

Murray Mallee Community Health Service

Service Information



Government
of South Australia

SA Health

General Information:3 - 14

Aboriginal Primary Health Care Unit
Administration
Aged Care Assessment
Better Care Respiratory Program
Cardia Rehabilitation Program
Child Health & Development Team
Commonwealth Home Support Program
Community Nursing - Palliative Care – Continence Nurse
Day Centre
Dementia Support
Diabetes
Dietetics / Nutrition
Domiciliary Care
DVA Nursing
Falls Prevention
Heated Pool and Spa
McGrath Breast Care Nurse
Mental Health
Occupational Therapy
Physiotherapy
Podiatry
Social Worker
Speech Pathology
Tackling Smoking
Volunteers
Women's Health Counsellor

Visiting Services 15

Drugs and Alcohol
Family and Relationship Counselling
Hearing Life
Geriatrician
Psychiatrist
Renal Consultant

Important Numbers 16-17

Where to find us 18

Donation Form 19

General Information

Our Mission

Growing better services in country; keeping people well at home.

Our Values

Our core values define who we are and what is important to us as individuals and as an organisation. They underpin our decision-making and actions. They guide the way we work with our patients, their caregivers, our service partners, within our communities and each other.

Through **creativity, courage, collaboration and a customer focus**, we work together to create a vibrant service environment where staff thrive, patients and their families/carers receive quality care and health services are sustainable for future generations.

Customer Focus

We centre our decisions around our consumer, patient and client needs and value their input.

In practice we:

- > Listen to their stories
- > Involve them in planning and evaluation
- > Ask for their views
- > Involve them in decision making about their treatment
- > Put their needs ahead of our own
- > Provide the same quality of care to all
- > Provide equitable access to services

Acknowledgment

We acknowledge and respect the Ngarrindjeri People, the traditional custodians whose ancestral lands we provide our services upon.

We acknowledge the deep feelings of attachment and relationship of Aboriginal People to country.

How to participate

Murray Mallee Community Health Service has a commitment to the delivery of high quality health services and the participation of clients and community members.

This can take the form of:

- > Having a say in decisions about your health care service
- > Making verbal or written comments
- > Being involved in planning processes
- > Becoming a volunteer

Please feel free to make any comments either in person, via phone or in writing by requesting a consumer feedback brochure.

Donations and bequests

Donations and Bequests enable this organisation to provide additional help, support and services to individuals and groups in the Mallee Coorong area.

If you wish to assist us in this way, please remove the form at the back of this booklet and return it with your donation or alternatively contact one of our staff members for further details.

Your rights and responsibilities

You have the right to:

- > Be assessed for services without discrimination
- > Have a person of your choice with you when using the service
- > Be treated safely and competently
- > Expect privacy and confidentiality
- > Be given clear, easy to understand information about the service and treatment options which are available
- > Be involved in making decisions about your health care
- > Refuse any assessment or treatment procedure, including the right to refuse services from a particular health worker or student
- > Freedom of information
- > Express opinions
- > To lodge complaints and have them investigated promptly and fairly

You have the responsibility to:

- > Treat staff and other service consumers with respect
- > Provide enough information about your health to ensure the best care can be provided
- > Assist with any other treatment plan you and your health worker have agreed upon
- > Seek information about your health
- > Ask for further explanation if there is something you do not understand
- > Recognise that staff cannot be asked to undertake activities which endanger their health or safety

Service fees

There are fees for Community Health services. Information will be provided to you at the start of your episode of care. Please discuss any issues or difficulties with your health worker.

How to access our services

To access or enquire about our services please

Phone: 08 8535 6800

Fax: 08 8535 6808

All information is treated confidentially.

Reception staff are often the first point of contact for people enquiring about services and they may ask you for personal and health details to process your referral. Staff require this information in order to link you with the appropriate services.

Referrals to our service can be received from individuals, relatives, health service providers (ie Doctor and Hospitals), schools and other community organisations.

