

Quarterly

Summer 2020



Summer Plea

'A PLACE OF LAST RESORT IS FOR WHEN ALL ELSE HAS FAILED' - PG 7





CEO & CHAIR'S Report

2020 has been the year of challenges and a year which stretched us in so many ways. It was our first year with our new CEO, Rebecca (Bek) Van Wollingen, at the helm, and what a demonstration of strong leadership we experienced! As we look back over the last 12 months, we should reflect on all that is positive and be proud of all that has been achieved by Bek and the entire TDHS team – staff and volunteers - for everyone in our community.

We would like to thank our community for your patience as we navigated through COVID. It is at times like this that you can truly appreciate what we have and how our community steps up to the occasion. COVID gave us an opportunity to demonstrate our resilience and care. When we needed masks for everyone – the community came forward and made masks to share. You all helped us stay safe. Thank you.

Also we remember the way that Bek and her team responded to the Colac outbreak – dropping everything to cover testing and take on all the accommodation processes for those in lockdown - a wonderful demonstration of true collaboration and partnership.

In 2020 we welcomed an entirely new Executive team and restructured the organisation to be better aligned to the delivery of our strategic goals. We embarked and completed the redesign of the consulting rooms and offices, thus increasing the number of consulting rooms for our patients and community whilst at the same time adding much more collaboration and interaction for our practitioners to enhance the patient centred care model. Allied offerings like

Social Work were introduced to better address some of our unique needs.

We needed to change the way we delivered our social gatherings and exercise classes due to the COVID restrictions and embarked on a technological journey – engaging with those we couldn't see face to face through the world of Zoom!

The Board increased by two more local representatives, adding a new set of skill sets to further enrich all that we do.

Our Consumer Participation Committee (CPC) was completely refreshed with new members from our community. We thank those who have gone beforehand and thank our current CPC committee for the initiatives and work you have done this year.

And with so many changes to adjust to over the past year, we were touched by the thoughtfulness, patience and generosity of our community. This year's contributions to the TDHS Annual Appeal fundraiser were some of the most generous and resulted in one of our highest results ever, for this we are truly grateful.

This has been a year like no other and we couldn't be prouder of how our staff and community have responded. Thank you for your contributions and we wish you all a merry Christmas and safe holiday season.

Board Chair
Maryanne Puli Vogels

Chief Executive Officer
Rebecca Van Wollingen

YOU ASKED, We Did...

As 2020 brought us some major challenges our focus never steered away from the important goals and outcomes we were charged with achieving. This year we continued to work towards our 2018-2023 Strategic Plan which is built around the Community Health Needs Assessment undertaken in 2018.

When you ask, we listen and we achieve. In 2018 the community asked for:

1. Continued high-quality bed-based service and urgent care;
2. Increased community health services and access to primary care;
3. Access to GP services;
4. Increased health promotion and opportunities to stay well.

We delivered through:

1. A significant increase in bed-based respite and continued 24hour Urgent Care Services;
2. Additional community health services including:
 - a. New social work services and an increase to diabetes education.

- b. The continuance of private dental services this year, with visiting public dental services back next year.
 - c. In this Quarterly you will also notice that the Life! Program is being run again focusing on healthy eating and living.
 - d. We are working on increasing physiotherapy and podiatry services. It has been a challenging year with finding the right person with the right skills, we hope you will see the additions to physiotherapy and podiatry services next year.
3. GP services have remained strong with good coverage for Urgent Care and after hours services;
 4. We delivered The Resilience Project, Girls Night In and The Git Up challenge as some health promotion activities and once "COVID normal" lets us, we are planning to bring you a lot more like Women's and Men's Health nights, cooking classes and other health-oriented activities.

We understand that the future success of our healthcare service lies within our community and we invite all our partners, community members and stakeholders to get involved so we can work together to improve the health and wellbeing of each and every community member.

Survivor's Message

PLEASE PLAY IT SAFE BY THE WATER THIS SUMMER!

Eighteen year-old Kasey Buck will celebrate Christmas this year with her family, but had it not been for a bit of luck and a good samaritan there'd be an empty seat at their table.

Kasey has become a passionate advocate for water safety after her near drowning at Warrnambool in September. She is urging locals and visitors to the region to play it safe by the water this Summer and do their part to spare the region another drowning tragedy.

