



COMMUNITY HEALTH AND WELLBEING

CLIENT INFORMATION BOOKLET



**NCN
Health**

Nathalia
Cobram
Numurkah

ABOUT NCN HEALTH

OUR PURPOSE

Building healthy communities together

OUR PROMISE

We work together to provide safe, high quality care that improves the health and wellbeing of the diverse communities we live in.

OUR VALUES

RESPECT

Value the rights, beliefs and choices of every individual.

ACCOUNTABILITY

Take responsibility for our decisions and actions.

PARTNERSHIP

Work together to create value in health.



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WELCOME

This client handbook has been prepared so that you and your family or carer will have a greater understanding of NCN Community Health and Wellbeing and the services that we provide.

It contains details of your rights and responsibilities as a client of NCN Community Health and Wellbeing, as well as other important information.

Whether you are a potential client or a person currently receiving support from Community Health and Wellbeing Services we trust that you will find useful information here about our health service.



Robyn Sprunt and Kim Fitzgerald
Executive Managers Community
Health and Wellbeing



WHAT IS COMMUNITY HEALTH AND WELLBEING?

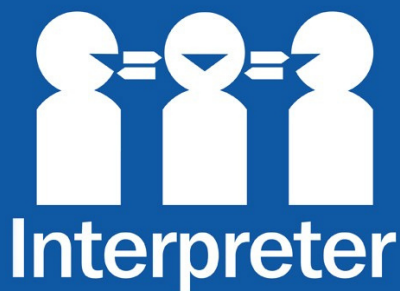
Community Health and Wellbeing services help improve or maintain health and wellbeing through supports offered in one of our centres or in the client's home. The Community Health and Wellbeing team offers a diverse range of allied health services, specialist nursing and aged care services. Our team offer physiotherapy, district nursing, occupational therapy, mental health support, social support groups, foot care and more.

Community Health and Wellbeing can help you:

- Stay active.
- Connect with your local community.
- Stay as independent as possible in your own home.



DO YOU REQUIRE AN INTERPRETER?



NCN Health provides an interpreting service which is available to all non-English speaking clients.

Please let our staff know if you need an interpreter.



DIVERSITY & INCLUSION

NCN Health has a Diversity Plan to make sure that we meet the needs of everyone in our community, with a special focus on:

- People of Aboriginal and Torres Strait Islander backgrounds.
- People of culturally and linguistically diverse backgrounds.
- People who are lesbian, gay, bisexual, transgender, intersex (LGBTIQA+)
- People living with a disability
- People with dementia
- People living in rural and remote areas
- People experiencing financial disadvantage (including people who experience or are at risk of homelessness).

Are you of Aboriginal or Torres Strait Islander origin?

Your response is important.

This information helps us to
improve the health of Aboriginal
and Torres Strait Islander people
living in our community.



We cannot rely on appearance
or assumptions.



The only sure way to find out is
to ask.

