

# GWAHS Health Councils

## Activity Report 2004/05





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## Foreword

The Greater Western Area Health Service has a philosophical, strategic and practical commitment to community participation. Our Health Councils provide an important interface between the community and the health service. While their interests and names differ, their commitment to the improved health and wellbeing of their communities is common to all.

Health Councils, with volunteer members drawn from the local and surrounding community, meet regularly to provide feedback to our health services on the health needs of the community, play an active role in health promotion activities and participate in planning and delivering improved services.

The inaugural GWAHS Activity Report for Health Councils showcases activities that are many and varied and also quite imaginative. The advocacy role of Health Councils has been to the fore with their effectiveness being directly linked to the number of other key groups and individuals with whom they communicate.

Managing this process when we have over 40 Health Councils is challenging, but the benefits of providing a formal communication structure with local communities is vital. Health Councils play an essential role in our communities and in the smooth operation of our health services, and for this we are very grateful.

Thank you for sharing details of your valuable work with others and for your ongoing commitment to health in the Greater West.

Together, we can make a difference.



Dr Claire Blizard  
**Chief Executive**



Former Mid  
Western Area  
Health Service  
Chairs lunch to  
welcome Dr  
Claire Blizard  
December 2004

## Glossary

<b>A&amp;OD</b>	Alcohol & Other Drugs
<b>A/HSM</b>	Acting Health Service Manager
<b>ACHS Accreditation</b>	Australian Council for Healthcare Standards (responsible for standards and accreditation of health services)
<b>Advocacy Training</b>	Skill development in communicating with people in the community, negotiating with, and/or lobbying stakeholders.
<b>Aged Care Resident Satisfaction Project</b>	A Quality project conducted by the former MWAHS aged care team to assess satisfaction of aged care residents of the MPS. Health Councils were significant partners in this project
<b>AHAC</b>	Area Health Advisory Council
<b>AMS</b>	Aboriginal Medical Service
<b>Baxter Awards</b>	Annual NSW Health award program which acknowledges the contribution of health professionals to the system by collaboratively working towards quality, innovation and excellence
<b>Carers Think Tank</b>	A group of carers meeting to share experiences, advice and the needs of carers, as well as being a social outlet
<b>CDEP</b>	Commonwealth-funded community development employment program
<b>COAG</b>	Council of Australian Governments A strategy of the Federal government's 'Working Together' Project with the aim of <i>State and Commonwealth Governments Working Together to Achieve Community Governance</i> . Currently being piloted in the Murdi Paaki Region ie aboriginal towns in the Far West.
<b>CWA</b>	Country Women's Association
<b>CWP</b>	Community Working Party
<b>Dual diagnosis</b>	Persons with a mental health and alcohol/other drugs/intellectual disability
<b>EOI</b>	Expression of Interest
<b>EQulP</b>	Evaluation & Quality Improvement Program
<b>Families First</b>	A co-ordinated strategy around early intervention and prevention services to help families raise healthy children
<b>Ferret Recall System</b>	Ferret is a computer software program which contains information regarding the health needs of a local community and flags to staff when medication needs checking, blood tests are due, age-related checks are due such as immunisation, pap smears, breast checks, etc. Staff then contact the person to arrange the follow up
<b>Forensic Services</b>	Persons with a mental health condition and a legal issue requiring attention
<b>FWAHS</b>	The former Far West Area Health Service
<b>Gopher</b>	A motorised three or four wheeled scooter used, widely by the elderly and less mobile people
<b>GP</b>	General Practitioner (local doctor)
<b>GWAHS</b>	The former FWAHS, MAHS and MWAHS amalgamated services became the Greater Western Area Health Service on 1 January 2005
<b>HAC</b>	Health Advisory Council
<b>HACC</b>	Home and Community Care
<b>HC</b>	Health Council
<b>Health Council Chairs meetings</b>	Every second month the Chairs of Health Council in the former MWAHS meet together with the senior Executive
<b>Health Promotion</b>	Various activities to help, encourage and support good health and healthy behaviours within the community
<b>'Health Watch'</b>	A Bathurst-based community action group that monitors health system related issues.

<b>Healthy Weight Outback NSW</b>	A community-based project targeted at youth in Broken Hill, but with aspects applicable across remote NSW, which will increase activity and healthy eating to target overweight and obesity.
<b>HSM</b>	Health Service Manager
<b>HSNM</b>	Health Service Nurse Manager
<b>IPTAAS</b>	Isolated Patients Travel and Accommodation Assistance Scheme (A financial support scheme for eligible patients who travel long distances for health related services)
<b>KR500 Healthy Lifestyle Program</b>	A multi-disciplinary health program run in Kandos and Rylstone aimed at improving healthy lifestyles in the community
<b>LINKS</b>	Linking women with safety across the community
<b>Local Health Planning</b>	A consultative and collaborative planning process done at the local level to identify health needs and priorities for future service directions
<b>Macular degeneration</b>	A condition which affects eyesight leading to blurred vision and ultimately, blindness
<b>MAHS</b>	The former Macquarie Area Health Service
<b>Men's Shed</b>	A health promoting initiative (funded by the Commonwealth Department of Veterans Affairs) where older men get together regularly for support and activities in a relaxed environment (a functioning tool shed)
<b>MERV</b>	Men's Educational Rural Van based with Mudgee Health Service
<b>MHCCC</b>	Mental Health Community Consultative Committee – Area consultative committee consisting of consumer, carers and community stakeholders
<b>Mid West Heart Fund</b>	A highly successful community fundraising initiative which has raised hundreds of thousands of dollars for the establishment of a Cardiac Unit in this region
<b>MoW</b>	Meals on Wheels
<b>MPS</b>	Multi Purpose Service – A one-stop-shop for health and related services in small communities including residential aged care, acute inpatient, emergency, community health and often more
<b>MWAHS</b>	The former Mid Western Area Health Service
<b>My health record</b>	NSW Health provided booklet to record personal health record
<b>NAIDOC</b>	National Aboriginal Islander Day Observance Committee
<b>Pathways Home</b>	NSW Health funding program to improve the transition from hospital to home, particularly for older patients
<b>Pedometer Challenge</b>	A physical activity promotion where individuals or teams of people wear pedometers which count their steps over a period of time and challenge each other to see who does the most steps
<b>Pink Ladies</b>	Hospital volunteers who make themselves available on a regular basis to assist patients with personal hygiene, meals and other activities
<b>Pit Stop Program</b>	A mobile men's health screening program used often at agricultural shows and field days
<b>Quickstick</b>	Regular newsletter to staff and Health Councils from Dr Claire Blizard
<b>ReBOB</b>	Redevelopment of Bathurst, Orange and Bloomfield health services
<b>Regional Health Strategy (RHS)</b>	A Commonwealth funded strategy aimed at improving access to counselling, primary health care nursing and health promotion in communities with population less than 5000
<b>RFDS</b>	Royal Flying Doctor Service
<b>Rural and Urban Addressing System</b>	Systematic numbering of properties to facilitate emergency access
<b>VMO</b>	Visiting Medical Officer
<b>Well Persons Health Check</b>	A population screening program where adults come in first thing in the morning and have a series of tests done looking for lifestyle factors which impact on health and early signs of disease. Usually occurs over a period of a week or more and each person is provided with a good healthy breakfast to start the day

# Balranald Health Advisory Council

## **Advocacy Activities**

- After substantial lobbying, the Health Advisory Council (HAC) was successful in gaining a community transport vehicle for Balranald to assist transport-disadvantaged people to reach health-related and other appointments.
- The HAC is working with other local groups to investigate the viability of establishing a 'men's activity shed' as a resource centre for men in Balranald.
- The HAC advocated successfully on behalf of disabled people in town for an access ramp at the post office.
- The HAC worked closely with Balranald Council to design and implement a gopher/electric scooter trail from downtown to the hospital to assist safe crossing of the highway.

## **Building our capacity as a Health Council**

- HAC members attended Advocacy Training for Consumer Representatives provided by the Public Interest Advocacy Centre in Dareton.

## **Community Consultation**

- Through discussions with the community, the HAC identified the need for a bus stop/pull off area on the highway between Balranald and Euston (a 110km/hr stretch of road). This was particularly necessary for school children. This has recently been approved by the Roads and Traffic Authority and will proceed shortly.

## **Community Education**

- HAC members supported and participated in a number of health promotion activities in town, including celebration of health awareness days such as the Biggest Morning Tea and Daffodil Day (raising awareness about cancer).
- Distribution and promotion of the Balranald/Euston Health Services Directory.

## **Health Service Planning**

- The Balranald HAC helped raise funds for the construction and delivery of a new Primary Health Building.
- The HAC was the principle point of contact with the community during the Service Planning activity which recommended Balranald Health Service be redeveloped as an MPS.

## **Networking/Partnerships**

- The HAC has amalgamated with the Mallee Division of General Practice's health focus group to form a single health-related community group for Balranald. It has gained from the involvement of the Division's contact person in the area to keep up to date with programs under the auspice of the Division.

**Challenges and Opportunities for 2005/06**

- Further activities in health promotion.

**Health Council contact name and contact details:**

***HSNM***

Beth Harrison  
Balranald District Hospital  
Court Street (PO Box 10)  
Balranald NSW 2715  
Ph: (03) 5020 1606

## Baradine Health Council

Significant achievements are listed under the following headings:

### **Community Education**

The rural community education programs.

### **Health Service Planning**

The planning for the construction of the bore.

### **Health Service Quality Activities**

Involvement with Quality Committee and accreditation process.

### **Networking**

Gwabegar Health and Advisory Committee support.

### **Partnerships**

Retirement village planning (as they have involved a number of other organisations).

### **Challenges and Opportunities for 2005/06**

The challenges will be maintaining the membership of the committee with many changes affecting the community. Of particular interest is the closure of the Pilliga Forrest to logging and timber production. This will have some bearing on the community as people leave the area to find work. It may also effect recruitment for the remaining position on the Health Council.

### **Health Council contact name and contact details:**

#### ***Chair***

John Eastburn

#### ***Acting HSM***

Marilyn Corneliussen  
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# **Bathurst Health Council**

## **Addressing Key Issues Identified in the 2003 Health Council Forum**

- Continuing to advocate for improvements in local community transport and public dental services.
- Continuing to seek Area support for Health Council member training in advocacy and community engagement.

## **Advocacy Activities**

- Responded to community concerns and advocated for tea/coffee making facilities for visitors to the Bathurst Rehabilitation Unit.
- Continuing to advocate for improved public dental services.
- Continuing to advocate for consumer health participation training.
- Representing Health Council voice on Bathurst Regional Council's submission on the membership and roles of the proposed Greater Western Health Service Area Advisory Council.

## **Building our Capacity as a Health Council**

- Presentation to members by the Project Development Officer of "Helping Communities Care: Volunteer and Bereavement Support Networks".
- Presentation to members by the MWAHS Aged Care Program Manager.
- Presentation by Quality Consultant for Bathurst Health Service about complaints and incident management.
- Attendance at meetings concerned with the restructuring of health services in NSW.

## **Community Consultation**

- Responded to initiative of community members to form the Bathurst Regional Interagency Community Health Consultative Group chaired by the Chair of the Bathurst Health Council to achieve two goals:
  - (i) consult with diverse health and welfare agencies serving the people of Bathurst, and
  - (ii) to collaboratively explore community concerns about gaps and duplications of services and provide information to relevant agencies.
- Individual informal community consultation by all members.
- Participation in meeting about integrating people with disabilities into church groups.
- Consultation undertaken as part of other community service activities of members (eg. service club membership, Cancer Assistance Network, Health Watch).

## **Community Education**

- Promotion of "My Health Record" in service clubs and support groups.

## **Health Service Planning**

- Representative on Bathurst Hospital Redevelopment Committee and contributed to various other ReBOB forums.

- Participation in community consultation conducted by Rt. Hon. Ian Sinclair concerning the future arrangements for community participation in the Greater Western Health Service.
- Representative on Bathurst Regional Council hospital site/redevelopment group.
- Contributed to planning activities being undertaken by the MWAHS Rehabilitation Advisory Group.
- Contributed to Caring for Carers project planning via submission to Carers' Think Tank.

### **Health Service Quality Activities**

- Representative on MWAHS Quality Council.
- Attendance at MWAHS Quality Awards.
- Health Council members tabling issues raised by the community about the quality and safety of present and future health services.

### **Media/Promotional Activities**

- Guest speaking visits to local service clubs.
- Personal invitations by members to recruit new Health Council members.

### **Networking**

- Presentation to service clubs on "My Health Record" by Health Council member.
- Participation in MWAHS Health Council Forum.
- Joint meetings with Orange Health Council.
- Engaged with some members of the community about perceived deficiencies in community transport, particularly transport to the Bathurst Rehabilitation Unit and the relocated Bathurst Community Health Centre.
- Regular representation at the MWAHS Health Council Chairs' meeting.

### **Partnerships**

- Bathurst Regional Interagency Community Health Consultative Group chaired by Chair of Bathurst Health Council.

### **Policy Development**

- Contributed feedback on draft Community Consultation Toolkit.
- Contributed to development of NSW Health Oral Health Promotion Framework for Action 2010 Strategy.
- Contributed to development of MWAHS Clinical Governance policy via participation in MWAHS Quality Council.
- Contributed to MWAHS Rehabilitation Program Advisory Group.

### **Significant Achievements for 2004/05**

- Recruitment of three new members.
- Expanded community consultation.
- Contributing to Bathurst Hospital Redevelopment planning process.
- The installation of tea/coffee making facilities for visitors at the Bathurst Rehabilitation Unit.

### **Challenges and Opportunities for 2005/06**

- Continue to advocate for the community, including special needs groups, in the redevelopment of Bathurst Hospital.
- Restore full membership in the Bathurst Health Council.
- Develop some specific Health Council goals for next year and plans of action to achieve them.

### **Health Council contact names and contact details:**

#### ***Chair***

Dr. Lynne Johnstone  
C/- Community Health Centre  
P.O. Box 1479  
BATHURST NSW 2795

#### ***HSM/GM***

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Peter Moffitt, Chairperson Weddin Health Council and  
Dr Lynne Johnstone, Chairperson Bathurst Health Council

# Blayney Health Council

## **Advocacy Activities**

- Onsite General Practice.
- Attracting qualified health staff to the area.
- Promotion within the community of the philosophy of the MPS as a one stop shop for health care.
- Attracting experienced and committed Health Council members.

## **Building our capacity as a Health Council**

- Promotion of the Health Council in newspaper.
- Participation in chairs meetings.
- Strategic plan development and review.
- Attracting appropriate, experienced members to the Health Council.
- Responding effectively to the needs of the community.

## **Community Consultation**

- Men's Health forum at Centrepoint Gym
- Dementia forum at Blayney Bowling Club

## **Community Education**

- Falls Prevention
- Healthy Lifestyle
- Men's Health Forum
- Dementia Education
- Seniors Expo
- Stand at Blayney Show

## **Health Service Planning**

- Redevelopment of Community Health to include onsite GP offices.
- Continue to develop Community awareness of Blayney MPS as a 'one stop service'.

