

COMMUNITY CARE MONTHLY

NEWSLETTER - JULY 2021



TO OUR CLIENTS, FAMILIES & CARERS

What an interesting couple of months!

Central Gippsland Health welcomed new Chief Executive Officer, Mark Dykgraaf and said farewell to Frank Evans, I wish to acknowledge the significant contributions Frank has made to Community Services and wish him all the best for the future.

The Community team is currently undertaking significant recruitment to provide better access to care and services for those in need. If you would like any additional information about available services please contact Client Support on 03 5143 8155.

As you are probably aware, positive cases were reported in the Wellington Shire. I wish to commend our hardworking testing teams and Gippsland Region Public Health Unit for their prompt response. Multiple testing sites were established across the region to ensure that our Community had access to COVID-19 testing.

The vigilance of our community has resulted in no additional cases or exposure sites. Let's keep up this great work!

Handwritten signature of Rachel Strauss in blue ink.

Rachel Strauss
Acting General Manager Community Services

What's happening with Ambulatory Care?



CGH INCREASES ADDICTION SUPPORT SERVICES

Addiction can take many forms and it is generally recognised that there is a growing and urgent need for improved clinical addiction support services. Prior to May 2020, CGH provided clinical in-patient detox services to those commencing recovery from alcohol and substance abuse. From May 2020 the Pharmacotherapy and Wellbeing clinic commenced and is run by Nurse Practitioner for addiction Medicine. Terrie Strike has over 25 years international experience in addiction support. As a credentialed Mental Health and learning disability nurse, she can consider the wider issues that addiction brings to those seeking support and recovery.

Referrals to the clinic have increased significantly in just a year as Terrie is able to detox, prescribe and provide ongoing support for her clients without them having to travel to Melbourne or regularly visit their GP. Anybody wishing to commence addiction recovery only has to obtain an initial GP referral to see Terrie at the CGH consulting rooms in Sale.

Alcohol and substance addiction can lead to serious health issues such as liver and heart disease, Hep C, respiratory deterioration, increased infection and associated mental health problems. These conditions can go undetected and worsen over many years, so early addiction recovery support can prevent their onset and improve overall health. In particular the CGH clinic can also provide free Hep C treatment, assist with pain management and provide referral links to other health specialists.

To provide ongoing community support, CGH runs a weekly addiction recovery group called SMART Recovery that allows participants to set their own achievable goals. Available for all forms of addiction such as gambling, online shopping, smoking, chocolate, etc, no referral is needed. SMART Recovery groups are held each Friday at Rosedale Neighbourhood House (RNH) (10.30 – 11.30am) and CGH Sale Community Services (1.30 – 3.30pm). For further details please contact RNH on 51992595 or CGH Community Services on 51438800.

Addiction is a growing concern and can have severe financial, social and professional impacts so please consider seeking help for yourself, or others, if you have concerns.

WELCOME TO THE TEAM KELLY

I am new to the Client Support Services Coordinator role. My passion for working within Community Services came after having to become my mother's carer due to a decline in her health following the death of my father and her carer.

Seeing firsthand how hard it was for us to access services not fully being aware of what support services were available to us made me want to work in a position where I am not only helping our mum's, dad's, grandma's and Pa's but those who are at home caring for them. With the support of a great team, every day we are making a difference in our clients lives, giving them a little bit of independence and confidence to live at home longer and this is what makes my role all that much more rewarding.



Thanks Kelly

PARKINSONS SUPPORT

If you have or know of anyone with Parkinson's that is interested in attending a support group please contact Judi on 5143 8800 to register your interest.

We are looking to reinstate the support group if there is interest.

COVID-19 VACCINATIONS

The COVID-19 Vaccination Hub is now open at the Gippsland Regional Sports Complex (GRSC) and is available to the public. You are able to book online at <https://www.coronavirus.vic.gov.au/book-your-vaccine-appointment> or by phoning the Coronavirus Hotline on 1800 675 398.

Alternatively, you may elect to receive your COVID-19 vaccination through your GP.