A split-second decision to rescue her dog AJ from the Hopkins River mouth on Saturday, September 5 very nearly claimed Kasey's life. Despite being an accomplished swimmer, the power of the current caught the Timboon resident completely off guard.

"It was a nice day and my sister Samantha (19) and I decided to take our dog AJ to the river for a play – he'd never been to that beach before," she said.

"We were playing fetch...throwing the ball in the water and he'd jump in, get it and bring it back. We threw it a bit far out to where the water was flowing out to sea and he went out to get it, but couldn't get back in.

"My sister tried to get him first but couldn't, so I dropped everything and ran in in all my clothes. The sand sank, I lost my footing and ended up in the river.

"I got to AJ and was trying to push him

back to the sand, but we got stuck and washed out further. We got separated and were washed out. He ended up getting back to shore, but I was out a bit further and waves were crashing over me by then."

Kasey used to swim competitively and loves the water, but said the undertow was too strong for her and she quickly tired and knew she was in trouble.

"It felt like I was out there for ages, but I think it was only about 20 minutes. It was shallow in spots, but I was so weak I couldn't even stand up...if it wasn't the undertow pulling me out, it was the waves crashing over me. I just couldn't get to the shore," she said.

"Luckily the conditions changed and all of a sudden it calmed and a guy was able to walk out on the reef, calm me down and I got to him. He pulled me up onto the rocks. Had he not been there, it would have been a different story for me."

Kasey said she was about 100 metres from where the ordeal started, but she wasn't able to walk back. The SES came and put her on a quadbike and transported her to an awaiting ambulance in the car park.

"All I remember was Samantha screaming – when I was in the water that's all I could hear. I was taken to accident and



emergency. I'm a type one diabetic as well and my ketones had spiked from the stress," she said.

"They took me for X-rays and ultrasounds to check my lungs for sea water. They did observations for a few hours and then mum was allowed to take me home. I was lucky."

Kasey said she didn't sleep the first night, had some flashbacks at times but was determined to continue her love of swimming and would return to the water this Summer.

"Everyone says 'you don't go in after your dog' but in that moment I just did. The conditions weren't what I thought and as much as I'm a good swimmer, I was overpowered," she said.

"I suppose my message to anyone around the water is to respect its power, never swim alone and to make everyone's job easier by heading to patrolled beaches where help is right there if you get into trouble."

Fifty-seven of Victoria's most popular beaches are patrolled by lifesavers during the summer months, through until Easter. Information about patrolled beach locations, and times, is available on the Beachsafe website: www.beachsafe.org.au

AGM CHANGE OF DATE

Timboon and District Healthcare Service's Board Chair, Maryanne Puli Vogels, on behalf of the Board of Directors, invites you to our virtual Annual General Meeting on Thursday 17 December 2020 at 7.30 pm via livestream broadcast

Guest speakers: Dr Ruth Vine, Deputy Chief Medical Officer for Mental Health DoH – Speaking about Mental Health in the COVID environment.

Fiona Brew, CEO Colac Area Health – Speaking about COVID in the region

Please note that due to our healthcare service's COVID safe plan, this will be an online event only and we kindly ask

community members to assist others in our community with limited or no electronic access/knowledge while adhering to COVID guidelines.

A recording of this event will be made available on request after the meeting. Please forward new business, RSVP's and enquiries by Tuesday 8 December 2020 to: Executive Assistant, Phone: 5558 6029, Email: enquiries@timboonhealthcare.com.au

A link to the livestream broadcast will be emailed to those who RSVP and will also be available on the website.

(New business must be in writing and received at least 7 days prior to the meeting date)



'tis the season to be jolly and mindful

It's okay if this Christmas feels a bit different and even if you're a bit anxious about it. It's been a year like no other and catching up with family again may be overwhelming for some.

That was one of the key messages from TDHS social worker Hayley Weel and dietitian Emily Boyle who also urged community members to concentrate on mindful eating.

Ms Weel said Christmas festivities would be the first time many extended families had come together for quite a while and with that came a bit of a shock to the system.

"We've all got very good at being on our own and enjoying our own company and now you can get the reverse of that, which is the shock of all coming together in bigger family groups again," she said.

"People should be aware they may feel this way and they should have a plan to get away from the group and spend some time alone if they feel a bit overwhelmed.