## **Health Service Quality Activities**

- Resident satisfaction surveys
- Blayney Health Service accreditation
- Blayney Health Council Strategic Plan
- Amalgamation of day care services

## **Media/Promotional Activities**

- Monthly newsletter for local paper.
- Picture and article for the paper in December 2004.
- Updated information brochure.
- Stand at the local show promoting Health Council.
- Large posters, brochures and programmes.
- For "Secret men's business – A blokes night out forum", distributed by Rotary in Blayney and through all Post Offices in Mandurama, Carcoar, Lyndhurst and Neville.

- Newspaper promotion in Blayney Chronicle.
- ABC interview and advertisements.

### **Networking**

- Hospital Auxilliary
- Probus
- Rotary
- Blayney Council
- Blayney Garden Club
- Lee and Uralba Hostels
- Other Health Councils
- MWAHS Board

### **Partnerships**

- Probus
- Rotary
- Other Health Councils in MWAHS
- Blayney Council
- Blayney Garden Club
- Interagency

### **Policy Development**

- Regional Health Strategy- Southern Cluster
- Health Council Chairs meetings
- Chairs attendance at Health Forum in Sydney
- Provided strong leadership in the GWASH Cluster Group when established.

### **Addressing key issues identified in the 2003 Health Council Forum. Follow up on identified needs**

- Planned and implemented a men's health forum for Blayney and district.
- Planned and implemented a dementia education program for the community.
- Arranged education in the schools on safe alcohol consumption.
- Planned education in high schools on roles and responsibilities of babysitting including first aid and nutrition.

Significant achievements for 2004.

- Garden club established gardens around Blayney MPS.
- Representing GWASH at state participation Council Forum in Sydney.
- Successful Dementia Education Day at Blayney Bowling Club.
- Falls prevention classes at Centre Point Gym.
- Healthy Lifestyle program commenced.

### **Challenges and Opportunities for 2005**

- Staffing of the MPS continues to be a challenge.
- Establishing effective communications with GWASH Advisory Council.
- Having the Blayney MPS Health Council needs heard and responded to.
- Building strong partnerships with local non government organisations and Blayney Shire Council.
- Gaining more support from the community to improve the health services throughout Blayney shire.

**Health Council contact name and contact details:**

***Chair***

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***HSM/GM***

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# **Bourke Health Advisory Council**

## **Advocacy Activities**

- The Bourke HAC is currently discussing lobbying for incentives for the recruitment and retention of staff to the Health Service.
- HAC provided strong support for the provision of an occupational therapist and physiotherapist service at the Bourke Hospital.

## **Building our capacity as a Health Council**

- Ongoing recruitment of new members.
- Radio interviews and newspaper articles to better inform the community about the HAC.
- Guest speakers at meetings such as Trish Strachan (GWAHS Director of Population Health, Planning and Performance), Cathy Dyer (GWAHS Acting Director of Population Health, Broken Hill) and a representative from the Government Employment Recruitment and Retention of Staff (GERRS) project.
- Three members attending the GWAHS Health Council Forum.

## **Community Education**

- Bourke HAC supported the local Aboriginal Medical Service (AMS) and Community Health with health promotion eg, Yaama Festival.

## **Community Consultation**

- HAC members, after discussion with community members and relatives of aged care clients, identified and brought to the meetings a need for an occupational therapy and physiotherapy service for the Bourke Hospital. As a result, a physiotherapist position has been advertised and liaison with the Head of the Physiotherapy Department in Dubbo has resulted in the possibility of a monthly physiotherapy service visit.
- Many HAC members involved in community forums such as, Human Services Interagency, Community Drug and Alcohol Team (CDAT), HomeCare etc, where specific needs for health are identified and brought to HAC meetings for discussion.

## **Health Service Planning**

- At the 2<sup>nd</sup> meeting of the year (2005), the new aged care facility and the level of care available was explained.

## **Health Service Quality activities**

Any community contact with the HSM and HAC members in regards to the service quality of the Bourke Health Service are brought to and discussed at HAC meetings where suggestions for resolutions are made and followed-up. For example:

- The waiting time for specialist appointments was highlighted and resolved through consultation at HAC meetings with the HSM and followed-up at clinical meetings.
- Suggestions were made by HAC members that food and beverages be made available to clients waiting for specialist appointments eg, Eye Team. Drink machines and food trolleys are now available.

### **Media/Promotional Activities**

- Following the first meeting for the year (2005), advertisements were placed in the local newspaper to advertise date and times of the next HAC meeting to all interested community members.
- A HAC stand at the Bourke annual Show was set-up to provide information about the HAC as well as gather names and addresses of people interested in joining the HAC. Four HAC members and Bourke Health Service staff ran the stand. After the show, information and application packages were sent out and two new members attended the next meeting.
- A HAC member was interviewed by both radio stations in Bourke. The interviews outlined the role of the HAC and were broadcast throughout the community.

### **Networking**

- Attendance at the Bourke Annual Show.
- Future appearance and involvement at the Yaama Festival.
- Human Services Interagency.
- Trish Strachan attended the first Bourke HAC meeting for the year and discussed her experience with other HAC's and provided to the members a most informative overview of the role and responsibilities of HAC.

### **Partnerships**

- HAC representatives attend the very active Bourke Human Services Interagency meetings monthly.
- Members of the Aboriginal Medical Centre are members of HAC.

### **Significant Achievements for 2004/05**

- Up and running again after an extended period without a local HAC.
- Two new members.
- Increased awareness of the Bourke HAC throughout the community.
- Increased participation in local events and forums.

### **Challenges and Opportunities for 2005/06**

- Increase member numbers.
- Increase community involvement.
- Participation in the Yaama Festival.

### **Health Council contact name and contact details:**

#### ***A/HSM***

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Bourke Multi Purpose Service  
26 Tarcoon Street  
Bourke NSW 2840  
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## **Broken Hill Health Advisory Council**

### **Advocacy Activities**

- Supported funding submission for Healthy Weight Outback NSW.
- Participated in the consultation process regarding the Area Health Service amalgamation by attending and forwarding a submission to the Sinclair and McCarthy consultation process.
- The HAC lobbied for, and was successful in achieving, improved parking for disabled people adjacent to the hospital.

### **Building our capacity as a Health Council**

- Guest speakers are invited to meetings in accordance with needs raised through meetings: chronic care collaborative, health promotion activities, etc.
- Membership has been targeted and participation strong and improving. This can largely be attributed to the increased role the HAC is playing within the Health Service and the community.
- Meetings are well attended with a wide cross section of the community represented.
- Members attended and represented Broken Hill and the HAC on the Consumer and Community Participation Clinical Services Planning group, at the GWASH Falls Policy planning session at Dubbo, and at the State Participation Forum in Sydney.
- HAC members regularly share articles and news on health issues for discussion, such as hormone replacement therapy for women and heart disease.
- Members have discussed the State's Health Priority Taskforces and organising HAC discussions along similar lines.

### **Community Consultation**

- The Aged Care / Low Care forum has a variety of avenues through which to consult with community members and seek feedback.

### **Community Education**

- Members were behind the 'Aged Care Spots' on local radio.
- HAC members have given considerable support to the Barrier Division of GP's proposed Healthy Weight Outback NSW program.
- Members have been involved in planning a hospital open day.
- Broken Hill HAC members were involved in publicising the Pathways Home funding initiatives.

### **Health Service Planning**

- Broken Hill HAC members were consulted on facets of the Chronic Care Collaborative Program based in Broken Hill.
- HAC members have participated in a cross-sectoral Aged Care / Low Care issues forum which investigates funding opportunities, lobbies on behalf of the community and raises awareness of aged care needs.
- Members discuss the impact on the Health Service of the demise of other local health service providers such as GPs. The group commented on a proposal for Federal funding for an after hours GP clinic.

### **Health Service Quality Activities**

- A HAC representative participates in the local Area Quality Council and reports back to the HAC.
- The HAC acknowledged winners in the GWAHS Quality Awards by sending congratulatory letters.

### **Media/Promotional Activities**

- HAC members were involved in promoting and distributing the Broken Hill Health Services Directory.
- Broken Hill HAC members have been involved in short health message spots on the local community radio station. Particular focus was given to issues affecting the elderly and aged care.
- HAC members supported the use of the hospital to display the Melbourne Cup. This was an opportunity for people to come into the hospital who might not otherwise have visited, as well as for patients and staff to view this Australian icon.

### **Networking**

- HAC members attended community forums regarding overweight and obesity prevention and consumer advocacy.

### **Partnerships**

- Through the Health Advisory Council and members' associated networks we have linkages with community, government, non-government & private enterprise.

### **Significant Achievements for 2004/05**

- Aged Care / Low Care Issues forum – raising awareness of aged care issues.
- Participation and submission to the Area Health Service amalgamation community consultation process.
- Taking a more pro-active role in advocacy for the health service and the community.

### **Challenges and Opportunities for 2005/06**

- Continuing to target membership.
- Continue to select issues of relevance to the community as a target for the HAC's activities.

### **Health Council contact name and contact details:**

#### ***GM***

Gary Crase  
Broken Hill Base Hospital  
Thomas Street (PO Box 457)  
Broken Hill NSW 2880  
Ph: (08) 8080 1333

# Cabonne Health Council

## Health Service Planning

- Chair and two members ongoing involvement with Cudal Health Service Development planning.

## Health Service Quality Activities

- Completed a maintenance survey of all Cabonne health facilities.

## Media/Promotional Activities

- Aged Care Satisfaction Surveys.
- Community contact with families from residential units.

## Networking

- Planning Committee with other Council members looking at re-structure implications.

## Partnerships

- Working with Lions Club (a community service organisation) on Men's Health issues.

## Policy Development

- Chairman involved with Aged Care Satisfaction Survey.
- Chairman on Committee looking at planning for Health Council function in GWASH.

## Addressing key issues identified in the 2003 Health Council Forum

- Men's health a priority for planning.

## Significant Achievements for 2004

- Cabonne maintenance review.

## Challenges and Opportunities for 2005

- Recruitment to increase council membership (six) needed.

## Health Council contact name and contact details:

### ***Chair***

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### ***HSM***

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# Collarenebri Health Advisory Council

## Advocacy Activities

- Collarenebri HAC members attended the Walgett forum chaired by Sinclair and McCarthy regarding the new Area Health Advisory Council and spoke up for small isolated rural communities.

## Building our capacity as a Health Council

- HAC members attended Consumer Advocacy training in Walgett.
- They received a number of presentations about specific health issues from local and visiting professionals, as well as a presentation about how to tackle a health project to benefit the local community.

## Health Service Planning

- The Collarenebri HAC assisted the HSM with ideas for a Telehealth funding submission for services to be provided through videoconferencing with specialists.
- The HAC provided input to community transport proposals which would link in with already funded transport routes and methods.
- Health Service staff have responded to HAC members suggestions for education and practical help with regards to health issues such as asthma.
- HAC members have played an important role in commenting on some of the public elements of the new MPS, such as artwork in the foyer and the site for the official plaque for the MPS opening.

## Health Service Quality Activities

- HAC members supported local nominations for GWAHS Nurse of the Year awards. Staff Kathy Shepherd and Suzanne Mahoney were honoured at the awards.

## Media/Promotional Activities

- The Collarenebri HAC members were very closely involved in the planning of, and activities associated with, the official opening of the Collarenebri MPS.
- HAC members have supported, attended and assisted with numerous health promotion activities including promotion of walking groups and health awareness days such as the stroke awareness morning tea organised by community health staff.
- The HAC has played an important role in planning and holding an open day and garden fete at the hospital. This is a fundraising event, an opportunity for locals to see and learn more about the health service and the HAC, and aids social and community cohesion.

## Networking

- The HAC has worked closely with other local community-based groups to support each other in their work: groups such as Red Cross, Lions Club, Country Women's Association, and Hospital Auxilliary.
- The HAC encouraged staff and MPS residents to enter art and craft works in the Walgett Show.

### **Partnerships**

- Close relationships continue with other community-based groups as well as groups such as Walgett Aboriginal Medical Service, NSW Ambulance, Walgett Council and other HACs.
- HAC members have been vigorous advocates for resident GP services in Collarenebri and working with Walgett Council to improve the available housing.

### **Policy Development**

- The HAC discussed and supported a locally developed policy regarding MPS residents with challenging behaviours.

### **Significant Achievements for 2004**

- Official opening of the Collarenebri MPS.

### **Challenges and Opportunities for 2005**

- Attracting and supporting a permanent GP to Collarenebri.

### **Health Council contact name and contact details:**

#### ***Chair***

Mr D Hartog

#### ***HSM***

Suzanne Mahoney  
Collarenebri Health Service  
Walgett Street  
Collarenebri NSW 2833  
Ph: (02) 6756 4888



Part of the crowd at the opening of the Collarenebri MPS facility



Collarenebri MPS opening was supported by the Health Council and the Hospital Auxilliary (L – R) Anne Denyer, Dorothy Winters, Jenny Grant, Kath Warden

# Coolah Multi Purpose Service Advisory Committee

## **Building our capacity as a Health Council**

- Three speakers have attended meetings in the last year.
- The committee has evaluated its performance and Terms of Reference in 2005.

## **Community Consultation**

- The committee are planning a community needs assessment survey for early 2006.
- All our members are well known in the Coolah community and a great deal of informal consultation occurs at many community functions.

## **Health Service Planning**

- The committee was involved in the Coolah MPS Health Service Plan.
- The members are also involved in the Long Stay Patient Review Committee for the facility as well as the Aged Care Network meetings which review services available.

## **Health Service Quality Activities**

- Two members are part of the Area Quality Council and attend meetings regularly. One member was involved in judging the Baxter Awards.

## **Media/Promotional Activities**

- The committee has written 6 articles for the local paper over the last 12 months. Members of the committee are present at most town functions and are always available for the town residents to discuss any concerns.

## **Networking**

- The committee have been involved in the Garden Festival, CWA activities as well as Hospital Auxilliary functions.
- They have provided food for various functions and are always available for the community to discuss any concerns. They are members of interagency meetings where they network with other professionals involved in health.
- Coolah has also been a resource for other facilities about to undergo the MPS process and the committee members have been able to work with the HSM in advising such groups about issues we have already encountered.

## **Partnerships**

- The MPS Advisory Committee work closely with CWA, Hospital Auxilliary, the Community Nurse as well as HACC. The biggest joint function was the Girls to Grannies forum covering a range of issues for women from birth to old age.

## **Policy Development**

- The committee was involved in reviewing the Best Practice Assessment Guide for the Care of Older People. They were also asked to comment on the Community and Consumer Participation Program Review in 2005.

### **Significant Achievements for 2004/05**

- The committee felt their main achievement was a fundraising effort this last year which was a one off event as this is not really their role. The dinner dance had Gaby Hollows as the main guest and raised \$17000 for the hospital.
- The committee held a successful Men's Health Night. They also organized the new men's health van (MERV) to come to Coolah for a day.
- The committee has also done a great deal of work to refurbish the hospital nurse's home which is used by students doing practical placements, agency nurses as well as permanent staff when they work quick shifts and live out of town.

### **Challenges and Opportunities for 2005/06**

- The committee feels very strongly the main challenge will be to ensure GWAHS and the Department of Health understand the importance of local health councils/MPS advisory committees. They are concerned the voice of small communities is being taken away.
- The committee would like to concentrate on health promotional activities to encourage people to make small life style changes which can have significant health improvements.

