



Introduction

Happy Autumn to you all – thankfully, we have had a relatively uneventful summer compared to this time last year. The year at Central Gippsland Health Service has commenced with great attention being paid to our new Strategic Plan. Particular focus has been on **Client Care Co-ordination** – which is, “to enhance the health and wellbeing of people with chronic illness and or complex health care needs through access to a highly coordinated health care and community support system”. We are keen to align our processes in a way that places patients/clients at the **centre of care** and that ensures a timely, effective, efficient, supported and integrated response from Central Gippsland Health Service. A number of staff and representatives from other agencies are involved in a project committee as well as smaller working groups.

Of particular note is the fantastic contribution from consumers and carers, through two key Committees. One is the *Consumer and Carer Consultative Committee*, and the other is the *Consumer and Carer Chronic Disease Network*. In total, eighteen very committed people are providing their valuable input on a monthly basis, which will assist the Health Service in achieving this very important Strategic aim. The Health Service is very grateful to them all. If you are interested in becoming part of either Committee, please contact the Project Co-ordinator, Julie McInnes on 5143-8858 or by email: julie.mcinnis@cghs.com.au

Mandy Pusmucans
Director Community Services

Senior Citizens Register

Sale Police Station is compiling a Community Safety Resource called the Senior Citizens Register for sole residents with complex care needs.

The aim of the Register is to help the elderly citizens of Wellington Shire who have become isolated and cut off from family and friends and who may be at risk of illness or accident.

Through regular contact Sale Police are able to offer assistance where needed or they can put clients in contact with the relevant services that will ensure they are being looked after within their own homes. The Senior Citizens Register Application Form is a simple form which you can obtain from the Sale Police Station by calling 5143-5000 or call in at 58-60 York Street, Sale. The service is free.

Red Cross Australia through its Telecross Service offers a similar service which also covers the Bairnsdale, Loch Sport, Sale and Tarwin Lower areas. Contact 5156-5829.

Diabetes Group

Informative and interactive Diabetes sessions are held at CGHS for those with newly diagnosed diabetes or needing a refresher. Partners or carers are also welcome. Groups are held by the Diabetes Educator, Dietitian, Pharmacists, Social Worker and Exercise Therapist.

The Diabetes Educator will describe diabetes and how it is managed and the dietitian discusses food management, fats in food and reading food labels. Also discussed will be the role of carbohydrates, the GI factor and recipes. The possible complications of diabetes and how to minimise the risk will also be covered. A supermarket tour is also conducted. The sessions are held on Wednesdays from 1.30pm to 4pm in the Community Services building on Palmerston Street (except for supermarket session) and the cost is \$20.00 for the five sessions.

For information on future sessions please call the Diabetes Educator on 5143-8800.

Sue Kewming
Diabetes Educator

Client Newsletter - Autumn 2010

Planned Activity Groups

Our Planned Activity Groups (PAG) have returned after a Christmas break and are in full swing. Each Client Newsletter will add some information on a number of our groups.

New Planned Activity Group 'PAG Adventures'

This is a new group for people who are still involved within their community and don't wish to attend a weekly group but who are looking for an adventure.

We have had a trip to Mamma Mia on Wednesday 10 March and are looking at a number of 'adventures in 2010' with options of Mary Poppins, MCG-National Sports Museum, Puffing Billy, Como House, Melbourne Maritime Museum, Werribee Zoo and Homestead, ABC Gardening Expo, Melbourne Tram Restaurant, Victoria Market, and Melbourne Immigration and Jewish Museums.

Gardening Group

We have been busy working in our garden at the rear of the Community Rehabilitation Centre with lots of vegetable ripening. We were able to provide all Planned Activity Group



participants with a small succulent as a Christmas gift and these were received with great delight by all. The group has planted a herb garden and are looking at establishing a no dig raised garden bed, sensory garden and drought tolerant garden. We will be adding a watering system to ensure that our plants are well taken care of during long hot summers.

So if you enjoy pottering in your garden and watching your plants grow, come and join us on Wednesday afternoons.

Singing Group

Do you enjoy music and singing? It could be the group for you! If you love to sing or even just sit back and listen, the singing group has something for everyone. Once a week on a Thursday morning we get together for lots of fun, laughter and music; over morning tea you can join in the discussion on what you would like to hear. So add your voice to our group.

If you require more information or are interested in any of the Planned Activity Groups please contact Home Support and Service Co-ordination Intake on 5143-8488.

Kym Wilson
Social Support Co-ordinator

Wellington Supported Couples Program

This is an innovative, responsive program designed to support Carers. We offer one or two night packages for couples to have a break away from the home environment with the support of a personal care worker. We have been to Yarram, Port Albert, Lake Entrance and Phillip Island.

The program recognised the needs of Carers to have access to a break from their caring role but wish to enjoy their partners company.

This is a truly flexible approach to respite care, allows

carers and their spouse/partner to experience a relaxing break; thereby revitalising the carer's health and wellbeing through a change in their environment. The personal care worker allows the couple to rest, socialise and enjoy recreational activities and can meet any personal care needs.

