Waranga District Nursing Service provides quality nursing care to clients in their home or agreed location.

The Waranga District Nursing Service can provide services in Corop, Colbinabbin, Murchison, Rushworth, Stanhope and Tolleen.

The service provides:

✓ Assessment of health needs
✓ Aged care
✓ Bereavement support
✓ Continence advice
✓ Development of a care plan based on your personal needs
✓ Diabetes education and monitoring
✓ Domiciliary (midwifery/postnatal support)
✓ Education to promote independence at home
✓ General nursing care
✓ Hospital in the Home
✓ Pain management
✓ Palliative care
✓ Post acute care
✓ Referral to support services
✓ Supervision of medications
✓ Support and rehabilitation
✓ Support to carers
✓ Treatments/procedures ordered by your local doctor/specialist
✓ Wound care

This service can also arrange other community services by referral, including:

✓ Diabetic educators
✓ Dietitians
✓ Early Childhood Speech Pathology
✓ Home Help
✓ Home Maintenance
✓ Meals on Wheels
✓ Occupational Therapists
✓ Pathology
✓ Personal Care
✓ Physiotherapists
✓ Podiatrists
✓ Speech Pathologists
✓ Women’s Health Clinic
**How can I access these services?**

Referral and access to the District Nursing Service can be arranged by you, a family member, carer, doctor, a hospital or health service. For further information contact us on 5851 8020.

**Am I eligible?**

Access to the service is based on eligibility criteria. Services are provided to frail older people with a disability and their carers who are living at home and have a nursing need.

**How much do these services cost?**

Fees will be discussed on admission to the service. The fees are set by the Home and Community Care Program. The cost may vary, depending on individual circumstance and income.

Wound care products may be purchased through this service at cost price, which is then included in your monthly account.

Accounts will be forwarded to you monthly. A Bendigo Bank deposit slip is sent with each account so that accounts may be paid at the Bendigo Bank.

If you have difficulties in accessing a bank, you can mail a cheque to:

Waranga Memorial Hospital
Coyle St
Rushworth VIC 3612

The Department of Veteran Affairs, Work Cover and Transport Accident Commission accounts are forwarded directly to the appropriate office, therefore you will not receive an account.

**Interpreter service**

An interpreter can be arranged to assist clients who speak a language other than English at home.

Written health information in other languages can be accessed via the internet at:

www.healthtranslations.vic.gov.au

**Equipment available**

The Waranga District Nursing Service has equipment available to borrow on a short-term basis, including:

- ✔ Shower stools
- ✔ Commodes
- ✔ Wheelie frames
- ✔ Wheelchairs
Service recipients’ rights

HACC service recipients’ key rights within the HACC program are:

- the right to respect for individual human worth and dignity
- the right to be treated with courtesy
- the right to be assessed for access to services without discrimination
- the right to be informed and consulted about available services and other relevant matters
- the right to be part of decisions made about their care
- the right to choose from available alternatives
- the right to pursue any complaint about service provision without retribution
- the right to involve an advocate of their choice
- the right to receive high-quality services
- the right to privacy and confidentiality, and access to all personal information kept about themselves.

Service recipient responsibilities

Consistent with their status as members of Australian society, people receiving HACC services have a responsibility:

- to respect the human worth and dignity of the service provider staff and other people using the service
- to treat service provider staff and other people using the service with courtesy
- for the results of any decisions they make
- to play their part in helping the funded organisation to provide them with services
- to provide a safe work environment for staff and help them to provide people with services safely.

Funded organisations’ responsibilities

In providing services, funded organisations have a responsibility:

- to enhance and respect the independence and dignity of the service recipient
- to ensure that the service recipient’s access to a service is decided only on the basis of need and the capacity of the service to meet that need
• to inform service recipients about options for HACC program support
• to inform service recipients of their rights and responsibilities in relation to HACC services
• to involve the service recipients and carer in decisions on the assessment and service delivery plan
• to negotiate with the service recipients before a change is made to the service being provided
• to be responsive to the diverse social, cultural and physical experiences and needs of service recipients
• to recognise the role of carers and be responsive to their need for support
• to inform the service recipient about the service to be delivered and any fees charged
• to inform the service recipient of the standards to expect in relation to services they may receive
• to ensure that the service recipient continues to receive services agreed with the provider, taking the service recipient’s changing needs into account
• to respect the privacy and confidentiality of the service recipient
• to allow the service recipient access to information held by the funded organisation
• to allow the carer access to information held by the provider about the service recipient where the carer is the legal guardian or has been so authorised by the service recipient
• to deliver services to the service recipient in a safe manner
• to respect a service recipient’s refusal of a service and to ensure any future attempt by the service recipient to access a HACC service is not prejudiced because of that refusal
• to deal with service recipient’s complaints fairly and promptly and without retribution
• to mediate and attempt to negotiate a solution if conflict arises between the carer and the older person or younger person with a disability
• to accept the service recipient’s choice and involvement of an advocate to represent his or her interests
• to take into account the service recipient views when planning, managing and evaluating service provision.
Advocacy

What is Advocacy
Advocacy is about making sure that you have choices and are provided with a service that meets your needs.

When can Advocacy help you?
Advocacy can help you when you need support if you disagree with a decision or a change to your service.

Visit the Public Advocate website: www.publicadvocate.vic.gov.au or Regional Information and Advocacy Council: www.riac.org.au

Independent Advocacy Services are available in the:
Loddon Mallee Region: (03) 5443 0550 (Bendigo)
Hume Region: (03) 5822 1944 (Shepparton)
Free Call: 1800 136 829

These services will outreach to your home.

For further information on advocacy, a brochure can be given to you by District Nursing staff.

Feedback

You will receive a “Tell Us What You Think” brochure which can be used if you have a compliment, concern or complaint, or please contact:

Nurse Unit Manager
Waranga District Nursing Service
Ph: (03) 5851 8020

Director of Nursing, Waranga Campus
Ph: 5851 8000

The Consumer Satisfaction Co-ordinator
GV Health, Shepparton
Ph: 5832 2258

The Health Services Commissioner
Level 30, 570 Bourke St
Melbourne VIC 3000
FREECALL: 180 136 066 or
Ph: (03) 8601 5200
Email: hsc@dhs.vic.gov.au
District Nursing Service Catchment Area

Healthy Communities
Hours of service
8.30am to 5.00pm, Monday to Friday
8.30am to 12.30pm, Saturday and Sunday
8.30am to 5.00pm, Public Holidays (limited services)
No service on Christmas Day.

Waranga District Nursing Service
Phone: (03) 5851 8020
Fax: (03) 5851 8045
In the event of an emergency, call 000.

This service is jointly funded by the Australian and Victorian Governments under the Home & Community Care (HACC) program.