



CORRYONG
Heal+H

**Client & Service
Information Directory
2019**

Table of Contents

Welcome.....	5
About Us	6
Our Vision	6
Our Mission.....	6
Our Values.....	6
Our Board of Management.....	6
Our Executive Team	6
Service Coordinators.....	6
Referrals and Contact Details	7
My Aged Care.....	7
Active Service Model	7
Indigenous Affairs	8
Service Provider Contact Details.....	8
Other Visiting Services	9
Other Helpful Contacts	9
Acute Services.....	10
Acute Care.....	10
Urgent Care Centre	10
Day Procedure Unit.....	10
Dialysis	11
Domiciliary Midwifery.....	11
Dorevitch Pathology	11
Medical Imaging.....	11
Palliative Care	11
Advanced Care Planning	11
Residential Services	13
Support group for families with relatives in residential care.....	13
Community Services	14
Allied Health Assistants.....	14
Community Transport.....	14
Continuum of Care.....	14

Day Activity Centre	14
Diabetes Educator.....	15
Exercise Physiologist.....	15
Occupational Therapy.....	15
Physiotherapy.....	15
Podiatry.....	16
Health Promotion and Community Development.....	17
Health Promotion	17
Community Health & Fitness Centre	17
Foodbank	17
Community Based Services.....	18
Home and Community Care (HACC)	18
Individual Support Packages	18
Meals On Wheels.....	18
National Disability Insurance Scheme (NDIS).....	18
Medical and General Practice Nursing Services.....	19
Clinic Services.....	19
District Nurses.....	19
Mental Health & Counselling Service.....	20
Mental Health.....	20
Alcohol and Other Drug Problems	20
Counselling.....	20
Gambling Counselling Service	20
Social Work	20
Programs and Community Groups.....	21
Carers Support Group	21
Community Health Advisory Group	21
Community Network Group.....	21
Diabetes Support Group	21
Falls Prevention Program.....	22
Mental Health Support Group	22
Upper Murray Retirement Village	23
Single Bedroom Units	23
Terrace Houses	23
Other Helpful Information	24

Privacy Statement.....	24
Interpreter Service.....	24
Volunteers.....	24
Women’s Auxiliary.....	24
Victorian Patient Transport Assistance Scheme	24
New South Wales Isolated Patient and Accommodation Assistance	24
National Relay Service	25
Disability, Advocacy & Information Service	25
Emergency Planning.....	25
Graduate Nurse Year Program.....	26
Client Rights & Responsibilities.....	27
Privacy and client rights.....	27
The right to respect, dignity and consideration for privacy.....	27
Communication.....	27
Safety	27
The right to be assessed for services without discrimination.....	27
The right to appeal your services.....	27
Participation.....	27
The right to an advocate of your choice	27
Client Responsibilities	28
Open Disclosure	28
Compliments and Complaints.....	29
Do you have a comment or complaint?.....	29

Welcome

Welcome to Corryong Health and the Client & Service Information Directory.

We are committed to making sure that you are well informed and able to access the right services when you need them and at the right time. This booklet contains:

- Information on all Corryong Health services
- A list of contact numbers for each of the services
- Contact numbers and websites
- Complaints and compliments procedures

For further information please visit our website – www.corryonghealth.org.au

Corryong Health is funded by the Australian Government Department of Social Services. Visit the department of Social Services at www.dss.gov.au for more information.

Although funding has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.



About Us

Our Vision

“Together- Strengthening the Health of Our Community”

Our Mission

Our mission is to promote wellness and healthy independence by providing quality services to meet the needs of our community.

Our Values

Our values will guide our behaviours and practices to hold us accountable to our community and ourselves. We value:

- Respect, care and compassion for our consumers, their families, our community, carers and staff
- Connection with our community, keeping clients at the centre of what we do
- Innovation and change, continually improving our performance and efficiency and providing quality outcomes for our clients
- Professionalism and integrity, our organisation and each other

Corryong Health prides itself on positively addressing diversity in the shire. ‘Diversity’ encompasses the range of special needs groups, which specifically names the people from culturally and linguistically diverse background, e.g. Aboriginal and Torres Strait Islander people, people with dementia, financially disadvantaged people and people in remote or isolated areas.

Our Board of Management

- Mr Trevor Hammersley- Board Chair
- Rhonda Ruddick- Vice Chair
- Sue Sullivan
- Ashley Brown
- John Woodall
- Deb Culhane
- Richard Bennetts

Our Executive Team

- Dominic Sandilands- Chief Executive Officer
- Kerrie Clarke- Chief Finance Officer
- Ian Bruce- Director of Corporate Services
- Mel Steen- Director of Clinical Services

Service Coordinators

- Nicole Martin- Quality Safety Risk Manager
- Practice Manager- Nicky Jardine (External company)
- Maintenance Services- Gary Caldwell
- Hospitality Services- Robert Lebner
- Finance- Kerrie Clarke
- Administration- Belinda Attree
- Home & Community Care- Jill Boers
- Acute & Residential Services- Sharon Edmondson
- Mental Health Services- Kate Wheeler
- Occupational Rehabilitation and Return to Work Coordinator- Joy Gadd

Referrals and Contact Details

To access or enquire about services please phone (02) 60763200. Reception staff are often the first point of contact for people enquiring about services and may require personal and health details. Staff require this information to link you with the appropriate staff and services. Depending on your enquiry, the relevant staff member will contact you. This may take a few days depending on staff availability. All information is treated confidentially.

