

Staff News – Welcome

MDHSS is pleased to announce the appointment of Ms Giulia Tassone and Mr. John Conden. Giulia commenced in September 2008 as the Family Counsellor and works four days per week. If you would like to make an appointment to see Giulia, please contact MDHSS reception on 51580243. John is the maintenance worker for MDHSS. John maintains the MDHSS buildings and surrounds and also undertakes property maintenance under the Home and Community Care (HACC) Program.

Farewell

MDHSS bids farewell to three members of staff. Carol Neslon the Planned Activity Group Cook, Douglas Walton, the Maintenance Worker and Eileen Buckland a Home Care Worker and Volunteer. Eileen has provided many years of dedicated service to MDHSS both as a home care worker and a volunteer. MDHSS wishes Eileen all the best in her retirement. Carol has accepted a full time cooking position at Marshmead and Carol's culinary delifghts will be MDHSS's loss and Marshmeads gain. Doug has maintained the buildings and surrounds at the Health Centre for many years as well as undertaking property maintenance for clients under the HACC and CCP Programs. MDHSS wishes Doug all the best in his semi-retirement.

Donations

During the 2007-2008 financial year, MDHSS received the following financial donations:

| | |
|-------------------|------------|
| Mr Dennis Parker | \$50.00 |
| Ms Jennifer Harry | \$95.00 |
| Mako Finance | \$100.00 |
| Talbot Family | \$500.00 |
| Anonymous | \$1,000.00 |
| Anonymous | \$5,000.00 |

MDHSS would like to thank everyone who made a donation to the service. Your contributions are much appreciated.

Regular Services at MDHSS

Health Services:

- Home Care Services (home help, property maintenance, meals on wheels, personal care)
- Community Nursing
- Community Aged Care Packages
- National Respite for Carers Program
- Allied Health (podiatry, physiotherapy, dietitian, speech therapy)
- Dental Services
- Palliative Care/Post Acute Care
- Family Counselling
- Health Promotion
- Volunteer Transport Services
- Independent Living Units
- Rural Allied Fly-in Service
- Maternal and Child Health

Social Services:

- Planned Activity Group
- Emergency and Disability Services
- Youth Services
- Men's Health Shed

Community Services:

- Neighbourhood House
- Adult Community and Further Education
- Centrelink
- Telecentre
- Occasional Child Care

Visiting Services:

- Aged Care Assessment Service (ACAS)
- Alzheimer's Australia
- Audiologist
- BreastScreen
- Continence Nurse
- Drug and Alcohol
- Maternal and Child Health Nurse
- Occupational Therapy
- PapScreen
- Speech Therapy
- Thrifty Specs

Community Reference Group Members 2008 – 2009

Mr Wayne Sullivan (CEO, MDHSS), Mr Gordon Symons (President), Ms Diana Appleton (Vice-President), Mr Michael Beedle, Ms Greta Jessup, Ms Annette Peisley, Dr Jennifer Schlager, Sergeant Andrew Scott, Ms Sue Williamson, Ms Prue Wootton and Ms Celia Wallace (Manager, MDHSS)

In November Ms Lynne Casement resigned. Lynne was an inaugural member of the CRG and provided great support to MDHSS. Mr. Michael Beedle was elected to the CRG in November 2008 and Dr. Jenny Schlager and Mr Gordon Symons were re-elected.

The Community Reference Group meets bi-monthly and provides a forum for discussion and feedback between the community and MDHSS. Members of the community are encouraged to bring issues/concerns to members of the Community Reference Group



Mallacoota District Health & Support Service Inc.

MALLACOOTA HEALTH CENTRE COMMUNITY NEWSLETTER

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Annual General Meeting 2008

Strategic Plan – During the 2007/2008 year, MDHSS has achieved the completion of targets identified and pursued over several years. The next five-year strategic plan should see the consolidation of MDHSS services in a climate of a decreasing population, across nearly all age groups, and with two-thirds of funding allocated to fixed contracts, such as Home and Community Care (HACC), Community Aged Care Packages (CACPS) and the National Respite for Carers Program (NRCP).