"Christmas can be full on and we're a bit out of practise at the moment, so it really could be a bit of a shock to the system."

Ms Weel said Christmas could always

be a difficult and lonely time for people already isolated or who may have lost a loved one in the past 12 months, for example.

Ms Boyle said 2020 had been so stressful that the last thing community members needed was to stress about food and drink.

"It's a good time to practise eating mindfully, and letting go of strict food rules and guilt that we sometimes associate with eating certain foods," she said.

"Christmas is a time of year to spend with loved ones and enjoy delicious, festive foods and drinks. It's not only important across the holiday season, but all the time, to focus on mindful eating. Eat slowly, take in the textures, the smells, the flavour of the food – that's really important."

"We wouldn't recommend overdoing alcohol for many reasons, but enjoy a drink if you want to."

Ms Weel said everyone should be mindful when they drink alcohol and the reason why.

"If it's to celebrate and enjoy a meal with your family and friends that's great,

but if it's a coping mechanism for trying to deal with your mental wellbeing or how you are feeling emotionally then that's not ideal," she said.

"While it can be a wonderful and festive occasion, Christmas can also be very stressful for people. In some cases the financial cost of Christmas causes stress, but just remember the gift of giving is what is important, not the net worth of the presents.

"And often there is one family member guilty of putting so much pressure on themselves about the Christmas meal and festivities that they can forget to enjoy the occasion themselves.

"So some general advice is to take a step back if you need to, let other members of the family help, make things a bit simpler and take time to enjoy the occasion.

"Take some time to stop and think 'this is a time of year to be joyful, it's not a time to add more stress to our lives'."

Ms Boyle reminded everyone to be extra cautious with food safety over the Christmas period and to stay hydrated, keep up the COVID-19 precautions and enjoy the break.



WANT TO GET YOUR *Life!* BACK ON TRACK?

Are you looking for a New Year's resolution that'll improve your life? Maybe you've put on a few COVID kilos and need some help getting back on track?

The Life! program is a free Victorian healthy lifestyle program that helps you improve your eating habits, physical activity and stress management.

Here at Timboon and District Healthcare Service (TDHS), the program is delivered by our own team of professionals. The group course shows you how to reduce your risk of developing type 2 diabetes and cardiovascular disease.

If you're interested, you can check your eligibility for the free program by visiting www.lifeprogram.org.au/get-involved/join-the-life-program

Heather Bullen who works at the Timboon Pharmacy completed the program through TDHS a couple of years ago and said it gave her the structure she needed to make some life changes.

"TDHS was set up down the street one day promoting the program and I decided I'd complete the risk assessment tool (AUSDRISK) and mine came back in the red which is high risk, so that was the jolt I needed," she said.

"I didn't exercise, my family has a history of diabetes, my cholesterol was high, we weren't eating fruit and vegetables enough and so I was eligible to do it. I dragged my husband Shane along with me and we did it together."

"We'd just lost both Shane's parents, we had a lot of stress in our lives, we were both overweight and Shane is a smoker as well."

Heather said sessions were held at TDHS in the evenings which made attending easy and the pair committed to do the work and improve their health and wellbeing.

"It was all about education, reducing your risks, becoming more active and learning what your triggers were for eating too much and eating the wrong things," she said.

"We did it with a small group of other locals and that gave us even more support, because we'd see each other down the street and have a chat about it.

"After a while I felt better, and that was really good, I lost some weight, my cholesterol dipped and Shane reduced his smoking as well.

"We'd trip up and fall off the wagon sometimes, but the support was there to get back on track and keep working towards a healthier, happier life."

Community Health Nurse Amanda Nash said participants had a one-on-one session with the diabetes educator, then an initial meet and greet, before dedicated evenings with the dietitian and exercise instructor followed by sessions on stress, relaxation and sleep.

Ms Nash said referrals from GPs in the area were more than welcome, but individuals could self-refer by calling reception on 5558 6000 to complete the eligibility assessment or complete it online and then get in touch.



OFFICE REJIG FOSTERS A MORE INCLUSIVE AND EFFICIENT WORKPLACE

Recent renovations, minor refurbishments and office swapping here at Timboon and District Healthcare Service (TDHS) has created a more inclusive team culture, according to Home and Community Care (HACC) worker Suzanne Matthews.