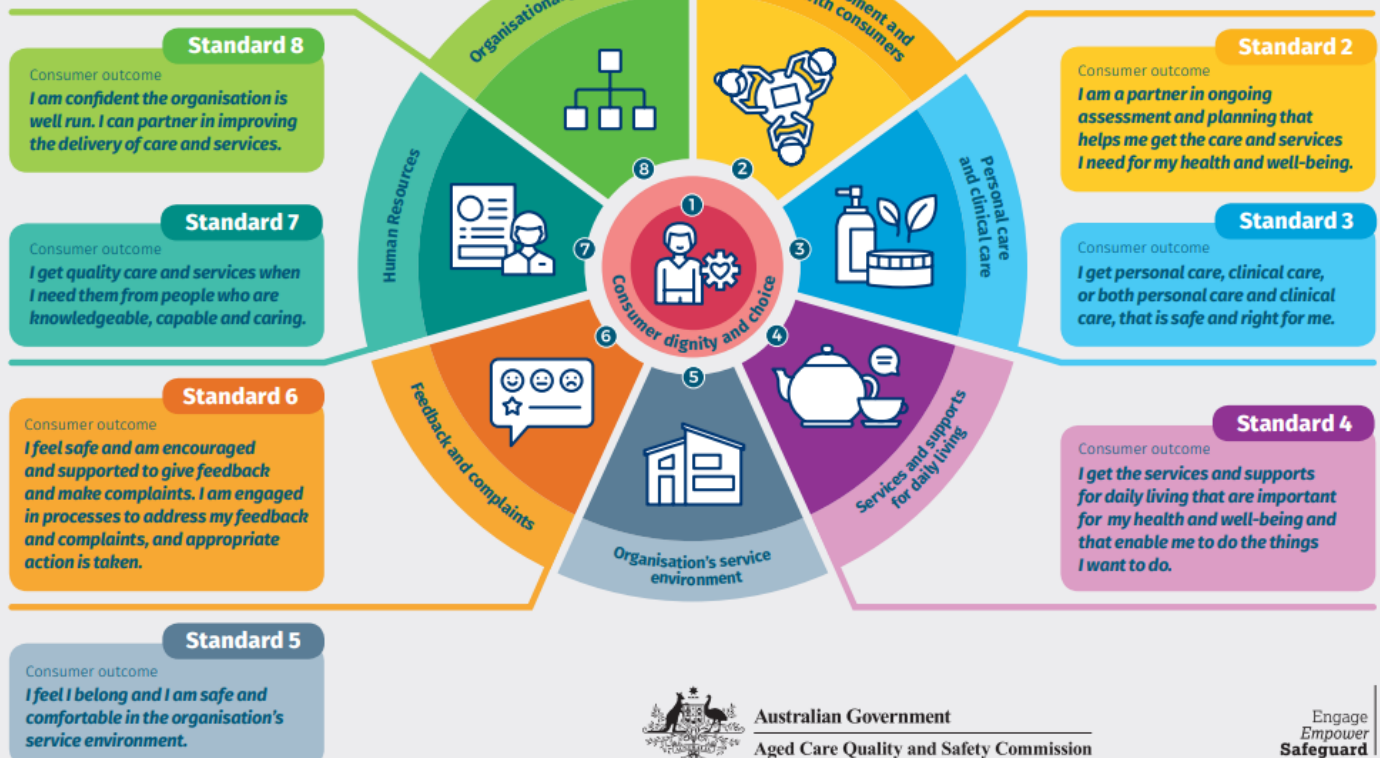
AGED CARE QUALITY STANDARDS

To make sure you get the best care, Community Health and Wellbeing have responsibilities and must meet all of the Aged Care Quality Standards, we must ensure you are:

1. Treated with dignity and respect and can maintain your identity
2. You are a partner in ongoing assessment and planning that helps the care and services you need for your health and well-being
3. You get personal care, clinical care or both that is safe and right for you.
4. You get the services and supports for daily living that are important to your health and well-being
5. You feel you belong, are safe and comfortable
6. You feel safe and are encouraged and supported to give feedback and make complaints
7. You get quality care and services when you need them from people who are knowledgeable, capable and caring
8. You are confident the organisation is well run.

Aged Care Quality Standards

agedcarequality.gov.au





INFORMATION ABOUT OUR SERVICES

Allied Health Assistant



Our Allied Health Assistant provides support to the Physiotherapist, Occupational Therapist and other health care workers. They assist them by completing tasks and helping to deliver programs for their clients.

Chronic Disease Worker



Our Chronic Disease Worker supports people with chronic illness, such as arthritis, heart disease, lung problems like asthma, and diabetes to better manage their own health. Support is given to help you set goals and work towards achieving these to improve health and well-being.

Community Midwife



Our Community Midwife helps pregnant women to book into GV Health for birth and works closely with GV Health to care for women and their families during pregnancy. They can also visit the family home after birth to provide support and check the health and well-being of the mother and baby.

Counsellor- Social Support and Well-being Program



Our Counsellors help people to explore every day challenges they may be facing. They also help people see things more clearly so that they can make changes to improve their emotional well-being.

Diabetes Educator



Our Diabetes Educator works with people who have or are at risk of developing diabetes to improve understanding and better manage diabetes and their general health and well-being.

Dietitian



Our Dietitians provide expert nutrition and dietary advice to assist you in making decisions about what you eat to maintain good health, recover from illness or manage specific health conditions.

