

Njernda Aboriginal Corporation

Njernda Administration Department
86 Hare Street / PO Box 201
Echuca Vic 3564
P: 03 5480 6252
F: 03 5480 2250
E: Diana@njernda.com.au
ABN 17334858388

Njernda Medical Centre
84 Hare Street / PO Box 201
Echuca Vic 3564
P: 03 5480 6252
F: 03 5480 6116
E: Reception@njernda.com.au



"We respectfully acknowledge the Yorta Yorta Nation as the traditional Owners of the land of the communities that the Njernda Aboriginal Corporation service"

Njernda Board Update June 2020

Dear Community Members,

We hope you are well during these trying times and hope you are all staying safe during COVID 19. We would like to advise you of the following:

Rule Book Change:

The Registrar had noted contradictory statements (as below) in the rule book for Njernda Aboriginal Corporation ICN 1274, as such a Registrar initiated change under Section 69-35 of the *Corporations (Aboriginal and Torres Strait Islander) Act 2006*, removed one of the provisions.

8.2 Eligibility to be a director

8.2.1 Eligibility for appointment as a director

(d) The CEO, Deputy CEO and Senior Management of the corporation are ineligible to serve as directors.

8.2.2 Majority of director requirements

(e) The chief executive officer:

(i) may be a director but cannot chair the directors' meetings and

(ii) counts as an employee for the purposes of rule 8.2.2

The directors were given the option to remove one of the above provisions.

The provision 8.2.2 Majority of director requirements:

(e) The chief executive officer

(i) may be a director but cannot chair the director's meetings has now been removed from the corporation's rule book.

New Board members:

We would like to welcome Wayne Cowley JNR and Aunty Judy Atkinson to our board of management. We would like to thank Departing board members Denise Morgan Bulled and Nolita Edwards for their time on the board

Community Surveys:

The Board and CEO had scheduled a community meeting to be conducted between February-July 2020 for feedback/information session to the community. Due to COVID-19 we have been unable to proceed with the community meetings as scheduled. We will however over the next 4 weeks send out community surveys for your feedback on the future direction of the organization.

Update on External Financial Forensic Audit:

As discussed at the AGM in January 2020, the board are awaiting the final investigation report for the financial forensic audit that was commissioned. We hope to have this piece of work finalised as soon as possible.

We look forward to receiving your feedback in the upcoming months. Please stay safe and take care.

Njernda Board Members

Family Services Unit
34 Annesley Street / PO Box 201
Echuca Vic 3564
P: 03 5480 0611
F: 03 5482 4577
E: fsr@njernda.com.au

Berrimba Child Care Agency
94 Hare Street / PO Box 201
Echuca Vic 3564
P: 03 5481 1900
F: 03 5480 2595
E: Berrimba@njernda.com.au

Baroona Youth Healing Centre
PO Box 201
Echuca Vic 3564
P: 03 5481 3100
F: 03 5480 9522
E: Baroona@njernda.com.au

Youth Hub
72 Annesley Street,
PO Box 201, Echuca 3564
P: 03 5484 0101
F: 03 5484 3665
E: reception@njernda.com.au

Yakapna Centre
PO Box 201
Echuca Vic 3564
P: 03 5480 7847
F: 03 5480 7834
E: Yakapna@njernda.com.au

Njernda News

NYINI HEALTH CENTRE IS COMING TO TOWN



Nyini Health & WELLNESS CENTRE

My Health • My Body • My Mind • My Spirit • My Healing
• My Community



Njernda's New Gym Comes To Town!!

We are pleased to announce the opening of Njernda's new Health and Wellness Centre.

2/55 McMillan Road, Echuca

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If you would prefer the Newsletter or any other Njernda correspondence emailed to you please email your name to membersmailout@njernda.com.au

Njernda Aboriginal Corporation appreciates the continued support of the Community

NYINI HEALTH & WELLNESS CENTRE

NYINI (My) Health and Wellness Centre will open for all community members to access. The Centre will open in stages depending on the current Government restrictions During COVID:

The centre comprises of two different levels:

Level one:

- Strength, weight training area, boxing ring
- Stretching area
- Community gathering area, seats, tables, chairs & eating area
- Disabled toilet / showers
- Basic cardio equipment for those unable to walk up stairs

Level two:

- Cardio equipment treadmills, bikes, cross-trainers etc.
- Full training room for classes/information sessions
- Male and Female toilets with showers and lockers