### **Health Council contact name and contact details:**

#### ***Chair***

Norma Warhurst  
The Old School House  
Leadville, 2844  
Ph: (02) 63750304

#### ***HSM***

Robyn Ringwood  
Coolah Multi Purpose Service  
Martin Street (PO Box 93)  
Coolah NSW 2843  
Ph: (02) 6377 1007

# Coonabarabran Health Council

## Advocacy Activities

Coonabarabran Health Council acted in an advocacy role by providing representatives on the following:

- the former MAHS Area Rehabilitation Network
- the former MAHS Area Mental Health Network
- the local Working Party for Rehabilitation Service development.

The role of these members was to provide a community and consumer viewpoint.

## Building our capacity as a Health Council

In order to have a good understanding of activities within our Health Service we try to have a guest speaker at our meetings.

- Guest speakers  
**Suzanne Munro** - Physiotherapist  
**Jill Martin** - Women's Health Nurse  
**Rikki Price** – Chronic & Complex care  
**Prisilla Stanley** – Role of the Health Council  
**Cheryl Wasley**- Aboriginal Health & Women's Health  
**Jenise Slacksmith** - Chairperson Board Structures  
**Lyn Steele** – Binnaway Community Health

Other activities to build capacity have been:

- Recruitment meeting and letters sent to organisations.
- Evaluation survey forms completed to evaluate meetings.

## Community Consultation

- Men's Health for Women evening also used as consultation using evaluation forms and discussion to determine areas of perceived need within the community.

## Community Education

- Listed below

## Health Service Planning

- Commented on Clinical Services Plan - draft Community Consultation Plan.
- Three members attended the area Advisory Consultation Meeting.
- One member on local Working Party for Rehabilitation and former Macquarie Network Committee for Rehabilitation.

## Health Service Quality Activities

- One member serves on the Health Service Quality & Safety Committee.

## Media/Promotional Activities

- Regular Promotion on Community Radio.
- One article in local newspaper.
- Posters in Library and in Coonabarabran and Binnaway for Stroke Awareness, Heart week, Diabetes.
- Radio interviews organised by Health Councillor with Community Health staff on cardiovascular conditions, arthritis, asthma.

- Radio interview – Lupus.
- Healthy Eating, Men's Health for Women - evening workshops.

### **Networking**

Members have attended and spoken to the following groups:

- Binnaway Progress association
- Binnaway Hospital Auxilliary
- Coonabarabran Hospital Auxilliary
- Lupus Group
- Riding for the Disabled - involved in planning.

### **Policy Development**

- One member on the former MAHS Area Rehabilitation Network.
- One member on the former MAHS Area Mental Health Network.

### **Significant Achievements for 2004/05**

- Men's Health for Women – 30 participants
- Healthy Eating Workshop – 20 participants
- Interviews and comment on local radio station to keep the community informed and aware.

### **Challenges and Opportunities for 2005/06**

- Increasing membership and raising the profile of the Health Council in the local community.
- Men's Health Night currently planned for November.
- Increasing and keeping up community awareness of health issues.

### **Health Council contact name and contact details:**

#### ***Chair***

Robyn Robotham

#### ***HSM***

Sue Bucher  
Coonabarabran Health Service  
101 – 103 Edwards Street  
Coonabarabran NSW 2357  
Ph: (02) 6842 2211

# Coonamble Health Council

## Advocacy Activities

- The Health Council have been instrumental in lobbying of the local Shire Council for the Rural and Urban Addressing System for the district of Coonamble.
- The Health Council has been a major contributor, both financially and supportively to the Exor Track (a circular track in a local park that will have a number of exercise stations), and the River Walk Project for the town of Coonamble.

## Building our capacity as a Health Council

- The Health Council has over the past 12 months successfully recruited two new members and is negotiating with the local high school for nomination of a member of the student body to represent the youth of Coonamble on our Health Council.
- Guest speakers to the Health Council have been drawn from a wide cross section of the community such as State Emergency Services, Ambulance, Fire Brigade, Speech Pathology and Women's Health.

## Community Consultation

- Survey of community needs regarding safe use of medication at the Men's Health Expo highlighted the need for continued community education regarding use of medicines.

## Community Education

- Development in partnership with Community Health Coonamble, of a Men's Health Check, wallet sized booklet.

## Health Service Planning

- Health Council has actively participated in the development of the Clinical Service Plan for Coonamble Health Service. The plan has been presented and accepted by the Department of Health for future planning of health services for the Coonamble Local Government Region.

## Media/Promotional Activities

- National Prescribing Service Limited (NPS) community forum to discuss issues in the community around safe use of medications, Nov 2004.
- Chairperson presented an overview of the purpose of the NPS grant at the Coonamble Men's Health Expo, Feb 2005.
- HSM presented Health Service and Health Council information to CWA and Red Cross, Feb-Mar 2005.

## Networking

- A number of joint meetings have been held with other Health Councils such as Gulargambone and Dunedoo.
- Health Council routinely attends other community group meetings such as Red Cross, Country Women's Association, Rotary, LINKS and Hospital Auxilliary.

### **Partnerships**

- Health Council has an active and robust partnership with the Community Health Service in Coonamble.
- The Health Council along with the National Prescribing Service has formed a partnership to develop a pilot program for the safe use of medications in a rural and remote location.
- The Health Council is regularly requested for representation to the local Shire Council meeting.

### **Significant Achievements for 2004/05**

- The submission of a successful application for a grant from the National Prescribing Service for the delivery of a community based Safe Use of Medications in Rural Areas Program.
- The local shire council has adopted the Rural and Urban Addressing System to enhance knowledge and accessibility to residences in an emergency.

### **Challenges and Opportunities for 2005/06**

- Grant application in the pipeline for the extension of the Exor Track.
- Maintaining active membership.

### **Health Council contact name and contact details:**

#### ***Chair***

Vicki Lampe  
Ph: (02) 6823 5814

#### ***HSM***

Roz Everingham  
Coonamble Health Service  
Dubbo Road (PO Box 48)  
Coonamble NSW 2829  
Ph: (02) 6827 1100



Members of the Coonamble Health Council (left to right) Emma Lewis, Vicky Lampe, Robyn Penman and Louise Keady at the Rotary Health afternoon (16 February 2005 - Coonamble Times)

REVIEW DATES	LIFESTYLE	Men's Health Check																																								
<table border="1"> <tr><td></td><td></td><td></td><td></td></tr> </table>																																									<p>Things that you can do to reduce your risk of illness include:</p> <ul style="list-style-type: none"> <li>Low fat, high fibre diet</li> <li>30 minutes of moderate intensity exercise each day of the week</li> <li>Quit smoking</li> <li>Two alcohol free days per week</li> <li>Slip, Slop, Slap - Sun protection</li> <li>Regular health checks with your doctor</li> </ul>	<p>An initiative of Coonamble Community Health and Coonamble Health Council</p>

DISCUSS WITH YOUR DOCTOR	GUIDELINES	RISK FACTORS FOR ILLNESS
Family History _____	- any family history of heart disease, diabetes, prostate cancer, melanoma	
Blood Pressure _____	- should be checked annually _____	Overweight, high fat diet, smoking, lack of exercise, family history, age
Cholesterol _____	- checked annually _____	Overweight, high fat diet, smoking,
Diabetes _____	- symptoms include thirst, dry mouth, frequent toileting _____	Age, Family History, Overweight
Skin _____	- evidence of UV damage. Moles or marks that change colour or shape _____	Work outdoors, History of no Sun protection
Immunisation _____	- letanus status _____	Occupation
Prostate _____	- symptoms include stopping, slow to start urination, presence of blood _____	Age, Family History, smoking
Colorectal _____	- family history, presence of blood in stools, change of bowel habits _____	Age, Family History, Diet, smoking

# Cowra Health Council

## **Advocacy Activities**

- Advocated for move of community health to 3<sup>rd</sup> Floor.
- Advocated for improved soundproofing of maternity.
- Submission to licensing body re concerns raised about extended licensing hours for local hotel.
- Letter written to Cowra Picnic Race committee re concerns raised by events over this weekend.

## **Building our capacity as a Health Council**

- Two guest speakers at meeting
- Education session on health promotion
- Evaluated our meetings
- Recruited one new member

## **Community Education**

- Planning for activities next year

## **Health Service Planning**

- Reviewed Local Health Improvement Plan.
- Currently gathering data for new plan.

## **Health Service Quality Activities**

- Participation in The Australian Council of Healthcare Standards (ACHS) accreditation process.
- Participation in Quality meetings – Continuum of Care.

## **Media/Promotional Activities**

- Six articles in the local paper – included men's health information for Men's Health Week, information about the after hours entrances to the hospital, article about the services provided by Cowra Community Health Services, and articles on Maternity services.

## **Networking**

- Attendance at the Chair of Health Council meetings.
- Participation in Area Quality Committee.

## **Partnerships**

- Carenet meetings – Child and Adolescent interagency.
- Aged care focus meetings.

## **Significant Achievements for 2004/05**

- Continued meetings between local aged care service providers and reduction in the number of long stay patients in the acute care facility.
- Workshop session on health promotion.
- Cowra New Hospital Committee formed.

**Challenges and Opportunities for 2005/06**

- Planning for health promotion activity in Men's Health Week.
- Health improvement planning.
- Working in with new area structure.

**Health Council contact name and contact details:**

***Chair***

Terry Bradshaw

***HSM***

Wendy Hyde  
Cowra Health Service  
Liverpool Street (PO Box 44)  
Cowra NSW 2794  
Ph: (02) 6340 2300

## Dunedoo Health Council

### Advocacy Activities

- The VMO position at Dunedoo Hospital.
- Minimal police presence in the small towns.
- Necessity for a pedestrian crossing in the Dunedoo main street.
- Domestic violence in the community.

### Building our capacity as a Health Council

- The Dunedoo/Mendooran Health Council has nine members and meets on the second Monday of the month. The Dunedoo Health Service Manager attends the meeting.

### Community Consultation

- Mental health issues in the community.
- Proposal for an “Alcohol Free” zone around the playground area in the Dunedoo Park.
- Drug and alcohol issues.

### Media/Promotional Activities

- The Health Service Manager has a regular column in the monthly “Dunedoo District Diary” and reports are made through the Diary on the MPS progress. Health Council members help out with the hospital display at the Dunedoo Show each February.

### Partnerships

- Family Evening Dinner with guest speaker Professor Bob Montgomery speaking on “How to Beat the Blues When You Live in the Bush”.
- Participation in “Girls to Grannies” day.

### Significant Achievements for 2004/05

- During 2004/2005 the Health Council has been involved in many aspects of concern in the local community, chief amongst these being planning of the proposed MPS facility in Dunedoo.

### Challenges and Opportunities for 2005/06

The main challenges for 2005/2006 are

- To have mental health and other allied services available to a much under resourced small rural community.
- To have a permanent VMO.
- To see the MPS project completed.

### Health Council contact details:

#### **Chair**

Therese Patterson  
Sullivan Street (PO Box 26)  
Dunedoo NSW 2844  
Ph: (02) 6375 1408



Dunedoo Hospital

## Forbes Health Council

### Addressing some Key Issues

- **Men's Health –**
  - Supporting Pit Stop Program at local show.
  - Media - local radio – raised men's health as issue.
- **Qualified Staff**
  - Council support sought to encourage midwives and registered nurses to Forbes.
- **Partnerships**
  - Commenced developing stronger links with Forbes Shire Council – particularly in regard to proposed new facility, attracting nursing and medical personnel to Forbes.
  - Maintained and strengthened links with Parkes Health Council – as dealing with similar /cross boundary issues including regrading new facility, staff shortages etc.

### Advocacy Activities

- Supported Health Service in position of helipad – Shire Council keen to keep it at the present site. However data indicated there is no real need for it to be located at Forbes Health Service (FHS). A letter was written to council in support of helipad being at the local airport if a new facility is built at Forbes.
- Lobbied Forbes Shire Council for additional disabled parking spaces, more doctors parking spaces, improved footpaths and lighting.

### Building our capacity as a Health Council

- Recruitment drive – members spoke on the radio, utilised the media and used personal approaches within the community to persons who may be interested. This commitment resulted in a full Council at one stage. Currently there are a number of vacancies and the Council members are once again, following a media campaign, lobbying for memberships.
- A number of Area managers and nurse unit managers have spoken to Health Council about their roles and services provided.
- Health Council Chair, Margaret Sheather met with Dr Steve Flecknoe-Brown and Dr Claire Blizard.

### Community Consultation

- See Maternity Services and Annual Planning descriptions below.

### Community Education

- Supported the FHS Community Based Services Men's Health Pit Stop Program run over two days at the local Show.
- Informal education regarding the new Maternity Services Unit and model of care.

### Health Service Planning

- Significant consultation with and by Health Council regarding New Maternity Unit building.

- Health Council consulted with community and represented the community, when planning for the new unit and the new model of shared care at Forbes Health Service.
- Health Council also supported facility in finding community representatives that were recent or pending users of the Maternity Service for community consultation for the planning process.
- Representatives from Council attended the Health Service Annual Planning Day and participated in the development of the Annual Goal Planning Sheets for the facility for 2004/05.
- Health Council members were involved in the redesign of information booklets and general consumer information.

### **Health Service Quality Activities**

- Participation in ACHS Accreditation Survey as part of Community Consultation.
- Participation in the annual planning process.

### **Media/Promotional Activities**

- Forbes Health Service Local Radio Program (six week program of 1 hour run by Community Health Dietitian, Kerry Smith) – guest spot by two Health Council members –explaining role/contact information.
- Newspaper articles regarding fund raising events.
- Supported Mid West Heart Fund Promotion (Margaret Stevens and Dr David Amos) - Health Council significantly supported Forbes in raising \$10,000.
- Chairperson involved in receiving an oxygen concentrator – local media picture.
- Involved in the open day for the new Maternity Wing.
- Health Council representation at the retirement of a long time employee.
- Article in Forbes Advocate plus picture calling for new Health Council members.

### **Networking**

- Links developed and continue to be developed with the Shire Council on various matters.

### **Partnerships**

- Formed with Parkes Health Council. Both Councils meet at least twice a year fostering communication.

### **Significant Achievements for 2004/2005**

- Support and participation in Pit Stop.
- Media strategies.
- Recruitment of Health Council board members.
- Fund raising for Mid West Heart Fund promotion.
- Increased participation in consultation, planning and development of service delivery at FHS.
- Supported the establishment of (and some members participate in) the FHS Volunteer Drivers Program.

- Supported Forbes Health Service staff in a large fundraising activity for the new Maternity Wing furnishings and fittings.

### **Challenges and Opportunities for 2005/06**

- Maintaining a full Health Council membership in current climate with Area restructure occurring.
- Support Health Service to refurbish new Maternity Unit.
- Continue to work closely with Forbes Shire Council.
- Continue to build on media strategies to reach the community.
- Develop partnership with the newly formed 'Friends of the Forbes Health Service' Committee- a newly formed committee taking the place of the disbanded Ladies Hospital Auxilliary.