District Nursing



Our District Nursing team provide professional nursing care for people in the comfort of their own home. Care often includes support and advice regarding the management of wounds, medications, nursing care following hospital discharge, palliative care, and management of chronic illness.

Footcare



Footcare is a service for people who have difficulty looking after their own feet. Our nurses provide basic foot care and hygiene including routine nail trimming, education, and advice regarding foot hygiene and footwear.

Health Promotion



Our Health Promotion program works closely with our local community to support positive changes in health and well-being at a community level.

Healthy Habits Group



Our Healthy Habits program brings people together in a group setting to enjoy exercise in a social environment. We aim to support you to live a healthy lifestyle by improving your physical, social and emotional health.

Intake



Our Intake service will usually be the first contact you have with Community Health and Wellbeing. The Intake and Access team will talk with you to understand your needs and will arrange your appointments and coordinate services for you.

Moira Palliative Care Service



Palliative Care improves the quality of life of patients and their families facing life-limiting illness. It involves preventing and relieving suffering and treating pain and other problems associated with your, which includes physical, psycho-social and spiritual needs.

Social Support Groups



Numurkah and Nathalia offer regular events that provide a friendly place to share a meal, catch up with friends or make new ones, and enjoy a range of activities that help to improve social inclusion, health and well-being.

Occupational Therapist



Our Occupational Therapists can help to improve your independence with daily living tasks such as household, personal care and leisure activities. They can also provide advice regarding home safety, home modification and aids and equipment to increase independence and safety.

Physiotherapist



Our Physiotherapists can help improve your body's movement and function by treating conditions such as muscle, bone, and joint issues. They also assist with balance and give advice regarding falls prevention and walking aids.

Podiatrist



Our Podiatry service can help you to manage foot and lower leg conditions including wounds, pain, nail and skin conditions. They can also give advice regarding appropriate footwear and orthotics.

Psychologist



Psychologists are experts in human behaviour, as they have studied the brain, memory, learning and human development. They understand how people think, feel, behave and react. Our Psychologists can work with individuals and families and can also help groups and organisations.

Pulmonary Rehabilitation



Our Pulmonary Rehabilitation program brings people together who have chronic lung conditions to enjoy exercise in a group setting. It also involves education sessions about how to better manage their lung conditions.

Exercise Physiologist



The Exercise Physiologist assess, plan and implement exercise programs for preventing and managing chronic diseases and injuries, such as heart disease, diabetes, depression and arthritis and assist in restoring and maintaining health

Speech Pathologist



The Speech Pathologist can assess, diagnose, prevent and treat speech, language and social communication disorders in children.



HOME CARE PACKAGES

What is a Home Care Package?

Home Care Packages are a subsidy offered by the Government to eligible people so they can continue to live safely at home.

Will I need to pay?

You may be required to contribute towards your care, this will be determined by a Centrelink Income Assessment.

How can NCN Health help?

NCN Health Cobram Campus have been managing Home Care Packages since 2009.

We support the delivery of Home Care Packages to community members across the Moira Shire.

We have experienced Case Managers who live locally and know the local people, places and services.

We assist you to identify the help you need and work with you to plan the services you want.

Stay home, stay well

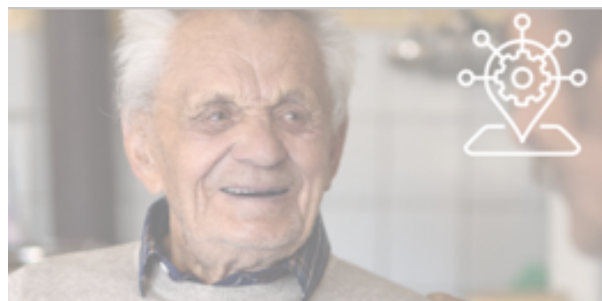
We will work with you, your family, doctor and other services you already receive. We will help you maintain your independence and your voice in choosing how to stay home and stay well.

Contact us!

Call NCN Health to speak with an Intake Worker.

P: (03) 5871 0944





When should I connect a person to a Care Finder at NCN Health

Care Finders support vulnerable **older people** who would not be able to arrange services without **intensive support** and do not have a family member or friends who can help.

Care finder services are provided at no cost as they are fully funded through Primary Health Networks.

Who can receive assistance from a Care Finder?