Stage 1 (From Monday June 29 on wards) * Dependant on restrictions

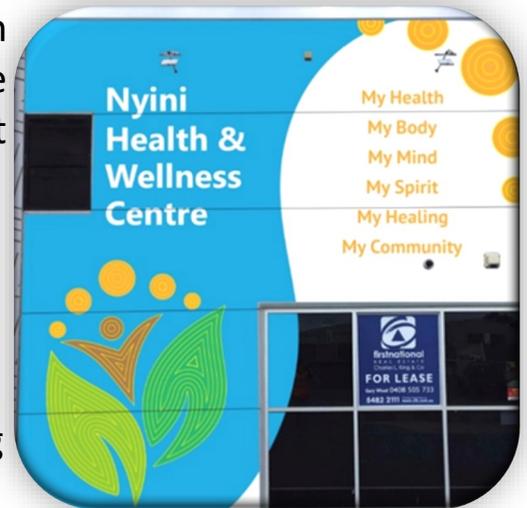
Community members will be able to attend the centre 2/55 McMillan Road, Echuca to join and check out the facility between the hours of 8.30am-4.30pm

Stage 2 (From Monday 6 July) * Dependant on restrictions

- Community members will be able to start using the facilities and equipment
- Opening hours for community use will be from 7am-7pm (the centre will only be staffed from 8.30-4.30pm)

Stage 3 (From September/October) * Dependant on restrictions

- Increased opening hours 6am-10pm (the centre will only be staffed from 8.30-4.30pm)
- Classes start- such as Zumba, boxing sessions, Tai Chi, Yoga etc.
- Youth and Elders sessions commence



CORONAVIRUS RESTRICTION UPDATE

The following information was taken from the Vic Gov website

Update on the easing of restrictions from 11:59pm on Sunday 21 June
Announcement made: 3pm, 20 June 2020

Based on advice from the Chief Health Officer, the Victorian Government has confirmed a number of changes will be made to the proposed easing of restrictions from 11:59pm on Sunday 21 June 2020. In line with the most up-to-date advice of the Chief Health Officer, the following changes will take place.

Gatherings

- ◆ Public gatherings will be limited to 10 people.
- ◆ The number of visitors to a home will reduce to 5 visitors.
- ◆ Private worship or small religious ceremonies will be limited to 20 people plus those reasonably required for the ceremony.
- ◆ Auction houses, real estate auctions, open house inspections and community facilities remain limited at 20 people plus those reasonably required to facilitate the auction/inspection/facility.
- ◆ Remember to always maintain physical distancing of at least 1.5 metres from those you don't live with.

Restaurants, cafes and pubs

- ◆ Patron limits in restaurants, cafes and pubs will remain, with up to 20 seated patrons per space (indoor or outdoor). A maximum group size of 10 people applies.
- ◆ Bars and clubs can have up to 20 seated patrons per space. A maximum group size of 10 people applies.
- ◆ Seated service of alcohol without food will be allowed.
- ◆ Retail TABs will be able to reopen in line with rules on retail businesses while TAB facilities inside licensed premises will need to observe density and patron limits that apply to those venues.

Culture and entertainment

- ◆ Patron limits in galleries, museums, national institutions, historic sites, outdoor amusement parks, zoos and outdoor arcades will remain, with up to 20 patrons per indoor space.
- ◆ Indoor cinemas, movie theatres, concert venues, theatres and auditoriums can open with up to 20 seated patrons per space.

Sports and recreation

- ◆ Indoor sports centres and venues can open, with up to 20 people per space, with a limit of up to 10 people per group/activity at any one time for those aged over 18 years old.
- ◆ Full-contact training and competition (indoors and outdoors) for people 18 years old and under.
- ◆ Non-contact competition (indoors and outdoors) for people over 18 years old.
- ◆ Changing rooms and showers can open for sporting and recreational facilities, including swimming pools.
- ◆ The limit on 3 per lane in swimming pools will no longer apply.
- ◆ Ski season will open.
- ◆ Shared facilities at camping and tourist accommodation can open, with increasing screening and safeguards in place. Indoor play centres and toy libraries will be able to open with 20 people per space.

NJERENDA MEDICAL CENTRE

From Your Medical Centre Nurses:

We need lots more people to come in for flu needles. Especially elders and anyone over 65. There is a flu needle for over 65s with an extra immune booster in it. When you get a little older your immune system doesn't work as well, so if you get sick it takes longer to get well. That's why they put the booster in.

Keep handwashing with soap, keep on keeping your distance, stay home if you have a cold and get tested if you have any concerns about the flu or the coronavirus. We need to do this for the rest of the winter. (Call us and we can find out where to go for testing). This week it's on the corner of Francis and Leichardt.

