

Who we are

Nillumbik Community Health Service is a quality, accredited, not-for-profit health service with its own Board of Management.

The Service works to promote the physical, psychological and social well being of people in the Nillumbik community and surrounding areas.

Funding comes from a variety of sources including Federal, State and Local Government. Donations are also received from members, organisations & individuals throughout the community. Gifts of \$2.00 or more are tax deductible.



We need you

The Service regularly conducts community consultations that are advertised on our website and through the local media. We also welcome you to contact the Service and speak to us about the services you may require.

Membership

If you are person of or over 18 years who - (a) lives, works or studies in the Shire of Nillumbik; or (b) is a client/carer/volunteer of NCHS, you are welcome to join the Service. As a member you will receive regular newsletters, a copy of our Annual Report and be invited to attend the Annual General Meeting. You are also eligible to nominate for vacancies on the Board of Management.



Volunteering

We have a range of volunteer positions available. If you are interested in volunteering at Nillumbik Community Health Service, speak to Reception and they will direct your call to the appropriate staff member.

Locations

Eltham

917 Main Road, Eltham, Victoria 3095 (next door to CFA Fire Station)

Phone: (03) 9430 9100

Fax: (03) 9431 0339



Disabled and limited client parking is available under the building, otherwise parking is available behind the Service and the library. Public transport is available at the nearby Eltham Railway station and bus interchange.



Rosanna

143 Lower Plenty Road,
Rosanna, Victoria 3084

Phone: (03) 9450 3014

Fax: (03) 9459 8289



Hurstbridge

50 Graysharps Road,
Hurstbridge, Victoria 3099

Phone: (03) 9719 8000

Fax: (03) 9718 2474



Nillumbik Community Health Service



(03) 9430 9100



nchs@nchs.org.au



www.nchs.org.au

Nillumbik Community Health Service

Individual consultations are provided at the Service and for some programs in the client's home. A range of education, support groups and activities are also available at various locations throughout the Shire.

- Child & Family Health Team
- Community Health Nursing
- Counselling / Case Work
(crisis, couples, families, young people, family support)
- Dental (Preschool, School, Emergency, General, Dentures, Youth)
- Diabetes Clinic
- Dietetics
- Case Management (Aged & Disability)
- Duty Service
- Emergency Financial Relief
- Health Information / Education
- Health Promotion
- Immunisation
- Legal Advice
- Maternal & Child Health
- Needle Exchange
- Occupational Therapy
- Physiotherapy
- Planned Activity Groups (including disability respite activities)
- Podiatry
- Service Access
- Speech Pathology
- Volunteers
- Youth Services

Co-located Services

- Audiology
- Drug & Alcohol Support
- Financial Counselling
- Mental Health



Hours of Operation

Hours of Operation (Eltham):

- Monday:** 9.00am - 8.30pm
(limited range of services after 5pm)
- Tuesday - Friday:** 9.00am - 5.00pm
- Saturday:** 9.00am - 12.30pm
(limited range of services)

For further details on hours of operation and services available at Eltham, Rosanna & Hurstbridge please contact **9430 9100**.

Urgent needs

Whilst Nillumbik Community Health Service does not provide a 24 hour crisis service, we do have staff available during business hours to assist people with urgent health or welfare problems. Access can be made by telephone or by coming into the Service.

Our commitment to you

When you contact us you can expect:

- Clear expectations regarding our ability to offer you a service
- A timely and appropriate response and outcome, whether that be provision of information, an appointment or placement on a waiting list
- Appropriate and timely referral to other service providers if we cannot meet your needs
- Sensitivity in meeting your needs regardless of your culture and background
- Information on your rights and responsibilities
- An opportunity to provide feedback about the quality of our services
- Access to an independent advocate on request.

Privacy

Nillumbik Community Health Service is committed to protecting your privacy. We comply with all laws to protect personal and confidential information such as that relating to your health and other personal details.

If you would like access to information we hold about you or would like a copy of our Privacy Policy, please ask at reception or contact the Chief Executive Officer.

Fees

Government Fee Policy affects many of the services provided at the Service. We are committed to keeping fees as low as possible. No one will be refused service of any kind on the basis of their inability to pay fees. Priority of access to services will be given to those in greatest need such as those in crisis and on low income.

Interpreters

We actively encourage the use of NAATI accredited interpreters rather than friends or family to ensure quality in communication and informed consent.

Eligibility

A number of our programs have limited eligibility due to funding restrictions, eg. Dental. We will discuss any relevant eligibility restrictions with you when you first contact the Service.

Accessing Services

Appointment based services are available by phoning 9430 9100. A referral is not necessary. Information and appointments can be made by telephoning or calling into the Service. We accept referrals from general practitioners and other service providers.

Community Development

The Community Development program aims to empower community members to address issues that affect their health and wellbeing to enable them to build and maintain a strong and healthy community.