Care Finders are not for everyone. They specifically help vulnerable older Australians who need intensive assistance to access aged care and other supports.

To receive care finder support, a person must:

- have no carer or support person who can help them, or
- not have a carer or support person they feel comfortable or trust to support them, **and**
- be eligible for government-funded aged care.

In addition, they should have one or more of these reasons for needing intensive support:

- have difficulty communicating because of language or literacy problems
- find it difficult to understand information and make decisions
- be reluctant to engage with aged care or government
- be in an unsafe situation if they do not receive services.

How does the service work?

If someone requires this support, then a local organisation can connect them with a dedicated Care Finder. The Care Finder will meet with them, usually in person. This can be at their home or another place they choose. The Care Finder will ask questions to understand the person's situation and support them to work through the steps to address their needs.

What help can Care Finders provide?

Care Finders can help people understand what aged care services are available, set up an assessment and find and choose services. They also help people with access to other supports

in the community. They can help with both accessing services for the first time and changing or finding new services and supports.

They can help someone with:

- talking to My Aged Care on their behalf and arranging an assessment
- attending and providing support at the assessment
- finding and short-listing aged care providers in their area
- completing forms and understanding aged care service agreements
- checking-in once services are up and running to make sure everything is OK
- solving other challenges and connecting to supports in the community, such as health, mental health, housing and homelessness, drug and alcohol services and community groups.

They will ask some questions about why the person needs help from a Care Finder.

The person **must** give consent for you to provide any information about them to the Care Finder organisation. It is best if the person is with you when you make the call.

How do I connect someone to a Care Finder?

NCN Health Care Finder contact information

Campus	Contact Number	Address
Nathalia	03 58669444	36-44 McDonell Street, Nathalia 3638 VIC
Cobram	03 58710900	2 Charles Street, Cobram 3644 VIC
Numurkah	03 58620560	2 Katamatite Road, Numurkah 3636 VIC

The person **must** give consent for you to provide any information about them to the Care Finder organisation. It is best if the person is with you when you make the call.

They will ask some questions about why the person needs help from a care finder.

What if a Care Finder isn't right for someone?

Most people who need aged care should call My Aged Care on 1800 200 244 or visit myagedcare.gov.au to discuss their needs and arrange an assessment.

If someone would like help to talk to My Aged Care or to use the website they can go to any Services Australia centre. There are also Aged Care Specialist officers who give face-to-face help in 70 Services Australia service centres. Visit [Services Australia website](#) to see where these are located or call **1800 227 475**.

Other supports and their contact details are;

- Advocacy Support – call OPAN on **1800 700 600**
- Carer Support – call Carer Gateway on **1800 422 737**
- National Dementia Helpline **1800 100 50**



MENTAL HEALTH SERVICES

Community Health and Wellbeing provide a range of mental health services to support the community. These include;

- Counselling
- Psychology services
- Social Workers
- Mental Health Nurse
- Telehealth psychiatry services.



The Moira Mental Health Service also provides a range of mental health clinicians throughout the Moira Shire to support mental health.

To access mental health support, you may need a referral from your GP, sometimes you are able to organise support without a referral. To find out more, contact our Access and Intake Team on P: 03 5871 0944.

In the case of a Mental Health crisis, where immediate support is needed; it is best to contact 000, or Goulburn Valley Area Mental Health Service (GVAMHS) on 1300 369 005.

Other useful numbers include:

Beyond Blue: 1300 22 4636

MensLine Australia: 1300 78 99 78

**Head to Health (free advice, assessment and local referrals):
1800 595 212**

SANE Australia: 1800 18 7263

Lifeline: 13 11 14

COST OF SERVICES

COMMUNITY HEALTH AND WELLBEING SCHEDULE OF FEES

Service	Campus	Concession Card Holder	Medium – High Income
Allied Health Assistant	Numurkah Cobram	\$8.00	\$8.00
Chronic Disease Support	Numurkah Cobram	\$10.30	\$15.60
Community Midwife	Numurkah Cobram	No charge	No charge
Continence Nurse	Cobram	\$10.30	\$15.60
Diabetes Education	Numurkah Cobram Nathalia	\$10.30	\$15.60
Dietetics	Numurkah Cobram Nathalia	\$10.30	\$15.60
District Nursing Service	Numurkah Cobram Nathalia	\$3.90	
Exercise Physiology	Numurkah Cobram	\$10.30	\$15.60
Foot Care	Numurkah Cobram Nathalia	\$8.00	\$8.00
Mental Health / Social Support	Numurkah Cobram Nathalia	No charge	No charge
Moiria Palliative Care	Numurkah	No charge	No charge
Occupational Therapy	Numurkah Cobram Nathalia	\$10.30	\$15.60
Physiotherapy	Numurkah Cobram Nathalia	\$10.30	\$15.60
Podiatry *\$15.60 charge will also apply for EPC visits	Numurkah Cobram	\$15.60	\$15.60
Speech Pathology	Cobram	\$10.30	\$15.60
Spirometry	Numurkah Cobram Nathalia	No charge	No charge

COST OF SERVICES

COMMUNITY HEALTH AND WELLBEING SCHEDULE OF FEES

Group	Campus	Concession Card Holder	Medium – High Income
Cancer Wellness Program	Numurkah	No charge	No charge
Cardiac Rehabilitation *\$10.30 charge will apply for Initial Assessment	Numurkah Cobram	\$8.00	\$8.00
Falls and Balance *\$10.30 charge will apply for Initial Assessment	Cobram	\$8.00	\$8.00
Healthy Habits	Numurkah	No charge	No charge
Maintenance Exercise	Numurkah Cobram	\$8.00	\$8.00
Orthopaedic Hip and Knee *\$10.30 charge will apply for Initial Assessment	Cobram	\$8.00	\$8.00
Pulmonary Rehabilitation	Numurkah Cobram Nathalia	No charge	No charge
Social Group (Numurkah)	Numurkah	\$10.50 (full day) \$5.00 (half day)	\$10.50 (full day) \$5.00 (half day)
Social Group (Nathalia)	Nathalia	\$7.70 \$14.40 (meal included)	\$7.70 \$14.40 (meal included)



BOOKING APPOINTMENTS

If you are wanting to book an appointment with any service contact our Access and Intake Team. They will discuss your needs with you and help you to understand what is required in order to access the service that you want.

P: (03) 5871 0944

- Some services require a referral from your doctor (GP) or other health professional
- Some services for people 65 years and over and people of Aboriginal or Torres Strait Islander backgrounds that are 50 years and over will need to be registered with My Aged Care first. Our Intake and Access Team can assist you with this.
- You will be able to refer yourself, or contact us directly for other services. You can find a referral form on the Community Health and Wellbeing page of the NCN Health Website ncnhealth.org.au

Contact the Access and Intake Team for more information:

P: (03) 5871 0944



Failure to attend appointments

If you are unable to attend your appointment please contact Community Health and Wellbeing Reception before your appointment:

- Nathalia 03 5866 9444
- Cobram 03 5871 0900
- Numurkah 03 5862 0560

Failure to attend your appointment without notice or reason may result in a significant wait before another appointment becomes available.



Find the help you need with myagedcare

If you're finding it harder to do the things you used to, you might need a bit of support at home. The Australian Government's myagedcare phone line and website can help you to:

Access services to support you with:

- **Transport**
(e.g. appointments and activities)
- **Household jobs**
(e.g. vacuuming and preparing meals)
- **Modifications to your home**
(e.g. hand rails, ramps)
- **Nursing and personal care**
(e.g. help getting dressed, help shaving)

Find information in one spot on:

- **Different types of services**
(in home support, short-term care, aged care homes)
- **Your eligibility**
- **Your contribution to the cost**
- **Organisations that provide aged care**

Connect with myagedcare on
www.myagedcare.gov.au or call 1800 200 422

*1800 calls are free from land lines; calls from mobile phones might be charged.

REFUSAL OF SERVICE

You have the right to refuse any Community Health and Wellbeing Service offered to you. The Intake and Access Team will discuss alternative service providers with you if necessary. A refusal of service at any time will not affect any future requests for services from Community Health and Wellbeing.

There may be occasions when Community Health and Wellbeing refuse or withdraw a service to you. The following circumstances may result in such refusal or withdrawal of services:

- Occupational Health and Safety concerns including an unsafe environment.
- Where the level of need exceeds the scope of our services.
- Where you live outside of the service delivery area of Community Health and Wellbeing.



