



OUR SERVICES

Nexus Primary Health provides a comprehensive range of services to support you to live well in your community.

All of our services are private and confidential.



About the Artworks

The meaning behind the name Nexus and our logo:



The definition of Nexus is a connection or series of connections linking two or more things, with a central focus point.

This connection is depicted in our logo with the blue representing medical and the green representing nature and our environment.

Aboriginal Artworks



We would like to thank and acknowledge Aunty Jo Honeysett, Taungurung Elder, for the Aboriginal artworks created for Nexus Primary Health used in their entirety or parts thereof throughout this report.

Snake Egg Painting Meaning

This painting has three snakes, in the midst of two, are eggs that are both nurtured and protected to allow them to hatch and grow.

Turtle Painting Meaning

This painting depicts four turtles all coming together to eat and share each other's company. The river is abundant with food which is represented by the dots. The circles that surround the turtles are waterholes on country.

Acknowledgements:



We acknowledge the Traditional Custodians of this land on which we stand and pay our respect to the Elders, past, present and future, for they hold the memories, the traditions and the culture of all Aboriginal and Torres Strait Islander peoples.



We respect, honour and celebrate the diverse community in our region and aim to be a trailblazer in providing inclusive and accessible services, and organisational culture for our community, staff and volunteers.

Our Story

The Nexus Primary Health story began over 40 years ago with a small community health service employing a district nurse and a physiotherapist. Today we are a fully integrated primary health service with over 300 employees and volunteers.

About Us

We provide a range of services to help you prevent, manage or treat your health and wellbeing. We are the "go to" organisation for cost effective and person centred services in your community.

Our Vision

To support you to live well in our community.

Our Mission

Our role is to:

- Welcome and listen to everyone so we can support the individual to reach their health and wellbeing goals.
- Value our staff and volunteers.
- Embrace diversity.
- Deliver accessible best practice models of primary and allied healthcare and community services.
- Partner with individuals, our community and other agencies to provide safe, person focused care.

Our Values



We stand **COURAGEOUSLY** with you as your local community health provider with an understanding of our evolving community needs.



We **ACT with integrity**. You will be listened to. We will partner with you to achieve your health and wellbeing goals with honesty and kindness.



RESPECT. You will be welcomed and respected. We will ask you what you need to be safe at Nexus.



Your **EXPERIENCE**, achievements and challenges will inform how we work together. **We will partner with you**, and other service providers to ensure you receive the best possible, locally based care.

Book your appointment



1300 77 33 52

One number for all your healthcare needs

Alternatively, GP appointments can be booked online via:



nexusprimaryhealth.org.au

Our Fee Policy

We have a range of ways services can be provided to enable everyone in the community the opportunity to access healthcare. Fees may be applicable to certain services and may change based on specific funding criteria. As a not for profit community healthcare organisation, these fees play a vital role in supporting resources and programs aimed at enhancing and broadening services to support you to live well in our community.

Our services can be provided in the following ways:

- Community Health Funding (CHPD)
- Hospital in the Home (HITH) and Post Acute Care (PAC)
- GP Management Plans & Team Care Arrangements - Bulk Billing
- Department of Veteran Affairs
- Transport Accident Commission (TAC)
- WorkSafe Victoria
- Home and Community Care Program for Younger People (HACC PYP)
- National Disability Insurance Scheme (NDIS)
- Self-funded (fee paying)



**TRANSPORT
ACCIDENT
COMMISSION**



Our Locations



Broadford

7 Dairy Lane, Broadford

(formerly known as 72 Ferguson Street)

We provide all primary health services, groups, events, bulk billed GP and medical services. Online booking for GP services is available at this clinic.



Kinglake Ranges Healthcare Centre

19 Whittlesea-Kinglake Rd, Kinglake

A fully accredited facility, operated by Nexus to provide a range of primary health services, groups, events, bulk billed GP and medical services. Online booking for GP services is available at this clinic.



Seymour

22 Emily St, Seymour

We provide primary health services, groups and events from our site in Emily Street, except GP services. No online booking is available for this clinic.



