

CHANGES TO SERVICES due to COVID-19, as at 28 April 2020

Organisation	Services & Times	Phone	Website or email
Echuca Regional Health	Only authorised visitors will be permitted to visit patients on compassionate grounds. This will be at the discretion of the Nurse Unit Manager of the relevant unit. Delivery of flowers and/or gifts to patients can't be accepted.	5485 5000	https://www.erh.org.au/
	Glanville Village will restrict visiting hours from 12:00 noon until 6:00 PM daily. All other existing restrictions including 1 visit per day with a maximum of 2 people at a time will remain. Essential ERH allied health and medical visits will not be required to comply with this Noon-6:00 PM visiting time restriction	5485 5465	http://www.erh.org.au/aged-care/
	Community Services is open, and are continuing to accept referrals and requests. They will be using telephone and online meetings. Face-to-face visits will only occur when essential, and limiting numbers of people in their buildings.	Hopwood centre 5485 5801 Medical Consulting Suites 5485 5800	
	For District Nursing, Community Palliative Care and Hospital in the Home: The team will still be attending essential home visits but ask for families to minimise people at the home, only next of kin and they will need to be screened.		
	Dental - All non-emergency dental services at Echuca Regional Health have been cancelled for the foreseeable future. A Dentist will be onsite Monday to Friday between 9am and 4pm for urgent telephone consultations.	5485 5820	

The Social Services team will continue to support current clients through Telehealth and telephone consultations in all programs, inclusive of Counselling, Integrated Family Services and Enhanced Maternity Care 5485 5800

Kyabram & District Health Service

Non essential visits are no longer permitted. If a care & support visit is required, visiting hours are limited to 2-3pm daily for ten minutes at a time and only one visitor per patient. Community Wellbeing Service 5857 0236 5857 0200

www.kyhealth.org.au

Primary Health at KDHS is now not seeing any face to face clients unless under 'exceptional circumstances'.

Rochester Elmore & District Health Service

No visitor access allowed. Visitor exemptions will be considered under exceptional circumstances, at the discretion of management. 5484 4400

<http://www.redhs.com.au/>

Bendigo Health

No visitor access; All non-emergency dental services have been cancelled for the foreseeable future. Emergency dental care is still available to the general public. Please call 5454 7994.

All non-emergency surgery has been cancelled, as a directive from the Federal Government. Category 1 and some urgent Category 2 surgeries are still being done at Bendigo Health.

To reduce the number of people attending the hospital precinct, two thirds of our outpatient appointment have been replaced with telehealth. For more information visit: <https://www.bendigohealth.org.au/news/page/789>
Bendigo Respiratory Clinic is now open for testing Monday to Friday, between 10am and 5pm at 126 Spring Gully Road, Spring Gully. Appointments can be made on the dedicated website here or by phone on 1800 573 196

5454 6000

www.bendigohealth.org.au

Bendigo Health - Carer Support Services

The gateway went live on April 6. People access the system through the gateway however currently can also access directly through Carers Support.
- Carers able to access one off practical assistance funding & packages of care and also support for up to 12 months.

1800 422 737

<https://www.carergateway.gov.au/>

Echuca Community Mental Health

Continues to offer assessment, treatment, information and referral. Currently using telehealth services where possible.

1300 363 788
(triage) 5480 7419

<https://www.bendigohealth.org.au/AdultCommunityMentalHealth/>

Community Allied Health-Bendigo Health

Currently changes to service delivery within Campaspe. Make direct contact for details.

54548078

<https://www.bendigohealth.org.au/communityservices/>

Centre for Non-Violence

All face-to-face appointments ceased. Telephone services available. CNV has developed a Q&A webpage with a particular focus on the impacts of COVID-19 on family violence service delivery and what the community can do, in a safe way, to assist those at risk of family violence, and to address many of the frequently asked questions.

1800884292

<https://www.cnv.org.au/>
<https://www.cnv.org.au/we-are-here-to-help>

Community Living & Respite Services

Activities at 4 Percy Street have ceased along with Recyclability, Cooking & Exercise Program, Pamphlet Delivery, Out & About, Customised Employment & School Leaver Support (SLES) and Upcycling.

<https://clrs.org.au/covid-19/>

Campaspe Shire Council

Service Centres - Customer service centres in Echuca, Kyabram, Rochester and Rushworth and Tongala are closed until further notice.

1300 666 535

<https://www.campaspe.vic.gov.au/Our-services/Public-health/COVID-19-update>

Essential services including Aged & Disability Services and Childcare continue to be delivered.

Immunisation Services - By appointment only

1300 666 535

<https://www.campaspe.vic.gov.au/Our-services/Public-health/COVID-19-update/Immunisation-sessions-during-COVID>

Maternal & child Health Services - Telephone consultations have replaced face to face visits. First Time Parent Groups and Open Sessions are suspended.

5483 9698 1300
644 964

<https://www.campaspe.vic.gov.au/Our-services/Public-health/COVID-19-update/Maternal-child-health-services-during-COVID>

Recreation facilities - Echuca War Memorial Aquatic Centre, Kyabram & Tongala stadiums are closed.