Referrals for some home based care services are processed through the My Aged Care portal. These include Commonwealth Home Support Program, Nursing, Domiciliary Care, ACAT and Equipment. My Aged Care can be contacted by calling **1800 200 422**

There may be waiting lists for some services.

Services have an eligibility and prioritisation criteria.

Department of Veterans Affairs (DVA) Gold card holders are able to access nursing care/personal care on a referral from a doctor. White card holders are only able to access specific nursing care for the specific illness.

Administration Office

The Murray Mallee Community Health Services Administration Office is open Monday to Friday from 9 am – 5 pm on the Murray Bridge Soldiers' Memorial Hospital grounds.

If phoning 8535 6800 and administration staff are unavailable, please leave a message and they will return your call as soon as possible.

Aboriginal Primary Health Care

This service is funded by the Aboriginal Primary Health Care Assess Program (APHCAP) to:

- > Respond and contribute to the identification of priorities and the provision of and access to suitable and effective community services for Aboriginal people
- > Enable the implementation of programs and projects that impact on the health and wellbeing of Aboriginal people and their communities
- > Provide programs including GP Clinics, Chronic Disease Care, Well Health checks and many more.

For more information or to book an appointment to attend a clinic phone

Aboriginal Primary Health Care Unit

Phone: 08 8535 6800

Aged Care Assessment Team (ACAT)

ACATs help older people and their carers work out what kind of government subsidised aged care services will best meet their needs when they are no longer able to manage at home without assistance. ACATs provide information on suitable care options and can help arrange access or referral to appropriate residential or community care.

Referrals to ACAT can be made from the person to be assessed, family members, carers and health professionals. It is important when making a referral for an ACAT assessment that the client is aware of the referral and has given consent to make a referral to ACAT.

All referrals for ACAT please contact

My Aged Care: **1800 200 422** or visit www.myagedcare.gov

Better Care Respiratory program

Eligibility: Clients of all ages with Chronic Respiratory Conditions

Enabling clients with respiratory conditions to better manage their conditions and avoid unnecessary hospital admission

Access is available to clients through clinics and home visits.

- > Spirometry and pulse oximetry testing available.
- > Developing and discussing Actions Plans in conjunction with GPs
- > Managing and reviewing Domiciliary Oxygen.
- > Pulmonary rehabilitation program which provides education information about managing the client's respiratory condition.

Locations covered: Murray Bridge and Murray Mallee catchment areas.

The team consists of a Registered Nurse and a Physiotherapist.

Cardiac Rehabilitation Program

Cardiac rehabilitation provides you with knowledge, understanding, skills and strategies to reduce the progression of Coronary Heart Disease and assist you to make lifestyle changes.

Who is eligible?

Persons with:

- > Coronary Heart Disease.
- > A previous heart attack.
- > Previous heart surgery.
- > High blood pressure.
- > Angina.
- > Any risks factor which may cause or contribute to heart disease.

Community Nursing

The community nurses provide a comprehensive range of nursing care to individuals, their carers and other support persons, of all ages, in their own homes, or by appointment in our clinic at Murray Mallee Community Health Service.

Please note: Nursing Homes and Hostels are not included.

Community nurses are able to:

- > Assist with re-ablement and educate in self-management especially chronic diseases
- > For those with acute or chronic illness
- > Children
- > Aged people
- > People with a disability
- > People with a varied range of specialised nursing needs
- > Post acute care patients on discharge from hospital or day surgery. E.g. wounds, skin care, intravenous antibiotics.

Other Community Nursing Services include:

Palliative Care

The Palliative Care service includes nursing care, bereavement support for palliative clients and their families, equipment, and advocacy.

Services are available for both male and female through referrals from self or a Doctor.

Continence Nurse

For all ages (children over 7 years)

Services are available for both male and female through referrals from self or a Doctor.

McGrath Breast Care Nurse

Available for support, assistance, education, all breast issues.

Breast care services are available through referral from a Doctor, hospital, nurse, cancer foundation or self.