And it's really important to stay away from families with children and older family members if you have a cold or a cough.

5 Practical Tips To Get Moving



1

JUST GET STARTED

Doing something is better than doing nothing at all. It doesn't matter what exercise you do, so long as you get active you will immediately start improving your mood and mental state.



4

TAKE YOUR PUPPY OUT

Not only is exercise outdoors possible more favourable for mental health than exercise indoors, the addition of taking your dog out gives you and your dog some time together and evidence shows those with pets are more likely to experience happiness.



2

FIND YOUR WHY

When you have a reason to get active and can tie it to something you really value you'll be more likely to stick to it and see it through.



5

TEAM UP

Go out for a walk or plan to do some exercise with your mob be it family or friends. If you organise it together you get the added benefit of social interactions and a chance to catch up.



3

DO IT YOUR WAY

Pick an activity you enjoy. It doesn't have to include a gym or any equipment, it could just be a walk in the park. There is no true best exercise, the best activity is the one you can stick to, so choose one you love

FAMILY SERVICE UNIT

The Family Services Unit has relocated to 103 Hare Street (Old 208 School)

**Great Opportunity to design artwork for the Family Services building at 103 Hare Street Echuca
(old 208 building)**

Njernda Aboriginal Corporation is seeking expression of interest from Aboriginal artist who lives, works, and connected to the Echuca/Moama Aboriginal community to develop artwork for the new Family Services at the old 208 building 103-107 Hare Street Echuca.

There are 4 specific areas which requires artwork. One area has different designs need to identify each specific room.

Key themes & different areas include:

Front Receptions Area

How Aboriginal people has lived along the river from prior to White people moving to the area to current day. This can be done either as a single piece of art or several pieces of art designed to interlink to tell the story line.

Or

If you have another theme which relates to the work done at family services for instance around family, children, young people, and carers.

Archway

It is proposed that a piece of art designed to protect all staff and clients who enter the building from Yorta Yorta stories, this piece of art needs to fit the archway near receptions.

Interview Rooms and Meeting Room door-

We are also naming our interview and meeting rooms after animals and would like a design to identify the rooms:

- Kangaroo
- Turtle
- Kookaburra
- Platypus
- Possum

Acknowledgement of Elders

A design for family tree where we can identify and acknowledge Elders who have input into the local Aboriginal community.

A supporting artist statement/story describing and explaining the artwork design should also be submitted as part of the EOI.

Closing Time: Close of Business Friday 3 July 2020

All submission to be go to Manager Family Services either at 103-107 Hare Street or by email to hazelh@njernda.com.au

FAMILY SERVICE UNIT

Expression of Interest Guidelines

All theme and areas Interested parties are welcome to come in to view the site and measure the dimensions and discuss design concepts

1. Family Services 208 building art submission must be made in accordance with the following:

1.1 Reception artwork –

1.1.1 This piece of art can be one piece of art or 4 smaller pieces of art.

1.2 Archway, Interview and Meeting rooms-

1.2.1 The design or format must be suited to be digitally reproduced onto sticky vinyl or a decal if required.

1.3 Acknowledgement of Elders-

1.3.1 must also be able to digitally be reproduced if required.

2. Submission will be assessed according to the following criteria.

2.1 The work has been produced by an Aboriginal person or persons who has/have connection to the Aboriginal Echuca/Moama community or a client of family services.

2.2 The work represents the Njernda Family Services work

2.3 The design is determined to be the best entry as assessed by a selection panel and in consideration of a supporting artist statement/story relating to the work submitted.

2.4 The work suits the proposed themes of the different areas and features to which it will be applied.

2.5 The work suits the purpose of the family services building and a space that is friendly and welcoming to community members, staff, clients, and stakeholders.

3. Artists submitting a concept design must agree to the following to be considered for the selection:

3.1 The selection panel's decision is final

3.2 In the first instance, the winning submission will be reproduced as an artwork design for mounting on walls and doors panels and other purposes within family service building.

3.3 With the agreement and acknowledgement of the artist regarding the nature of this usage. Njernda may use the design for the promotion of other events/ initiatives relating to our programs.

ARTWORK EXPRESSION OF INTEREST

Njernda Aboriginal Corporation is interested in the acquisition of artwork for the following locations:

Family Services Unit 103 Hare Street Echuca (old 208 building) and The Administration Building 34 Annesley Street Echuca.

