

What can the District Nursing Service offer you?

- Face to face nursing care.
- Support you in achieving short or long term health goals.
- Support your carer/s.
- Connect you to other services.
- Work together in a team with others involved in your care.

Some examples of District Nursing care

- General and technical nursing
- Wound Care
- Monitoring of medications, blood pressure and diabetes management.

When is the service available?

Service times and days vary between Campuses. Most are weekdays, with the exception of St Arnaud Campus which offers some limited weekend service.

How can I access District Nursing Services?

To access our service, you will need a referral which can be made by:

- You or a family member
- Your local Doctor
- Other health care providers
- My Aged Care referral
- Aged Care Assessment Teams

All enquiries and referrals for district nursing are through our Central Intake service. You can contact us by:

- Ph: 54 772 222 / fax 54772 131
- E: intake@ewhs.org.au
- Call in to any campus reception

You will then have a brief telephone conversation with a Community Health Nurse at a time that suits you. From the discussion, referrals that you agree to will be made.

Costs for District Nursing

You will be advised of the cost of the service prior to commencement of nursing visits to your home. Common funding arrangements include:

- Home and Community Care (HACC)
- Department of Veterans Affairs
- TAC or Work cover
- Private Insurance
- Post Acute Care
- My Aged Care

Medical supplies and wound dressing products are additional to the cost of the visit. We will work with you to keep these costs at a minimum.

- Fees are billed directly to you by mail on a monthly basis.

What to expect:

- At the first visits from the District Nurse a comprehensive health assessment will be completed with you, this may take approximately one hour to complete.
- All efforts will be made to make home visit times that suit you and your lifestyle.



WHY are we here?

To cultivate healthy communities

HOW are we going to cultivate healthy communities?

Through consumer centred care.

WHAT will we deliver to our consumers?

A positive health experience

Our Compliments, Concerns or Complaints (CCC) system helps us to evaluate and improve the quality of our services. You can choose to:

- Speak to any EWHS staff member in person
- Obtain a Feedback Form from any Campus Reception.
- Download a Feedback Form from our website www.ewhs.org.au

Culture, Communication and Language:

Any difficulties you may have with understanding and speaking about your needs should not prevent you from accessing our services – please be aware that we can offer additional support and options to assist you.

Privacy and Confidentiality: We recognise that personal information which we obtain from you is confidential and we will:

- Only use this information for the reasons that it is collected
- Share it with only those that you give consent to.

If you require an advocate to speak on your behalf please contact the RIAC Regional Information and Advocacy Council on 1800 221 944 for information and support.

Campuses are located at:

Birchip Campus

28 Duncan Street
Birchip 3483
Ph: 5477 7100

Charlton Campus

4 Learmonth Street
Charlton 3525
Ph: 5477 6800

Donald Campus

1A Aitken Avenue
Donald 3480
Ph: 5478 6200

St. Arnaud Campus

52 North-Western Road
St. Arnaud 3478
Ph: 5477 2100

Wycheproof Campus

19 Grandview Street
Wycheproof 3527
Ph: 5478 0700

These services are jointly funded by the State and Federal Governments.

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District Nursing

Phone: 5477 2222

Fax: 5477 2131

Email: intake@ewhs.org.au