### **Health Council contact name and contact details:**

#### ***Chair***

Margaret Sheather (Mrs)  
2 Facey Street  
Forbes NSW 2874  
Ph: (02) 68511282

#### ***HSM/GM***

Sue Wade  
Acting HSM  
Forbes Health Service  
Elgin Street (PO Box 534)  
Forbes NSW 2871  
Ph: (02) 6850 2000



### **Forbes and Parkes Health Councillors at a joint Health Council Meeting**

Seated from the left: Rene Capel, Jan Mc Phillamy, Margaret Sheather - Chairperson Forbes Health Council, Gloria Hayley. Standing: Yvonne Hutton, Laurel Hull, Pam Bell, Janet Price, Jacinta Baass, Malcolm Stacey – Chairperson Parkes Health Council, Janeen Coles, Sue Wade Acting Health Service Manager Forbes, Andrew Newton Acting Health Service Manager Parkes

## **Gilgandra Multi-Purpose Service**

The Gilgandra MPS Committee sees its purpose as to work in partnership with GWAHS to promote health improvements and community awareness on health issues. In accord with these aims we hope to represent community opinions, reflect community feedback and advocate the needs and priorities to the GWAHS management and, through them, to New South Wales Health.

### **Advocacy Activities**

- As an advocacy body, the MPS Committee has represented a variety of interests over the past year. We have liaised with aboriginal groups in the development of a native garden in the grounds of the MPS and the provision of garden areas for the aged care unit; lobbied for the installation of telephone access to wards, the provision of television facilities for patients and provision of initial or extended services in the following areas – patient transport, mental health, podiatry, physiotherapy, occupational therapy, dentistry and speech therapy. (Many of these services are unavailable or severely restricted in the area, especially for those patients without access to regular transport for travel to other locations).
- Another area of particular concern is the constant shortage of medical and nursing staff, particularly registered nurses, in the MPS area. The committee hopes to continue efforts to address this matter into the future. The restricted space available for physiotherapy activities is a potential OH&S issue that we would like to see addressed.
- An ongoing predicament is the provision of suitable parking areas in proximity to the MPS. In consultation with authorities the committee has evaluated the needs and made suggestions for a resolution of this problem, however, to date, there is no ruling.

### **Building the Capacity of the MPS Committee**

- During the report the MPS Committee has had a range of relevant guest speakers to address our meetings. Due to changes in the health system over the period, it has been difficult to have speakers from the MAHS and now the GWAHS to come to speak with us but hope that this may be addressed in the near future.
- While there has been an advertisement for new members for our committee, this was unsuccessful and the committee is looking at ways to recruit newer, and particularly younger, members. The Gilgandra MPS Committee will benefit from new memberships. The uncertainty of keeping all of our six present members, due mainly to employment factors, is an ongoing concern and all efforts will be needed for further recruitment.

### **Community Consultation**

- During the year, members of our Gilgandra MPS Committee have been able to attend meetings of the Aboriginal Health Committee. This has resulted in a worthwhile liaison between the two organisations which, we trust, will be further extended into the future.
- The prime example of community consultation over the period has been our participation in a community survey of end-user/patient needs and awareness of MPS services. This was formulated in consultation with the MPS service and members of the committee took the survey forms to

members of the community, ensuring that they were completed and returned for collation. This proved very successful and the results are available through the MPS.

- Also, a survey was formulated and completed on the subject of hand washing routines.
- Another consultation activity involved the members of the MPS Committee taking part in a survey of support requirements for Multi-Purpose Service Boards and/or Advisory Committees, run under the auspices of the University of Tasmania. The instigator of this survey, Dr. Peter Orpin has not released the results of this survey as yet, as it is ongoing.

### **Community Education**

- During the 2004/5 period the MPS Committee has participated in various educative processes including a hand washing programme, fall prevention strategies, gentle exercise programs, swimming for movement sessions and classes for Aboriginal mothers. It has also arranged dissemination of various health related brochures and pamphlets.

### **Media and Promotional Activities**

- During the 2004/5 period the Gilgandra MPS Committee has featured in several reports in the local newspaper, "The Gilgandra Weekly", with the inclusion of photographs of participants to encourage members of the public to identify with those members and to encourage them to liaise with those committee members on matters concerning the local health facility.
- The local community radio station 2WAR FM has also been used to disseminate health news and to encourage community participation in activities through interviews and informational programs.

### **Networking**

- The Gilgandra MPS has had an active year with liaison between it and many local health oriented groups, suggesting and providing equipment for the community nurses to facilitate both patient and at home care.
- A member of the MPS committee has regularly attended meetings of the Gilgandra branch of the Mental Health Association and the committee has consulted with representatives of various health interests in an effort to facilitate the provision of appropriate services to the community.

### **Partnerships**

- The committee believes in the partnerships between GWAHS, the MPS administration, the community of Gilgandra and most important the MPS Committee.
- Together with allied health services and the Gilgandra Shire Council, the MPS Committee has mounted an information service at an annual Healthy Life Expo conducted each October in the Gilgandra Shire Hall. This expo covers a large and varied range of health interests, is well attended and deemed to be most successful.
- We maintain links with health professionals within the community in an effort to maintain a consultative process and to provide feedback from health care providers.
- A most important partnership over the previous two years has been with the local cancer group in the township. This has enabled extensions providing

improved privacy for patients, their family and visiting clergy, and amenities for the palliative care unit at the MPS.

### **Policy Development**

- The committee has had the opportunity over the past year to make comment on a number of Health Council draft policies. These comments were made, in the main, to the former MAHS and the committee looks forward to participating in further discussions with GWASH.

### **Significant Achievements for 2004/5**

- The most significant achievements for the reporting period would have been the changes to the palliative care unit at the MPS to provide space, privacy and amenities for the patients and families and the participation in the Healthy Lifestyle Expo, promoting both the committee and the MPS.

### **Challenges and Opportunities for 2005/6**

- The Gilgandra MPS Committee would see one of its biggest challenges as recruitment of a full complement of member. This could be done with a continuation of advertising and personal representation by current members within the community.
- We also see as a priority, the establishment of a regular contact person within GWASH to liaise between committees and the service itself. This has been fractured and non-existent during the past year. Maintenance of a formal relationship between the bodies is of prime importance. We hope to have regular meetings with other MPS committees to discuss common problems and to seek input into our own concerns.

### **Health Council contact name and contact details:**

#### ***Chair***

Gilgandra MPS Committee  
Ann Bywater  
82 Miller Street  
Gilgandra NSW 2827  
Ph/Fax: (02) 6847 0889

#### ***HSM***

Robyn Gunter  
Gilgandra Multi Purpose Service  
Chelmsford Avenue (PO Box 12)  
Gilgandra NSW 2827  
Ph: (02) 6847 2366

# Goodooga Health Advisory Council

## Advocacy Activities

- A letter was sent to Brewarrina Shire Council re state of unsealed road to Goodooga airport. The road becomes almost untrafficable when wet and is quite dangerous even in dry weather, especially with night medical evacuations.
- The Royal Flying Doctors Service is also grateful to local Health Advisory Council (HAC) for this initiative.

## Building our Capacity as a Health Council

- All attempts to recruit new members has so far failed.

## Community Education

- HAC member Ron Mason was involved with the HSNM and the local Men's Group in putting together a submission under the Aboriginal Mens and Boys initiative. We have still not heard whether or not the submission was successful.

## Community Participation

- The Health Service newsletter is distributed at the Community Working Party Meetings and the HSNM gives a report on health service activities monthly to the Community Working Party (CWP) as well she answers any questions raised by people attending the meetings.

## Health Service Planning

- There are now only two HAC members in Goodooga due to the death of Mrs Rita Scott in January this year and the relocation of two school teachers to other towns in the Area. Despite notices and word of mouth as well as approaching various people in the town we have been unable to recruit any new members. Three application packages have been given out as well without any success.
- The two remaining people are Ron Mason and Maree Barrs.
- Meetings have not been held since December when no one came.
- The two remaining members still receive the Quickstick as well as HAC newsletters. They also regularly speak with the HSNM.

## Health Service Quality Activities

- Again no action due to lack of members.

## Media/Promotional Activities

- The Goodooga Health Service Newsletter is published monthly and distributed to all residences in the community. Goodooga has no local media.

## Networking

- HAC members attend community functions. One such function was the annual children's Christmas party held in the health service grounds. Our Black Santa arrived on the local Fire Engine to distribute presents to the children.

- The planting of a 'Forest of Youth' at the front of the health service was also an activity to which HAC members came.

### **Partnerships**

- Chairperson Ron Mason is also the Co-ordinator of the local Council of Australian Governments (COAG) project, Chairperson of the local Community Working Party and Councillor with Brewarrina Shire Council. He is involved with many partnerships to which he contributes on behalf of the health service.

### **Policy Development**

- Chairperson Ron Mason and HSNM Rona Garrie attended a community forum at Walgett for Ian Sinclair's visit in September 2004 re the GWASH formation.

### **Significant Achievements for 2004/05**

- See above

### **Challenges and Opportunities for 2005/06**

- To recruit some new members so we can re-form HAC in Goodooga.

### **Health Council contact name and contact details:**

#### ***Chair***

Ron Mason  
Bokhara Street  
Goodooga NSW 2831  
Ph: (02) 6829 6284

#### ***HSNM***

Rona Garrie  
Goodooga Health Service  
PO Box 56  
Goodooga NSW 2831  
Ph: (02) 6829 6311



#### **Occupational Therapy Students**

Natalie Jurczyk and Louise Oirbans were welcomed to Goodooga by Desley Masow and George Ferguson

## **Gulargambone MPS Advisory Committee**

Due to the HSM position being filled on a temporary basis for a large part of the year as well as the shift from MAHS structure to the GWAHS structure and change in many positions of advisory staff, the year has proved difficult to gather momentum for our committee. However, as the way forward is becoming more obvious, our committee look forward to the next twelve months.

### **Building our capacity as a Health Council**

- 1 March 2004 - Julie Cooper attended meeting and spoke on our role as MPS advisory committee.
- 3 April 2004 - Julie Smith was guest speaker to help plan a local "nutritional project" in the Gulargambone community.
- Looked at 'Fresh fruit for Gulargambone' Community Project.
- May 2004 - Robyn Delaney, an Aboriginal representative, attended a 5 day conference at Wentworth and a 3 day conference at Cobar which covered police liaison and crime prevention - both very beneficial.
- 5 June 2005 - Jane Beach, Women's Health, spoke on Education for Older Women's Group.

### **Community Consultation**

- Took part in discussion on 30 May and 30 August with Barwunga Aboriginal Medical Service as to their proposal to set up a "Medical Clinic and Youth Business Enterprise" in Gulargambone. This led to the establishment of a steering committee.

### **Local Government Lobby Activity**

- Coonamble Shire Council successfully lobbied for curbing at front of MPS to direct water at entrance path.

### **Networking**

- With Annette Kady and local 2828 group and theatre group to organise Women's Health Day. This was a great success.

### **Policy Development**

- Consultation with Julie Cooper in compiling MAHS MPS committee and Health Council Manual (draft March 2004).

### **Achievements 2004/05**

- Women's Health Awareness Day.
- Curbing for front of MPS.
- Promotion of MPS at Gulargambone Show.
- Survey and liaison with MAHS, re Food program in Gulargambone.
- Joint meetings with Gilgandra MPS Advisory Committee.
- Smoking cessation program with Health Promotion Unit.

**Health Council contact name and contact details:**

***Chair***

Barry Malone

***HSM***

Barbara O'Brien  
Gulargambone Health Service  
Bourbah Street  
Gulargambone NSW 2828  
Ph: (02) 6825 1201

# Gulgong Health Council

## Advocacy Activities

- Local health service has acted on local community requests regarding services –
  - physiotherapy. There is now a three day per week service following a two year absence.
  - speech pathology service at local schools – waiting list in existence
  - community nurse position now filled.
- Ongoing concerns relating to providing permanent nursing home beds to community members. Planning for MPS campaigning and lobbying.
- Members of Parliament and new Area Health Service lobbied regarding application for future MPS.

## Building our capacity as a Health Council

- We believe over the last 12 months it has been an achievement to retain our Health Council. We will be actively recruiting new members now that the new GWAHS is operational.

## Community Consultation

- Consultation is ongoing with Wenonah Lodge Hostel to pursue future MPS Doctor participation in activities throughout the community.
- Regular updated information provided to Gulgong Chamber of Commerce.

## Community Education

- Community activities as listed.

## Health Service Planning

- Participation with former MAHS in the formulation of Gulgong Service Plan - this document is currently under further review.
- Chairperson is on Regional Health Service Funding Committee as community representative.
- Secretary is consumer representative on Aged Care Planning Forum.
- Involvement in planning and implementation of a single accommodation palliative care suite – by assisting in the fundraising activities throughout the community.

## Health Service Quality Activities

- All promotional activities as listed under previous headings have been evaluated and published in 'Gulgong Gossip' free of charge.
- Representation at Health Service during ACHS EQuIP Accreditation.

## Media/Promotional Activities

- Representation at Gulgong Show for both 2004 and 2005.
- Displaying Health Council banner health promotional activities.
- Farm Safe Promotional Display.
- Health Checks – blood pressure and blood sugar level.
- Bulge Busters Weight Reduction promotional activity where weight versus height were recorded, discussed with consumers and information packages provided.

- Health Expo - Gulgong Bowling Club. Many internal and external service providers set up displays on services listing what is available and provided.
- Mental Health week promotions were held in early 2004.
- Active participation in Henry Lawson Festival – promoting health service and health council in the town parade.

### **Networking**

- Working in partnership with Gulgong Returned Services League (RSL) Club and Mudgee Mental Health Team for Mental Health Week 2005.
- NSW Ambulance Service providing static display units at many of our promotional activities.
- Gulgong Community Groups to coordinate Fun Day activities, such as kite flying and the best decorated bike.

### **Partnerships**

- As Gulgong is a small active community working in partnership with all other committees or focus groups it has been a relatively easy to coordinate all health council members to promote our roles.

### **Significant Achievements for 2004/05**

- Community involvement in all the promotional activities attended in partnership with the Health Service.
- Maintaining local Health Council membership.
- Being in partnership with Wenonah Lodge Hostel striving towards the one common goal of a MPS for the Gulgong Community.

### **Challenges and Opportunities for 2005/06**

- Increasing Health Council membership.
- MPS for the Gulgong community.

### **Health Council contact name and contact details:**

#### ***Chair***

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#### ***HSM/GM***

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Gulgong Health Service  
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# Ivanhoe Health Advisory Council

## Advocacy Activities

- Members have been vocal in their support for improved infrastructure at the health service, in particular, staff accommodation and other local services such as transport.

## Building our capacity as a Health Council

- All HAC members took the opportunity to refresh their understanding of their roles when new members commenced and an orientation session was held.

## Community Consultation

- Ivanhoe HAC members provide valuable feedback and ideas regarding health promotion activities. Specifically, the HAC was consulted on the Increased Physical Activity Program, the Ivanhoe Family Fun Day, a Pedometer Challenge, Well Person Health Checks.

## Community Education

- The HAC endorsed placing regular health messages in the school newsletter.

## Health Service Planning

- Ivanhoe HAC members were involved in publicising and distributing the Ivanhoe Health Services Directory.
- HAC members have made suggestions regarding advertising planned specialists visits such as the physiotherapist or the BreastScreen mobile van.

## Media/Promotional Activities

- HAC and Health Service activities were regularly reported in the local newsletter and press.