VISITING SERVICES

Community Health and Wellbeing has a range of visiting and telehealth services that provide care to the local community. These services include:

- Obstetrics
- Gynaecology
- Geriatrics
- Psychology
- Psychiatry
- Drug and Alcohol Counselling
- Family Violence Support.

NCN Health Cobram Campus offers a dental clinic, and there is a privately run dental clinic and podiatry clinic within NCN Numurkah Community Health and Wellbeing.

Telehealth is a way regional people can access specialist health services over a distance. This uses information technology to connect with that health professional during your appointment to avoid travelling.

For more information on these visiting services please contact our Access and Intake Team.
P: (03) 5871 0944



SUPPORTING YOUR INDEPENDENCE

Care Planning Information

What is a care plan?

Our services are for you. We work with you to stay as independent as possible and to remain active and connected with your local community.

We work with you, your family and carers to develop a care plan which helps to:

- Identify and prioritise issues.
- Set goals relevant to you.
- Develop strategies and time frames to support your goals.
- Provide a list of who is involved in your care and their contact numbers.
- Provide information which is written in user-friendly language and words to make it easy to follow.

Why have a care plan?

There are a number of benefits to having a care plan, which include:

- Gaining a better understanding of factors that impact on your health.
- Having a written record to help remember:
 - What was planned and who is going to be involved
 - Who is responsible for each action
 - When your care will be reviewed
 - What you have achieved.
- Being able to show the care plan to other services, carers and family members involved in helping you.
- Improving communication between services involved in your care.

WHO IS INVOLVED IN DEVELOPING A CARE PLAN?

You are central to the development of your own care plan.

Others involved in developing a plan with you may include:

- General Practitioners (GP)
- Allied Health Staff
- Nursing and Care Staff



In creating a care plan you are also able to ask other people who are involved in helping you to achieve your goals.

Can my care plan be updated when my goals change?

Yes. Any of the health professionals can add to, update or modify your care plan when you want to make changes or you have achieved your goals.

Sometimes our support will only need to be for a short while until you get back on your feet and other times our support will be ongoing. It can change over time as your circumstances change.

What happens to the information on the care plan?

- You have a say in what happens to your information and who the care plan is shared with.
- You can also ask for a copy to be sent to others so that you don't have to repeat the information.
- If you are a home care client a copy of your care plan will be left in your home.

ADVOCACY

The Older Persons Advocacy Network (OPAN) is funded to provide free, confidential and independent advocacy support to older people, their families and representatives across Australia.

An advocate service may be able to help you:

- Raise concerns about services you are receiving.
- Give you information about your aged care rights and responsibilities.
- Listen to your concerns.
- Help you resolve concerns or complaints with your aged care service provider.
- Assist you in making decisions about the care you receive.
- Speak with your service provider on your behalf.
- Refer you to other agencies when needed.

WHO CAN ACCESS ADVOCACY SERVICES?

Anyone receiving or looking to receive Commonwealth-funded home care or aged care services can use an advocacy service.

Contact Community Health and Wellbeing for more information or one of the following services provided on the right-hand side of the page.

COMMUNITY HEALTH AND
WELLBEING

Older Persons Advocacy Network
1800 700 600
www.opan.com.au

Rights Information &
Advocacy Centre
72 Wyndham Street
Shepparton Victoria 3630
(03) 5822 1944
www.riac.org.au

Senior Rights Victoria
Level 4, 98 Elizabeth Street
Melbourne 3000
1300 368 821
www.seniorsrights.org.au

Elder Rights Advocacy
Level 2, 85 Queen Street
Melbourne Victoria 3000
(03) 9602 3066
or 1800 700 600
www.era.asn.au

Office of the Public Advocate
5th Floor, 436 Lonsdale Street
Melbourne Victoria 3000
1300 309 337
www.publicadvocate.vic.gov.au

COMPLIMENTS, COMPLAINTS AND FEEDBACK

NCN Health is dedicated to providing quality care and service to our community.

We appreciate all feedback about the services and care provided, including; compliments, complaints and suggestions.

All feedback helps improve our service to you.