A blue banner with white and yellow text and icons. At the top left are three circular icons: a thermometer, an airplane, and a globe. Below them is the text "Get the latest COVID-19 advice" in white. To the right is a white circle containing a yellow speech bubble icon above a white silhouette of a person. At the bottom left, it says "Visit www.dhhs.vic.gov.au/coronavirus If you have questions, call 1800 675 398". At the bottom right are logos for "BetterHealth Channel", "VICTORIA State Government", and "Health and Human Services".



ASSISTANCE WITH ENERGY BILLS

Neighbourhood Houses Victoria and Good Shepherd have partnered to help eligible community members apply for the State Government's \$250 Power Saving Bonus. Please see below participants for further details:

- Heyfield Community Resource Centre
- Loch Sport Community House
- Maffra Neighbourhood House
- Sale Neighbourhood House

VICTORIAN SENIORS FESTIVAL 2021

We are excited to report that the Victorian Seniors Festival will be returning later this year. This year's Senior's Concert will be held at:

Sale Memorial Hall, Macalister Street on Tuesday 5 October 2021.

Between Sunday 3 October 2021 and Sunday 10 October 2021, all Victorian Seniors Card holders receive free public transport. This includes all metropolitan services, all V/line services and regional town bus services.



PLANNED ACTIVITY GROUP - FISHING TRIPS

The Community Care division of Central Gippsland Health will be introducing a Community Fishing Group into their Planned Activity Group (PAG) with outings to be held on a Monday each fortnight. The group will be open to men and women who would like to fish and participants are encouraged to bring their own fishing tackle. Some spare fishing tackle will be available however, this will be limited.

A 12-seater bus will collect participants at 9.00am from outside of the CGH Community Services building on Palmerston Street in Sale on the allocated dates and the bus will return by 4.00pm.

It is planned to vary the fishing locations within Gippsland and the first fishing outing will be to Hollands Landing on Monday July 26th. Due to the space taken up in the bus by rods etc, the trip will be limited to 9 participants. Lunch will be provided but participants will need to bring other refreshments and clothing suitable for the forecast weather.

For those who are registered NDIS or other Home Care Packages the cost of the trip and lunch may be covered by those support packages. For those not covered by the support packages the cost will be \$9.40 per meal plus \$7.90 for the day's outing.

To register for this PAG activity and to book your place on the first trip please contact 5143 8155.

Please bring your own rod and reels if you have them.

COVIDSAFE HABITS

- **WASH YOUR HANDS** often with soap and running water for at least 20 seconds. Dry your hands with a paper towel or hand dryer.
- **USE AN ALCOHOL-BASED HAND SANITISER** with over 60 per cent alcohol.
- **COVER YOUR COUGH OR SNEEZE** into your elbow.
- **CARRY A FACE MASK** with you when you leave home. Wearing a face mask is recommended when at a private gathering and outdoors when you can't keep 1.5 metres distance from other people.
- **YOU MUST WEAR A FACE MASK** on public transport, in taxis, ride share vehicles, tour vehicles, at airports and during flights to and from Victoria.
- **DON'T TOUCH** your eyes, nose or mouth – or your face mask, if you're wearing one.
- **IF YOU FEEL UNWELL** stay home. Call your GP or the Coronavirus (COVID-19) hotline on 1800 675 398 for advice.
- **GET TESTED** if you have COVID-19 symptoms. Go straight home and isolate while you wait for your results.
- **REMEMBER**, if you're seeing friends and family – it's safer to meet outdoors.
- **CONTINUE HEALTH HABITS**. Exercise, eat a balanced diet, get plenty of sleep and stay connected. Quit smoking (Quitline 137 848).