Corryong Health accepts the following types of referral:

- Self referral from the customer, their carer or relatives
- Referral from a health professional (GP, Community Nurse, Case Manager)

My Aged Care

From July 1st 2016 all clients over 65 or over 50 if Aboriginal or Torres Strait Islander needing help to stay independent at home, close to their loved ones and connected to their communities are to contact My Aged Care on 1800200422 or go to www.myagedcare.gov.au to request an assessment to receive services under the Commonwealth Home Support Program from Corryong Health.

Active Service Model

Corryong Health adopts the Active Service Model (ASM), which is about helping people stay active, involved and doing as much for themselves as possible. This is to help people stay more independent and in their home as long as possible. The principles underpinning the Active Service Model are that:

- People wish to remain autonomous
- People have the potential to improve their capacity
- People's needs should be viewed in a holistic way
- HACC services should be organised around the person and his or her carer, that is, the person should not be simply slotted into existing services
- A person's needs are best met where there are strong partnerships and collaborative working relationships between the person, their carers and family, and support workers.

The core components of ASM at Corryong Health are that we:

- Promote a 'wellness' or 'active ageing' approach that emphasises optimal physical and mental health
- Help with capacity building, restorative care and opportunities to improve social participation to maintain or promote a person's capacity to live as independently as possible
- Implement a holistic person-centred approach to care, promoting wellness and active participation in goal setting and decision making

- Provide timely and flexible services that respond to a person and their carer's needs and circumstances in order to maximise an independence and support the care relationship
- Ensure we develop collaborative relationships between providers, for the benefit of people using services.

The defining characteristic is to focus on people's strengths rather than their deficits, and that idea that everyone has some capacity to improve their health and wellbeing. Please contact Jill Boers on (02) 60763200 for further information.

Indigenous Affairs

Corryong Health recognises that Victoria has an ancient and proud Aboriginal History and complex ownership and land stewardship system stretching back many thousands of years. It pays its respect to the Traditional Owners.

An important part of this work is the Victorian Indigenous Affairs Framework (VIAF) a comprehensive and sustained approach to addressing the disadvantages and inequality of experienced by the Indigenous community. Corryong Health is progressing with implementing the recommendations from the framework by working with Mungabareena Aboriginal Cooperation to improve processes that will improve quality of life and create opportunities and effect positive outcomes for Aboriginal People.

Service Provider Contact Details

Acute Care Services	(02) 60763200
Allied Health Assistants	(02) 60763200
Cancer Support Group	(02) 60763290
Childbirth Education	(02) 60763200
Community Health & Fitness Centre (Gym)	(02) 60762486
Community Health Advisory Group	(02) 60763200
Community Network Group	(02) 60763200
Community Transport	(02) 60763200
Diabetes Education	(02) 60763290
District Nurses	(02) 60763290
Domiciliary Midwifery	(02) 60763200
Dorevitch Pathology	(02) 60762164
Exercise Physiology	(02) 60763200
Home & Community Care	(02) 60763200
Health Promotion	(02) 60763200
Meals On Wheels	(02) 60763200
Medical Clinic	(02) 60763290
Mental Health	(02) 60763200
Occupational Therapy	(02) 60763200
Physiotherapy	(02) 60763200
Podiatry	(02) 60763200
Residential Care	(02) 60763200
Social Worker	(02) 60763200

Other Visiting Services

Aged Care Assessment Team	(03) 57214933
Albury Hearing Service	(02) 60411001
Drug & Alcohol Service	(02) 60228888
AWH Public Dental Service	(02) 60517925
Maternal & Child Health Services	(02) 60761257
North East Adolescent Mental Health	(02) 60247711
Ovens Valley Podiatry	(03) 57511022

Other Helpful Contacts

Drug Counselling & Referral (Direct Line) 24/7 confidential alcohol and drug counselling service	1800888236
Mental Health Advice Line	1300280737
Disability Information Victoria	1300650865
Gay & Lesbian Counselling Service	1800805379
Kids Helpline	1800551800
Mens Referral	1800065973
Parent Line	132055
Parenting Information	(02) 60228888
Lifeline	131114
Problem Gambling	(02) 60228888
Quitline	131848

Acute Services

Acute Care

Corryong Health has ten acute hospital beds. Patients are admitted by one of the General Practitioners and cared for by our multi-skilled nursing team. In this hospital we offer the following services:

- Rehabilitation
- Acute Aged Care
- Post Acute Care
- Palliative Care
- Emergency Respite Care
- Mental Health care for low risk clients

We also have a High Dependence Unit (HDU) which is used to treat and stabilise critical ill clients and then transfer these emergency clients to major hospitals.