Dental Clinic – The Community Reference Group and staff are proud of the establishment of an excellent dental practice at the health centre, which has been operating successfully for several months. Providing a dental service for the community has been a major target for MDHSS because of the long distances that people had to travel to receive dental care. The dental clinic services private patients, eligible Department of Veterans' Affairs Gold and White card holders, and young people eligible for the Teen Dental program. MDHSS is pursuing opportunities to fund the provision of dental services to public patients.

Accreditation – MDHSS has undertaken three significant accreditations, with the major accreditation of the whole organisation being undertaken by QICSA, together with accreditation of the Home and Community Care Program and the Homelessness Assistance Services Standards program. Preparation undertaken for the accreditation panels and the accompanying review and evaluation of programs and operations, provided MDHSS with a wide range of information from which the next Five-Year Strategic Plan will be developed.

While there has been a decrease in client numbers in the CACPS program, there has been stability in client numbers in the HACC program and the NRCP. These three programs constitute two-thirds of services offered by MDHSS. Social Services programs have remained stable, with an increase in the Planned Activity Group (PAG) program, but a slight decrease in youth services. Community Services are well supported with participation remaining consistent over the reporting period, with an increase in Centrelink contacts. In the area of Occasional Child Care numbers have dropped slightly, but playgroup is well supported with numbers increasing, and the recently established Baby Group has proved popular.

HEALTH SERVICES

In an area with a significant number of people in the community in older age groups, understandably, the largest of the health programs provided by MDHSS are the Home and Community Care Program (HACC) and the Community Aged Care Packages (CACP). These two programs, designed for people over 65 years of age, target 85% of clients who access MDHSS services. The HACC program is part of a broader framework of health and community services funded jointly by the Federal and State governments and managed by the Department of Health, in accordance with the national objectives and guidelines.

The HACC program is targeted to frail older people, people with disabilities and their carers, providing basic support and maintenance to people living at home whose capacity at independent living is at risk. Clients of the HACC program are assessed for eligibility for the program; however, the program can be delivered to non-eligible consumers if the services are provided on a full cost-recovery basis. Health Service programs within HACC comprise home care, personal care, delivered meals, property maintenance, allied health and nursing. A Planned Activity Group program funded by HACC is provided within the Social Services offered by MDHSS.

As well as HACC and CACPS services, MDHSS offers services in Nursing, Respite Care, Allied Health, Palliative and Post-acute Care, Family Counselling, Dental Services, Independent Living Units and Health Promotion.

The following table shows the age groups of clients within the HACC program, indicating that 61% of clients are over 60 years of age. In the HACC program, the total number of clients (398) represents approximately two-thirds of all clients who access MDHSS services.

| Home and Community Care (HACC) Clients by Age | | |
|---|---------------|--------------|
| Age | No of Clients | % of Clients |
| 0 to 9 | 8 | 2.01 |
| 10 to 19 | 16 | 4.02 |
| 20 to 59 | 130 | 32.66 |
| 60 to 69 | 101 | 25.38 |
| 70 to 79 | 88 | 22.11 |
| 80 to 89 | 47 | 11.81 |
| 90 + | 8 | 2.01 |
| | 398 | 100 |

Nursing Services

The MDHSS community nursing team offers a range of nursing services to residents, as well as to many visitors to the Mallacoota and district region, who visit family and friends or who are tourists. The nursing team provides care to the majority of clients drawn from the HACC program. Home care and centre-based care is available, with the majority of clients being provided care in their own homes.

MDHSS is a designated Home and Community Care (HACC) assessment agency. The nursing team undertakes comprehensive Living at Home assessments with clients, their family or nominated advocate/s to identify what services and programs may be required, to ensure clients remain in their own homes for as long as possible. The Living at Home assessment draws upon the expertise of other health professionals, such as medical practitioners, allied health professionals and welfare workers. Referrals may be made to external providers, such as the Aged Care Assessment Service.

The nursing team consists of one full-time nurse and one part-time nurse who cover weekdays and weekends, as required. The largest component of direct clinical nursing is patient wound management. The nursing team also undertakes clinical assessments and referrals and venipuncture. MDHSS nurses undertake palliative care, post-acute care and bereavement visits. Other services undertaken by nurses are immunizations and health education programs. The full-time nurse is a credentialed diabetes educator. The table below shows the target hours for HACC and DVA nursing.