GP Superclinic

7-11 High St, Wallan

An integrated primary healthcare facility offering a broad range of services. Online booking for GP services is available at this clinic. You can call 13 SICK for after hours care.

Our Services

Nexus Primary Health provides a comprehensive range of services to support you to live well in your community.



Allied Health

- Diabetes Education
- Exercise Physiology
- Nutrition & Dietetics
- Occupational Therapy
- Physiotherapy
- Podiatry
- Speech Pathology



Medical & Nursing

- General Practitioners
- Practice Nursing
- District Nursing
- Continence Nursing



Community Support

- Personal & Home Care
- Property Maintenance
- Respite
- Group Social Support
- Care Finder
- Access & Support Program



Health Promotion & Inclusion

- Implement community based initiatives to promote health and wellbeing
- Inclusion for people with a disability
- Inclusive sports
- Self-advocacy groups
- LGBTIQ+ community groups



Community Wellbeing

- Theraplay®
- Horses Assisting You
 - Alcohol, Tobacco & Other Drugs Support
 - Youth Outreach
 - Counselling Care & Recovery
- Specialist Family Support Services
 - Children's Therapeutic Support
 - Animal Assisted Therapy with Teddy the Therapy Dog
 - Financial Counselling*
 - Gamblers Help
 - Targeted Care Packages



Community Engagement & Diversity

- Culturally & Linguistically Diverse (CALD) Community Programs
- Partnership with Aboriginal & Torres Strait Islander Community Groups
- Diversity Champions & Inclusive Practice
- Community Advisory Committee (CAC)



Volunteer Services

- Transport and Social Support
- Work & Development Permit
- Services Australia (Centrelink)



Allied Health

Our team of professionals are dedicated to empowering you on your health journey. Whether you're recovering from an injury, managing a chronic condition, or simply seeking to enhance your overall wellness, our personalised and tailored approach will help you achieve your goals.

Services offered include:

- n Diabetes Education** - Providing evidence-based advice on diabetes management for long-term health.
- n Exercise Physiology** - Assisting with building strength, improving mobility, and managing health conditions like diabetes, heart, lung, and joint conditions through physical activity.
- n Nutrition & Dietetics** - Assisting to manage health conditions, support health & wellbeing in adults and growth & development for children through food.
- n Occupational Therapy**
 - **Adults** - Supporting safety and independence to perform daily activities such as showering, dressing, going places or managing household tasks.
 - **Children** - Help with physical and social skills to participate in activities to grow, learn and play.
- n Physiotherapy** - Improve movement through managing a range of health conditions, including injuries, pain and chronic disease.
- n Podiatry** - Manage and treat foot conditions including prevention of complications associated with chronic conditions such as diabetes.
- n Speech Pathology**
 - **Adults** - Treat adults with medical conditions or disabilities affecting their communication and swallowing abilities.
 - **Children** - Support children to improve their communication skills to allow them to thrive - learn, play and grow.



Medical & Nursing

Our team of highly skilled and compassionate healthcare professionals are dedicated to providing you and your family with the highest quality of medical care. From routine check-ups to specialised treatments, we offer a wide range of services to address your unique healthcare needs.

Make an appointment to see our:

- General Practitioners
- Practice Nurses
- n** District Nurses
- Continence Nurses
- Nurse Practitioner
(OurPlace Seymour)

Find out more at nexusprimaryhealth.org.au/our-services or contact one of our friendly Customer Service Team on 1300 77 33 52



Community Support

We firmly believe in the strength of living well in your community. We understand that life can sometimes throw unexpected challenges at us, and that's why we are here to provide support and assistance every step of the way.

Our community support programs are designed to empower individuals and nurture a sense of belonging. We are committed to creating a safe and inclusive space where everyone feels heard, respected, and supported.