- ❖ Njernda Family Services unit is interested in purchasing 5-10 pieces of art from Aboriginal community members and or children in OoHC for the old 208 building at 103 Hare Street Echuca.
- ❖ Njernda Administration Unit is interested in purchasing 8-10 pieces of art from Aboriginal community members for the new administration building at 34 Annesley Street Echuca

All Aboriginal artist who lives, works, and connected to the Echuca/Moama Aboriginal community who are interesting in responding this expression of interest please submit their artwork to Njernda for Family Services at the old 208 building 103-107 Hare Street Echuca by close of business on **3 July 2020**.

A supporting artist statement/story describing and explaining the artwork design should also be submitted as part of the EOI.

Expression of Interest Guidelines

- 1. Submission will be assessed according to the following criteria.**
 - 1.1 The work has been produced by an Aboriginal person or persons who has/have connection to the Aboriginal Echuca/Moama community or a client of family services.
 - 1.2 The work represents the Njernda Family Services work
 - 1.3 The design is determined to be the best entry as assessed by a selection panel and in consideration of a supporting artist statement/story relating to the work submitted.
 - 1.4 The work suits the purpose of the family services building and a space that is friendly and welcoming to community members, staff, clients, and stakeholders.
 - 1.5 The works promote Aboriginal cultural and artwork
- 2. Artists submitting a concept design must agree to the following to be considered for the selection:**
 - 2.1 The selection panel's decision is final
 - 2.2 In the first instance, the winning submission will be reproduced as an artwork design for mounting on walls and doors panels and other purposes within family service building.
 - 2.3 With the agreement and acknowledgement of the artist regarding the nature of this usage. Njernda may use the design for the promotion of other events/initiatives relating to our programs.

COMMUNITY SUPPORT PROGRAM

When Victoria was forced into isolation due to the Corona Virus Restrictions in March 2020, Njernda developed the Community Support Program to ensure our clients received a meal every Monday, Wednesday & Friday.

When we began on Friday 27th March, our target group was 57yrs upwards, as these Community Members were considered to be most at risk, they each received an activity bag full of goodies to keep them occupied while in isolation.

By Wednesday 1st April our list had increased from 50 to 80 clients, as we added the HACC/PYP clients to our list. By Monday 6th April our list increased again, to date we cater for 100 Community Members.

On Monday's our clients receive cold meat and salad with a dessert, Wednesday's our staff travel to Moama to collect the Soup the Moama Land Council has waiting for us, we also provide fruit with their meal and Friday's its a cooked meal with an activity provided.

We have received amazing feedback from our Community for the meals and the effort put in to provide this service.

Brother and Sister team, Keith and Kristie Hearn have been the driving force behind the program. It has also been a rewarding experience for our staff from other divisions who do not normally engage with Community Members in our target group as most of them work with children.



HAPPY EASTER

Good Friday's Meal of smoked cod & white sauce, mash potato, mixed vegie, bread roll, butter, hot cross bun, Easter Bunny and Riverine Herald



HAPPY EASTER

Lani Hudson ready to roll out with the Good Friday Easter Meal

OUR 1000th DELIVERY



Aunty Melva said "Keith and Kristie are a credit to their Mother", Alice Hearn who was also founding director of Njernda.

On Friday 24th April we delivered our 1000th meal since the program commenced, Aunty Melva was the recipient so we asked her granddaughter/carer Tess Edwards, what it means to receive these deliveries and here's what she had to say.

"I do think what you are doing is very important, our Elder's paved the way for us and it's nice to finally see them reap the rewards of what they've done, to be recognised and to be looked after, not just by family but by the Community Organisation which she (Aunty Melva) founded, along with many others.

Seeing you fulla's (Keith & Kristie) being the one's to come, you've got the Community heart and soul to do it and that's what makes it even more of a blessing when you's come and give back to Nan."

Tess Edwards

OUR 2000th DELIVERY



On Wednesday 20th May, 2020 Aunty Nola Talent was our 2000th delivery.

HAPPY MOTHER'S DAY



Pictured: Aunty Barb Day

On Friday 8th May we done special deliveries to the beautiful Mum's in our Community.

The Mother's Day bags consisted of a tea cup, chocolate rose, Riverine Herald and a cookbook.



Pictured: Aunty Maureen Tang

HOW LONG WILL THE PROGRAM RUN FOR?

Now that restrictions are starting to lift the last delivery date will be Friday 26th June 2020

HACC/CHSP COORDINATOR



Zoe grew up in Echuca/Moama and has been living in Melbourne for the past 10 years. During this time Zoe worked in Disability Support. Zoe is excited to bring forward the knowledge she has gained in her previous role to Njernda.