Visitors are most welcome at any time but consideration needs to be given to clients' treatment and rest. Ministers of Religion will visit the ward on request. We also work closely with Community Services to ensure a holistic approach to your care.

On discharge you will be provided with a discharge summary detailing your follow up appointments for services as well as information on your medication. Our philosophy is to ensure that your journey and experience of our health system should be an enjoyable experience.

Urgent Care Centre

The Urgent Care Centre is available 24 hours a day for emergency treatment. A buzzer is located to the left of the door for after hours presentations.

You will be assessed by a highly trained nurse. If required, a doctor will be contacted for treatment either in person or via Telehealth (vide conference with Albury Wodonga Health).

Day Procedure Unit

The Day Procedure Unit (DPU) provides a quality minor procedure service and simple day procedure cases such as gastroscopies, colonoscopies and removal of lesions. These are performed by our team of surgeons, anaesthetist and nurses. This service is run on a monthly basis, usually the third Friday of each month. Anyone who has been referred to our GPs can use this service.

Our admission to discharge framework ensures that the client is well informed and supported on discharge, and we encourage public feedback so we can constantly improve the quality of our service.

For more information on this service please call (02) 60763200.

Dialysis

Our Dialysis program is run on Monday, Wednesday and Fridays from 7:30am-1:30pm and is for people at the end stage of renal failure, from in and around Corryong. Our chairs are situated in the Acute Section of our health facility and all clients receive one on one care by fully qualified renal nurses. In special circumstances we can cater for holiday makers.

Please call (02) 60763200 for further information.

Domiciliary Midwifery

Domiciliary Midwifery nursing provides in home support for mother, baby and the family following discharge from hospital. We also provide low risk clients with ante natal care.

Childbirth Education provides women and their partners with the knowledge and skills required for a healthy lifestyle during pregnancy, birth and early childhood.

Please contact the Medical Clinic on (02) 60763290 for information. Information can also be obtained by contacting a midwife through the acute services on (02) 60763204.

Dorevitch Pathology

Pathology services are available between 8am and 12pm Monday to Friday, for tests ordered by your Medical Practitioner. We also offer court related pathology testing as well.

Medical Imaging

Medical Imaging at Corryong Health aims to provide quality imaging in a timely manner, without the need for travel. We provide quality x-ray and ultrasound services to our community members, regardless of age. Our hours are Monday 9am-3pm, Tuesday 9am-3pm as well as 24/7 on call services.

Palliative Care

Palliative Care is a holistic approach and is provided by a multi-disciplinary skilled team including medical officers, allied health, home care, district nurses, volunteers, social workers, grief counsellors and acute staff. Hours are by arrangement. Our aim is to focus on wellness while meeting the needs of people whose illness is not responsive to curative treatment. We also provide ongoing support to the individual and family as and when needed.

Advanced Care Planning

If your choices for future health are known, they can be respected

About 85% of people will die after chronic illness, not a sudden event. This means that most people will benefit from considering the type of care they would want during that illness, particularly near the end of their lives.

Up to 50% of Australians will not be able to make or express their own decisions when they are near death. Doctors and family members will be unaware of any treatment preferences at this time if these have not been discussed and recorded earlier.

Often, families are unaware of their loved one's views about what they would want done when too ill to speak for themselves. Families often feel burdened by the concern that they will make a wrong choice.

If there is not a clear statement of a person's wishes, doctors must treat them in the most appropriate way. This can mean aggressive treatments that the person might not have wanted.

Many people are now kept alive under circumstances that are not dignified and this can cause unnecessary suffering.

Advanced care planning is a series of steps you can take to help you plan for your future health care.

Advanced Care Planning is an important process. It involves talking with friends and loved ones about your future health care wishes, documenting what you may or may not want and it can include appointing a substitute decision maker. It enables you to take control of your future health care and treatment if you are not able to communicate your wishes.

Advanced care planning is based on:

- Making sure that people are fully informed about their illness and treatment options
- Giving people the opportunity to reflect upon, and discuss with their loved ones, their future and the way this will be managed by health professionals
- Assisting people to clarify their views regarding acceptable and unacceptable outcomes if their condition deteriorates
- Supporting people to record their views and to appoint a trusted substitute decision-maker
- Providing training to doctors, nurses and allied health workers so that they can discuss advance care planning with people and their families
- Providing a comprehensive system for documenting and communicating health care choices
- Developing clear and easy to understand information materials which explain advance care planning to people.

