



NDCH



NEWSLETTER
DECEMBER 2018

Accreditation

Over recent weeks, NDCH has undergone two different rounds of accreditation. Clinic services were reviewed against the Royal Australian College of General Practitioners standards. Community Health services were reviewed against the Quality Improvement Council standards and the Human Services Standards. All three sets of standards require a self-assessment, which involves months of hard work. The self-assessment means looking at everything we do and how we do it to make sure it's done in the best way possible.



The people who complete the review for us look at everything from the Board to Management, Staff, service provision and clients. Reviewers not only interviewed Board and staff, but also clients and partner organisations. Across the three sets of standards, NDCH was measured against 150 criterion.

The reviewers were all very supportive and gave us incredible feedback on our successes and achievements as well as where we can improve on some things.

Check out our next newsletter for more information on how we went!

GANNAWARRA GOES ORANGE

TINS & TOYS FUNDRAISER

RECIPE OF THE MONTH



Inside This Issue



OUR NOVEMBER MENTAL HEALTH FIRST AID COURSE PARTICIPANTS

Appointments

At NDCH we understand that as we get closer to the Christmas season, you may find you need to change your appointment to fit in with your festive demands.

But we ask that if you do need to change your appointment, please give us a call as soon as you can so we can make sure we can get you back in quickly and also that your appointment may then go to someone else who may need it.

CONFIDENTIALITY & PRIVACY ALWAYS

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.

FIND US ON SOCIAL MEDIA

@ndchvic



Facebook



Twitter



Instagram

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



RECIPE OF THE MONTH

Baked Apple with Berries

Prep time: 10 minutes

Cook time: 45 minutes

Serves: 4

Ingredients

300g mixed berries

800g apples

4 cardemon pods

140g natural yoghurt

2 teaspoons honey



Cooking Method

1. Place berries in fine sieve set over small bowl, cover; thaw in refrigerator overnight.

2. Preheat oven to 160°C

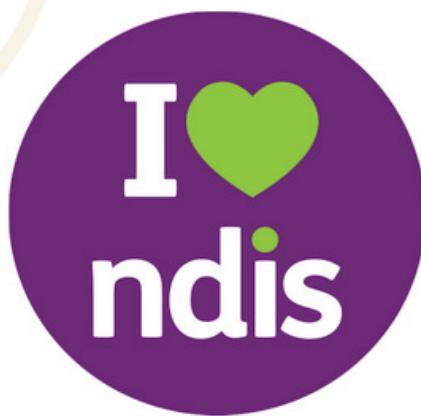
3. Core unpeeled apples about three-quarters of the way down from stem end, making hole 4cm (1½ inches) in diameter. Use small sharp knife to score around circumference of each apple. Make small deep cut in base of each apple; insert one cardamom pod into each cut.

4. Pack three-quarters of the berries firmly into apples; place apples in small baking dish. Bake, uncovered, about 45 minutes or until apples are just tender.

5. Meanwhile, mash remaining berries with a fork in small bowl; stir in yoghurt and honey.

6. Serve apples with yoghurt mixture.

Credit: www.diabetesaustralia.com.au



REGISTERED
NDIS
PROVIDER

OUR NDIS REGISTERED SERVICES INCLUDE:

- Occupational Therapy
- Community Nursing Care
- Podiatry
- Dietitian
- Speech Pathology
- Physiotherapy
- 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.



www.ndch.org.au



ndis@ndch.org.au

Zoo For A Day

Over 350 people attended Koondrook's Zoo for a Day on Sunday 2nd December at Koondrook Primary School. The free event was a joint initiative between NDCH and Murray Dairy to increase community engagement and featured television Zoologist Chris Humfreys and his Wild Action Zoo team. Chris and his crew brought with them a whole range of Australian animals including snakes, frogs, kookaburras, echidnas, koalas and goannas.

Chris and his team presented a 45 minute educational session followed by over an hour of interaction time with the animals to allow children (and many adults) to get up close and personal with the wildlife and have their photos taken.

A free BBQ lunch was provided and cooked by local volunteers from the school council and Barham/Koondrook Lions Club, as well as popcorn, face painting, story time and arts and crafts with the Gannawarra Shire Library Service and local emergency service vehicles and information.



Goes Orange

Gannawarra will don orange again on Monday 10th December to promote the Prevention of Violence Against Women.

- In Gannawarra the recorded Family Violence Incidents (the police reports or L17's) are twice the state average!
- Approximately 75% of the victims are female
- Approximately 75% of the perpetrators are male



On December 10th, the Gannawarra Free From Family Violence Network which is a GLAM working group, are hosting a 'pledge ceremony' at 10am in Victoria Square (out the front of the Court House).

At the Pledge Ceremony community and organisational leaders will pledge their support to stop violence against women in Gannawarra Shire.

Celebrate Us!

NDCH's FReeZA committee members and staff recently celebrated the end of another successful year of our Youth and FReeZA program with a celebration dinner. Our members this year were Maddy Makeham, Tayla Champion, Kaila Wilson, Jacob Gordon, Hayden Whatmore and Connor Laity.

