



Community Paediatrics

Bendigo Community Health Services features a team of trusted, caring and experienced medical professionals including a GP, paediatricians, nurses and allied health staff to provide this specialist service for children and teens up to age 18.

19 Helm Street
Kangaroo Flat

5406 1200

[communitypaediatrics
@bchs.com.au](mailto:communitypaediatrics@bchs.com.au)

ACN 136 467 715
Updated July 2026

Scan the QR code to read this information online.



Opening hours

Monday to Friday - 9am to 5pm

GP service - Tues & Thurs -

9am to 5pm

Please note: Our doctors work limited hours across the week.

Urgent after hours care

**If you have an emergency
call 000 immediately**

or

**attend the Bendigo Health
Emergency Department**

Paediatricians

- Dr Merryn Redenbach
- Dr Tristan Pawsey
- Dr Anne Dawson
- Dr Parul Chandra
- Dr Emily Bonett

General practitioner (GP)

- Dr Jo Dennis

Nursing staff

- Amanda Kingma (RN)



Allied Health - Physiotherapist

- Lisa Williams

Administration

- Rae Collins



Services

We provide a team approach to health care for children and families in Greater Bendigo:

- Paediatric developmental and behavioural assessments and health management
- Paediatric GP services, including health assessments and management, chronic disease management, and medication reviews
- Paediatric physiotherapy
- Paediatric Growth and Development Clinic
- Limited nursing and Allied Health supports



Eligibility criteria

Children and young people under 18 years.

Children and young people must have a parent or care giver with a valid Health Care Card (HCC).

Please note: HCC does not include a personal HCC that the child or young person may have due to their own medical condition.

Fees

We are a fully bulk billing clinic for all Medicare card holders for eligible services.

Fees may apply for non-eligible services.



Appointments

We offer in person and telehealth appointments. We also offer a range of appointment times depending on need.

Please contact Client Services on 5406 1200 and select option 1 for Kangaroo Flat to book an appointment.

Please ensure you have a **current GP referral** and have received a confirmation message before coming to the appointment.

Telehealth

Telehealth appointments are available if you cannot attend in person and you have seen one of our doctors in person in the last 12 months. If appropriate we offer both video and telephone telehealth appointments.

Walk-ins

We are an appointment-only clinic. Walk-ins will be triaged by our clinical team.

Home visits

Home visits are at the discretion of our general practitioners. Please discuss with your regular doctor.

Prescriptions

All initial requests for prescriptions require an appointment. Please note: Subsequent requests may take up to 2 weeks to fill and may require an appointment.

Test results

Please make an appointment for your test results, unless your doctor has stated they will phone you with the results.

Health reminders

We send text reminders for reviews or immunisations which may be due. Please tell your doctor if you do not wish to receive them.

Interpreter services

Interpreter services are free of charge. Our client services team can help with this. Please advise what language the interpreter needs to speak when booking.

Your health information

Informed consent is required before sending your health information to a third party or to you.

When you become a client of BCHS, an electronic health record is created. This includes personal information such as your name, contact details and other demographics. This also includes health information such as your health condition/s, medications, relevant history, and the services and supports which are provided to you. Every time you attend or have contact with BCHS, new information is added to your health record.

BCHS takes all reasonable steps to prevent unauthorised access to your information. Further information is available at our service desk.

We will ask you to confirm certain details (even if we know you) at each visit, this is called a three-point identity check to ensure your details are always up to date.

Your medical records are confidential. Our policy is to maintain security of your personal health information management at all times.

Our Privacy Policy is available at bchs.com.au and complies with the Privacy Act (1988) and Health Records Act (2001). For information about your rights contact the Australian Information Commissioner on 1300 363 992 or www.oaic.gov.au.



Privacy policy

Consumer feedback

To make a complaint or compliment, contact the practice manager, visit bchs.com.au and select 'Provide feedback' under the 'Get in Touch' tab or scan this QR code.

To take a complaint further, phone the Health Complaints Commissioner on 1300 582 113.



Provide feedback

Child safety commitment

BCHS values children from all backgrounds. We are dedicated to making our community a safe and nurturing place for children to grow and develop. We will do this by supporting families to keep children safe, healthy, happy and able to reach their full potential; and advocating for children and being a champion for quality outcomes in child health and wellbeing. Visit bchs.com.au to read our child safety commitment in full.

Parking

Free parking is available in the carpark beside the building.

Teaching clinic

As a teaching clinic, students may attend your consultation for observation and to assist the doctor and nurse. Please let client services or your doctor know if you prefer the students not to attend your consultation.

Communication: Phone and email access to a doctor

You may leave a phone or email message for your doctor. Client services will pass on your message and let you know the outcome.

Disability access

Disabled access is via the main entrance of the building. The waiting room and consulting rooms have wheelchair and scooter access.

More information about BCHS

Bendigo Community Health Services is a not-for-profit organisation working hand-in-hand with our community to achieve better health and wellbeing across generations.

We have sites in central Bendigo, Kangaroo Flat, Eaglehawk, White Hills, North Bendigo and Elmore. We care for everyone in our community – no matter who you are, where you live or how much you earn.

We have more than 270 staff and more than 50 services funded through various government health programs, community donations and sponsorships. Our services are either free or low-cost and include:

- GPs
- Mental health care & counselling
- Alcohol and other drugs support
- Sexual health care
- Refugee settlement and support
- Child and family services
- Bendigo Family Day Care
- Podiatry
- Diabetes education
- Exercise physiology
- headspace Bendigo
- Health promotion



For further details, go to bchs.com.au, or scan this code.





DIVERSITY, EQUALITY AND INCLUSION

Bendigo Community Health Services provides services and support to all sectors of the community regardless of background, where you live, what you look like, what you think or what you believe.



We want people of all gender identities, sexualities, cultural backgrounds, religions and abilities to feel safe with us.



We support people to access communication supports, technology, aids, equipment and services that increase and enhance decision making and independence.



We support people to develop and maintain their personal, gender, sexual, cultural, religious and spiritual identity.