Community Support services include:

- Personal & Home Care
- Property Maintenance
- Respite
- Group Social Support
 - Care Finder Program
 - Access & Support Program



Health Promotion & Inclusion

Our goal at the Health Promotion and Inclusion team is to create healthier and more inclusive communities in Mitchell and Murrindindi Shires. We achieve this by working closely with community members through engagement initiatives and collaborating with organisations to advocate for healthy eating, diversity and equity for everyone.

Some of the advocacy work we do includes:

- Healthy eating and food security
- Implement community based initiatives to promote health and wellbeing
- Inclusion for people with a disability
- Inclusive sports
- Self-advocacy groups
- LGBTQIA+ community groups

Find out more at nexusprimaryhealth.org.au/our-services or contact one of our friendly Customer Service Team on 1300 77 33 52



Community Wellbeing

Your safety, physical and mental health and wellbeing is very important to us at Nexus. We provide a range of specialist family violence, case management and therapeutic services which aim to provide education, advocacy and direct therapeutic support.

Services offered include:

- n Theraplay®** - Enhances child well-being by strengthening the parent or carer relationship, promoting attachment, and supporting mental health. The program is effective at helping children overcome fears and facilitating positive change. Theraplay® is suitable for all age groups, abilities, and children who have faced trauma.
- n Horses Assisting You (HAY)** - Sessions help people of all ages to manage emotions, face fears and learn how our behaviours affect us and others. It's a safe way for people to deal with various challenges like autism, ADHD, bullying, trauma, depression and anxiety to name a few. We can work with individuals, couples, families, groups and teams.
- **Alcohol, Tobacco & Other Drugs Support** - Helps you if alcohol and other drugs affect the way you want to live your life. This service is free and confidential. Our counsellors will make a program to suit your needs. Services include:
 - Youth Outreach
 - Counselling Care & Recovery
- **Specialist Family Support Services** -
 - n Children's Therapeutic Support**
 - n Animal Assisted Therapy with Teddy the Therapy Dog**
- **Financial Counselling*** - Providing information, support and advocacy to assist people who are having difficulty with their finances. The service is free, independent, confidential, and available across Mitchell and Murrindindi Shires.
 - * To access this service call Primary Care Connect on 5823 3200
- **Gamblers Help*** - Supporting our clients who are affected by gambling, including their family and friends. We focus on prevention, early intervention and support for those vulnerable to gambling harm. These services are free, client focused, independent and confidential.
 - * To access this service call Primary Care Connect on 5823 3200

Find out more at nexusprimaryhealth.org.au/our-services or contact one of our friendly Customer Service Team on 1300 77 33 52



Community Engagement & Diversity

By understanding the diversity within our community and actively engaging with patients, their families, and the wider community, we can better understand the unique needs and challenges that different individuals and groups face. This can help to ensure that our services are tailored to meet the needs of our community.

Some of the work we do includes:

- Culturally and Linguistically Diverse (CALD) community programs.
- Partnerships with Aboriginal and Torres Strait Islander community groups.
- Diversity champions and inclusive practices.
- Community Advisory Committee (CAC) to ensure that the views of consumers, carers, and the community are considered when planning, designing, delivering, and evaluating healthcare services at individual and program levels.

Find out more about our Community Advisory Committee (CAC) at nexusprimaryhealth.org.au/careers/community-advisory-committee-cac



Volunteer Services

Volunteers are an important part of the Nexus team. People with a range of different skills and experience can volunteer with us. Volunteering is a way that you can contribute to your community and grow your skills, experience and knowledge.

There are a range of opportunities with our volunteer program, including:

- **Transport & Social Support** - Help older people, who live alone, to connect with others and be involved in the community.
- **Work & Development Permit (WDP) Scheme** - Provides vulnerable and disadvantaged people with a non-financial option to address their infringement fine debt. If eligible, you can reduce your fine debt by participating in certain activities and treatment under the supervision of an accredited sponsor.
- **Services Australia (Centrelink)** - We are a registered volunteer organisation with Centrelink and if eligible, we can help you to meet your mutual obligation requirements.