Paper copies of the NCN Consumer Feedback form are available in each reception area



You can also download a printable version of the feedback form from our website: ncnhealth.org.au



Care Opinion is an independent site where you can share your experiences, good or bad, about your recent health care experience.

Care Opinion is safe and confidential and your information can help improve health services.



If you can't resolve your concern with your service provider, you can contact the Aged Care Quality and Safety Commission.

- Anyone can lodge a concern and it is free
- You can be anonymous or confidential
- You can also give us feedback about the care you or someone else is receiving to help us when we check a service against quality standards
- Call us on 1800 951 822 or visit agedcarequality.gov.au for more information.

Other ways to provide feedback

Speak to our staff: We encourage you to discuss any concern or complaint with the staff caring for you.

Visit our website: You can provide your feedback any time on the feedback section of our website at: www.ncnhealth.org.au

Would you like a response?

☐ Yes ☐ No

Name:

Address:

Email:

Phone:

Once completed, please return your feedback by giving it to a staff member, placing it in one of the 'Feedback' boxes situated in each department, or via email or post to:

Complaints Officer

E ncnhealth@ncnhealth.org.au

Nathalia Campus

36-44 McDonell St, Nathalia VIC 3638

T (03) 5866 9444

Cobram Campus

24-32 Broadway St, Cobram VIC 3644

PO Box 252, Cobram VIC 3644

T (03) 5871 0777

Numurkah Campus

2 Katamatite Rd, Numurkah VIC 3636

PO Box 128, Numurkah VIC 3636

T (03) 5862 0555

Consumer Feedback



Not satisfied?

If your feedback is a complaint and after discussion with the hospital you are not satisfied, further independent assistance can be found by contacting:

Health Complaints Commissioner

26/570 Bourke Street, Melbourne VIC 3000
T 1300 582 113

Aged Care Quality & Safety Commissioner

GPO Box 9819, Melbourne VIC 3001

Free call: 1800 951 822

Rights Information & Advocacy Centre

PO Box 1763 Shepparton VIC

T (03) 5222 5499

Care Opinion

W www.careopinion.org.au

NDIS Quality and Safeguards Commission

T 1800 035 544

Disability Services Commissioner

T 1800 677 342



NCN Health | Nathalia
Cobram
Numurkah

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Tell us about your experience

You are encouraged to complete this form at any time when:

- You would like to compliment our services or a staff member;
- You are unhappy with our services and would like to make a complaint;
- You have a suggestion to make that could improve our service.

What we will do:

- We will keep your feedback confidential;
- We will ensure your concern is followed up as soon as possible;
- We will assist you to arrange an external advocate if this is required.



Your feedback

Please provide us with as much detail as possible. Attach extra pages to this form if needed.

Date: / /

My feedback is regarding a:

☐ Compliment ☐ Suggestion ☐ Complaint

Tell us about your experience.
Please tick the campus:

☐ Nathalia ☐ Cobram ☐ Numurkah

What service did you require or use?

The best part of my experience was:

I didn't like:

I would like to see the following improvements:

I would like to recognise the following staff:

Additional comments:

Thank you for your feedback. It is greatly appreciated.

Jacque Phillips, Chief Executive Officer

OCCUPATIONAL HEALTH & SAFETY

In Your Home

Smoke-Free Environment

Community Health and Wellbeing has a no smoking policy. We require you and any others present not to smoke in the home when our staff are present and providing services.

Animals

Pets and animals are to be restrained from all work areas.

Smoke Alarms

Smoke alarms are compulsory in all homes that any Community Health and Wellbeing staff attend for services.

Floors

Please remove or fix torn carpets, loose rugs and mats that may be a tripping hazard.

No Lift Program

NCN Health has implemented a no lift policy. On admission to the District Nursing Service, you will be assessed by the nurses on your ability to move yourself in bed, sit up, stand and walk. If you require assistance with any of these activities, the nurses will use devices that will aid your movement, making it more comfortable and safe, whilst helping protect the staff from possible injury.

Also please ensure that:

- All gates, paths, front steps and verandas are safe and clear of obstructions. There should be clear access to where the staff may need to go.
- Staff have access to water and a clean towel to wash their hands.
- You leave a welcome light on if you are expecting an evening visit from a staff member.