Day Centre

The Day Centre provides a social and recreational program for frail, elderly and younger disabled people. The Day Centre is a place where people come to meet friends, have fun and share a meal. For people caring for a loved one or friend, it allows the carer to have some time to themselves. The Day Centre is open Monday to Friday from 10am to 3pm.

Ladies' Day

The Day Centre Ladies' Day provides women with an opportunity to spend time together enjoying each others' company. There are weekly activities and regular outings.

For those who like the opportunity to be creative we provide a number of craft and art activities, but if you just want to sit and chat, that's fine too! Ladies Day is every Thursday from 10am to 3pm.

Men's program

The Day Centre Men's Program takes place in a casual setting where men can feel comfortable, while enjoying the company of others. There are weekly activities and regular outings and the option of spending time in our lounge room or workshop. The Men's program happens on Tuesdays from 10 am to 3 pm.

Dementia Support

Are you an older person, over 65 (or over 50 if you are Aboriginal/Torres Strait Islander) who is experiencing memory changes or has recently been diagnosed with dementia? The Dementia Link Worker may be the support person you are seeking.

For information or advice please contact the Dementia Link Worker on 8535 6800

Diabetes Nurse Educator

The Diabetes Nurse is a credentialed educator who provides education and care of diabetes management to all members of the community. This includes:

- > Insulin injection technique
- > Monitoring blood glucose
- > Medications
- > Exercise
- > Foot care (working with the podiatrist)
- > Eye care
- > Avoiding long term complications
- > Screening for diabetes
- > Lifestyle advice and self-management

The role of the Diabetes Nurse is to:

- > Educate clients on the condition (what diabetes is and the progress of the condition), treatment (medication), and self-monitoring and lifestyle advice
- > To support awareness of the risks of diabetes by being involved in awareness programs in local communities and schools

Clients can request this service themselves, or by Doctor's referral.

Dietetics and Nutrition

The Nutrition/Dietetics Service offers dietary advice, information and advice regarding various health issues:

- > Food intake issues (such as poor appetite, swallowing problems, tube feeding)
- > Malnutrition screening and support
- > Food allergy and intolerance
- > Gastro-intestinal problems
- > Kidney and liver diseases
- > High blood pressure
- > Diabetes, impaired glucose tolerance
- > Heart disease including high cholesterol, high blood pressure and high triglyceride levels
- > Nutritional deficiencies.

Services are available to all members of the community.

Domiciliary Care

Support and assistance may be available to those who, due to age, illness or disability need assistance to continue to live in their home.

Support is implemented following a referral to My Aged Care (Aged 65 years or over / 50 years ATSI).

Referrals for domiciliary services are via

My Aged Care on **1800 200 422** or visit www.myagedcare.gov

Equipment

Items may be available for loan, following assessment. Fees apply in accordance with the Department of Human Services "Fee for Service".

Occupational Therapist and Home modifications

Occupational Therapists makes recommendations and assist with arrangements to have work completed.

Services include:

- > Assessment of client's skills and problem areas relating to performance of daily living activities (such as showering, cooking and cleaning)
- > Assessment of the client's environment where daily living activities take place
- > Provision and training with independent living aids and equipment
- > Home modifications including rails and ramps
- > Liaison with, and education of, care providers

Home help

Services are provided for those who, for health reasons, are unable to manage their cleaning and have no family or friends who are able to assist.

Personal care

Personal Care Assistants help with self-care including showering, dressing, exercise and social support.

Child Health and Development

These services are provided by the Children and Families team:

- > Physiotherapy (0 - 6 years)
- > Speech Pathology (0 - 4 years)
- > Social Work and Counselling for families who are receiving Community Health Child Health and Development services.
- > Occupational Therapy (0 - 6 years)

The Occupational Therapist aims to help children with acquired or developmental difficulties to attain skills to perform activities they need or want as part of their daily lives. These skills may support self-care, retraining activities of daily living, leisure/play activities.