As the HACC PYP/CHSP coordinator Zoe will coordinate any supports that may be required such as Domestic Assistance, Personal Care, and Social Supports. Zoe is extremely passionate about the care and services she provides and always strives to uphold a holistic and person-centered approach.

Please feel free to call Zoe on 0407298957 or email zoej@njernda.com.au if you have any queries regarding the HACC PYP/CHSP program.

ACKNOWLEDGEMENT

We would like to acknowledge and thank the following staff who helped with the deliveries:

Family Services:

*Lani Hudson, Ashley Wickham,
Craig Wickham, Felicity Hawkett,
Jo Mason, Patricia Hill,
Belinda Parry*

Berrimba Child Care:

*Kylie Goddard, Jennah Ferris,
Molly Handy, Kaiella Bulled,
Graeme Kissell, Jasmine Roberts,
Joyce Ward, Karen Kerr, Narjiic
Day-Burns*

Great Team Effort!!!

#TeamNjernda



THANK YOU MOAMA LAND COUNCIL

Njernda would like to say a very special **Thank You** to **Latoya Morgan** and the Moama Land Council for providing the meals to our clients on Wednesday's.

We appreciate your support

PARTICIPANTS WANTED



Need assessment for healthy ageing among rural older adults in Regional Victoria: Exploring the barriers and facilitators of technology use

Researchers at La Trobe University are seeking volunteer research participants to be involved in a study about barriers and facilitators of technology use and how they relate to healthy ageing among rural seniors.



WOULD THE RESEARCH BE A GOOD FIT FOR ME?



You can participate if:

- You are 65 years old or above;
- You live in Regional Victoria;
- You own a phone; and
- You can speak and read English.

WHAT WOULD HAPPEN IF I TOOK PART IN THE RESEARCH STUDY?

If you decide to take part in the research study, you would:

- Be asked to participate in a discussion and talk about your experience of technology use and what support you may need to become more socially and physically active
- The discussion will take place over the phone and will be recorded
- The meeting will take approximately 40- 60 minutes.



TO THANK YOU...



As a token of appreciation for your participation in the discussion we will mail you a \$20 Coles/Myer voucher.

WHO DO I CONTACT FOR MORE INFORMATION?

Name: Dr Carina Chan

Email: Carina.chan@latrobe.edu.au

Phone: 03-54447157

(If for some reason no one answers the phone, please leave your name and number)

Ethics Approval Number: HEC19423



POSITIONS VACANT

BERRIMBA CHILD CARE CENTRE

CHILDCARE CENTRE RELIEF EDUCATOR

Berrimba Child Care Centre is seeking a
Childcare Centre Relief Educator

Relief Educators are responsible for providing relief to staff as required by the Assistant Coordinator. Relief Educators must provide support to educators in the assigned room by implementing the program and routine for their room whilst relieving. The Relief Educators will be required to observe and record children's learning and development and communicate this as appropriate in each room. Relief Educators must assist with keeping to routine and provide supervision and high quality childcare whilst providing breaks or relief for staff

All applications close: 26th June 2020

For More Information

<https://www.njernda.com.au/employment-opportunities/childcare-centre-relief-educator/>

BERRIMBA CHILD CARE CENTRE

CRADLE TO KINDER COORDINATOR

Berrimba Child Care Centre is seeking a
Cradle to Kinder Coordinator

The Coordinator will be required to provide holistic, culturally safe, trauma-informed, and strengths-based casework support for Aboriginal families with complex needs who are referred to the program, including case planning, service coordination and direct services. This position will work jointly with the therapeutic specialist in delivering therapeutic service responses

All applications close: 26th June 2020

For More Information

<https://www.njernda.com.au/employment-opportunities/cradle-to-kinder-co-ordinator/>

BAROONA YOUTH HEALING CENTRE

SENIOR PROJECT MANAGER

The Baroona Youth Healing Centre is seeking a
Senior Project Manager

The Baroona Redevelopment Senior Project Manager will work with the Baroona Redevelopment Steering Committee to define the project's strategic direction and plans, and effectively manage and lead the project team, resources, stakeholders and suppliers to deliver the purpose built Baroona Youth Healing Service in Echuca within the constraints of quality, time and cost.