This year these young people:

- attended a Youth Leadership Camp run by Swan Hill Rural City Council
- attended Mega Trends forum presented by CSIRO and Vic Health and their own Youth Training day
- assisted their schools SRC to host a Victorian Youth Week event
- supported the Cohuna Skate Park Working Group to host a Skate Park Event
- Kerang Technical High School to host an 'R U OK?' school event
- organised, planned and hosted a pool party celebration for the Queen's Baton Relay in Kerang
- organised Skateboard Workshops in Cohuna and Kerang
- ran a Mental Health Month Movie Night in Kerang

Their biggest achievement of the year was working behind the scenes to secure FReeZA funding for the next 3 years. They were successful and this year NDCH and the FReeZA committee received the highest amount of funding possible. We hope to work with more young people across the shire in the future to bring more great events to young people.

In 2019 we already have a Cohuna Pool Chill Session, Kerang DJ Pool Party, Winter Ball, Youth Training day and other youth events planned.

If you can think of something great you want to see happen in the Warra, then get in contact with Justine at NDCH or talk to a current FReeZA Committee member.



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 and therefore we need the support of the community we serve to achieve our goal of supporting our 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.



Tins & Toys

FUNDRAISER

Thank you to all those who dropped off donations for our Tins and Toys Fundraiser. Your generosity has been overwhelming.



LET'S
celebrate

NURSE PRACTITIONER WEEK

10TH DECEMBER - 16TH DECEMBER 2018



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.



LOCAL MENTAL HEALTH, ALCOHOL & DRUG RESOURCES

Updated: 15/11/2018



Northern District Community Health

(03) 5451 0200

- Alcohol & Other Drugs Counsellors
- Alcohol & Other Drug Withdrawal Nursing Support
- Generalist Counselling
- Mental Health Carer's Support worker
- Partners in Recovery - Chronic & Severe Mental Health Support
- Credentialed Mental Health Nurse - Need a Mental Health Care Plan from your GP
- Youth Counselling

Alcohol & Other Drug Services

- Poisons Hot Line -131 126
- Family Drug Help Line - Support to Family & Friends of people using alcohol or drugs - 1300 660 068
- Directline - Alcohol & Other Drugs (24hr) 1800 888 236
- Ice Advice - 1800 423 238

Mental Health Crisis - 24 Hours

- Loddon Mallee Psychiatric Regional Triage Service: 1300 363 788
- NSW Accessline: 1800 011 511

Mental Health - Regional Services

- Community Mental Health Nurses at:
 - Swan Hill (03) 5036 1900
 - Echuca (03) 5480 7419 or 1300 363 788 (24hr)
- Bendigo Headspace (03) 5434 5345 or headspace@bchs.com.au (Youth)
- Swan Hill Headspace (03) 4010 7100 or headspace.org.au/swanhill (Youth)

Crisis/After Hours Support - 24/7

- Medical Emergencies / Police Assistance - 000
- Mobile Connection for Medical Emergencies - 112
- Nurse on call - 1300 606 024
- Health Direct - GP / Medical Advice 1800 022 222
- Beyond Blue - Support & Counselling for Mental Health Issues - 1300 22 46 36
- StandBy Response Service (Bereavement Support after Suicide) (24hr) - 0439 173 310
- Men's Referral Service - Support with Family Violence & Relationship Issues - 1300 766 491
- Sexual Assault & Domestic Violence National Helpline - 1800 737 732.

ACSO (Alcohol & Other Drugs and Community Mental Health Support)

1300 022 760

Statewide Assessment & Referral Service - Bendigo Hub - (03) 5445 1600

Health Services

- Barham Koondrook Soldiers Memorial Hospital (03) 5451 1000
- Kerang District Health (03) 5450 9200
- Boort District Health (03) 5451 5200
- Cohuna District Hospital (03) 5456 5300
- Echuca Regional Health (03) 5485 5000
- MDAS Kerang (03) 5450 3019

Helplines

- Mental Health Carer Helpline 1300 550 265
- Lifeline - Support & Counselling (24hr) 13 11 14
- Kids Help Line (24hr) 1800 551 800
- Parentline (24hr) 1800 301 300
- Mensline Australia 1300 789 978
- Suicideline (Vic) 1300 651 251
- Sexual Assault & Domestic Violence National Helpline 1800 737 732
- Gamblers Help Program (03) 5036 3200 or 24hr Helpline 1800 858 858

I Don't Feel Safe (Violence Support Services)

- Mallee Domestic Violence & Sexual Assault Unit (03) 5033 1899 or (03) 5033 1786
- Victims of Crime Helpline 1800 819 817
- The Orange Door 1800 290 943
- Elder Abuse 1300 368 821
- Murray Mallee Legal Service 1800 243 002

Websites

- Beyond Blue www.beyondblue.org.au
- Mental Health First Aid www.mhfa.com.au
- Counselling online - Professional Drug & Alcohol Counselling www.counsellingonline.org.au
- Family Drug Help www.familydrughelp.com.au
- Men's Referral Service www.mrs.org.au/rights
- Gambler's Help www.gamblershelp@stlukes.org.au
- Road Trauma Support Service www.rtssv.org.au/counselling-and-support/
- www.headtohealth.gov.au/crisis-links

General Practitioner (GP)

A GP Can provide a Mental Health Plan for a referral to a psychologist/counsellor/mental health nurse for free sessions.