Services may be provided as one on one or group therapy programs depending on child's needs. Limited services are also available to National Disability Insurance Scheme Clients.

Falls Prevention

Assessment for risk of falls and advice about how to prevent falls, including exercise and group programs.

Heated Pool and Spa

The heated pool and spa is open for general swimming sessions 5 days per week.

There are a number of exercise classes available at the heated pool and spa for all ages, these include:

- > Aqua fitness classes
- > Senior Light Exercise classes
- > Learn to Swim classes

Heated Pool and Spa Complex

Telephone: 08 8535 6768

Mental Health

The Mental Health Service assists those with mental health problems to maintain optimum mental health and independence. The Community Mental Health team focus on those with severe mental health problems and their carers.

Services include:

- > Perinatal mental health service
- > Youth (16 to 24) mental health service
- > Aboriginal mental health service
- > Adult mental health service
- > Older Persons mental health service

Rural & Remote Mental Health Service

24 hour Crisis and Emergency Assistance

Telephone: 13 14 65

Physiotherapy

The Physiotherapy service aims to assist people to achieve their highest possible function in order to maintain their independence and develop, maintain and restore maximum movement and functional ability throughout life.

Physiotherapy can assist you to rehabilitate following physical or neurological injury or following surgery.

We can also assist you in the management of chronic diseases such as diabetes or heart problems.

Physiotherapy appointments are by doctor or health professional referral only.

Podiatry

Podiatrists deal with the prevention, diagnosis, treatment and rehabilitation of the feet and lower limbs. Many conditions may be prevented by early diagnosis and intervention by a podiatrist.

Podiatry appointments are by Doctors' referral only.

Social Worker

A social worker is available to in patients at Murray Bridge Soldiers Memorial Hospital to deal with a variety of issues including

- > Loss and grief issues
- > Domestic violence issues
- > Aged care related issues

Speech Pathology

Speech Pathology services are provided for adults in the Mallee Coorong area who have:

- > Eating and swallowing problems
- > Unclear speech
- > Language delay – disorder
- > Word-finding difficulties
- > Hearing loss
- > Voice disorder
- > Stuttering

A Talkback group is run regularly in Murray Bridge for persons with communication issues after a stroke.

Tackling Smoking “Keep it Corka” program

Tackling Indigenous Smoking and Promoting Healthy Lifestyles

Keep It Corka is a campaign that supports Aboriginal communities in South Australia to have a healthy feed, get active, tackle smoking and live longer.

Our mission is to help prevent chronic disease among South Australian Aboriginal and Torres Strait Islander people.

Keep It Corka is a healthy lifestyle social marketing campaign that aims to help prevent chronic disease among South Australian Aboriginal and Torres Strait Islander people through the delivery of smoking cessation brief interventions and healthy food and physical activity promotions.

Volunteers

We welcome the involvement of community members in our activities and value the contribution volunteers make to the services we provide. There is a variety of volunteer opportunities within the Community Health Service or Hospital. We will do our best to find a role for you, which matches your skills and interests.

If you have any questions please call the Volunteer Coordinator on 08 8535 6800. Please note: all prospective volunteers are required to undergo a National Police Check. Contact the Coordinator for further information.

Women's Health counsellor

MMCHS provides the service of a Women's Health worker for counselling in a range of areas, particularly in relation to domestic violence.

Visiting services

Drug and Alcohol

This service is available for people with alcohol and other drug problems, families and community groups. Telephone counselling and alcohol and drug information is available.

Alcohol and Drug Information Service

24 hour confidential advice and information.

Telephone: 1300 131 40

Family and relationship counselling

United Communities has a commitment to assisting individuals, couples and families to enjoy positive, safe and respectful relationships, free of violence and abuse. This service aims to provide quality counselling to adults, couples, children and young people that enables all family members to develop and maintain positive family relationships.

This service is delivered by visiting counsellors that are not based at Murray Mallee Community Health.