## Networking

- Ivanhoe HAC members are also active community members, providing opportunities for good sharing of resources, information and assistance between groups such as the Ivanhoe Central School, the Department of Corrective Services, Central Darling Shire and the CDEP.

## Partnerships

- The Ivanhoe HAC has a close relationship with the local community through groups such as the Kilfera Station Field Day, Ivanhoe Hospital Auxilliary and the RFDS.

## Policy Development

- HAC members have discussed new or existing policies and provided Health Service staff with feedback, for example, regarding the complaints process and confidentiality.

**Challenges and Opportunities for 2005/06**

- Building up HAC numbers.
- Re-invigorating the HAC and its activities.
- Assisting Health Service staff to maintain and improve the health of the Ivanhoe community.

**Health Council contact name and contact details:**

***HSM***

Mary-Ann Flynn  
Ivanhoe Health Service  
Colombus Street (PO Box 1)  
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# Lachlan Health Council

## Addressing key issues identified in the 2003 Health Council Forum

- Recruitment and retention of health staff for 2004 was one of our most difficult areas. We had to rely on Agency Nurses for the latter half of 2004. This became a priority issue for 2005.
- Men's health is an ongoing challenge that we are endeavouring to meet. We would like to have a focus group evening.
- Dental health staffing remains a constant issue with no dental therapists able to be attracted to this area despite having set up a new surgery.

## Advocacy Activities

- As Health Council members we are striving to make ourselves available as community advocates.

## Building our capacity as a Health Council

- This is an area we are going to be focusing on for future direction, as our membership has been low.
- We have had a number of guest speakers this year including Sarah-Jane Drew from the Division of General Practitioners to keep us abreast of the recruitment process for new doctors.
- We have also had Linda Cutler, Director of Clinical Operations, attend one of our meetings which was greatly appreciated.

## Community Consultation

- Lengthy community consultation took place when faced with the loss of our x-ray department. We worked well with the local community during this time and the positive outcome was a new x-ray machine.

## Community Education

- On-going distribution of health promotion material and information.

## Health Service Planning

- Working on developing new health plan for Lachlan in 2005/06.

## Health Service Quality Activities

- Health Council at this stage is not actively involved in Health Service quality activities.

## Partnerships/Networking

- We have worked closely with the Condobolin Rotary Branch on Mental Health issues resulting in a very successful forum. We are planning another, next time focusing on youth suicide.
- We have had representatives attend meeting of the Condobolin Branch of the United Hospital Auxilliary to work together to achieve joint outcomes.
- The Health Service has signed a partnership agreement with the Condobolin Aboriginal Health Service.

### **Significant Achievements for 2004**

- The arrival of our first new nurses home which is on site and greatly appreciated
- The conversion of our Dental area which is now ready to be utilised.
- A new 'top of the range' x-ray machine and newly appointed room. We feel we have had a positive year in this respect.

### **Challenges and Opportunities for 2005**

- Building community awareness by utilising the media, of the role of the Health Council and hopefully through this, attracting new members. Health promotion and education will be one of our focuses for 2005.
- We have started the production of a monthly newsletter which goes to both local papers. We are hoping we can create an awareness of the roles and the outcomes of what the Health Council does.
- The Well Person's Health Check remains on our agenda for the coming year.

### **Health Council contact name and contact details:**

**Chair**  
Kim Jones

**HSM/GM**  
Kevin Ryan  
Condobolin Health Service  
Madeline Street (PO Box 21)  
Condobolin NSW 2877  
Ph: (02) 6895 2600

# Lake Cargelligo Multi- Purpose Health Service Advisory Council

## Advocacy Activities

- Approach to Council to request speed humps or other such restrictions outside hospital.
- Representations to council regarding the current state of repair of the public pool.

## Building Health Council Capacity

- Development of better understanding of patient transfer procedures.
- Families first updates.

## Community Consultation

- Remains a challenge for the Health Council due to limited resources to undertake these activities effectively.
- Health Council members have participated in resident forums.

## Community Education

- Skin cancer awareness.

## Health Service Planning

- A nominal group technique was used to identify key issues, these being
  - Recruitment and retention of staff
  - Childhood obesity
  - Dental services
  - Community support for MPHS, and
  - Mental health and youth suicide.

## Health Service Quality Activities

- Water quality and supply issues.
- Shades installed for residents.

## Media/Promotional Activities

- Continued monthly publication of community health calendar for visiting services.
- Skin cancer awareness displays.
- Continued distribution of service directories.

## Networking

- Families First.
- Ambulance service.

## Partnerships

- Local accountancy firm continues to sponsor community health calendar.
- Central School skin cancer awareness displays & hat competition.
- Shire Law & Order Committee representation on health council.
- Families First co-ordinator.
- Local public pool management.

- Upgrades to patient transfer facilities by local businessman.
- Curlew Hospital Auxilliary and the Rose Kempton Trust are represented on the health council .

### **Challenges and Opportunities for 2005**

- Challenge - to achieve real outcomes given the limiting factors and resources for the health council, including:
  - Inability to generate and hold funds to be applied for health related advocacy (under the terms of the advisory council guidelines).
  - Inability to directly participate in health planning and policy direction (under the terms of the advisory council guidelines).
  - The volunteer nature of the council means that most participants have limiting factors to address issues – be it time, money, facilities, and lack of feedback from Area.
  - In small communities, as government moves more and more to offload service delivery to communities, without providing adequate funds or resources, volunteers are stretched beyond any reasonable capacity.
  - The skills deficit in many small and remote communities means that many volunteers are daunted by the scale of the tasks at hand.
  - The reluctance of area health staff to make visits and provide accessible information and training opportunities to small and distant communities.
- Utilise the opportunity to use video conferencing facilities to participate in Chairs of Health Council Meetings.
- Desirable outcomes
  - Real commitment for resumption to adult dental services to Lake Cargelligo.
  - Health council capacity building – advocacy training, building and understanding of targeted health issues.
  - Increased health council membership and community participation.
  - Development of clear goals and strategies for targeted issues.

### **Health Council contact name and contact details**

#### ***Chair***

Libby Skipworth

#### ***HSM***

Kay Quinane  
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# Lightning Ridge Health Advisory Council

## Advocacy Activities

- Members have indicated they are keen to learn more about, and assist at a community level, on public housing and community transport.

## Building Health Council Capacity

- A HAC member attended consumer advocacy training at Walgett.

## Community Consultation

- Lightning Ridge HAC members provide valuable feedback and ideas regarding health promotion activities.

## Health Service Planning

- Lightning Ridge HAC members were involved in publicising and distributing the Lightning Ridge Health Services Directory.
- HAC members have been closely involved in discussions on starting a Pink Ladies program at Lightning Ridge MPS.

## Networking

- Lightning Ridge HAC members are also active community members, providing opportunities for good sharing of resources, information and assistance between groups such as the Central School, the CWA and Walgett Council.
- Lightning Ridge HAC has previously had interaction with Goodooga HAC due to the building of the MPS at Lightning Ridge and the need for aged care for some Goodooga residents.

## Partnerships

- The Lightning Ridge HAC has a close relationship with the local community through groups such as the Lightning Ridge Hospital Auxilliary.

## Challenges and Opportunities for 2005

- Building up HAC numbers.
- Re-invigorating the HAC and its activities.
- Looking at some locally relevant health issues in depth, eg silica disease associated with opal mining, public housing and community transport.
- Assisting Health Service staff to maintain and improve the health of the Lightning Ridge community.

## Health Council contact name and contact details

### ***HSM***

Craig Oxford  
Lightning Ridge Multi Purpose Service  
Opal Street (PO Box 84)  
Lightening Ridge NSW 2834  
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## **Menindee Health Advisory Council**

### **Advocacy Activities**

- A survey was conducted re fluoridation of our local water supply, via school newsletter.

### **Building Our Capacity as a Health Council**

- Cathy Dyer, Director of Health Service Development, attended an orientation of new members in July 2004 and gave an update on the progress of the new health service facility.
- Darriea Turley, Population Health Care Worker, attended a meeting in August, 2004 and informed us of a program for screening sexually transmitted diseases.
- Bill Balding, Director of Public Health, attended a meeting in September, 2004, and provided information on the benefits of fluoride re dental health.
- Duane Stace, from Maari Ma Health attended a meeting in November, 2004 and explained to members what the Ferret Recall system is.
- In June, 2005 Trish Strachan, Director of Population Health, GWAHS, gave an address on planning and performance activities in Primary Health Care.
- Five new members were recruited during the 2004/2005 period.

### **Community Consultation**

- Local member, Anne Strain attended the Far West Health Advisory Council Consultation meeting in Broken Hill on 15<sup>th</sup> September 2004, regarding the development of the GWAHS.
- Another member, Nyoli Bell, attended the Rural Health Taskforce meeting in Broken Hill in November, 2004, where discussion on the progress of the Rural Health Plan took place.
- Nyolie also attended three video conferences in Broken Hill early in 2005, with the Consumer and Community Participation Clinical Services Plan Working Group. The video conferences took place between Broken Hill, Orange, Dubbo and other locations, to put together a draft plan for consumer and community participation for GWAHS.

### **Community Education**

- Supported and assisted the Health Service with Fun Day Planning, Healthy Breakfast, Well Person's Health Check, Breast Screen NSW, Exercise/Weight Loss Program, and aerobics classes.

### **Health Service Planning**

- Regular consultations have taken place regarding planning and construction of the new health facility.

### **Health Service Quality Activities**

- Involvement with Well Person's Health Check, Ferret Recall System, NSW Ambulance – Honorary Ambulance Officer Course.

### **Media / Promotional Activities**

- The HAC supports the Health Service in providing a local monthly newsletter, distributed to Menindee and outlying areas, informing the community of all current activities at the Health Service.

### **Networking**

- Rick Doyle, a Councillor and ex officio member, attended meetings of the Central Darling Shire Council, and relayed specific information to HAC members.

### **Significant Achievements for 2004/2005**

- Family Fun Day
- Ferret Recall System
- Well Person's Check
- Sealing of the local airstrip
- Distribution of the Menindee Health Services directory and monthly newsletters.

### **Challenges and Opportunities for 2005/2006.**

- The construction of the new health facility, planned to be operational by February 2006 and electric or solar powered lighting of our local airstrip.

**Note:** HAC member, Maureen Lombardo, has recorded the minutes of each meeting during the 2004/2005 period and corresponded with Central Darling Shire Council, Australian Inland (now Country Energy), Menindee Central School and individual persons.

### **Health Council contact name and contact details:**

#### ***HSM***

Marie Kelly  
Menindee Health Service  
Landell Street (PO Box 25)  
Menindee NSW 2879  
Ph: (08) 9091 4209

# Mental Health Community Consultative Committee

## Advocacy Activities

- Advocacy mainly through letter writing to Parliamentarians, Health Department and official bodies.
- Responded to Senate Enquiry Questionnaire re 1990 Mental Health Act under Review – as well as attended forums on this matter.

## Building our capacity as a Health Council

- Continually on the alert to ensure that all associated disciplines are invited to attend.
- Latest recruitment is *Probation & Parole*.

## Community Consultation

- The wide representation of the membership ensures that regular reports are received and discussion enabled.
- Representatives include police, ambulance, Ageing & Disability, Drug & Alcohol, Lyndon Community, Respite Care, Carers NSW, Early Intervention and Mental Health Promotion, Child & Adolescent Mental Health, Dept of Education & Training, Aboriginal, and Probation & Parole as well as Mental Health Executive members and Division of GP's, Consumer Consultants and community consumer representatives.

## Community Education

- Not formally – invite guest speakers.

## Health Service Planning

- Two representatives are part of the ReBOB (Redevelopment) committee.

## Health Service Quality Activities

- Quality Coordinator is a committee member.
- Various members participate in activities as required.

## Networking

- Attendance at Chairs of Health Council Meetings. Circulation of Minutes.
- Contacts made with the former Macquarie and Far West Mental Health services, and a submission sent re possible future functioning of CCC. It was agreed to send former Macquarie and Far West Mental Health Services a copy of minutes of each meeting.

## Partnerships

- May 2004 collaborated with Rotary (a community service organisation) for Mental Health Forum.
- A member of Mental Health Coordinating Council.

### **Policy Development**

- Policy matters re Mental Health come to the committee via the Executive and are open for discussion.
- One member was part of Area Health Advisory Councils Working party.
- One member submitted a generic Policy for Pastoral Care for GWAHS in her role as liaison chaplain for GWAHS on behalf of Civil Chaplain's Advisory Committee NSW.

### **Significant Achievements for 2004**

- Not exactly an achievement. The decision to go into recess when the new Areas were announced, on the (mistaken) understanding that this was required.

### **Challenges and Opportunities for 2005/06**

- The decision to reconvene.
- Contacts made with Mental Health in Dubbo and Broken Hill. (they do not, to date, have Community Consultative Committees).
- Looking forward to opening discussions with Dr Russell Roberts, Director Mental Health Services with a view to establishing Community Consultative Committees for GWAHS with appropriate structures between hubs and with Health Councils in general.
- Towards 2006: Further development of area wide CCC.
- Continued involvement in the Bathurst / Orange / Bloomfield Hospital redevelopment planning.
- Continue to advocate for continuation and expansion of effective services and programs especially looking toward unattended areas. For example dual diagnosis, Drug and Alcohol, Forensic Services, and Child & Adolescent.

### **Health Council contact name and contact details:**

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Orange NSW 2800  
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email: [som@cww.octec.org.au](mailto:som@cww.octec.org.au)

#### ***HSM/GM (acting)***

Mr Bruce Middleton  
Bloomfield Hospital  
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Orange NSW 2800  
Ph: (02) 6360 7700

## Mudgee Health Council

### **Advocacy Activities**

- Lobbied local council to increase pathways within residential area.

### **Community Education**

- Articles in local paper highlighting issues relating to men's health and advising community members to be checked.

### **Health Service Planning**

- Participated in planning NAIDOC week event with community health staff.
- Participated in preparing submission for funding under Men's Health grant.

### **Health Service Quality Activities**

- Developed information package for families of patients transferred to tertiary referral health services after receiving notification of problems their families were experiencing.

### **Media/Promotional Activities**

- Involved in promoting MERV (Men's Educational Rural Van).
- Several articles highlighting different services within the health service.

### **Networking**

- Reports received from Council committees from members who attend both forums.

### **Partnerships**

- Worked in partnership with local Aboriginal Lands Council re celebration for NAIDOC week.
- Obtained Aboriginal flag to fly during Aboriginal celebrations.
- Working partnership with local council re the possibility of a medical precinct being developed on health service grounds.

### **Significant Achievements for 2004/05**

- Launch of MERV
- Celebration of NAIDOC week

### **Challenges and Opportunities for 2005/06**

- Membership to be increased

### **Health Council contact name and contact details:**

#### ***Chair***

Malcolm Adams

#### ***HSM***

Joy Adams  
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# Narromine Health Council

## Advocacy Activities

- Attended Cancer Council conference and presented a paper on public advocacy.

## Building our capacity as a Health Council

- Members attended a course on Governance.

## Community Consultation

- Participate in building plan development for Narromine Medical Centre.

## Community Education

- Healthy Lifestyle Program (award winning) run by Narromine Community Health.
- Cancer awareness display at Narromine Show 2004.
- Careers in health display at Narromine Show 2005.