All applications close: 8th Jul 2020

For More Information

<https://www.njernda.com.au/employment-opportunities/senior-project-manager-baroona-redevelopment/>

FAMILY SERVICE UNIT

ORANGE DOOR PRACTITIONER

The Family Services Unit is seeking a
Orange Door Practitioner

The Orange Door Team will bring together different workforces and practices to create an integrated The Orange Door team and a consolidated intake point in each The Orange Door area to create a new way of support for: women, children, young people and families experiencing family violence perpetrators of family violence families in need of support with the care, development and well-being of children

All applications close: 8th Jul 2020

For More Information

<https://www.njernda.com.au/employment-opportunities/family-services-orange-door-practitioner/>

To be eligible for an interview all applications MUST:

- include a current resume;
- include a covering letter;
- **address the Key Selection Criteria;**
- and include the names and telephone contacts of at least two referees.

STAFF CHANGES

Njernda would like to welcome the following new staff members and advise of the following staff changes:

Administration

Leona Cooper - Chief Operating Officer

Leona will be taking 6 months leave from her position at Berrimba and moving over to Njernda's Chief Operations Officer role. Joyce Ward will fill in for Leona as the Early Years Manager at Berrimba for this time and Leona will be working closely with her in regard to Berrimba's operations. Leona has been at Berrimba for nine years this month so she is looking forward to the change. Leona would like to Thank everyone for their support during her time at Berrimba.

Youth Services & Residential Services Manager

Simone Ronnan

Baroona Youth Healing Centre

Brodie Dorgan - Baroona Youth Healing Centre Team Leader

Berrimba Child Care Centre

Joyce Ward - Acting Early Years Manager

Family Services Unit

Tracey Morrison - ACSASS Team Leader

Natasha McLaughlin - ACSASS Case Worker

Janette Peterson - Foster Care Case Worker

Jameena Jackson - "Keeping Children Safe in Culture"

Njernda Medical

Lilly Dodds - Medical Receptionist

Judith Murray - Quality Improvement Co-Ordinator

Youth Services Program

Rick Ronnan Jnr - Youth Justice Worker

If you would prefer the Newsletter or any other Njernda correspondence emailed to you please email your name to membersmailout@njernda.com.au

NJERNDA MEDICAL

Njernda Aboriginal Medical Centre participates in the Indigenous Health Incentive. We encourage your right to participate in the decision about your health care. Services are offered in:

- ◆ Podiatrist
- ◆ Financial Counselor
- ◆ Psychiatrist
- ◆ Maternal & Child Health Nurse
- ◆ Diabetes Educator
- ◆ Optometry
- ◆ Audiologist
- ◆ Speech Therapist
- ◆ Wound Clinic
- ◆ Asthma Clinic
- ◆ Ante Natal Clinic
- ◆ Health Assessments
- ◆ Immunisation Program
- ◆ Women's Health / Sexual Health
- ◆ Pap Tests
- ◆ Diabetes screening / Educator
- ◆ Maternity Program care.
- ◆ HACC Services

Regular health checks and early presentation to a doctor when any symptoms of changes in your body occurs are essential as part of preventative .

Njernda Medical offers a free \$20.00 Wish Card or T Shirt upon completion of all Health Assessments

NJERNDA FAMILY SERVICE UNIT

Njernda Family Services offers the following Services/Programs to Community

- ◆ *Intake & Assessment*
- ◆ *Stronger Families*
- ◆ *Family Service Worker*
- ◆ *Kinship Care & Case Contracting*
- ◆ *Aboriginal Family Led Decision Maker*
- ◆ *Foster Care Recruitment*
- ◆ *Domestic Violence Worker*

NJERNDA WELLBEING UNIT

The following Services/Programs are offered at the Wellbeing Unit

- ◆ *Drug & Alcohol Workers x 2*
- ◆ *Bringing Them Home Worker*
- ◆ *Social, Emotional Wellbeing Worker*
- ◆ *Dual Diagnosis Worker*
- ◆ *Counsellors x 2*
- ◆ *Psychiatric Nurse visit every Tuesday*

NJERND A SERVICES

Rights & Responsibilities

Njernda's programs operate using a Charter of Rights and Responsibilities.

- Some of your rights include:
- The quality of service you can expect
- Your right to an advocate
- Your right to privacy
- The process for accessing your information
- Informed consent
- Feedback processes
- Complaints, appeals and allegations
- Interpreters and translation
- Your right to be free from abuse, neglect, and violence
- For further information on any of these topics including procedures, please speak to your case manager or program manager.

Compliments & Complaints

If you wish to lodge a compliment or complaint regarding your service delivery, please discuss this with your case manager, receptionist, or program manager who will direct you on how this is done.

Alternatively please feel free to leave suggestions in the 'suggestion box' located in each facility.

Njernda's Environment

Our aim is to promote the health and well being of all staff, patients and others whilst they are on our premises.