For appointments

Telephone: 08 8202 5190

Hearing Life

The Australian Government has developed and introduced their Health Services Program to ensure all qualifying pensioners and veterans have access to subsidised hearing services, including a hearing test and basic digital hearing aids, free of charge.

To find out if you are eligible call 1300 134 097

Geriatrician (older person's specialist)

The geriatrician consults at Murray Mallee Community Health Service monthly on a Friday.

A referral from the GP is required

Psychiatrist

There are two Psychiatrists who visit Murray Bridge. They provide a consultation service to the local Community Mental Health Team and local GP's.

Referrals for this service are made by the GP.

Renal Consultant

Appointments/Enquiries to RAH

Tel: 8222 520

Fax 8222 5907

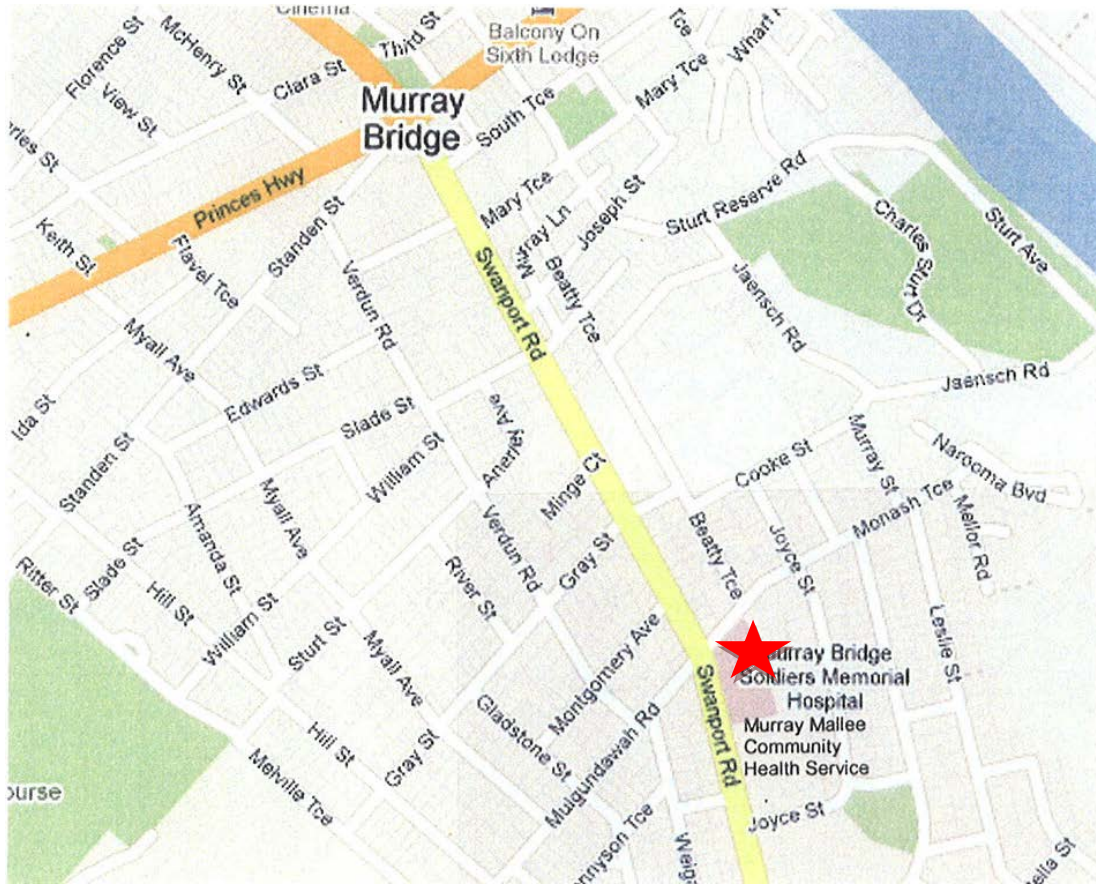
Important Numbers

AMBULANCE, POLICE & FIRE 000

ABORIGINAL HEALTH COUNCIL	08 8273 7200
ABORTION GRIEF COUNSELLING	1300 655 156
ALCOHOL and DRUG INFORMATION SERVICE	1300 131 340
ALZHEIMER ASSOCIATION	1800 100 500
AUSTRALIAN ORGAN DONOR REGISTER	1800 777 203
BEYOND BLUE	1300 224 636
BREAST FEEDING ASSOCIATION	1800 686 268
CANCER HELPLINE	13 11 20
CARER RESPITE CENTRES	1800 052 222
CENTRELINK (Youth and Students Services)	13 24 90
CENTRELINK (Pensions)	13 23 00
CHILD ABUSE REPORT LINE	13 14 78
CHILD CARE ACCESS HOTLINE	1800 670 305
CHILD and YOUTH HEALTH.....	1300 733 606
COMMONWEALTH CARELINK CENTRES.....	1800 052 222
CRISIS CARE UNIT.....	13 16 11
DEMENTIA HELPLINE	1800 100 500
DENTAL SERVICES	08 8222 8222
DOMESTIC VIOLENCE HELPLINE	1800 800 098
DOMESTIC VIOLENCE CRISIS SERVICE.....	1300 782 200
DROUGHT HOTLINE	13 23 16
DRUG and ALCOHOL COUNSELLING	1300 131 340
FAMILY DRUG SUPPORT	1300 368 186
FARM HELP – Centrelink	13 23 16
GAMBLING HELP LINE.....	1800 858 858
GAY and LESBIAN COMMUNITY SERVICES.....	8193 0800