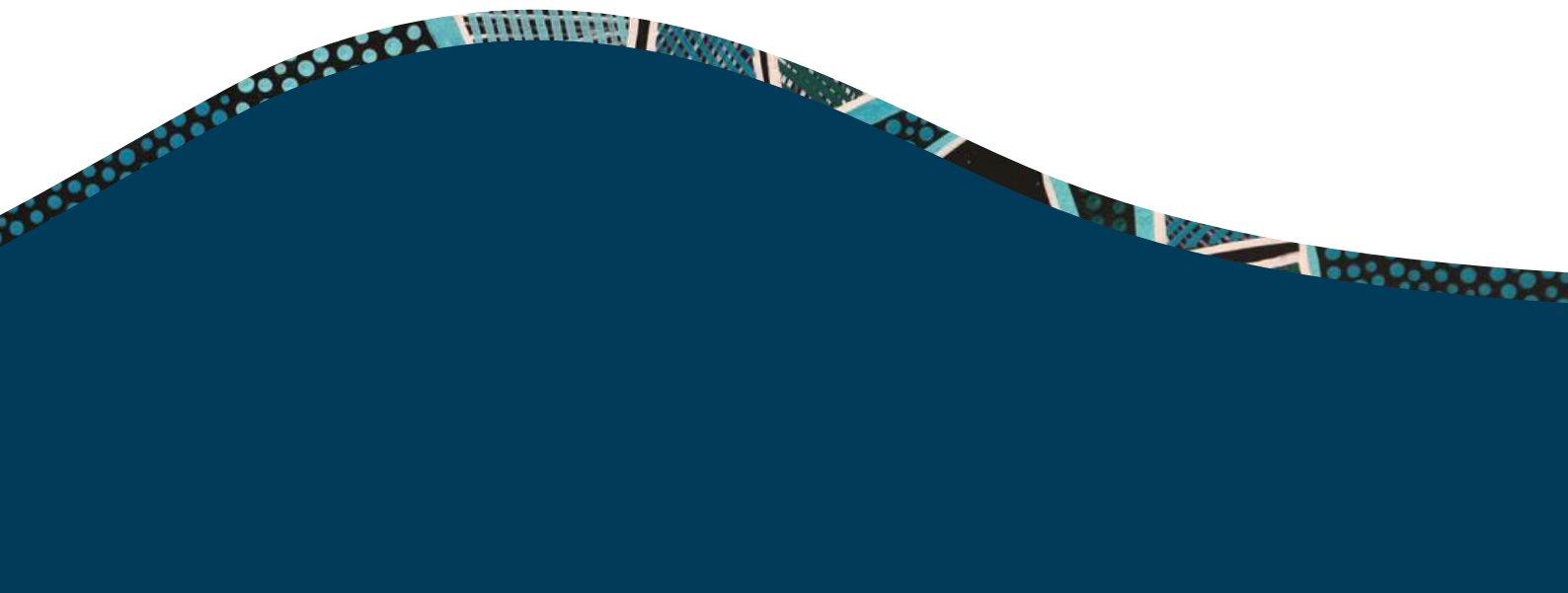
Find out more at nexusprimaryhealth.org.au/careers/nexus-volunteering or contact one of our Volunteer Team on 1300 77 33 52.



A GUIDE TO UNDERSTANDING YOUR HEALTH CARE RIGHTS

This guide is designed to introduce you to your rights and responsibilities, assist you in accessing top-quality care, and encourage you to provide feedback that can improve our services and your overall experience.

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ADVOCACY

Independence through Empowerment

Advocacy is the process of guiding, supporting or acting on behalf of another person or group of people in order to obtain the best possible outcomes for that person or group.

Advocacy can relate to issues which affect people as individuals or an issue which is affecting a number of people. Advocacy assists people to obtain their rights in relation to issues that affect them.

Advocacy is important to:

- Address discrimination.
- Empower individuals.
- Provide community education.
- Increase people's quality of life.

What do advocates do?