Smoking is not permitted within 10 metres of:

- ◆ all *Njernda Aboriginal Corporation* buildings and vehicles
- ◆ air vents, entrances or exits of work sites that are in full view of the public.



Should you need to smoke whilst at Njernda; we ask that you are not within 10 metres of our building and to dispose of your butts thoughtfully.

Please do not drop them on the grounds

Client Survey

We value your feedback as this helps us identify any issues and make quality improvements to our programs. Your program staff may ask you to complete a survey and are able to assist you to complete this. Thank you for taking the time to complete surveys and helping us improve.

Njernda's Website

Should you wish to make a Compliment/Complaint or to complete a survey, please log on to our website www.njernda.com.au. Our survey's are located in the Forms & Survey's tab.

NJERNDA SERVICES

NJERNDA MEDICAL CENTRE & WELLBEING UNIT

84—86 Hare Street, Echuca Vic 3564
Phone: 03 5480 6252 #1 Fax: 03 5480 6116

Hours of Operation

Monday - Thursday:

8.30am - 4.30pm

Friday:

8.30am - 4pm

OUT OF HOME CARE

103 Hare Street Echuca Vic 3564
Phone: 03 5480 6252 #3

Hours of Operation

Monday - Friday:

8.30am - 4.30pm

Friday:

8.30am - 4pm

BAROONA YOUTH HEALING

Murray Valley Hwy, Echuca Vic 3564
P.O. Box 201, Echuca Vic 3564
Phone: 03 5481 3100 Fax: 03 5480 9522

Hours of Operation

24 Hours / 7 Days per week

NYINI HEALTH & WELLNESS CENTRE

2/55 Mundarra Road, Echuca Vic 3564

Hours of Operation

Monday - Thursday:

8.30am - 4.30pm

Friday:

8.30am - 4pm

NJERNDA FAMILY SERVICES

103 Hare Street, Echuca Vic 3564
P.O. Box 201, Echuca Vic 3564
Phone: 03 5480 6252 #3

Hours of Operation

Monday - Thursday:

8.30am - 4.30pm

Friday:

8.30am - 4pm

BERRIMBA CHILDCARE

94 Hare Street, Echuca Vic 3564
P.O. Box 201, Echuca Vic 3564
Phone: 03 5480 6252 #5 Fax: 03 5480 2595

Hours of Operation

Monday - Thursday:

8.30am - 4.30pm

Friday:

8.30am - 4pm

YAKAPNA

P.O. Box 201, Echuca Vic 3564
Phone: 0409 067 502

Hours of Operation

24 Hours / 7 Days per week

NJERNDA ADMINISTRATION

307 High Street, Echuca Vic 3564
P.O. Box 201, Echuca Vic 3564
Phone: 03 5480 6252 #2

Hours of Operation

Monday - Thursday:

8.30am - 4.30pm

Friday:

8.30am - 4pm

OUR VISION

Empowering our Aboriginal Community

NJERENDA'S PURPOSE

We believe that:

- As the first peoples of this country we have a right to recognition, respect and positive support for our culture, heritage and traditions.
- To keep our cultural traditions strong we need to have a powerful Aboriginal community. Njernda is a focus for Aboriginal identity and it must be strong enough to stand up for our rights, present our viewpoints and signal to Echuca that we exist and that we have a unique culture.
- Njernda has a responsibility to satisfy the needs of employment and culturally appropriate housing, education and health services for our Community within Echuca so far as funding and policy directions allow.
- Our children need to learn the power of their cultural heritage within our mob and from their Elders and families. We believe that children who develop their identity through their culture will be able to move in and out of non-Aboriginal society and achieve their aspirations without losing themselves in the process.

NJERENDA'S VALUES

At all times the Njernda Aboriginal Corporation will endeavour to:

- Compassion – welcoming and serving our community with understanding and without judgement
- Empathy – establishing relationships based on respect, trust and friendship
- Advocacy – working to transform the causes of poverty and challenging the causes that impact on our community
- Courage – encouraging cultural and spiritual growth, welcoming innovation and giving hope