HACC Nursing Services 2007-2008

| Annual Target Hrs | Actual Target Hrs | Actual as % of Target |
|-------------------|-------------------|-----------------------|
| 1471 | 1340 | 92% |

DVA Home Nursing 2007-2008

| No. of Clients | Hours of Service | Occasions of Service |
|----------------|------------------|----------------------|
| 11 | 180 | 230 |

Allied Health Services

Programs provided in Allied Health services comprise, Continence/Stomal Care, Diabetes Education, Dietitian Services, Occupational Therapy, Podiatry, Physiotherapy and Speech Therapy.

MDHSS provides regular podiatry, physiotherapy and dietetic services to the community. Podiatry services are provided on a monthly basis, with home visits scheduled for people unable to access the health centre due to frailty and or disability. A dietitian offers services to clients, at the centre or in their own home, on a monthly basis. This service involves assessment, diagnosis, treatment and nutritional counselling for dietetic needs. A physiotherapist undertakes client consultation, assessment and home visits twice per week.

Allied Health 2007-2008

| Annual Target Hrs | Actual Hrs | Actual as % of Target |
|-------------------|------------|-----------------------|
| 625 | 786 | 126 |

Dental Services

The dental clinic at MDHSS commenced operations in September 2008. To date, 210 individual patients (280 appointments) have accessed a wide range of dental services. Of the 210 individuals accessing the clinic, 180 have been community members and the remaining 30 people have come from outside Mallacoota (Eden, Pambula, Merimbula, Bega, Bombala, Bachus Marsh, Lakes Entrance and Bairnsdale).

The clinic services Private Patients, Department of Veteran's Affairs Gold or White card holders (eligible for treatment with Veterans' Dental Services), young people aged between 12 to 17 years (eligible through the Medicare Teen Dental Plan) and chronically ill people (eligible through the Medicare chronic disease dental scheme).

Services offered at the clinic include: consultations, scale and clean, fillings, dentures, crowns and bridges, root canal, cosmetic dentistry, dental implants and emergency services. The dental practitioner specialises in oral surgery and painless sedation. For more information about the dental clinic contact MDHSS on (03) 5158 0243 or pick up a brochure at the centre.



COMMUNITY SERVICES

Neighbourhood House

The MDHSS Neighbourhood House Program provides a broad range of social, educational and recreational programs at low cost. The Neighbourhood House aims to enhance the social and economic development of the community and is conducted on principles of inclusive participation, community empowerment, life-long learning and active citizenship.

The value of having the Neighbourhood House located at the Mallacoota Health Centre is reflected through the excellent range of services offered to the community. The MDHSS Neighbourhood House administers programs funded by various government organisations, and Centrelink, the Telecentre and the ACFE program are located within the Neighbourhood House. The Neighbourhood House staff present a weekly radio program Healthy Living Show for the local community 3MGB program.

The Neighbourhood House program offers the following support groups: Playgroup (weekly), Scrapbooking (bi-monthly) and Camera Club (bi-monthly), and all these groups have been well attended. A new activity for children was introduced in 2007/2008 as part of the Neighbourhood House Program. The After School Art Class for primary aged children proved to be very popular with a high standard of work being completed by the children.

Adult Community Further Education (ACFE)

The ACFE program continues to provide many opportunities for community members to develop their skills and knowledge, and a total of 1200 student contact hours were provided in 2007/8. Classes have been conducted in computing skills, including Digital Photography, Selling on eBay and Advanced Excel. Also, classes in Portraiture, Life Drawing, Soap Making, Creative Dance, Tai Chi and Yoga have been provided.

Centrelink Agency

Centrelink is an Australian Government statutory agency, delivering a range of Commonwealth services to the Australian community. The Centrelink Agency within the Neighbourhood House provides community members and visitors to Mallacoota with access to services such as information and referral, submitting fortnightly forms, assistance with access and completion of forms, and telephone interviews. The Centrelink agency has a dedicated computer, telephone and office space for clients to access. Six staff at MDHSS are trained to provide support and assistance to clients. The Centrelink Agency is open to the public Monday to Friday from 9am to 1pm.



• Ariana Colbert and Jess Scott dressed as Catwoman at the MDHSS disco – November 2008



• Diabetes presentation with Podiatrist, Malcolm Walker



• Home Care Worker, Gail Hodgson delivering the paper to Dorothy Crocker