Please contact the Nurse Unit Manager or the Practice Nurses for further information on (02) 60763200.

Residential Services

Our residential care facility provides high and low care for older people and people with disabilities. The Mittamatite B facility consists of 15 single rooms with 2 rooms interconnecting providing residential care options for couples or family members. Respite care is also available. Mittamatite A consists of 19 beds, 6 twin share and 7 single rooms.

Our philosophy recognizes ageing is a natural process of life and we adopt a client centered care focus, making sure residents are actively determining their own wants and needs. We provide care for residents based on each person's strengths and developing these to the optimum. We welcome family engagement in all aspects of care.

Corryong Health adopts the active service model, which is helping people stay active, involved and doing as much for themselves as possible. This is proven to help people stay more independent with a greater sense of wellbeing.

Support group for families with relatives in residential care

This service is for families, carers and people interested in sharing their experience of having a family member in residential care.

The group is informal and meets socially and is supported by staff to organize activities of interest.

They group meets 3-4 times a year to provide input into Residential Care.

Community Services

Allied Health Assistants

Allied Health Assistants work under the direction of the Physiotherapist, Occupational Therapist or other visiting allied health professionals such as the Dietician or Podiatrist, in the delivery of service to clients who are an important asset to our service. Their roles include the running of group programs, organizing aids and equipment for clients or supervision of individual programs prescribed by the Allied Health professional. The Active Service Model of keeping people active is a core part of our approach.

Please call Physio Department on (02) 60763200 for more information.

Community Transport

Community Transport is a service for people to access health services outside of Corryong when there is no other form of transport available or a client is deemed unable to drive. However, clients who are unable to get in and out of a vehicle, must be accompanied by a carer who can assist.

Corryong Health will provide community transport for our community clients so that they may access medical services outside of Corryong. The volunteer driven service is available to all community members in the Upper Murray. The service is safe, flexible to your needs, accessible (usually runs daily) and affordable.

Cost for a return trip is \$50 per single or \$60 per couple. The cost of the trip can be then claimed back through the Victorian Patient Transport Assistance Scheme.

For bookings phone (02) 60763200. We appreciate at least 2 business days' notice for bookings.

Continuum of Care

The multidisciplinary service is dedicated to ensuring that clients have a smooth journey through the whole health system through an integrated approach. We strive to ensure we provide coordinated client focused care, especially for those clients with complex needs. Activities include assessment and care plan development and implementation. We undertake case management, referrals and advocate on behalf of clients. Please phone Joy Gadd on (02) 60763200 for more information.

Day Activity Centre

The Day Activity Centre provides a range of indoor/outdoor activities and opportunities for those community members who require companionship and friendship. Activities include exercises, craft, book club, brain gym, movies, bowls, music and outings are also arranged. The Centre also promotes good mental health, physical strength, and self confidence, encompassing both carer and client while ensuring longevity in ones home.

The program is flexible and able to meet individual needs and a nourishing hot meal is included.

This individualized approach ensures quality of life and general well-being is maintained. The Centre is open four days a week and its clients are well supported by a dedicated team of caring volunteers.

Corryong Health adopts the active service model, which is helping people stay active, involved and doing as much for themselves as possible. This is proved to help people stay more independent with a greater sense of wellbeing.

For further information please phone (02) 60763231.

Diabetes Educator

The Diabetes Educator works in the medical clinic every Thursday and every second Friday cooperatively with the doctors, practice nurses and medical staff to assist discussion of care and coordination of care for people diagnosed with diabetes and those diagnosed with pre-diabetes (impaired fasting glucose and impaired glucose intolerance). This combined holistic approach ensures best practices are maintained and that our patients are cared for as individuals with a caring environment.

Exercise Physiologist

The Exercise Physiologist provides affordable and accessible clinical exercise programs to assist with the prevention or management of chronic disease or injury, and assists in restoring optimal physical function, health and wellness. Initial assessments determine health status and exercise history. We provide many activities including Health coaching and lifestyle education, development of exercise programs, clinical or home based, individual or group, cardio/pulmonary rehabilitation group services and healthy lifestyle groups. We mainly operate out of the Corryong Health and Fitness Centre and cater mainly for clients with chronic medical conditions.

Occupational Therapy

Disability, illness or impairment can impact on a person's capacity to look after themselves and to participate in work, rest and play. Our aim is to work with people to maximize independence. Our service works with clients in and out of home using a holistic approach. We see clients of all ages but children are generally referred to regional centres.

OT may include adapting the environment, workplace assessments, home modifications and prescribing aids, teaching new skills, advocating for the client, addressing carer needs and referrals to other resources.

At Corryong Health the OT staff coordinate the multi-skilled care plan for clients with chronic health issues and complex needs. We also prescribe the appropriate Aids and Equipment, assist with and develop interventions and provide advice on home modifications.