- Work in partnership with you to assist you to resolve a particular issue.
- Provide information and support which can assist you to be in control of your circumstances.
- Inform you of your rights and responsibilities.
- Represent you when dealing with service providers.
- Mediate and negotiate on your behalf.
- Encourage you to develop skills in self-advocacy.
- Listen to you without judging your situation.
- Refer to the appropriate services as needed.
- Take issues to relevant authorities if necessary.
- Provide community education about particular issues.

Self-advocacy

- Remember to be positive, calm and clear on what you want.
- Collect all relevant information that may be needed to support your case.
- When advocating via phone, ensure you get the name and position of the person you are speaking with so you can follow up if needed.
- Don't always anticipate that there will be conflict.
- Don't let yourself be intimidated by others.
- Don't turn advocating into personal attacks on individuals.
- Request that important issues and decisions are recorded in writing.

Advocacy services:

- Rights Information & Advocacy Centre (RIAC) - 1800 221 944
- Office of the Public Advocate - 1300 309 337
- Seniors Information Victoria - 1300 135 090
- Financial & Consumer Rights Council - 1800 134 139
- Consumers Affairs Victoria - 1300 558 181
- Health Services Commissioner - 1800 136 066
- Elder Rights Advocacy (ERA) - 1800 700 600 or visit www.era.asn.au
- LGBTQ Switchboard - 1800 184 527
- National Aged Care Advocacy line on 1800 700 600 (free call) or visit the OPAN website www.opan.com.au
- Disability Services Commissioner - 1800 728 187 or www.odsc.vic.gov.au
- Association for Children with a Disability 1800 654 013 or www.acd.org.au
- Wellways 1300 11 400 or www.wellways.org
- Children of Parents with Mental Illness (COPMI) www.copmi.net.au
- NDIS - www.ndiscommission.gov.au

Who is entitled to advocacy services?

Anyone who feels that have been unfairly dealt with or who feel their issues are not being heard, is entitled to contact an advocacy service. The services will then listen to your case and work with you to decide on the most appropriate action to take in resolving your problem.

RIGHTS & RESPONSIBILITIES

Actively Participate in your Health

As a client of Nexus you have a right to:

- Considerate, respectful and non-discriminatory care including being treated with dignity and respect by others.
- Have your beliefs, sexual orientation, ethnic, cultural and religious practices respected.
- Privacy and confidentiality.
- Receive clear accurate information about your health care or proposed treatment to make an informed decision.
- Have access to an interpreter and/or translated information in the language of your choice.
- Actively participate in all of your health care decisions including refusal of assessment or treatment.
- The name, professional status and qualification of our staff caring for you.
- Seek a second opinion.
- Refuse participation in educational or research programs, services from students, or the presence of staff not directly working with you.
- Have another person advocate for you if you believe this will assist you.
- Contact the Chief Executive if not satisfied with services.
- Access your client file in accordance with the *Information Privacy Act 2000 (Vic)* and *Health Records Act 2001 (Vic)*.
- If you are under 18 years of age, access to a child safe environment.
- If you are accessing aged care services, you need to know about the Charter of Aged Care Rights available at: www.agedcare.health.gov.au/quality/singlecharter-of-aged-care-rights

As a client of Nexus it is your responsibility to:

- Respect the privacy of others attending our service.
- Inform Nexus staff of all relevant information relevant to your care.
- Attend or cancel appointments in a timely manner.
- Provide a safe environment for Nexus staff to visit your home if required.
- Pay for services as agreed and discussed with you.

You may withdraw from our service, programs or other activities at any time without affecting future services.

Nexus reserves the right to withdraw your services in certain circumstances where you may:

- Cause distress to staff or clients through verbal or physically abusive or offensive behaviour.
- Fail to attend appointments consistently.
- Provide an unsafe environment for home visits.
- Choose not to pay for the services as agreed.

Refusal of service provision

Nexus may refuse services for valid reasons that will be explained to you. Until resolved, services will not recommence.


Appointments

It is your responsibility to:

- Contact us if your circumstances change affecting attendance at appointments. This includes when you are feeling unwell and at risk of spreading infection to others, unless you are attending the GP to manage your illness.
- Contact us to cancel or change an appointment - a minimum of 24 hours is requested (unless funded under NDIS when 48 hours' notice is required).
- Notify our staff of any changes to your personal details.