- NDCH Medical Clinic Kerang (03) 5452 1366
- Barham Medical Centre (03) 5453 1722
- Boort Medical Centre (03) 5451 5220
- Cohuna Medical Centre (03) 5456 2609
- Kerang Medical Clinic (03) 5452 1288
- Tristar Medical Group (03) 5032 2133
- Swan Hill Medical Group (03) 5033 1711
- Swan Hill Primary Health (03) 5033 9900
- MDAS Kerang (03) 5450 3019

Northern District Community Health - Visiting Services -

- Child & Adolescent Mental Health Services - Mental Health Triage 1300 363 788
- Vision Australia
- Axis Employment - (03) 5032 5224
- Australian Hearing Australia 131 797 or (03) 5445 1400

Other Services

- Financial Counselling Service - From Mallee Family Care 1800 63 22 63
- Rural Financial Counselling Service (Farmers & Small Farm Businesses) 1300 769 489
- TAC Road Trauma Support Service 1300 367 797

Other Great Supports

- Cohuna Family Drug Help 0427 567 170
- Foodbank Cohuna Neighborhood House (03) 5456 4666
- Food Bank Echuca 5482 6174
- St Vincent de Paul Kerang 5452 2380
- My Aged Care 1800 200 422
- Homelessness Service 1800 825 955

Supporting Children (Speak to School)

- Child Protection Legal Service (03) 5023 5966 - 1800 243 002
- Child First Gannawarra Area 1800 290 943
- Child First LoddonArea 1800 260 338

1

STAY SAFE

Stay safe. Do it for yourself if you can. Do it for others if you must. If you are driving while crying too hard to see straight, pull over. If you are about to get in the car, help yourself calm down. Distraught driving is dangerous.

2

TEND SOMETHING

Water the plants.
Brush the animals.
Send a care package.

Thinking of others, or giving love, or getting out of yourself for a while can help.

3

GET OUTSIDE

Being outside in a non-human world is a relief. The trees will not ask - "How are you really?" The wind does not care if you cry. There's a lot to be said for being in places that don't need anything from you.

4

DRINK WATER

Crying for months on end is really dehydrating. Please drink water.

Your body needs it.

The first weeks and months after someone you love dies are a world unto their own. Your usual survival tactics won't work. Words of intended comfort just grate. Encouragement from other doesn't feel good.

POSITIVE THINKING AND PLATITUDES CAN'T HELP, THEY JUST CAN'T.

5

SHOWER

Really.

You will feel just the tiniest bit better clean. The same goes for sweeping the floor or any other seemingly tedious or irrelevant task of hygiene.

6

MOVE

Moving your body is likely to bring a little measure of calm. Do yoga, go for a hike, or walk the dog. Even to the end of the block is a good start.

It won' solve anything but movement is good.

7

SAY NO - SAY YES

You can't afford any big drains on your energy, and you can't afford to miss too many ways to replenish it. Say no to people, places, and events that are too much for you. Say an occasional yes to things that bring even a tiny bit of goodness.

8

EAT

Some people eat under stress. Some lose all interest in food. Some experience serious, lasting physical challenges due to their "grief diet." Small doses of healthy, nutrient dense food might be more easily tolerated by your mind and body than full meals.

The core parts of you, the ways you find solace and connection - these have not completely changed, though they may feel irrelevant. Grief pares things down.

YOU MAY JUST NEED TO EXPERIMENT A BIT.

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

ADMIN STAFF

Meryl Metcalfe (Coordinator)
Nicole Betson
Jenny Drake
Jeanette Schmidt
Nick Keely
Alesha O'Neill



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 fee is \$68. 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.

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.

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.



HotDoc

Online appointments can be made by visiting:
www.hotdoc.com.au/medical-centres

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 \$35 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 Lesion Biopsy & Excision
- Cryotherapy
- Diathermy
- Spirometry (Lung Function Test)
- 24 Hour BP Monitoring
- 24 Hour Heart Monitoring
- ECG (electrocardiogram)
- Cardiologist (Visiting Specialist)
- Psychologist (Visiting Specialist)
- Geriatrician (Visiting Specialist)
- Hearing Aid Specialists

Contact our Medical Receptionists for appointments and further information on (03) 5452 1366.



Australian College of
Rural & Remote Medicine
WORLD LEADERS IN RURAL PRACTICE



MURRAY CITY
COUNTRY COAST
GP TRAINING



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Medicine, Nursing and Health Sciences

School of Public Health and Preventive Medicine

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.



Thanks For Reading

www.ndch.org.au

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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