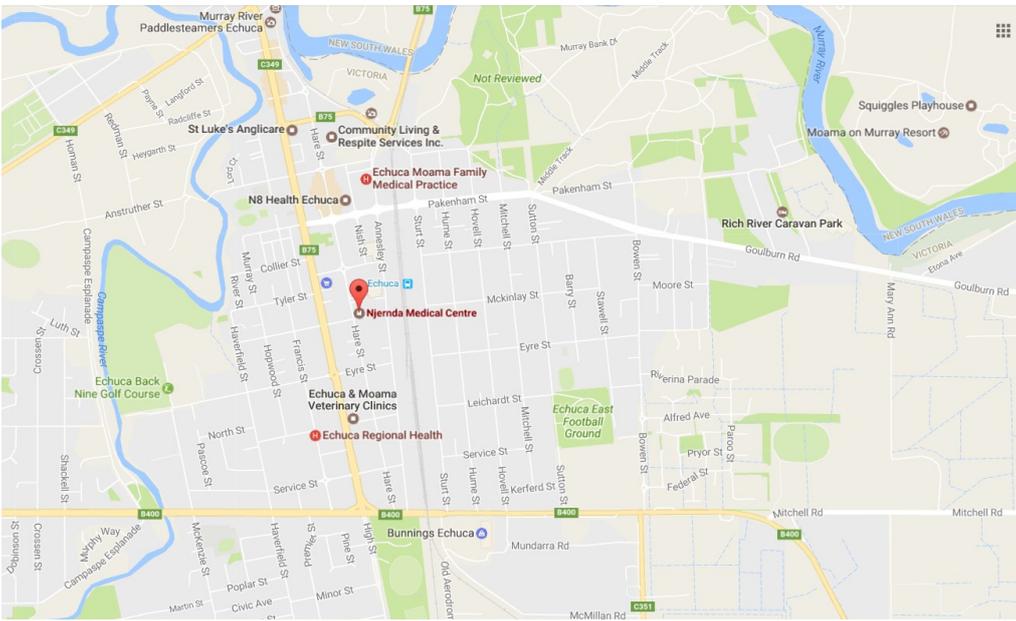
OUTCOMES

- A proud, strong, healthy and resilient community, connected to country.
- Young people know who they are and where they come from, are healthy and have the confidence to achieve what they want to achieve.
- Healthy, happy and supported families that are strong in spirit, identity and culture.
- An economically self-sufficient community empowered to participate in education, training,

HOW TO FIND US



NJERNDA MEDICAL & WELLBEING UNIT



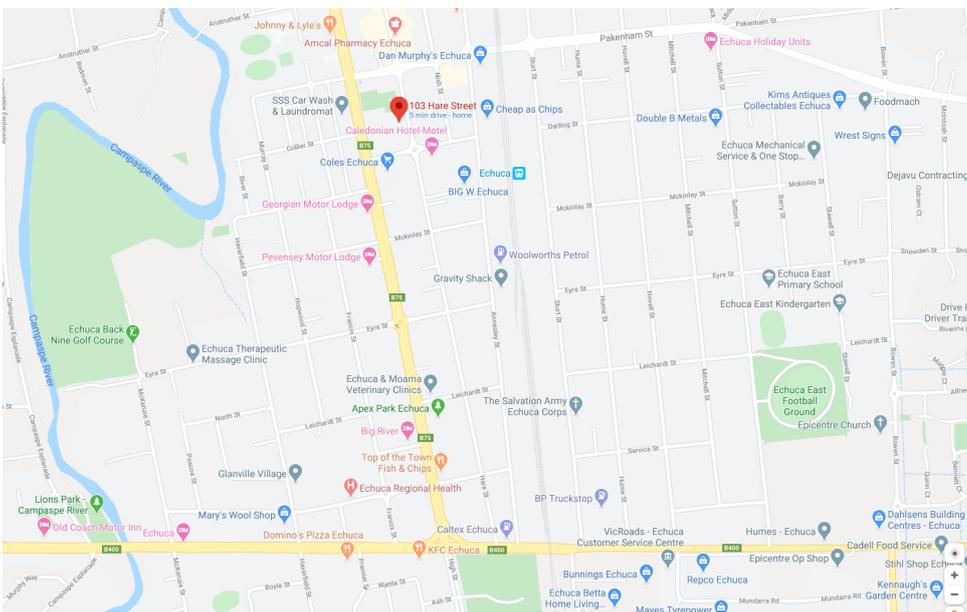
Address:
84 –86 Hare Street, Echuca

Phone:
03 5480 6252 #1

Fax:
03 5480 6116

Website:
www.njernda.com.au

NJERNDA FAMILY SERVICE UNIT



Address:
103 Hare Street, Echuca

Phone:
03 5480 6252 #3

Fax:
03 5482 4577

Website:
www.njernda.com.au

Our newsletters are available on our website
www.njernda.com.au

Should you have an article for the next Newsletter,
please email it to Kristie
KristieH@njernda.com.au



Njernda - To know our living culture
Njernda Aboriginal Corporation

Njernda Services are delivered in a fair, equitable and transparent manner