We also undertake Falls/Assessment as well as provide consumer, family/carers education and support, health coaching, hand therapy, cognitive screening, rehabilitation and where needed individual health promotion.

For further information please phone (02) 60763200

Physiotherapy

At Corryong Health, Physiotherapy services are available for inpatients, residents and community clients. A fee is charged for outpatient services and groups.

Physiotherapy services assists people with movement disorders which may be acquired from accidents or injuries (such as motor vehicle accidents, sporting or work injuries), from life changing major events (such as stroke or disease of the nervous system) and from chronic diseases (such as arthritis). Physiotherapy is also concerned with health promotion and prevention of injury and disease.

The Physiotherapist will assess, diagnose and explain your problem to you, and will work with you to develop a treatment plan. Treatment may be delivered one on one, or in a group setting such as GLA:D for knee and hip osteoarthritis or Make a Move for fall prevention both of which involve education and supervised exercise components.

Our service can also provide mobility aid prescription and advice on the purchase of equipment, e.g. knee or wrist braces.

Home visits are only when indicated. Home based programs can be prescribed which are delivered by HACC and DSW staff.

For further information please phone (02) 60763200

Podiatry

Podiatry provides information and treatment and complete care of the foot and lower leg for home and community care eligible clients (clients who have chronic illness, or are frail aged or have a disability) and their carers. This service is provided 2nd weekly from Albury/Wodonga Health. Bookings are made by phoning reception on (02) 60763200.

Ovens Valley Podiatrist visits on a regular basis to see private clients. DVA clients are able to be seen by obtaining a referral through a GP. For an appointment please call (03) 57511022

Corryong Health also has Allied Health staff who undertake basic foot care. An appointment can be made by phoning reception on (02) 60763200.

Health Promotion and Community Development

Health Promotion

Health Promotion and Community Development activities include a range of programs for individual and groups to enhance their health. These include self help and exercise programs, education and information sessions. Community development encourages effective collaboration in identifying solutions to the problems and the needs of the community.

Community Health & Fitness Centre

The Community Health & Fitness Centre has been developed to increase options for local residents by offering a range of health promotion and illness and injury prevention.

Gym memberships are deliberately priced at an affordable rate to encourage all community members to use the facility. You are able to access the Gym by becoming a member by arranging an induction and development of a personal exercise program, or by being a class participant and attending supervised, timetabled classes.

Programs available at the Health & Fitness Centre include Make a Move, Backs and Bellies, Cardio Circuit, Power Bar, Tai Chi, Strong People Stay Young, Balance and Mobility, Fun and Fitness Cardio and Yoga.

For more information please phone the gym on (02) 60762486.

Foodbank

The Foodbank is a community service initiative that assists people experiencing food insecurity by providing free fresh food, fruit and vegetables. The foodbank is located on the corner of Donaldson St and Strezlecki Way. Access to this service is by assessment and foodstores are available on a weekly basis.

Please ring (02) 60763200 for more information

Community Based Services

Home and Community Care (HACC)

To be eligible for this service, whether it be short or long term, an assessment must firstly be made. The service is available for all people in need of support care to be able to function in their own home and remain independent. Our service includes personal care, respite, home help and home maintenance.

Corryong Health adopts the active service model which is helping people stay active, involved and doing as much for themselves as possible. This is proven to help people stay more independent with a greater sense of wellbeing.

For more information please phone (02) 60763260.

Individual Support Packages

Individual Support Packages (ISPs) are provided to a person with a disability to meet their disability related support needs and costs. The amount of funding a person receives depends on their disability and the amount of support they require. Corryong Health is able to support people who receive ISP funding from the Department of Health & Human Services as a registered Disability provider. Corryong Health is able to deliver the services you require, support you to develop your care plan and manage your ISP funds.

Should you want further information on Individual Support Packages please contact the Home and Community Care Coordinator who will assist you to find the supports you require or you can go to www.dhs.vic.gov.au/disability for more information.

Meals On Wheels

Home delivered meals are available 5 days a week with frozen meals being available on the weekend. People needing meals will need to be assessed for eligibility.

It is important to note that during the bush fire season or on Code Red days some services may change timings or not be available.

National Disability Insurance Scheme (NDIS)

Corryong Health is a registered NDIS service Provider in Victoria and New South Wales.

We aim to provide the highest quality support services that are tailored to client's individual needs. Our qualified staff can assist with a wide range of support services, including traditional supports such as personal care and domestic assistance, through to individualised supports, tailored to meet you social, recreational and occupational needs

Medical and General Practice Nursing Services

Clinic Services

General practitioners provide medical practice services along with on call services through the Urgent Care Centre at the hospital.

Registered Nurses provide general practice nursing services including health assessments, screening and asthma education. The Practice Nurses are also women's health and immunization credentialed.

A General Surgeon and Paediatrician visit on a regular basis.

Children under 18 will be bulk billed. Rebate processed to nominated bank account if registered with Medicare.