For ongoing appointments such as:

- **Home Support/Delivered Meals/Property Maintenance** - If you are not home for the service and do not let us know, you will be charged in full. If an unplanned medical or hospital appointment occurs, you won't be charged. All third party services are charged at the full rate if you are not home for the service and adequate notice has not been given.
- **Family Violence (FV)** - Staff are aware that it may be hard to make contact to cancel an appointment. Staff will negotiate with you to make other arrangements. You will not have services declined due to circumstances beyond your control.



Providing feedback to Nexus (compliments/complaints/suggestions)

You are entitled to provide feedback on any aspect of the services provided either verbally or in writing, and have that feedback fully and objectively investigated by the Chief Executive.

Feedback can be provided in hard copy or online via the feedback link.

You are entitled to:

- Fair investigation of your feedback/complaint/suggestion.
- Continued access to services after providing feedback.
- Request another staff member where available.

Incident management

Any incidents/complaints/feedback that occur which impact either yourself or a staff member working with you must be reported to the staff member's Nexus manager and will be recorded in the Nexus incident management system within 24 hours.

Within 24 hours of the incident, the relevant manager will follow up with all individuals involved to investigate the cause of the incident (who?, why?, what?, when? and how?). Nexus values your input, so managers will contact all people affected by the incident or the person who lodged the complaint

Once all information is gathered the manager will decide how to respond to the incident/complaint/feedback. Managers will identify any actions needed as a result of the incident/complaint/feedback to reduce the risk of the incident occurring again. Review notes are added to file, with affected staff and clients being contacted for a follow up to address any necessary actions as a result of the incident or complaint.

Incidents are also reported to relevant bodies and executives including the Nexus Chief Executive and the Nexus Board for timely action and review.

If you are not satisfied with the action taken by Nexus, you can refer the matter to:

- The Health Services Commissioner - 1800 136 066
- Disability Services Commissioner - 1800 677 342
- The Ombudsman - 1800 806 314
- Aged Care Quality and Safety Commission - 1800 951 822
- NDIS Quality & Safeguards Commission - 1300 035 544
- Mental Health Complaints Commissioner (Vic) - 1800 246 054
- Mental Health: Statement of Rights and Responsibilities (November 2012) available at: www.health.gov.au/resources/publications/mental-health-statement-of-rights-and-responsibilities-2012

In the event of extreme weather conditions or situations Nexus may cancel or modify your service.

PRIVACY INFORMATION

How do we Protect your Privacy?

You may choose to withhold your personal information. Giving us more information will help us to provide you with the best possible service. If you don't want to give us any personal information, you may choose to access our services anonymously - see *Australian Privacy Principle 2 (APP 2)*.

What information does Nexus need to collect from you and why?

Nexus collects information for the purpose of identifying you for service delivery. This information includes name, date of birth, address, phone number, Medicare number, DVA number, Centrelink CRN. Other information might include gender, Indigenous background, language spoken, interpreter requirements, living arrangements and details of your GP.

Your information may also be used for the purposes of billing relevant authorities for services provided. (see *APP 1, 3, 5, 6 & 10*).

Additional information relating to your health, including medical conditions or disabilities may also be collected assisting us to provide you with the best possible care.

How does Nexus collect and handle sensitive information?

Sensitive information includes:

- Personal information:
 - racial or ethnic origin.
 - religious beliefs or affiliations.
 - philosophical beliefs.
 - sexual orientation or practices.
 - criminal record.
- Specific health information about you;
- Genetic information about you.

We will only ask you for sensitive information if it is relevant to the service/s you are receiving from us. This information is stored within our secure client management system and can only be accessed by the people you are working with. Nexus cannot pass your information onto other services/organisations without your consent.

How does Nexus collect and use Individual Health Identifiers (IHI)?

