

The nearest Doctors, Chemists and Ambulance Services are situated at Orbost, Lakes Entrance & Bairnsdale.

Services Provided by the Centre

Accident & Emergency Nursing Care
Home Nursing
Palliative Care
Routine Health Assessment
Family and Social Support
Health Education and Support
Pathology Collection
Ante Natal & Post Natal Care
Immunisation
Electrocardiograph - ECG
Referral Service

Health Promotion Programs

'Food, Friendship & Fun' Meals Program
Walking Programs
Scrapbooking
Relaxation & Chair based Exercises

Visiting Services

General Practitioner (Doctor)
Maternal & Child Health
Women's Clinic
Counselling
'Neat Feet' Footcare

Equipment for Hire

Crutches
Wheel Chair
Over Bed Tables
Bedpans/Urinals
Vaporiser
Hot/Cold Packs
Shower Chair
Walking Frame
Toilet Chair
Videos
Books

The Centre

- is situated in the heart of town
- opened continuously since 1911
- is HACC funded.

The Organisation

- is private not-for-profit
- is governed by volunteers
- is guided by Dep.of Health & Human Services policy

The Staff

- work alone and liaise with others
- deal with health and related issues
- deal with acute and chronic issues
- work in the Centre and in the community
- provide education, skills and resources to the community and visitors
- embrace the purpose of the organization
- advocate at local, regional and statewide level for the community on health and related issues.

THE STAFF AND COMMITTEE WELCOME IDEAS FOR IMPROVING SERVICES.



STATEMENT OF PURPOSE
The Buchan Bush Nursing Association will provide education, skills and resources enabling residents and visitors to take responsibility for their own healthcare.
This will assist individuals and families to contribute effectively in creating an active, healthier community.



L to R: Phillippa Greene, Georgie Hilder, Anne Brewer, Tracey Fall, Susie Edwards Front: Tammy Woodgate

P.O. Box 52, 61Main St., Buchan Vic. 3885

Telephone 03 - 5155 9222

Fax 03 - 5155 9261

Office Manager: buchambna@gha.net.au

Nurse Manager: annebrewer@gha.net.au

Nursing Staff: buchannurses@gha.net.au

**HOURS Monday - Friday 8.30 - 12.30
1.00 - 5.00**

Closed Public Holidays

STAFF Nurse Manager: Anne Brewer (RAN)
Office Manager: Georgie Hilder
Part-time Nurse: Phillippa Greene (RAN)
Part-time Nurse: Susan Edwards (RAN)
Casual Nurse: Deborah Hewetson
Kim Cooper
Bernadette McHugh
Admin.Officer: Tracey Fall
Cleaner/Gardener: Tammy Woodgate
RAN = Remote Area Nurse

Reg. No. A 10933
ABN 82 809 040 559

EMERGENCY TELEPHONE NUMBERS

AMBULANCE, POLICE & FIRE

000

Buchan Police	5155 9268
Buchan Bush Nurse	
Bus. Hrs.	5155 9222
Gelantipy Bush Nurse	
Bus. Hrs.	5155 0274
Poisons Information	131126

REGIONAL HOSPITALS:

Bairnsdale	5150 3333
Orbost	5154 6666

REGIONAL DOCTORS:

Macleod St Medical Cent	5152 5145
Bairnsdale Med. Group	5152 4123
G/land Lakes Com. Hlth	5155 8300
Cunninghame Arm	5155 2300
Orbost Med. Group	5154 6777

FEES

Family Subscriptions including dependent children to 18 years.	35.00
Single Subscriptions	25.00
Members visits B.H.	N/C
Members visits A.H.	20.00
Non-Members visits B.H.	20.00
Non-Members visits A.H.	50.00
Non-Member phone consult.	10.00
Consumables	Fees apply
Extra Services	
Requested home visits	5.00
Dressings (Minimum)	4.00
Hire of equipment (Weekly)	5.00
Pathology	5.00

VISION STATEMENT
‘BUCHAN BUSH NURSING—
A RECOGNISED LEADER IN NURSING CARE’.

CLIENT RIGHTS AND RESPONSIBILITIES

It is required by government to maintain certain standards in order to provide quality care. The rights and responsibilities described are related to those standards.

Rights:

As a person using HACC services you have a number of rights.

1. To be treated with respect and courtesy.
2. To be informed and consulted.
3. To be part of decisions about your care including the right to refuse a service. Your refusal of care will not prejudice any future access to services.
4. To receive quality services.
5. To expect privacy and confidentiality, and to access personal information kept about you by our service.
6. To have an advocate of your choice support you and act on your behalf. *An advocate can be any person who you choose to have speak on your behalf or give you an explanation of conversations with health providers (our staff can act as your advocate).*
A list of specialist advocates is available.
7. You have the right at any time to withdraw your given consent to information sharing between health providers.
8. To have your comments valued.
9. To make commendations or complaints.

Responsibilities:

You have responsibility to service providers. HACC services ask their clients to:

1. Treat staff with respect and courtesy.
2. Provide a safe work environment for staff - ensuring safe access to your home
3. Take responsibility for decisions you make with staff about your care.

Commendations / Complaints:

1. You may make verbal commendations/ complaints to Nurse Manager, staff, President or Secretary of the Committee of Management.
2. You may make written commendations / complaints to the Nurse Manager, President or Secretary of the Committee of Management to: PO Box 52, Buchan 3885.
3. OR written complaints may be sent to the:
 - Health Services Commissioner
(03) 8601 5200 or 1800 136 066
 - The Ombudsman—1800 806 314

Committee of Management

President:	Frances Haldane
Sr. Vice Pres:	Clive Norfolk
Jr. Vice Pres.	Dennis Sandy
Secretary/Treasurer/Public Officer:	John Rogerson
OH&S Rep.:	Grace Davis
Fundraising Officer:	Keith Greenwood
Committee Members:	David Wisnewski
	Paul Spence
	Sue Dalley
	Toni Cameron

For all EMERGENCIES RING 000

Then ring a nurse who may be available.

IMPORTANT:

Out of Hours Procedure

Nursing staff are not obliged to be available outside normal opening hours, in the event they are able to respond to an emergency, all workplace entitlements will apply.