Please phone (02) 60763290 for more information.

District Nurses

District Nurses provide home based services five days a week, including general health assessments, treatments, post operative care, medication information and support, dressing aids, wound care, pain management, continence advice and aids.

Please phone (02) 60763290 for more information.

Mental Health & Counselling Service

Mental Health

Mental Health is a state of coping, feeling good and being in control of life. If you start to feel frayed around the edges, emotionally flat or uninterested in the world around you, you may like to contact the Mental Health Worker. Mental Health services work closely with regional adult mental health services and counselling services to assist people with diagnosed mental health problems, social issues and general coping problems. Kate Wheeler is our full time Mental Health Nurse and Deb McNamara works alongside her one day a week.

Please phone (02) 60763200 for more information.

Alcohol and Other Drug Problems

Services are available through the mental health and counseling services team with support from regional services. Withdrawal services, counselling, education and information services is available by phoning Gateway Health on (02) 60561550 or contact Corryong Health Mental Health Worker on (02) 60763200.

Counselling

Counselling is available for individuals, couples and families who would like non-judgemental emotional support during times of stress, relationship difficulties, bereavement, parenting challenges etc. Appointments can be made by phoning reception on (02) 60763200.

Gambling Counselling Service

Gateway Health provides a gambling counselling service for individuals and families. Please phone (02) 60228888 for an appointment. To contact the 24 hour Gambler's helpline call 1800858858.

Social Work

Corryong Health has a dedicated social worker who works 2 days a week. Assistance can be provided in the areas of housing, bond applications, Centrelink and welfare applications, generalist counselling, carer support and advocacy.

The social worker can also assist with accessing parking permits, power of attorney, travel forms and medical appointments and support for parents with children who have special needs as well as providing access to parenting programs and assisting the elderly with linking in with advisory services and/or legal representation.

For more information please phone (02) 60763200.

Programs and Community Groups

Carers Support Group

Support for carers has been identified as a high priority for people with caring responsibilities in the community. This support group provides a regular opportunity for Carers to meet with other Carers to share ideas and provide social interaction and mutual support to each other.

The group also aims to encourage the carer to be mindful of their own health and social and emotional needs, which can often be overlooked in the day to day focus on providing care for their care recipient. A range of information and support is available on an individual basis.

Community Health Advisory Group

Corryong Health has a Community Access Committee that is a group of community members interested in two-way communication between Corryong Health and the community. The group meets regularly with the Board and Staff members and provides feedback on current issues. They are also involved in identifying community needs, supporting the community and are actively involved in evaluating service delivery. They are also involved in keeping track of how well we perform in terms of providing things that the community has asked for. Contact Corryong Health on (02) 60763200 for more information.

Community Network Group

The Community Network Group is a support and education group for people managing a chronic health condition, and their carers. It is a friendly group which meets over lunch for sharing and support followed by an education session on topics to match the groups interests and to improve better health self management. Anyone is welcome to come along to the group. Contact Corryong Health on (02) 60763200 for more information.

Diabetes Support Group

Corryong ComNet Diabetes Support Group is comprised of a group of a really great people who either have diabetes or support a family member who has diabetes.

The local Diabetes ComNet (Community Network) Support Group meet monthly (on the second Thursday of the month) to have a chat over a light meal and to learn more about how to manage diabetes or how better to support loved ones or other community members diagnosed with diabetes.

As a group by inviting guest speakers, joining with other support groups and by attending the annual National ComNet conference we are able to promote a more positive message about a healthy lifestyle, diabetes wellness and national diabetes organisations including Diabetes Australia and Diabetes Australia- Vic.

Whilst the meetings are always include a formal meeting component (as part of our DA-Vic association) the focus is on local support and education including guest speakers, meeting with other groups and having social times out and is coordinated and facilitated by Denise Johnston- phone (02) 60763290.

Falls Prevention Program

The Falls Prevention Program aims to reduce the incidence of falls and injury that may occur as a result of a fall. This is achieved by assessing an individual's risk of falling and providing exercises that improve strength and balance, as well as providing advice on changes in the home setting to reduce these risks.

The program is provided by the Physiotherapy and Occupational Therapy departments.

An assessment by the Physiotherapist determines which intervention is appropriate- either a group or home based program. The Physiotherapist will then make further referrals if required. There is a charge for this service. An occupational therapy assessment can also be conducted at home to help determine any risk factors that may put an individual at risk of falling. Strategies are put in place to reduce the risk.

Individuals can access these services by phoning reception on (02) 60763200.

Mental Health Support Group

The group provides social connectedness and support for community members living with mental illness and their carers. The group meets monthly for a friendly dinner and group company, support and friendship. Anyone interested is welcome. Phone 02 60763200.