## Health Service Quality Activities

- Participated with quality accreditation interview.

## Media/Promotional Activities

- Narromine show promoting careers in health display.
- Articles in local papers regarding health expo.

## Networking

- Attended Narromine link up meetings (a get together for all service providers attending Narromine).
- Attended volunteer luncheon.

## Partnerships

- Partnership with Shire Council and Community health for health expo.

## Significant Achievements for 2004/05

- New members.
- Conducting a health expo.
- Working with our cancer support group.

## Challenges and Opportunities for 2005/06

- New members.

## Health Council contact name and contact details

### **Chair**

Mick Bell  
Ph: 0427 265 429

### **HSM**

Ann Chad  
Narromine Health Service  
128 Cathundral Street (PO Box 318)  
Narromine NSW 2821  
Ph: (02) 6889 1377

## Nyngan Health Council

### **Building our capacity as a Health Council**

- Rikki Price – Regional Health Services Project Manager, attended a meeting to discuss health services provided by Dubbo from Commonwealth Funding.

### **Community Education**

- QUIT Program. Smoking cessation evening.

### **Health Service Planning**

- Assisted in the ongoing planning and development processes for the Multi Purpose Health Service to be located on site with Mick Glennie Hostel.

### **Health Service Quality Activities**

- “April Falls Day” – 1 April 2005 – Falls prevention, available aids. Side effects of medication, ‘Falls Risk Assessment’. In partnership with Quality Coordinator, community health and hospital staff.
- Participated in the ACHS Periodic Review, held April 2005.

### **Networking**

- Attended meetings with MPS Steering Committee, Mick Glennie Hostel Management Committee and Area Health Service Executive.

### **Significant Achievements for 2004/05**

- Advancement of MPS Development with allocation of \$1m in State Budget 2005/2006.

### **Challenges and Opportunities for 2005/06**

- Development of Adolescent Program – in conjunction with Drug & Alcohol, Families First, and community consultations.
- New members for committee.
- Greater input into GWAHS, through Area Health Advisory Council, once council defined.
- Community Needs Analysis – to assess health service needs.

### **Health Council contact name and contact details:**

#### ***Chair***

John Glennie  
“Mudal”  
Nyngan NSW 2825

#### ***HSM***

Vicki Hopper  
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Hospital Road (PO Box 96)  
Nyngan NSW 2825  
Ph: (02) 6832 1707

## **Oberon Health Council**

### **Advocacy Activities**

- The HAC has re-established a good liaison with the local general practice. The MPS was seen as being in opposition to the medical practice in many aspects but a joint meeting with the doctors resulted in an agreement to work together to improve the delivery of health services in the district.
- The HAC also advocated for the change in name of the Day Care Centre. A survey of elderly residents revealed that the term "Day Care" was considered to be demeaning. The Oberon centre was therefore renamed the Robey Centre after Oberon's doctor who served from 1954 to 1983.
- Two formal unveiling functions were held to acknowledge the work of Dr Robey and the receipt of a generous donation to the MPS by a local resident.

### **Building our Capacity as a Health Council**

- During the period we have recruited two new HAC members to give a current membership of nine.

### **Community Consultation**

- The HAC conducted a survey throughout the Oberon District to evaluate the requirements for aged care facilities both in-home and external. The response was excellent with 276 surveys completed from an estimated 1,300 households. The survey was formatted in such a manner that it was only returned if the respondent was already a carer, was anticipating becoming a carer within the next five years or expected to need care themselves within the next five years. The response from 276 households was therefore excellent.
- The results of the survey have been compiled and are currently being considered by the aged care staff of GWAHS.
- HAC members also attended a community forum on fluoridation of the Oberon water supply. This forum was organised by the Dental Rural Action Group and was unfortunately not well advertised and attended. The result, a motion to have the local water supply fluoridated, was therefore not actioned.
- The HAC maintains a close association with the aged care Hostel, Hathaway Cottages. The HAC chairs the bi-monthly residents satisfaction meeting and brings matters raised to the attention of the HSM, where appropriate. The HAC has supported Hathaway Cottages in the open day and Christmas functions.

### **Health Service Quality Activities**

- The HAC participated in the Quality Audit that was conducted early in the period being present at the general introduction and later making a separate presentation to the auditor.

### **Media and Promotional Activities**

- The success of the Aged Care Survey may be attributed to the publicity received from the local newspaper, The Oberon Review. The paper gave

excellent editorial space to the survey and ran a valuable follow-up article one week before the closing date.

- The Oberon Review also ran an article on the establishment of the GWASH and is willing to run any HAC material as an editorial. This avoids us having to pay any advertising fees.
- The Oberon Review also runs a monthly health supplement where the HAC may contribute.

### **Networking**

- Contact has been established with the local members both Federal and State. The State member has been most supportive and there will be a continuing dialogue with Gerard Martin.
- A close liaison has been established with the Oberon Shire Council. They have consulted with the HAC on several matters and have been most supportive in the donation of funds to cover presentations, pay for postage etc.
- In conjunction with the Oberon Council a submission was made to the Department of Health and Aging for additional aged care positions in Oberon. The Federal member, Peter Andren, was also consulted in the presentation.

### **Policy Development**

- A member of the HAC participated in a GWASH workshop on Falls Prevention, which was held in Dubbo, and comments have been made upon the subsequent policy draft.

### **Service Planning Health**

- The HAC's major achievement during the year was the drawing-up and publishing of a five year plan for the development and delivery of health services to the Oberon district. The plan was developed in conjunction with the Health Service Manager and the Community Nursing staff. The plan covered the following subjects:-
  - Aged care
  - Dental Services
  - Asthma
  - Men's Health
  - Mental Health
  - Young Families
- Detailed plans with time targets were established under each of the headings and work has commenced on meeting these objectives.
- Three sub-committees of the HAC were established to concentrate on the various activities. Aged care, Dental and Young Families were the first categories addressed. Each sub-committee at each monthly meeting of the HAC reports the progress and plans for the coming period.

### **Challenges for 2005/2006**

- Achieving our Health Services Plan for the year.
- Ensuring that HAC activities are directed towards contributing meaningfully to the operation of the MPS and associated health activities.
- Ensuring that the HAC voice is heard in GWASH.

- Participating in GWASH activities where appropriate, and
- Ensuring that HAC members achieve satisfaction from their contribution to the HAC.

**Health Council contact name and contact details:**

***Chair***

May O'Reilly  
(02) 6335 6208

***Deputy Chairperson***

Graham Parker  
(02) 6336 1076

***HSM***

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# Orange Health Council

## **Addressing key issues identified in the 2003 Health Council Forum.**

- Men's Health

## **Advocacy Activities**

- Feed back to management on comments from the public on general health issues and ReBOB.
- Concern regarding fluoride in the water at Orange. The Health Council investigated same and were assured that fluoride is in the water supply.
- Presentation to Bathurst Health Council on Orange Health Councils planned consultation with Aboriginal communities serviced by Orange Health Service.

## **Building our capacity as Health Council**

- Participation in Annual Health Council forum.
- Number of guest presenters to Health Council meetings to ensure Health Councillors are kept up-to-date on current issues, projects etc.

## **Community Consultation**

- Consultation with aged care services, Wontama Nursing Home.
- Commenced process for consultation with Aboriginal community on new Health Service in the former MWAHS to commence consultation and receive ideas from Aboriginal Health Workers regarding a culturally appropriate facility.

## **Community Education**

- Promotion of private health insurance and waivering of excesses to encourage people to use their private Health Insurance.
- No smoking on hospital grounds, new CT, maternity services, cardiac catheterisation lab.
- Councillors educate people on services available to the hospital and community health.

## **Health Service Planning**

- Membership on Cardiac Cath Lab project management committee.
- Pit stop completed in partnership with Community Health initiative held at Bunnings Warehouse, very successful.
- Working with Orange City Council planning men's health, blokes group.
- Participation in GWAHS planning for community participation - submission made to Area Executive.
- Member of GWAHS Working Party to develop draft Consumer and Community Participation Clinical Service Plan which included proposed structure for meaningful community participation across GWAHS.
- Member of ReBOB project planning team for Orange Health Service.
- Health Councillor has worked with Chronic Care Rehabilitation Service to address an identified need with carers and the need for support. The carers are now linked to Health Service support group.

- Tour of rehabilitation unit following concerns regarding the state of the floor and general facility. Plans to assist with refurbishment, donation of art work from local Art group received in April 2005.

### **Health Service Quality Activities**

- Notification of the lack of hot water in the maternity unit, same amended when brought to services attention.

### **Media/Promotional Activities**

- Media stories prepared by Health Councillors and printed by Central Western Daily (local newspaper).
- Regular section in the paper monthly.
- Powerpoint presentation to the services clubs, 20 completed, still to do education and promotion of the Health Council and Health Service with schools through parent bodies.

### **Networking**

- Combined Orange Bathurst Health Council meeting held Feb 2004 and April 2005.
- Special guests presenting to Health Council meetings.
- Networking with Orange City Council, interagency committee for one member, another member with men's health.
- Ongoing with individual councillors.
- Attendance at MWAHS Chairs of Health Council meetings.

### **Partnerships**

- Partnership with Aboriginal Health Service and ReBOB to undertake consultation with Aboriginal community re planning for new health service.
- Partnership with Community Health and Local Council re men's health.

### **Significant Achievements for 2004/05**

- Annual plan with goal planning sheet written, and evaluated in 2005.
- Fairy Sparkle Garden increased exposure for health service in Sydney Morning Herald and Better Homes and Gardens.
- ReBOB planning.

### **Challenges and Opportunities for 2005/06**

- Identified funding for Health Council.
- Changes to Area Health Service and role of Health Council in new structure.
- Development of annual plan for 2005/06 with goal planning sheets.
- Opportunity for increased promotion to the public of new facility.
- Lead consultation with Aboriginal community regarding ReBOB, ensuring new facility is culturally appropriate.
- Work with ReBOB on issues of accommodation for community and staff in new facility.
- Participate in the development of Ronald McDonald House.
- Website for Fairy Sparkle garden.

**Health Council contact name and contact details:**

***Chair***

Margaret Stevenson

***HSM/GM***

Ross Noble A/ GM

Catherine Nowlan A/Operations Manager

PO Box 319

Orange NSW 2800

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## **Parkes Health Council**

### **Advocacy Activities**

- Lobbied Local, State and Federal Members of parliament as relevant re
  - Timetable for the redevelopment of Parkes Health Service,
  - The need for a new doctor and doctor's residence at Trundle,
  - The need for an MPS in Peak Hill and community support of that facility,
  - The suitability of Tullamore MPS as the site for the Trundle/Tullamore/Tottenham Ambulance Station, also servicing Albert, Fifield and Bogan Gate.
- Supported our local Health Service and Health Service staff in our local communities.
- Wrote a letter of commendation to staff following the ACHS Survey Presentation session to recognise excellent work being carried out in particular areas of care.

### **Building our capacity as a Health Council**

- Senior Peak Hill Central School student became active member of Health Council.
- Participation at Health Council Orientation Day and Forum.
- Relationship strengthened with Parkes Shire Council with two shire councillors as representatives on Health Council.
- Productive relationship with Forbes Health Council.
- Recognition of need for active recruitment to Health Council membership.
- Development of business plan in progress.
- Held regular monthly meetings in each of the health services within Parkes Health Council, developing increased awareness of the Parkes, Peak Hill, Trundle and Tullamore Health Services and the health needs of all Parkes Shire communities.

### **Community Consultation**

- Presentations to various local service groups and to Parkes Shire Council, promoting the role of the Health Council, community participation in the local health service, and personal responsibility for the improvement of their own health.
- Tullamore MPS Steering Committee consulted widely with local community and health service/nursing home staff re planning of MPS e.g. MPS Information Sharing Night.
- Tullamore MPS architectural plans and artist's impression displayed in Tullamore Rural Transaction Centre for community information and inviting comment.
- Peak Hill MPS Planning Steering Committee distributed a 'Your Say' survey to gauge community interest in and support of an MPS.
- Trundle MPS Advisory Committee energised local support for securing a new doctor and funding a doctor's residence.

### **Community Education**

- Prospective new members attended Health Council Orientation Day.
- Organised health promotion activities at Peak Hill and Trundle Shows.

- Organised sexual health day for Year 11 students at Peak Hill Central School.
- Organised and promoted Peak Hill 'Mammogram Party' visit to Dubbo Breast Screen.
- Initiated Tullamore MPS Information Sharing Night, distributing leaflet information on MPS accessibility for aged care, residential conditions, costs and answering FAQ's.

### **Health Service Planning**

- Peak Hill MPS Planning Committee - completed Peak Hill Service Plan.
- Peak Hill MPS Caretaker Committee – Member chairs committee formed to maintain community interest and pressure on NSW Health to develop MPS.
- Tullamore MPS - Member chaired the Steering Committee, chairs MPS Community Consultative Committee and member of MPS Planning/Development Team.
- Tullamore MPS - Planning complete and construction to take place in 2005-2006.
- Trundle MPS Advisory Council - Member chairs Trundle MPS AC.
- Parkes Emergency Department Redevelopment Working Party.
- Parkes Health Improvement Planning Steering Committee.
- Parkes 'Pathways Home' Steering Committee.

### **Health Service Quality Activities**

- Members attended 'Accreditation Guidelines for Consumer and Community Participation in NSW Health' Workshop.
- Councillors participated in ACHS Organisation Wide Survey in Cluster 4 (Trundle, Tullamore, Tottenham and Peak Hill) and Cluster 1 (Parkes) - the first time ACHS has used community surveyors on the survey team – including interviews with the surveyors and participation in the presentation session and closing summation. The Recommendation Action Plans contain recommendations that will be acted upon by the Health Council.

### **Media/Promotional Activities**

- Report prepared after some meetings for local newspapers.
- Media releases throughout the year to promote Parkes Health Council and health issues, for example: recruitment of Peak Hill student as member of Health Council; publicity for NSW Health 'My Health Record'; Centenary of Peak Hill Health Service.
- Special displays / activities at Peak Hill Show (with students from Peak Hill Central School) and Trundle Show.
- Peak Hill MPS Committee distributed 'Your Say' survey re community acceptance of proposed MPS to all households and consulted school SRC – results recorded increasing community acceptance of MPS proposal.
- Report on Tullamore MPS planning and development progress in 10 editions of Tullamore Tales [local Tullamore newspaper].
- Developed a Health Council page on the Parkes Shire Council web site.
- Members made presentations to a variety of service groups / meetings, including the role of the Health Council at a Parkes Shire Council meeting.
- Participated in Peak Hill Health Service Centenary celebrations.

### **Networking**

- Biannual combined Health Council meeting with members of Forbes Health Council.
- Networking with local communities and health service staff to develop MPS plans for Tullamore and Peak Hill.
- Liaison with health and rural agencies to provide drought information and support for local families during drought.
- Liaison with Aboriginal Health workers for 'Body Image' programme for teenagers in Peak Hill.
- Attendance at MWAHS Chairs meetings and Health Council Forum.
- Organised the annual Peak Hill 'Mammogram Party' visit to Dubbo Breast Screen.
- Liaison with Trundle Community Consultation Committee to promote health issues in community.
- Lobbied Local, State and Federal Members of parliament (as appropriate) re the redevelopment of Parkes Health Service, the need for a new doctor and doctor's residence at Trundle, and the need for an MPS in Peak Hill.