TDHS's building services team and local contractors have just completed a raft of changes that has seen many staff members relocated to spaces that make more strategic sense, according to chief executive officer Rebecca Van Wollingen.

"We thought we could use the space we have in a better, more efficient and smarter way and we've been able to do that. The response has been really positive," she said.

"The logistics weren't easy and we all had to cope with some disruption, but I think the benefits are already showing.

"Our teams are now located together, our management team is all in the one area and staff members who work in the community have a better base to work from and share."

Mrs Matthews has delivered HACC services in the Cobden area for nearly 10 years and said it was great to have a base to work from where the whole HACC team came together.

"We often have clients that other team members visit as well, so it's really useful to have discussions with each other if we have any concerns or anything like that," she said.

"Before we were separated so you tended to call or text each other, but it's much more personable and efficient to just be together.

"I also like that we run into the CEO and executive team at the photocopier and things like that. They always valued us, but now they know who we are a bit more and vice versa.

"I'm getting to know other people in the building, so it definitely feels more inclusive."



'Stay safe and look after each other'

Timboon Ambulance Team Leader Chris Stewart is urging locals and visitors to the area this Summer to stay safe and look after each other.

Mr Stewart is also a member of Timboon and District Healthcare Service's (TDHS) Board of Directors and said remaining vigilant about COVID-19 was first and foremost this Summer.

COVID-19

Please don't think that because we don't have any, or a lot of cases, that it has gone because it's not – it's still there and it can resurface if people stop doing the right thing.

The second wave in Victoria was caused by two transmissions, so one bad egg is all it takes to put many, many people at risk.

My advice is, pretend that everyone around you has COVID-19 and take precautions to keep yourself safe based on that concept.

If you're going to the beach, that's great that you're outside because it's 20 times more contagious indoors, but it's not a leave-pass to stop doing the right thing.

You still need to maintain 1.5 metres from others, you still need to sanitise, you still need to stay home if you're unwell and even though the rules have changed and masks aren't mandatory, my advice will still be to wear a mask. Just because they're not compulsory doesn't mean they're not useful.

SNAKE BITE

Snakes are out and about at the moment and the most important advice is that if you see one, leave it alone. If you think you've been bitten stay as still as you can and call 000.

There are something like 2000 reported snake bites in Victoria each year but only a small proportion have venom injected. We treat them all like they are envenomated because if we don't, and we're wrong, the outcome can be very serious.

Seven of the ten most venomous snakes in the world are native to Victoria, so even if

you think you might have been bitten, we'd rather you call 000 than wait.

We have great systems to look after people with potential bites. We use 4x4 to access remote tracks, hike in, and often put potential victims in a helicopter. We can also source antivenin and bring it to remote patients if we need to.

The system works very well protecting people with bites, but the most important thing of all is that the victim remain still, lower the level of the bite to below their heart if they can, and apply a semi firm bandage over the whole limb.

Make sure you mark the spot of the bite on the outside of the bandage.

HEAT STROKE

We have a La Niña weather pattern this Summer which likely means it will be hot and humid, which is when our cooling systems don't work so well.

In conditions like this we all need to maintain a high level of hydration to stay safe. If people are exerting themselves in the heat, water is great but some sort of electrolyte drink is even better. Sports drinks are okay, but something like Hydralyte is even better.

The elderly are more susceptible to heat stroke because their urge to drink is far reduced. They are less likely to feel thirsty and hungry and more likely to be unable to cope and naturally regulate their body temperature.

Unfortunately, we find many elderly people have air conditioners but don't want to turn them on because of the power costs. The cheapest way to run air conditioners and reverse cycle systems is to turn them on early in the day and let them tick away and

keep the room cool, rather than waiting until it is hot and then trying to cool it down.

Importantly, I ask families with elderly relatives not nearby to organise a neighbour or friend to physically visit them and see how they are on hot days and during a heat wave. People can be very good on the phone pretending they are fine, when a face-to-face visit will quickly reveal they are not.

ASTHMA & ALLERGIES

We predict it is going to be a bad year for thunderstorm asthma with the predicted La Niña creating more storms.

During the early part of Summer in particular, while there is still pollen around, will mean the risk of thunderstorm asthma is very high.

If you suffer from asthma, please keep an eye on the weather forecast and on days listed as high risk if you find yourself short of breath dial 000 immediately.