Upper Murray Retirement Village

The Upper Murray Retirement Village is owned and operated by Corryong Health. It is designated to meet the needs of retirees who wish to live independently while being comfortable in the knowledge that Corryong Health has an extensive range of support services available should the need arise. Coupled with the knowledge that fellowship, security, and companionship are always at hand.

Single Bedroom Units

Each bedroom consists of a dining room, kitchen, laundry, study, bathroom and toilet. All units are equipped with the following:

- Floor coverings
- Curtains
- Electric oven and cook top
- Rangehood
- Solar boosted Electric Hot Water Service
- Light fittings
- Split system air conditioner

Currently all of our independent living units are occupied but should one become vacant our Continuum of Care team will allocate the unit to a person most in need.

Terrace Houses

Upper Murray Retirement Village also has four terrace units. The right to occupy of the terrace units can be purchased for a fee set by the Board. This is essentially an interest free loan that is refunded when the lease is given up.

Terrace homes can be purchased off the plan for a 10% deposit and then making 40% payment ½ way through completion and then the final 50% prior to occupancy.

For further information please contact Chief Executive Officer on (02) 60763200

Other Helpful Information

Privacy Statement

Corryong Health respects the right to privacy of all individuals utilizing the service. Corryong Health will only see and record information from clients relative to their care. No information regarding a client of Corryong Health will be released to another person without the consent of the client except where exemptions apply (i.e. Required by law).

Interpreter Service

Corryong Health has access to VITS Language Link Telephone and Multilingual Information Services through the Department of Human Services. Please do not hesitate to tell staff if you need an interpreter.

Volunteers

Corryong Health welcomes volunteers in a number of areas. These include meals on wheels, community transport, day care, seniors programs, food bank, gym, gardening and visiting our many residents. Volunteer contribution of time and effort is valued and highly appreciated. Please phone reception on (02) 60763200 for more information.

Women's Auxiliary

The Women's Auxiliary is a group of dedicated volunteers from the community who meet monthly, visit patients, fundraise by running street stalls; purchase specific items and generally support the acute and residential services.

Victorian Patient Transport Assistance Scheme

The Victorian Patient Assistance Scheme (VPTAS) assists the rural Victorians with travel and accommodation costs incurred when travelling long distances for specialist medical treatment. To be eligible for this assistance, patients must be Victorian residents, have a current referral to the nearest medical specialist and have to travel more than 100 kilometres (one way) or average of 500 kilometres a week. Forms are available Reception.

New South Wales Isolated Patient and Accommodation Assistance

IPTAAS is a transport subsidy program to assist people travelling more than 100 kilometres each way to attend an appointment with the nearest medical specialist. Financial assistance towards accommodation costs relating to medical appointments can be considered in the following circumstances; the referring medical practitioner certifies that it is required for medical reasons; the treatment that is scheduled makes return travel unfeasible on the same day; or where specialist medical treatment is required on an outpatient basis.

Residents of NSW needing to travel interstate to other specialist medical treatment or specialist surgical oral health services are eligible to apply for assistance if the nearest specialist is more than 100 kilometres away from their home. For further information phone 1800800511.

National Relay Service

The National Relay Service is an Australia wide telephone access service provided for people who are deaf or who have a hearing or speech impairment. The National Relay Service is available to everyone at no additional cost.

Phone: 1800555660

TTY/Voice: 133677

Speak and Listen: 1300555727

SMS: 0416500130

Fax: 1800555690

Or visit their website: www.relayservice.com.au

Disability, Advocacy & Information Service

The aims of the Disability Advocacy & Information Service is to promote positive changes in the lives of people with a disability and their carers. DAIS provides individual advocacy, systematic advocacy, community education, training, support group development and other services and items of interest. DAIS can be contacted on (02) 60562420.

Emergency Planning

Corryong Health is committed to ensuring that we take care of clients at all times, including during times of heat, floods, bushfires and other emergency situations. We are engaged in emergency planning with our local shire and are integrating our emergency planning with service provision.

We have a vulnerable clients register, which identifies those people from our community who are frail and/or physically or cognitively impaired and those who are unable to comprehend warnings and/or respond in an emergency situation. We also include people who cannot identify personal or community support networks to help them in an emergency. If you would like further information or know of someone who should be included in our register, please call 60763200

Graduate Nurse Year Program

Two Graduate Nurses will be employed within the Corryong Health Graduate Program at a .8 capacity in 2017. Whilst at Corryong Health each graduate will have the opportunity to work in a variety of areas which includes:

- Day Procedure Unit
- Acute Ward
- District Nursing
- Urgent Care Centre
- Aged Care
- Operating Theatre

You will also have the opportunity complete supernumerary time in Hemodialysis & Practice Nursing. Graduates will undertake supernumerary shifts with trained preceptors as an introduction to each area. Following an initial period of orientation, the Graduate Registered Nurse (RN) has their own patient load and is supported by the Clinical Educator, Nurse Unit Manager and other RN's. Graduates will be allocated a Mentor to provide support.