If you require more information or are interested in this program please contact Home Support and Service Co-ordination Intake on 5143-8488.

Kym Wilson
Social Support Co-ordinator



Client Newsletter - Autumn 2010

Home Nursing – Contenance Service

Liz Telling the Clinical Co-ordinator of the Contenance Service is currently working four days a week. Monday to Thursday and will increase to five days per week from July. Contact and/or referrals may be made via Community Services Reception on 5143-8800. Referrals can either come from a medical professional or yourself.

Service includes the areas of Sale, Yarram Maffra, Stratford, Heyfield, Rosedale and Loch Sport.

Mary Hartwig
Manager, Home Nursing

Mental Health Advice Line

The Mental Health Advice Line is a 24 hours a day, seven days a week State-wide telephone information service available to all Victorians seeking mental health information, advice and referral for themselves or another person. The service is for all Victorians of all ages and from all backgrounds, who may be calling about themselves, a friend or a family member.

If you would like to speak another language, an interpreter can be organised. The National Relay Service is available to assist callers who have difficulties with hearing or speech.



1300 280 737



Now there's one source for expert advice, information and referral on any mental health issue, available 24 hours a day, 7 days a week. If an emergency or a life threatening situation, you should still call 000.

Taken from information provided by the Department of Health.

Parkinson's Support Group Sale / Maffra

Our local Support group, like the other 40 plus Supports Groups throughout Victoria, is a Self – Help Group where all members are able to talk freely and to trust openly in the good will of other group members. It is a place where you can be yourself and the group encourages members to feel welcome and accepted knowing that for all members, privacy and confidentiality will be respected.

A Parkinson's Support Group can, of course, be a great source of information. Members will have many practical experiences, offering to share day to day tips about living with Parkinson's. Such groups provide an added circle of Friends.

At many of our meetings we have a guest speaker. These guests include representatives from the Parkinson's Victoria Centre in Melbourne.

Each year they send a specialist nurse, a client services worker or a Community Development worker and members are free to ask questions.

At other times we invite someone to speak on some very interesting topic which is unrelated to Parkinson's. We have had a few of our own members who have been keen to talk about a special interest or hobby and the group have really enjoyed this. If you'd like further information on the Parkinson's Support Group please call Richard on 5143-8883.

Richard Froomes
Parkinson's Support Group

Palliative Care Volunteers

Education for Palliative Care volunteers is ongoing and is not just ended when the initial training is provided. This year we plan to have all those interested attend workshops which are free and will take place in Morwell and Traralgon. Topics covered will include Bereavement and Communication Skills, Memoir writing, Scrapbooking and Memory Boxes. These Workshops are for Palliative Care volunteers across Gippsland as well as their managers. Hourly meetings this year have

Client Newsletter - Autumn 2010

been timed so that volunteers can be joined by the District Nurses. In this way those involved will get to know each other really well and fully understand each other's role. Our volunteers are beginning to take advantage of opportunities to network with volunteers in other Gippsland areas.

During National Palliative Care Week (23-29 May, 2010) our volunteers will take on important roles as part of the Service of Remembrance to be hosted this year at St Mary's Catholic Church in Foster street, Sale.

If you'd like further information in relation to volunteering for Palliative Care please call Richard Froomes on 5143-8883.

Richard Froomes
Palliative Care Volunteers Co-ordinator

Some of your Consumer Rights and Responsibilities

You have a right to:

- Be treated with respect, dignity and consideration for privacy. Central Gippsland Health Service will respect your cultural and spiritual needs.
- Participate in decisions regarding your treatment and care. In order to help you to participate fully, our staff are committed to giving you accurate and timely information about your health.
- Access to health records, according to government legislation.
- Access a trained and accredited interpreter.

You have a responsibility to:

- Be responsible for providing accurate information regarding yourself and your medical, social, financial and other situations as reasonably requested by Central Gippsland Health Service. This responsibility does not contravene your right to privacy as set out in privacy legislation.

Angie Collins
Quality Officer

Contact Details

Central Gippsland Health Service

155 Guthridge Parade, Sale 3850

Phone: 5143-8600

Emergency Department phone: 5143-8770

Community Services phone: 5143-8800

or

email: csreception.sale@cghs.com.au

Division of Community Services Easter Closure

Community Services facilities will be closed on the following public holidays:

- Good Friday – 2 April, 2010
- Easter Monday – 5 April, 2010

This includes:

- Community Services Building in Palmerston Street, Sale
- Community Rehabilitation Centre in Guthridge Parade, Sale
- Rosedale Community Health Centre
- Loch Sport Community Health Centre.

Home Care: Please note that no home care (cleaning) or respite services are provided on public holidays.

Limited Personal Care and Meals on Wheels are available over the Easter period and will be arranged according to individual requirements.

A staff member will be 'on call' for emergencies only and can be contacted on 0408-343-144.

Home Nursing: Services will be available as per usual. Please call 5143-8755.

The Division of Community Services still has Bushfire Survival Kits available.

Please call 5143-8800. Kits can also be obtained by calling the Victorian Bushfire Information Line on 1800 240 667.