KIDS HELP LINE	1800 551 800
LEGAL SERVICES COMMISSION	1300 366 424
LEGAL HELPLINE	1300 366 424
LIFELINE	13 11 14
LIFELINE'S Just Ask.....	1300 131 114
MEN'S LINE AUSTRALIA.....	1300 789 978

MEN'S HEALTH.....	08 8212 0331
MENTAL HEALTH	13 14 65
(24hr State-wide Emergency Crisis)	
PARENT HELP LINE	1300 364 100
POLICE ASSISTANCE (Calls are recorded)	13 14 44
POISON INFORMATION CENTRE	13 11 26
POST NATAL DEPRESSION	1300 726 306
(Helen Mayo House)	08 7087 1030
PREGNANCY ADVISORY CENTRE	08 8243 3999
RAPE (Rape and Sexual Assault).....	1800 817 421
RELATIONSHIPS AUSTRALIA.....	1300 362 277
RURAL COUNSELLING	1800 686 175
SEXUAL HEALTH (SHINE SA).....	1800 188 171
SHINE SA	08 8431 5177
SOUTHERN COUNTRY CARER RESPITE CENTRE	
.....	1800 052 222
VIETNAM VETERANS COUNSELLING SERVICE	1800 011 046
WOMEN'S HEALTH	1300 882 880
WOMEN'S INFORMATION SERVICE	1800 188 158
WOMEN'S LEGAL SERVICE	1800 816 349
YARROW PLACE RAPE and SEXUAL ASSAULT SERVICE	
.....	1800 817 421
YOUTH HEALTH & INFORMATION SERVICE.....	08 8281 1775

Where to find us.



Murray Mallee Community Health Service

Hours of operation:

9.00 am – 5.00 pm Monday to Friday

Phone: 08 8535 6800

Fax: 08 8535 6808

www.countryhealthsa.sa.gov.au

Need Assistance:-

Telephone

Translation and Interpreting Services on 131450

需要援助电话笔译和口译服务上131450

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Donation Form

To: _____

Murray Mallee Community Health Service
PO Box 346
Murray Bridge SA 5253.

I would like to make a donation to:

Murray Mallee Community Health Service

Please send receipt to:

Name: _____

Address: _____

Please find enclosed my donation of \$ _____
(Donations of \$2.00 are tax deductible)

Thank you for your donation.

Did you find this brochure/information useful?
If not please feel free to provide feedback.



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