### **Partnerships**

- With Parkes Shire Council, including the nomination of two shire councillors as Health Council members, the development of a Health Council page on the council web site, and support in hosting a Bush Bursary Student.
- With Dubbo RSL Aged Care – management of Tullamore Kooringle Nursing Home and member of Tullamore MPS Community Consultative Committee during development of plans for MPS, prior to closure of Kooringle Nursing Home, and its extension and recommissioning as Tullamore MPS.

### **Policy Development**

- Raised issues with MWAHS regarding termination of MWAHS Chronic Care Committee and lack of continuity of Area Chronic Care initiatives.
- Member on MWAHS Cardiovascular Working Party and participated in development of 'Healthy Lifestyle - Healthy Heart' Program / Booklet.
- Members participated in 'Accreditation Guidelines for Consumers and Community Participation in NSW Health' Workshop.
- Member attended the Health Participation Council Ministerial Advisory Committee 2004 Consumer Forum – The Consumer at the Heart of the Health System.
- Member on GWAHS Working Party to develop draft Consumer and Community Participation Clinical Service Plan which included proposed structure for meaningful community participation across GWAHS.
- Attended meetings of the NSW Health Clinical and Community Advisory Group and made a submission to the Advisory Group, and met with the Minister for Health to lobby for the development of local clusters in the operation of GWAHS.

### **Significant Achievements for 2004/05**

- Support for Peak Hill Health Service and local community in lobbying for development of MPS.
- Support for Trundle Health Service and local community in lobbying for new doctor and funding of doctor's residence.

- Support for Parkes Health Service and local community in lobbying for redevelopment of Parkes Health Service.
- Ongoing support for Tullamore MPS Steering Committee during development of plans for building of Tullamore MPS, with tenders for construction soon to be called.
- Completion of redevelopment of Parkes Health Service Emergency / High Dependency Unit.
- Senior Peak Hill Central School student an active member of Health Council.
- Participation in ACHS EQulP Accreditation processes in Parkes, Trundle, Tullamore and Peak Hill.
- Members participated in policy development in MWAHS and GWAHS and in health service planning and development in each centre represented by Parkes Health Council.

### **Challenges and Opportunities for 2005/06**

- Maintenance and enhancement of all health services in all local centres.
- Continued lobbying for Tullamore MPS to rejoin other health services in Parkes Shire in GWAHS Southern Cluster.
- Continued support for Peak Hill community in lobbying for development of an MPS.
- Continued support for Trundle community to maintain the service of a local doctor and to obtain a doctor's residence.
- Construction of Tullamore MPS due for completion in 2006.
- Continued lobbying to ensure promised redevelopment of Parkes Health Service.
- Active recruitment of additional Health Councillors.
- Increased acceptance of and participation in Health Service quality and accreditation procedures.
- Active participation in the development and implementation of new community participation structures within GWAHS.
- Continue to raise profile of the Health Council by proactively seeking out and publicising 'the good stories in our Health Services' that don't usually reach the community.

### **Health Council contact name and contact details:**

#### ***Chair***

Malcolm Stacey  
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malcolmstacey@bigpond.com

#### ***HSM***

Georgina Dunham  
Parkes Health Service  
Coleman Rd (PO Box 103)  
Parkes NSW 2870  
Ph: (02) 6862 1611



Malcolm Stacey, Chairperson Parkes Health Council  
Pauline Allen, past Chairperson Parkes Health Council  
Seated is Pamela Allen, Chairperson of the Peak Hill MPS Committee



Sue Harris, Director of Operations, former MWAHS  
Malcolm Stacey, Chairperson Parkes Health Council, and  
Anna Unger, Peak Hill

## Rylstone Health Council

### **Advocacy Activities**

- Lobbied Federal Government for accommodation for GP's.
- Lobbied for Dentists expression of interest working in the Rylstone and Kandos area.
- Supported Cancer Council for change in criteria for access to IPTAAS.
- Ministry of Transport for funding a bus service to out lying areas.

### **Building Our Capacity as a Health Council**

- Attended Health Council Chairs meetings.
- Invited guest speakers - Margaret Hawkins  
Sandra Davis  
Bronwyn Bevan  
Farmers Network representative

### **Community Consultation**

- Dementia Care Focus Groups conducted by Lynnie Lambell.
- Aged Care Residential Survey conducted.
- Chaired Aged Care Residents meetings.
- Attended mandatory training days.
- Mental Health Carers Day conducted at Rylstone and Kandos by Barbara Brennan.
- Margaret Hawkins attended Health Council meeting to identify services provided for families in Area.
- The Rural Lands Protection Board, Mid West Regional Council and Farmers Groups were invited to attend a Health Council meeting to discuss support services available for drought affected communities.
- Mental Health education by teleconferencing was organised.

### **Health Service Planning**

- 2004 /2005 Annual Health Plan developed.
- Identified target areas for community.
- Attended Health Council Forums.

### **Health Service Quality Activities**

- Residential Satisfaction Survey.
- Participation in EQuIP.
- Promotion of 1800 Mental Health Phone Number.

### **Media / Promotional Activities**

- Health matters and items of interest, profile of Health Council Members promoted through "Community Capers" (local newspaper).
- Central West Division of GP's donation of spirometer - a function was held at local Rotary Club and guest speakers invited.
- Rylstone Show, Men's Health stand promoting primary care.
- Local Media coverage of donation of water feature for Aged Care.

### **Networking**

- Networked with Local Government, Local Politicians, Division of GP's, Dental Services, Mental Health, Rural Lands Protection Board, Farmers Network, Women's Health, Palliative Care and Oncology.
- Local, State and Federal Governments lobbied for assistance to accommodate GP's.
- NUM of Lithgow Mental Health invited to address the Health Council, which resulted in the promotion of the 1800 phone line.

### **Partnerships**

- Local Government
- Care and Transport

### **Community Education**

- Local high school Health Council support for babysitting information workshop.
- Men's Health "Pit Stop" stall held at the Rylstone Show.
- Moderate Impact Walking Group.
- KR500 Healthy Lifestyle Program.
- Support for the Diabetes Support Group.

### **Policy Development**

- Review of Roles and Responsibilities for Health Council.

### **Significant Achievements for 2004/05**

- Opening of the MPS.
- Commissioning of new Ambulance Station.
- Successful trial of bus services.
- "Pink Ladies" commenced assisting within the MPS.

### **Challenges and Opportunities for 2005/06**

- Renovation of old Community Health Centre for Medical Centre.
- Lobbying Governments for increased dental services.
- Lobbying Governments for continued support for transport services.
- Lobbying Governments for professional services.
- Promote the Health Council to the community.

### **Health Council contact name and contact details:**

#### ***Chair***

Nola Fraser

#### ***A/HSM***

Chris Tabone  
Rylstone Multi Purpose Service  
Fitzgerald Street  
Rylstone NSW 2849  
Ph: (02) 6357 8111

# Tibooburra Health Advisory Council

## Advocacy Activities

- The HAC was a strong advocate for improved water security and quality.
- The Tibooburra HAC is assisting the Tibooburra Village committee in their efforts to seek funding for a regular community bus service between Tibooburra and Broken Hill.

## Community Consultation

- The local community was consulted about the best way to distribute and promote the Tibooburra Health Services Directory.

## Community Education

- A Health Information night was held which included information on screening, diabetes education and macular degeneration.
- A pedometer challenge happened in September with a large number of local people participating.
- Physical activity is a focus within the community with a regular tennis group for children being supervised by a HAC member.

## Health Service Planning

- HAC members have been consulted on various plans to improve the Health Service infrastructure, equipment and amenities.

## Networking

- A "Time-Out" Group has commenced during this financial year and its focus has been on providing respite and socialisation opportunities for the elderly in town, with or without their carers. Health information/education is also provided at this time, the topic being selected in consultation with the group.

## Partnerships

- Tibooburra HAC works closely with the Tibooburra Village Committee (as Tibooburra is in the Unincorporated Far West and not covered by a local council as such) on a wide variety of issues of importance to the community. For example, the HAC takes an active interest in water testing of our town water supply and lobbying the State Government to see improvements in security of supply and quality, particularly during the recent drought conditions.
- The Tibooburra HAC also works closely with the local police service and operated an alcohol and drink driving awareness program within the local community last year. This was well received by the community.
- A Healthy Eating Campaign was conducted with the Tibooburra Central School during the November mini school. Education centred around the healthy eating pyramid and both parents and children were involved in this program.

## Promotional Activities

- The Tibooburra HAC has been involved in a number of charity activities which have visited Tibooburra, such as the Variety Club Bush Bash and the Kidney Kar Rally. While not specifically HAC activities, HAC members join

with the local community to welcome and host these fundraising and awareness raising groups with a valuable health message.

**Significant Achievements for 2004/05**

- Fundraising for new UHF emergency radio and improving the Health Service's front garden.

**Health Council contact name and contact details:**

***HSM***

Margo Pollard  
Tibooburra Health Service  
Sturt Street  
Tibooburra NSW 2880  
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# Trangie Multi Purpose Health Service Committee

## **Advocacy Activities**

- Retirement Association provided reverse cycle air conditioning for the hall used by Adult Daycare. A request was made to Retirement Association by the Chairperson MPHS Committee.
- Discussions held with the Trangie United Services Club re Adult Daycare use and availability of their bus, by chairperson.

## **Building our capacity as a Health Council**

- Rikki Price – Regional Health Services Project Manager, attended a meeting to discuss health services provided by Dubbo from Commonwealth Funding.

## **Community Consultation**

- Lynell Chalmers, MPHS Member, participated in the Community Consultation Course held by MAHS and TAFE - Dubbo Campus.

## **Community Education**

- Dementia Awareness Seminars held by the Alzheimer's Association – MPS Committee provided morning and afternoon tea.

## **Health Service Planning**

- Assisted in the ongoing development of the Nurses Accommodation, provided by NSW Health Department grant. Grant provided 2003/2004.

## **Health Service Quality Activities**

- Participate in the ACHS Periodic Review, held April 2005.

## **Challenges and Opportunities for 2005/06**

- Development of Adolescent Program – in conjunction with Drug & Alcohol, Families First, and community consultations.
- New members for committee.
- Greater input into GWAHS, through Area Health Advisory Council, once council defined.
- Community needs analysis – to assess health service needs.

## **Health Council contact name and contact details:**

### ***Chair***

Robert Steer  
"Wyuna"  
Trangie NSW 2823

### ***HSM***

Vicki Hopper  
Trangie Multi Purpose Service  
Harris Street  
Trangie NSW 2823  
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# **Trundle Multi Purpose Health Service Advisory Committee**

## **Addressing key issues identified in the 2003 Health Council Forum**

- Need for better relationships with health personnel.
- Appreciating the extent and strength of our role.

## **Advocacy Activities**

- Letters written to all interested parties about need for Nurse Practitioner at Trundle MPS.

## **Building our capacity as a Health Council**

- Training of members.
- Recruitment to Health Council vacancies.
- Investigating and strengthening our interaction with our community.
- Acquiring representation from diverse sectors of our community.

## **Community Consultation**

- Representation at local level with Trundle Community Consultative Committee.
- Local Red Cross branch.
- Information distributed about search for General Practitioner, and accommodation for same.
- Petition for Nurse Practitioner for Trundle MPS.

## **Community Education**

- Men's health promotion at Tullamore.

## **Health Service Planning**

- Support for full-time replacement for community nurse on maternity leave.
- Support for Nurse Practitioner position.
- Importance of maintaining home care services and access to respite services for clients in the home.

## **Health Service Quality Activities**

- Review of fire equipment.
- Requests for outside lighting and handrail for nurses quarters.
- Acquisition of nurses house.

## **Media/Promotional Activities**

- Information given to local, regional and Health Council media.
- Presence at local activities, eg. "Sing Australia" festival, with display of health related information brochures.
- Notice on local public notice board.
- Representation at Trundle Community Consultative Committee.

### **Networking**

- Parkes Health Council.
- Forbes Health Council.
- N.S.W. Ambulance – re: training of honorary officers.
- Trundle Hospital Auxilliary.
- Parkes Health Council
- Visits from: Dr Claire Blizzard, EO - GWAHS.  
Ms Linda Cutler, GWAHS Director of Clinical Services.  
Peak Hill HSM - presentation about Remote Consultation.  
Sue Herbertson, Commonwealth Carer Respite Centre -  
presentation and promotion.

### **Partnerships**

- Parkes Health Council.
- Chairs of Health Council meetings.
- General Practitioner, Tullamore.

### **Policy Development**

- Assisting with development of policy for MPS visiting doctors.
- Surgery (contractual arrangement).
- Entry into Aged Care.

### **Significant Achievements for 2004**

- Advocacy for Nurse Practitioner placement.
- Understanding and learning about new GWAHS.
- Supporting and finding trainees as honorary ambulance members.

### **Challenges and Opportunities for 2005**

- Review of MPS directory.
- Liaison with new GP.
- Housing of new GP.
- Promoting men's health strategies.

### **Health Council contact name and contact details:**

#### ***Chair***

Rene Capell  
"Lal Lal"  
Trundle NSW 2875

#### ***HSM/HM***

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# **Tullamore Multi Purpose Service Community Consultative Committee**

## **Advocacy Activities**

- Advocated and lobbied unsuccessfully for the Tullamore MPS site as suitable for a Trundle/Tullamore/Tottenham Ambulance Station also servicing Albert, Fifield and Bogan Gate.
- Supported our local Health Service and health service staff in our local community.

## **Building our capacity as a Health Council**

- Productive relationship for Chairperson with members of Parkes and Forbes Health Councils.
- Hosted a regular monthly meeting of the Parkes Health Council developing increased awareness of the Tullamore Health Services for all Parkes Shire communities.

## **Community Consultation**

- Wide consultation with local community and health service and nursing home staff re planning of MPS.
- MPS Information Sharing Night.
- Tullamore MPS architectural plans and artist's impression displayed in Tullamore Rural Transaction Centre for community information and inviting comment.

## **Community Education**

- Initiated Tullamore MPS Information Sharing Night where Health Service staff distributed leaflet information on MPS accessibility for aged care, residential conditions, costs and answered frequently asked questions.
- Articles in 'Tullamore Tales' about MPS.

## **Health Service Planning**

Participation on:

- Steering Committee.
- Community Consultative Committee.
- Planning and Development Team.
- Project planning team and project control group.
- MPS planning complete and construction to take place in 2005-2006.

## **Health Service Quality Activities**

- Chairperson participated in ACHS Organisation Wide Survey in Cluster 4 (Trundle, Tullamore, Tottenham and Peak Hill) - the first time ACHS has used community surveyors on the survey team – including interviews with the surveyors.
- Member met with Southern Cluster Chair of Health Councils.
- Chair attended 2005 Health Forum.

### **Media/Promotional Activities**

- Report on Tullamore MPS planning and development progress in ten editions of Tullamore Tales (local newspaper).
- Articles in Parkes 'Champion Post'.
- Articles in Tullamore Central School Newsletter.
- Developed, with Parkes Health Council, a page including Tullamore Health Service on the Parkes Shire Council web site.