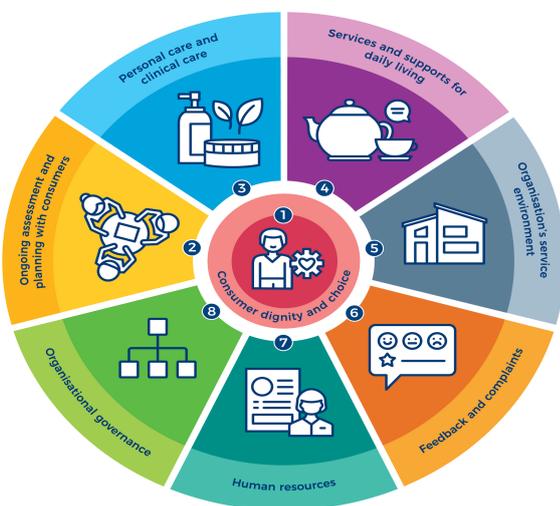


AGED CARE QUALITY STANDARDS

On 1 July 2019, the Aged Care Quality Standards came into effect. They apply to all Government subsidised aged care services. The Quality Standards clearly define what good aged care looks like and what you can expect from us.

Please use the following link for a short video on what these standards mean for you:

<https://www.youtube.com/watch?v=eYdDspfxJqM&t=66s>



STANDARD 2: Ongoing assessment and planning with consumers

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.



YOUR HEALTHCARE RIGHTS

The Australian Charter of Healthcare Rights apply to all people in all places where health care is provided in Australia. The Charter describes what you, or someone you care for can expect when receiving health care.

YOU HAVE A RIGHT TO:

ACCESS

- Healthcare services and treatment that meets your needs.

SAFETY

- Receive safe and high quality health care that meets the national standards.
- Be care for in an environment that is safe and makes your feel safe.



RESPECT

- Be treated as an individual, and with dignity and respect.
- Have my culture, identity, beliefs and choices recognised and respected.

PARTNERSHIP

- Ask questions and be involved in open and honest communication.
- Make decisions with my healthcare provider to the extent that I choose and am able to.
- Include the people that I want in planning and decision making..

INFORMATION

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent.
- Receive information about services, waiting times and costs.
- Be given assistance, when I need it, to help me to understand and use health information.
- Access my health information.
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe.

PRIVACY

- Have my personal privacy respected.
- Have information about me and my health kept secure and confidential.

GIVE FEEDBACK

- Provide feedback or make a complaint without it affecting the way that I am treated.
- Have my concerns addressed in a transparent and timely way.
- Share my experience and participate to improve the quality of care and health services.

For more information visit safetyandquality.gov.au/your-rights

OPEN DISCLOSURE

At CGH Open Disclosure is a straight forward discussion with a patient/client/resident and/or heir support person about an incident that resulted in harm or injury to the person. The principles are: Open and timely communication; Saying "Sorry"; Supporting staff; Acknowledge the incident; Confidentiality; Recognition of the persons expectations. As a client or patient at CGH, you should expect Open Disclosure in the event that an incident occurs.

TEST & BATTERY REPLACEMENT

Press and hold the test button on the smoke detector. It can take a few seconds to begin, but a loud, ear-piercing siren should emanate from the smoke detector while the button is pressed. If the sound is weak or non-existent, replace your batteries. Replace the batteries at least once every year. Replace the entire smoke alarm every 10 years.

DATES TO REMEMBER

Community Services Reception and the Community Services Rehabilitation Centre will be closed on the following public holidays:

- **AFL Grand Final** - Friday 24 September 2021
- **Melbourne Cup** - Tuesday 2 November 2021
- Please note that Domestic Assistance or Respite Services are not provided on public holidays.
- Delivered meals (Meals on Wheels) will be delivered prior to weekend and public holidays.
- Home Nursing operates with limited services on public holidays.
- Allied Health Services are closed.

CONTACT DETAILS

Address: 155 Guthridge Parade, Sale, Victoria 3850
Phone: 03 5143 8600
www.cghs.com.au

Client Support Services
Phone: 03 5143 8155
Email: clientsupportservices@cghs.com.au

Community Services
Phone: 03 5143 8800



Don't forget to contact our Client Support Services team if you wish to receive all correspondence via email.