In situations where Occupational Health and Safety hazards are identified by our team, services can only commence when these have been addressed. Assistance will be given for alternative arrangements.

SAFE SHARPS DISPOSAL - FOR A SAFER COMMUNITY

Sharps (needles or lancets)

People with diabetes who check their blood glucose levels and inject medication need to dispose of used 'sharps' (items that can puncture your skin). Please dispose of sharps safely to reduce risk to waste collectors, landfill workers, and others in our community.



What is a suitable container?

Meets Australian standards:

- Sharps can not pierce the container and
- Closed seal for disposal

You can collect your yellow sharps container, meeting Australian standards from NCN Health Community Health and Wellbeing Reception

Return full container to:

NCN Health Nathalia

Located inside main entrance to the right

NCN Health Cobram

Located outside Community Health and Wellbeing building (Charles St)

NCN Health Numurkah (Pictured)

Orange Bin next to Administration Building (Melville Rd)

Sharps disposal in orange bins prevent staff injury.



FALLS CAN BE AVOIDED

Falls are preventable

Approximately one in three people over 65 have a fall at least once a year. Any fall, even if there is no serious injury, may have long-term consequences on your quality of life. The good news is, most falls are preventable.

Why do older people fall?

Common factors that increase the risk of a fall are:

- Some medical conditions affect balance and reduce physical ability.
- Some medications (or combinations) can affect balance.
- Inactivity results in a loss of muscle strength, stiffer joints and poorer balance which changes the way people move around.
- Poorer eyesight often occurs with age.
- Urinary frequency or incontinence may result in rushing to the toilet.
- Obvious slip, trip and fall hazards may be ignored.

ACTIONS TO PREVENT FALLS

- See your doctor for regular health checks and tell your doctor if you are experiencing dizziness, loss of balance, difficulty walking or falls.
- Review your medications with your doctor.
- Eat a healthy diet.
- Have your eyes and glasses checked every year.
- Wear comfortable, well-fitting shoes.
- Keep active - do some exercise that makes you stronger and improves balance.
- Be alert for slip or trip hazards at home or outside, such as spills, cords, loose mats or pets.
- Install handrails to steps and nonslip strips/mats for the shower or bath. Talk to our Occupational Therapist about what might be suitable.



Charter of Aged Care Rights

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

I have the right to:

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

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



I have a right to:

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

Your information

It's private

What happens to information about you while you are a consumer of this service?

NCN Health

Who are we?

We are one of several health and welfare services in your area, all working together in partnership to meet your needs.

What information do we collect about you?

We keep your name and contact details on your consumer record. Other details, such as your care/case plan and information about the services you receive are recorded each time you visit.

Why do we collect your information?

The information we collect helps us to keep up-to-date details about your needs, so we can care for you in the best way possible.

Who else sees your information?

Your information can only be seen by professionals in this service involved in your care. We also use the information to better manage and plan this service. Otherwise, we only release information about you if you agree or if required by law, such as in a medical emergency.

Any other questions?

Please talk to one of our staff if you have any other questions or complaints about what happens to your information while you are our consumer, or if you wish to access your record.

What say do you have in what happens to your information?

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

How will your information be protected?

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

Can you access your information?

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary.

COMMUNITY HEALTH AND WELLBEING

**Main Office:**

36 -44 McDonnell Street, Nathalia, 3638
24 - 32 Broadway Street, Cobram, 3644
2 Katamatite Road, Numurkah Vic 3636

**Office Hours:**

Monday-Friday, 8.30am- 5.00pm

Postal Address:**NCN Nathalia**

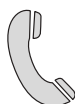
36 - 44 McDonnell Street, Nathalia, 3638

NCN Cobram

PO Box 252, Cobram, 3644

NCN Numurkah

PO Box 128, Numurkah VIC 3636

**Telephone:**

Access and Intake Team: (03) 5871 0944

(03) 5866 9444 Nathalia

(03) 5871 0900 Cobram

(03) 5862 0560 Numurkah

**Email:**

ncnhealth@ncnhealth.org.au

ncnintake@ncnhealth.org.au

**Social Media**

[www.facebook/ncnhealth](https://www.facebook.com/ncnhealth)

**Website**

www.ncnhealth.org.au