### **Networking**

- Chairperson also a member of Parkes Health Council
- Networking with neighbouring communities and health service staff at Trundle and Peak Hill.
- Chairperson liaison with Trundle Community Consultation Committee Chairperson to identify common health issues in both communities.
- Tullamore and Trundle MPS Chairs travel to Parkes Health Council meetings together.

### **Partnerships**

- Parkes Shire Council through Chair's membership of Parkes Health Council
- Liaised with the Dubbo RSL Aged Care Complex General Manager as he managed the Tullamore Kooringle Nursing Home and was a member of the MPS CCC as plans were developed for the MPS.
- The Tullamore Kooringle Nursing Home, after closure in July, will be extended to house acute care, emergency services, community health and day care and then be commissioned as the Tullamore MPS
- Continuing current alliance with Parkes Health Council.

### **Policy Development**

- Future consideration only.
- Familiarisation with Oberon model by Chairperson.
- Perusal of the Oberon Health Plan 2004 - 2008.

### **Significant Achievements for 2004/05**

- MPS schematic design completed.
- Architectural plans for MPS completed.
- Funding secured.
- Tenders for construction soon to be called.
- Participation in ACHS EQUiP Accreditation processes.

### **Challenges and Opportunities for 2005/06**

- Continue reporting to the community as the MPS is constructed.
- Maintenance and enhancement of health service and MPS grounds.
- Care of local aged persons while waiting for MPS to be constructed.
- Consideration of suitability of Tullamore MPS being in GWASH Southern Cluster with Trundle, Peak Hill and Parkes.
- Construction of Tullamore MPS due for completion in 2006.
- Budgetary compliance.
- Community support for MPS construction stages.

- Maintenance of the Kooringle Aged Care Dementia Garden while MPS is constructed.
- Implementation of new community participation structures within GWAHS.

**Health Council contact name and contact details:**

***Chair***

Vivienne Bolam  
marraboola@bigpond.com

***HSM/BM***

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# Walgett Health Advisory Council

## Advocacy Activities

- Walgett HAC members were instrumental in organising a monthly meeting for carers.
- Walgett HAC acted in support of local domestic violence resources.
- Walgett HAC regularly discussed and supported initiatives to improve access to a range of services in Walgett including training opportunities, educational courses and resources for the frail and aged.
- Walgett HAC wrote to various State and Federal agencies and Members of Parliament regarding local services, such as the quality of roads in the district.

## Building our capacity as a Health Council

- HAC members attended Consumer Advocacy training.
- Regular discussion of health statistics, both local and Statewide, has increased the knowledge of HAC members and consequently the wider community, in understanding the health issues that are most relevant to Walgett.

## Community Consultation

- The diverse range of people on the HAC, and the organisations they represent, means that the HAC is an excellent forum to discuss a range of initiatives and needs within Walgett. The Community College, Police and local council regularly raise issues of interest to all at HAC meetings.

## Community Education

- HAC members were consulted on the best means of promoting and distributing the Walgett & Carinda Health Services Directory.
- HAC members assisted with a seniors morning tea to familiarise local elders with Community Health staff after an incident with someone falsely claiming to be a staff members to gain entry to an elders home.

## Health Service Planning

- HAC members were consulted on a number of issues associated with services and programs and instigated investigation regarding the need for and expansion of services such as an on-site mental health and counselling team and sexual assault workers.

## Media/Promotional Activities

- Walgett HAC placed a summary of HAC activities in the local paper to raise awareness of HAC work.
- HAC members organised a HAC calendar as a fund and awareness raiser.
- HAC members regularly participated and supported health promotion activities and were key motivators behind the Prostate Cancer awareness raising sale of Pee Balls.

## Partnerships

- The local Aboriginal Medical Service is a standing member of the Walgett HAC.

**Significant Achievements and Challenges for the future:**

- Maintaining and improving membership of the HAC.
- Keeping the HAC relevant to the community.
- Tackling health issues of importance to the Walgett community.

**Health Council contact name and contact details:**

***Chair***

Elected at each meeting

***HSM***

Coleen Edgar  
Walgett Health Service  
141 Fox Street (PO Box 20)  
Walgett NSW 2832  
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## **Warren Multi Purpose Health Committee/Health Council**

### **Advocacy Activities**

- Submissions lodged for grants to Motor Accident Authority (MAA) Driveway Safety – unsuccessful.
- Meeting with Rural Doctors Network, Dubbo Plains Division of GP, MAHS, Warren Shire Council, MPHS Committee and VMO's to discuss other alternative models of medical practice.

### **Community Consultation**

- Women's Health – organised education sessions within Warren – View Club.
- Participated in Anglicare meetings – aimed at identifying strengths and weaknesses of local town and services provided.

### **Community Education**

- Farm Safety Management Courses – MPHS Committee and MPHS, assisted in the running of two courses in 2004 /2005.
- Gopher Broke Training – education program for elderly users of mobility aids (gophers / scooters).

### **Health Service Planning**

- Participated in development of Warren Service Plan - completed in July 2004.
- Investigated the possibility of running a wellness program for Warren Community.

### **Networking**

- Information provided to members of Nyngan Hostel Committee on process of the Warren MPHS development. This information was provided throughout the year on an ad hoc basis.

### **Partnerships**

- A MPHC Membership on the Warren Shire Council Road Safety Strategic Plan Steering Committee.

### **Significant Achievements for 2004/05**

- Approved from special purpose and trust funds installation of ceiling fans throughout Calara House Hostel.

### **Challenges and Opportunities for 2005/06**

- Attaining and retaining Health Council members.
- Development of an alternative medical practice model for the Warren community in partnership with other interested parties.

**Health Council contact name and contact details:**

***Chair***

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## Weddin Health Council

### **Addressing key issues identified at the 2003/04 Health Council Forum**

This refers specifically to activities undertaken by Health Councils to support the five identified priority areas, Dental Health, Men's Health, Mental Health, Attracting Qualified Staff and Partnerships (please see Health Council Forum Report 2003). The Weddin Health Council was

- Involved in attracting qualified staff.
- Mental Health/Dementia demystified and improving access.

### **Advocacy Activities**

This would include action taken by the Health Council to the local or Area Health Service and/or another organisation to bring about change for an issue of concern for the community.

- IPTAAS - improved access and prompt remuneration for residents required to travel 200 kilometres or more to access a Health service.
- Ongoing involvement and consultation regarding recruitment of VMOs, Nursing and Allied Health staff.

### **Building our capacity as a Health Council**

- Health Council orientation.
- Reviewed meeting times and venue.
- Recruitment – actively seeking new membership.
- Health Council Forum attended.
- Guest speakers attended meetings.
- Mental Health and Dementia forum involvement.

### **Community Consultation Activities**

- Regional Health Services Advisory Committee representation.
- Advice for the Caring Communities Pilot, Men's Shed and Mental Health Service consultations.

### **Community Education Activities**

- Service Directory reviewed and distributed.
- Pit Stop Men's Health Project.
- Mental Health/Dementia Information Forum.

### **Health Service Planning Involvement**

- Involvement of Health Council in the consultation and planning of a Mental Health and Dementia Forum held in Grenfell and hosted by the Grenfell Rotary Club and attended by 100 local residents. Evaluation indicated a high level of satisfaction with the Forum and increased knowledge of participants in the topics presented. Anecdotal evidence suggests that raised awareness of services available has increased the number of residents seeking Dementia assessment and Mental Health Services.
- Concern expressed by Health Council, the local secondary school principal and supported by service usage data assisted in raising awareness of need for and an increase in Mental Health Services outreaching to Grenfell from Cowra from one day to two a week for Adult Community Mental Health and half a day a month Child and Adolescent Mental Health Psychologist. Due

to staff resignations and difficulty in recruiting it has not been possible to maintain adult mental health services beyond one day at present.

- Caring Communities Pilot Project funded by the NSW Cancer Council and Health is supported by Health Council and is currently training volunteers to support local residents with life threatening illness and their carers and recently bereaved carers, in consultation with and supported by the local community health team members.
- Dementia Care Planning undertaken by the former MWAHS was attended and contributed to by Health Council representatives. Current research by HC is occurring into the viability of developing a Day Care Centre in the old Sister's home.
- The local Men's Shed project is supported by the Health Council. Members of the Community based health Team ran Pit Stop men's health screening at the Men's Shed over the Henry Lawson Festival.

### **Health Service Quality Activities**

- Improvement in signage for Hospital, Health Centre and Quandialla.
- Evaluation of Service Directory.
- Residents meetings supported and information actioned as appropriate.
- Media/promotional activities.

### **Media/Promotional Activities**

- The Health Service Directory, containing information about Health and Home and Community Care (HACC) services available for Weddin Community residents was reviewed and appropriate changes and additions made. The Directory is now available on the local Council Website and copies may be printed as required on request to the Community Health Centre.

### **Networking Activities**

- Interagency
- Aged Care
- Regional Health Services Advisory Committee
- Service Directory

### **Partnerships**

- Service Directory review.
- Men's Shed - Men's Health component.
- Interagency - Mental Health First Aid.
- Rotary Health Foundation work in Mental Health and Dementia information.

### **Policy Development Involvement**

- Health Council has a representative on the Regional Health Services(RHS) Advisory Committee assisting in planning and monitoring RHS guidelines and projects undertaken by RHS staff. Projects undertaken include community consultation and research regarding transport options for people living in small communities. A brochure was produced and distributed to the communities of Woodstock, Blayney and surrounding villages, Greenethorpe, Grenfell, Quandialla and Caragabal.
- Weddin Health Council Chair, attends Chairs of Health Council meetings bi monthly to ensure local activities and concerns are communicated and Area

issues are highlighted to the local representatives on Weddin Health Council.

- A member of the Health Council chairs the Residents of MPS meetings held monthly, acting as advocate for the residents and their families and ensuring issues raised are highlighted to the Health Council. Health Council has assisted in the process of providing residents with access to a computer and the Internet

### **Significant Achievements for 2004/05**

- Service Directory updated and on Council website.
- Interagency.
- Support for residents in Aged Care facility.
- Assist in recruitment of VMOs, nursing and Community Based positions.
- Improved access to community based Mental Health services.

### **Challenges and Opportunities for 2005/06**

- Attaining and retaining Health Council members.
- Assisting in recruitment and retention of qualified staff.
- More media presence as to who/what is Health Council.
- Profile Health Council members in local media.
- Men's Health Programs assisted and supported.
- Health Improvement Plans reviewed.
- Continue to strengthen planning for Dementia Care and Mental Health.
- Network with other Health Councils and share information.

### **Health Council Contact Name and Contact Details:**

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# Wellington Health Council

## Advocacy Activities

- The Health Council has continued to lobby the local council for the need for a heated pool as part of the public pool complex. The Council is receptive and shared this goal. The Health Council Chair, Shirley Drysdale, has been invited to participate on a working group to explore the options available to council. In its 2004/2005 budget, Wellington Council committed resources to undertake this exploratory phase.
- The Health Council was pleased to hear that the NSW Health Strategic Development Branch has nominated Orange as a future site for radiotherapy service. The previous Health Council Chairperson, Ronda Jones, who passed away in early 2004, was an active campaigner for services such as this to be established west of the Blue Mountains to improve access for country people.
- The Health Council has also been active this year promoting the message to speak out against domestic violence, including lobbying council to install a banner across the highway bridge identifying "Wellington says no to domestic violence". The banner was displayed for two months in late 2004.

## Building our capacity as a Health Council

- Throughout the year the Health Council received a number of guest speakers, including the new Mental Health Clinical Nurse Consultant appointed in January, the Occupational Therapist and Speech Pathologist appointees that are being trialled to expand the facilities role in rehabilitation, and Riki Price Regional Health Services project manager.
- Two new members were recruited during the year, with several others having applications pending.

## Community Consultation

- This year the Health Council has corresponded to a number of community groups inviting a representative to attend a health council meeting. The goal is to promote the role of the health council and expand its consultation network, and to hear about issues of concern about health matters from a variety of people and organisations.

## Community Education

- As an annual activity the Health Council again used World AIDS Day to promote the effects of this illness on communities. A section of the AIDS Quilt was obtained and displayed in the main street with many promotional giveaways distributed.

## Health Service Planning

- The Health Council again assisted the facility to develop its Annual Business Plan. For several years now this joint approach to planning has assisted the service to develop clear strategies for the benefit of the facility and community.

### **Media/Promotional Activities**

- The Health Council has been actively focussing on the need for an improved environment for Inpatient Palliative Care. Whilst very complimentary about the delivery of service, the Health Council is lobbying for planning and commitment to redeveloping the soon to be vacated old Children's Ward as a palliative care suite. The development of a palliative care suite in this space would complement the functional relationships with the ward and provide a greatly improved environment for palliative care.

### **Vale**

- Mr Graham Evans, a long serving member of our Health Council passed away suddenly this year.

### **Significant Achievements for 2004/05**

- Successfully promoting the needs of the community for a heated pool facility.
- Attracting several new members.
- Promoting awareness of domestic violence and AIDS in the community.
- Actively lobbying for local access to services for radiotherapy and palliative care.
- Assisting the development of the facility business plan.

### **Challenges and Opportunities for 2005/06**

- Finding new members.
- Maintaining momentum for the development of a palliative care suite.
- Working with Wellington Council for a heated pool.

### **Health Council contact name and contact details:**

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# Wentworth Health Advisory Council

## Advocacy Activities

- Peter Crisp has been interested and concerned with service activities such as Renal Services, where he has monitored on-going service provision for the local community. Peter is also starting to discuss issues such as fluoride with the Shire Council.
- Fay Kovac was instrumental in helping get Meals on Wheels into the Gol Gol/Buronga area. She recently lobbied Peter Black, to ensure the MoW project had a “hurry – on”.
- Fay also helps organise volunteers at the Alcheringa Day Centre. Unfortunately Fay has had to reduce her activities due to poor health.

## Health promotional Activities

- Asthma education provided at the Midway Centre Gol Gol. Education Day was delivered including Council Member Marg Healy. Marg, a nurse, underwent Asthma training in Sydney this year (thanks to an Asthma grant). Marg was instrumental in planning and promoting education in the community about Asthma.
- Marg Healy has also been instrumental in promoting, organising and attending “First Responder Training” in Pooncarie. She recruited 15 people to attend the training, which has occurred over the four weekends of August 2005.

## Health Service Quality Activities

- Fay Kovac participated in a community facility survey to ensure safety for aged citizens attending Day Centre at Midway Gol Gol.

## Media/Promotional Activities

- Council member Peter Crisp has been associated with fund raising for the Wentworth District hospital. He helped out with the Easter appeal held in March this year, by counting coins and doing interviews over the radio.
- Peter attended the recent CEO visit as a Health Council member.

## Challenges and Opportunities for 2005/2006

- Now that GWAHS is relatively on the way to being fully set up, it is now time to re-build the Health Council as some members have dropped off for different reasons i.e. ill health etc, Other members have been integrally involved in other community activities such as “Toxic Waste” at “Hattah/ Nowingi etc.
- The Health Council needs to re-focus on relevant issues in our community eg, fluoride. It is also an opportune time to fully utilise our resources i.e. telehealth, for education and information dissemination.

**Health Council contact name and contact details**

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