In addition to your orientation program, there will be five study days scheduled throughout the year. These are compulsory, and they will be at Corryong Health and also you will be invited to attend study days hosted by Albury Wodonga Health. This allows you to broaden your education areas, and network with other graduates within the region. Corryong Health also encourages Graduates to attend any in services/education which may be suitable to their practice. Daily mini education sessions are also provided on weekdays, on a variety of topics relevant to nursing.

If you require any further information, please have no hesitations in contacting the relevant staff noted below. We look forward to answering any of your questions.

Clinical Nurse Educator

(Monday, Tuesday & Thursday)

Samantha Brown- (02) 60763239

samantha.brown@corryonghealth.org.au

Nurse Unit Manager

(Monday-Friday)

Sharon Edmondson- (02) 60763278

sharon.edmondson@corryonghealth.org.au

Client Rights & Responsibilities

Privacy and client rights

Staff at Corryong Health acknowledges that clients using our services are entitled to privacy and confidentiality. Privacy protects the interests of the individual, and the individual's right to control how their personal information is being used, and for what purpose. No information regarding a client will be released to another person without the consent of the client except where exemptions apply. Where possible this consent should be in writing. A copy of the policy is available to all persons who request it.

The right to respect, dignity and consideration for privacy

As far as possible this health service will provide care and treatment in surroundings that allow privacy. You will be treated in a manner that respects your individuality. You are also expected to treat other patients and staff with respect and consideration

Communication

You have a right to clear, understandable information- and to ask questions about your condition, treatment options- expected outcomes, side effects and costs. You have a right to seek a second medical opinion.

Safety

You have a right to safe, high quality care. Please tell staff if you have a concern about safety, or think a mistake has been made. Your right to safe, high quality care relies on open, clear communication.

The right to be assessed for services without discrimination

Your access to services should be decided on the basis of your assessed needs. Services should be provided when you need them and as you need them. No one will be denied a service.

The right to appeal your services

If you are not satisfied with the services you have received you have the right to appeal this. Please inform your service coordinator or contact reception on (02) 60763200 to pass on your feedback.

Participation

You have a right to take an active role in your health care, and to participate in decisions about your treatment. You have the right to refuse treatment, although there are some circumstances which you may be regarded as unable to give informed consent or refuse treatment.

The right to an advocate of your choice

If you have the need, a local Consumer Health Advocate is available to assist you.

Client Responsibilities

As a client of Corryong Health, you have a general responsibility for the outcome of your decisions. In addition you have a particular responsibility to provide, to the best of your knowledge, accurate and complete information about matters relating to your health and to report unexpected changes in your condition. You are also responsible for reporting whether you clearly understand a contemplated course of action and what is expected of you.

For more information on this visit: www.patientcharter.health.vic.gov.au

Open Disclosure

At this hospital we respect the right, and we're committed to improving the safety and quality of the care we deliver. That's why we have a policy of open disclosure to assist patients if they experience an adverse event- in other words, if they are unintentionally harmed by their health care.

This information aims to inform you, your family and carers about the open disclosure process. It also tells you what you can expect if you experience an adverse event during your hospital visit.

What is Open Disclosure?

Open disclosure is an open discussion of incidents that result in harm to a patient while receiving health care with the patient, their family, carers and other support persons.

Compliments and Complaints

Corryong Health is committed to upholding the rights of consumers/ patients including your right to:

- A broad range of public health care services
- Treatments based on clinical care
- Treatment and care in a safe environment
- Culturally sensitive services including interpreters
- Participation in decisions about your healthcare
- Information about your medical condition as well as treatment options, risks, benefits
- Provision of informed consent about treatment is administered and respected for your right to refuse health care (except limited circumstances where laws exist to enable involuntary treatment)
- Confidentiality and access to your health records
- Respect, dignity and consideration of your privacy
- Information about costs associated with your care

Obtain a copy of the public hospital patient charter brochure for more information about your rights.

Do you have a comment or complaint?

If you are a consumer/ patient or carer for someone who is receiving services from us and you have a comment, concern or complaint, we encourage you to inform us as soon as possible. You can contact:

- A member of our health care team
- A supervisor or manager
- The CEO (Chief Executive Officer) in writing
- Office of the Health Complaints Commissioner – www.hcc.vic.gov.au/

You can talk to us, send us an email, telephone, write a letter or complete the form on the following page.

Contact Details

Mail: PO Box 200, CORRYONG VIC 3707

Ph: (02) 60763200

Email: enquiry@corryonghealth.org.au



FEEDBACK FORM

Your thoughts and comments are welcomed and valued:

- Compliment Comment Complaint

Note: If you are making a complaint describe what happened, who was involved, when and where the event happened. If your feedback is of a sensitive nature phone Maxine Brockfield directly or place your postcard in boxes provided or in an envelope. All information will be treated in a confidential manner at all times.