If you have registered to have an IHI, then our software system will obtain this information from Medicare. IHI's are collected and held by the General Practice (GP). They are used for accessing and updating the My Health Record and are not disclosed to any external party.

How does Nexus use your information for the electronic Transfer of Prescriptions (eTP) service?

GP Clinics use an electronic system to share prescription information with pharmacies, making it easier to dispense your script. The information provided in the prescription by the GP is in a format that allows only the GP and the pharmacist to access the information (see *APP 5*).

How do we keep your information secure?

Your information is stored within our secure client management system and can only be accessed by unique passwords created by individual Nexus staff (see *APP 11*). Staff have different levels of access to personal records and files, dependent on their role.

Why do you need to give consent?

Your consent is required before your personal details can be shared with other parties or services. Your consent allows relevant Nexus staff to access and share information if they are working with you. Your personal records cannot be sent to any other person or agency without your consent (see *APP 6*).

Can consent be withdrawn?

You have the right to withdraw your consent to share your personal information at any time. Please discuss this with Nexus staff. However, it may lead to difficulty in providing you with the best possible care (see *APP 6*).

How can I access my information that Nexus has on file?

You have a right to request access to your personal information held by Nexus. You can put your request in writing or by phone call to the Chief Executive Officer (CEO). The CEO will respond to your request within 30 days (see *APP 12*).



How can I have information on my file updated?

Should your personal details change and need updating, speak to our staff. They can update your contact details (eg. change of address, phone number, or next of kin). Other changes can be made by putting your concern in writing to the Chief Executive Officer (see APP 12 & 13).

What will happen if an interstate or overseas organisation requests my information?

If we receive notification requesting your personal information to be shared with another organisation, we will discuss the request with you. You will be required to provide written consent for your information to be shared (see APP 8).

Does Nexus have a conflict of interest policy?

Nexus has a conflict of interest policy. There may be situations when we need to inform you of a conflict of interest that may impact on your services. If you also believe that there is a conflict of interest in the services you are receiving, please notify the manager of the program or the chief executive officer.

When might we have to breach your privacy?

Like any health professional, we have a duty of care to you and others, including our staff. In some circumstances we may have to breach your privacy in order to protect you or somebody else from physical harm (see APP 6).

What can you do if you believe your privacy has been breached?

If you believe there has been a breach of your privacy by Nexus employees, contractors, board of directors, volunteers or students, you can put your request in writing or by phone to the chief executive officer.

If you are not happy with the outcome of your complaint, you can take the complaint to the Office of the Australian Information Commissioner (OAIC).

Contact details for OAIC are via the OAIC website: www.oaic.gov.au/privacy/privacy-complaints/

Contact details for Nexus:
Chief Executive Officer
Nexus Primary Health
7 Dairy Lane (PO Box 84)
Broadford, 3658.

Web link:

www.nexusprimaryhealth.org.au/our-services/your-rights-and-responsibilities

This information has been developed to inform you of our obligations under the *Privacy Act 1988 (Commonwealth)* which includes the Australian Privacy Principles (APP).

- www.oaic.gov.au/privacy/australian-privacy-principles
- *Information Privacy Act 2000 (Victoria)* and *Health Records Act 2001 (Victoria)*.

Tell us what you think...

We are Listening and Learning

It is your right to provide us with feedback. This could be a complaint, suggestion or compliment about the services we provide or about the broader organisation. Your feedback helps us improve.

How to provide feedback:



Over the phone or in person

Talking directly to a Nexus employee while onsite or by calling our Customer Service Team on **1300 77 33 52**.



Feedback form

Fill out a form and drop it in to reception staff at a Nexus site.



Scan or follow the link

Head to www.surveymonkey.com/r/8TJ6RT6 or scan the QR code below to provide feedback via our online feedback survey.





 **1300 77 33 52**

 **nexusprimaryhealth.org.au**

 7-11 High St, Wallan
.....
22 Emily St, Seymour
.....
7 Dairy Lane, Broadford
(formerly known as 72 Ferguson St)
.....
19 Whittlesea-Kinglake Rd, Kinglake