5481 2400

https://cprl.swft.ent.sirsidynix.net.au/client/en_AU/cprl/

Libraries - Closed

Transfer stations - open

Echuca, Rochester and Mt Scobie Transfer Station resell shops - closed

Port of Echuca Discovery Centre - closed

Echuca Paddlesteamers - closed

Planned Activity Groups - closed

Support Playgroups - closed

Playgroups - closed

Playgrounds - closed

Camping - Camping prohibited at all sites, including Aysons Reserve south of Rochester

We Are Vivid

They will continue to offer services to people with disabilities who need support.

<https://www.wearevivid.org.au/>

Njernda Aboriginal Corporation

All group events and activities have been cancelled, and have implemented stricter procedures at their Medical Clinic.

Njernda Family Services Building - Closed

Berimba Childcare - Closed

Support for Elders - Contact Keith Hearn

5480 6252 (Ext 1)

5482 6252 (Ext 3)

5480 6252 (Ext 5)

0412 380 859

<https://www.njernda.com.au/covid-19/>

Women's Health Loddon Mallee

The Well Women's Clinic continues to provide Pregnancy Options counselling via telephone and video conference. However Cervical Screening (PAP tests) and STI testing have been suspended.

5443 0233

<http://whlm.org.au/about/covid-19-whlm-changes/>

Intereach

Most Intereach offices are closed to the public. All Intereach offices are still available via telephone

1300 488 226

<https://www.intereach.com.au/>

Haven Home, Safe

Haven Home, Safe contactable 10am - 4pm, Monday to Friday Continuing to support their clients, tenants and community: Property Inspections - we are temporarily suspending routine property inspections. Instead, we will be conducting virtual inspections via phone. Maintenance Services - The Maintenance Services Team will be prioritising requests for Urgent or Essential maintenance. All other maintenance will be assessed according to individual need and circumstance and either attended to or deferred to a later date.

5444 9099

<https://havenhomesafe.org.au/coronaviruses/>

Anglicare	Anglicare Victoria's Financial Counselling, Gambler's Help and Victims Assistance program are still running. A new service- Financial Capabilities Service Has Commenced	1800 244 323 5440 1100	financial.counselling@anglicarevic.org.au gamblers.help@anglicarevic.org.au vap@anglicarevic.org.au
GV Health Waranga	Waranga District Nursing Service will only be attending home visits to those deemed essential	5451 8020	http://www.gvhealth.org.au/services/waranga-campus/
Kyabram Community & Learning Centre	KCLC front doors (Lake Road) will be the only entry point for KCLC (there is a bell at the childcare door for childcare families to enter only - temperatures will be checked at this door of all family members entering KCLC). Family Services, Early Learning programs limited Neighbourhood House (Foodbank, Centrelink) are still available	5852 0000	https://www.kclc.com.au/
Lockington & District Bush Nursing Centre	The Centre will be closing its doors at 4pm instead of the usual 4.30pm. Also we ask people to avoid coming up to the Centre between 12pm and 1pm as the staff will be doing another wipe down. Anyone living locally can get there medications delivered to their front doo, nyone out of town can do a drive through service if they phone ahead. Those that pay on collection can phone the Centre or the pharmacy to discuss payment options.	5486 2544	www.ldbnc.org.au
Crossenvale Community House	Closed this includes the cancellation of our Redgum Programs, Community Transport program, Hiring of Meeting room at CHH office.	5480 3583	crossenvale@gmail.com
Echuca Neighbourhood House	Echuca Neighbourhood House is now a registered Food Bank. With the assistance of the Gunbower Development Group is able to deliver food parcels to vulnerable community members in Gunbower on Wednesdays	5482 6914	www.enh.org.au

Rochester Community House	Open on Tuesdays for Foodshare (STRICTLY between 11 am - 12pm) ESSENTIAL Computer access 9am - 12pm (1/2 hour visits only - Limit of 2 ppl at a time)	5484 3600 0409 075 074	www.rochestercommunityhouse.org.au
Lockington Neighbourhood House	Closed to the public. However, if you need assistance, can still take phone calls and emails.	0499 170 329	nhldbc@gmail.com
Rushworth Neighbourhood House	All classes, programs and services, will not operate and doors will remain locked. Contact them for volunteer assistance with pick up and delivery of urgent groceries or pharmaceuticals	5856 1295	http://www.rushcomhouse.org.au/
Tongala Community Activities Centre	Activities Centre, classes and childcare are closed. Essential computer use (bookings appreciate) and FOOD BANK is available 9-12pm Mon-Thurs. Community Transport Car available all week.	0437 469 585	http://www.tongala.vic.au/
Girgarre Community Cottage	Food relief parcels Mon - Thu 9.30am-12noon. People in need of assistance are advised to ring (if possible) to request a food parcel and organise a collection time.	5854 6482	https://ranch.net.au/neighbourhood-house/girgarre-community-cottage/
Murray PHN COVID-19 Links	To help primary health care providers in the Murray PHN region, a range of useful resources are on their website related to Mask orders for GPs, pharmacy & ACCHOs; MBS items & telehealth, Clinical Referral Pathways, Webinars, Local Assessment & Respiratory Clinics, Case definition and testing, Mental Health, Aged Care, Community advice	https://www.murrayphn.org.au/covid-19emailupdates/	https://www.murrayphn.org.au/information-and-resources-for-health-professionals/health-professionals-resources/coronavirus/