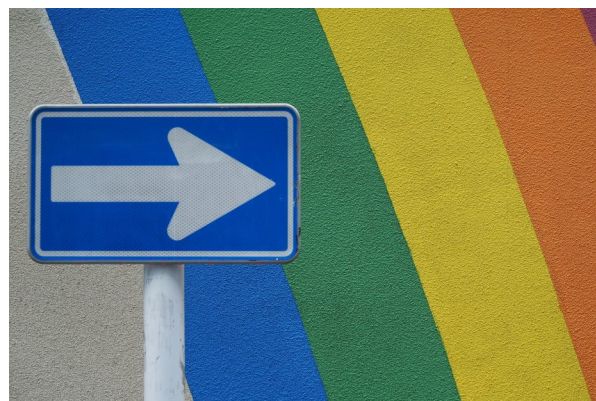
Gannawarra Medical Taskforce participants met again in February at Cohuna NDCH

LGBTIQ AFFIRMATIVE PRACTICE TRAINING

Ren Grayson from the Victorian AIDS Council (VAC) presented a session on LGBTIQ Affirmative Practice on 21st February. Participants included a large number of NDCH staff, Board of Directors, and staff from partner agencies. The training was part of the Victorian Government's additional funding to organisations like NDCH who provided counselling and support services to the LGBTIQ community who were negatively impacted during last year's Same Sex Marriage postal survey campaign.

NDCH is committed to diversity and inclusiveness in all we do, both as a health service provider and an employer. But there is always more we can do and we are working at all levels of the organisation towards getting it done.

Even though Marriage Equality passed (YAY!), "there is also trauma from the drawn-out postal survey campaign, which saw attacks on rainbow families and communities. It left many feeling vulnerable and distressed. In some cases, it brought back painful memories of the bullying and abuse they were subjected to in their adolescence."



Medical Clinic— Patient Information

DOCTORS

Dr Lindsay Sherriff

Dr Dianne Sherriff

Dr Reshma Banskota

NURSE PRACTITIONER

Mrs Yvonne Fabry

PRACTICE NURSES

Jenny Brereton, RN
(Nurse Team Leader)

Beth Dickson, RN
Shannon Laursen, RN
Suzie Hall, RN
Deidre Lehmann, EN
Cheryl Sarre, EN
Lana Wishart, EN

ADMIN STAFF

Tim Vellacott
(Practice Manager)

Nicole Betson
Jenny Drake
Meryl Metcalfe
Jeanette Schmidt

ONLINE BOOKINGS

Have you tried our online booking system?
Visit www.ndch.org.au or download the HotDoc app from the AppStore.

SMS REMINDERS

We use an SMS reminder system, please make sure we have your up to date mobile phone number



SURGERY HOURS & APPOINTMENTS

Monday to Friday 8:45am - 5:30pm . Consultations are by appointment.

Double appointment times can be made by request. Please let the staff know if there are any specific needs.

We would appreciate early cancellation if you know you are unable to attend which will allow us to contact others who we may have on a waiting list. .

OUT OF HOURS EMERGENCIES

For life threatening emergencies - call the ambulance on 000.

If you require urgent medical attention after hours, please call Kerang District Health on 5450 9200 or go to the hospital for triage. If our doctor is called in there will be an out-of-pocket fee of \$35.



Medical Clinic — Patient Information



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 check, blood sugar, or pathology which is ordered by your doctor. This ensures BETTER HEALTH CARE for you and your family.

FEES

All accounts are required to be paid on the day of visit. The standard consultation fee is \$68.

Fees vary according to time and/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.

PENSION CARD HOLDER FEES

Pensioner card holders will be charged an out-of-pocket fee of \$30 payable on the day for three visits each calendar year.

SERVICES AVAILABLE

Audiology - hearing aid specialists

Cardiology - visiting specialist

Mental Health

Cryotherapy

Diathermy

Ear wash / clearance

ECG

Ankle Brachial Index

Immunisations

Interpreter services available upon request.

Contact the Customer Engagement Team for appointments and further information.

Visiting Services Include:

Audiology

Cardiologist

Geriatrician

Psychologist

What is a Nurse Practitioner?

Nurse practitioners are registered nurses with the education and extensive experience required to perform in an advanced clinical role. A nurse practitioner's scope of practice extends beyond that of the registered nurse.

Nurse practitioners work at an advanced level in many clinical practice settings, which include diabetes care, emergency care, intensive care, women's health, aged care, palliative care, paediatrics, urology, wound management, mental health, rural and remote health, men's health, community health, young people's health, sexual health, pain management, ophthalmology, renal, respiratory, neonatal, orthopaedics, neurosurgery, chronic heart failure, cardiology, continence and oncology.

Contact Us

Kerang

Community Health

24 Fitzroy Street, Kerang
Monday to Friday 8.30am—5.00pm

Phone: 03—5451 0200

Fax: 03—5452 2486

Email: info@ndch.org.au

SMS: 0428 575 597

Medical Clinic

34 Fitzroy Street, Kerang
Monday to Friday 8.45am—5.30pm

Phone: 03-5452 1366

Fax: 03- 5450 3232

Email: clinic@ndch.org.au

Other Towns

Cohuna

25 King Edward Street
Phone: 03—5451 0250
Mon—Fri 9.00am—4.00pm
(closed 12pm—1pm)

Pyramid Hill

12 Victoria Street
Phone: 03—5455 7065
Drop-in clinic 9am-10am Mon—Fri
(other times by appointment)

Boort

119-121 Godfrey Street
Ph. 03—5451 0260
Open by appointment

Quambatook

33 Mildred Street
Ph. 03—5457 1300
Drop-in clinic 9am—10am Mon—Fri
(other times by appointment)

We also have “shared professional spaces” for appointments for some of our services in Koondrook, Charlton, Sea Lake, Donald, and Wycheproof.



Quality
Innovation
Performance



Australian Government
Australian Aged Care Quality Agency



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www.ndch.org.au