It can manifest very quickly and be very serious. I'd rather be called early, even if we're not needed because if we are called too late it gets very serious.

At the moment with COVID-19 restrictions there are issues with nebulised therapies, so we are actually administering intravenous adrenalin to these severe asthma cases.

It is a very serious thing – in November 2018 there were nine deaths in Melbourne and many many more people were really sick.

By Chris Stewart

SAY AAH..

Let's Talk BOWEL CANCER SCREENING

As the annual sponsored event Decembeard run by Bowel Cancer Australia is on this month, there is no better time to draw attention to the fact that over 90% of Bowel cancer can be successfully treated, if found early.

These two simple tests can be done in the privacy of your own home:

1. National Bowel Cancer Screening Program – if you're between 50 – 74 years old you will automatically receive a kit in the mail
2. FOB test (Faecal occult blood test) – can be ordered by your GP

Both tests can detect minimal amounts of blood (not visible by the eye) in your bowel motions.

If a positive result is found, this means blood has been detected in your sample. Not all positive results may be cancer related, however further tests (like a colonoscopy) may be required to find the cause of the positive result ie including polyps, haemorrhoids or inflammation.

Please talk to your local GP to discuss your options for Bowel Cancer Screening by calling the Timboon Clinic on 5558 6088.

Don't delay... you have got nothing to lose by doing it!

**Timboon Medical Clinic
Ph 5558 6088**

**Monday – Friday
8.30 am – 5.30 pm**

**Saturday mornings
from 9.30 am – 11.30 am**



THIS DECEMBER • GROW A BEARD • RAISE FUNDS
HELP US BEAT BOWEL CANCER



Summer plea 'A PLACE OF LAST RESORT IS FOR WHEN ALL ELSE HAS FAILED'

The Port Campbell beach and foreshore area is not where you come during an emergency event or on a high-risk day, it's a place of last resort when all else has failed.

That's the Summer message from Port Campbell Police Sergeant David Banks, who is concerned many in the community have the wrong idea about what the area is designated for - if and when a bushfire threatens the community.

"The same should be said for the Timboon and District Community Hall which is also a Bushfire Place of Last Resort – these places are for when your plans A,B,C,D,E and so on have failed. As a last resort, in that situation, you should head there to save your life," he said.

"The Port Campbell beach is the best of a bad choice in the worst situation and we need everyone in the community to understand that is it not a safer place to congregate at when there is a danger.

"Community safer places do not exist, refuges do exist but there are none in the Corangamite Shire and a relief centre is set up during or after an emergency, so put all these out of your thinking. We have places of last resort to be used as a last resort."

Sergeant Banks, who is also a member of the local CFA and SES, said the community should brace for a hot, humid Summer with storm activity, the potential for flash flooding events and of course bushfires.

He said individuals and families should take time to set up an emergency grab bag with all their essentials such as a change of clothes, toiletries, a torch, radio, medication, phone chargers and anything else relevant to their needs.

"Every single person and situation is different, so there's no one list of things to include but the CFA templates for fire kits are a good place to start," he said.

"There will be people looking after elderly parents, neighbours, sick friends, people with pets, horses

– everyone has different worries, concerns and vulnerabilities.

"You might assume your neighbour will be there for you, but their plan might be to leave and help their parents. Everyone needs to work out their plans, spend some time talking them through and have trigger points to get yourself to safety, not the Port Campbell beach.

"If everyone heads to the foreshore, the excessive number of vehicles will impede emergency service vehicles and impacts on community safety. There are no guarantees anyone will be there to help you anyway, as emergency services could be pulled away to where they are most needed."

Sergeant Banks said sadly on Black Saturday the middle of a green football ground was not a safe place and the best advice was to leave the area of danger completely.

"Your house and your cars and other belongings are just things. If you lost them it would be devastating, but in the end it's just stuff," he said.

"Unless you are prepared with solid plans to be in the area on code red or catastrophic days, just don't be where the danger is going to be.

"Head to Melbourne, Geelong, Warrnambool or somewhere else that is larger and where there is more assistance and spend the day there."

Sergeant Banks said while there was always a lot of focus on bushfires, there was a real likelihood of localised flooding in the area as well this Summer.

"If you see water across any road and it isn't signed, please ring 000 and report it. Multi agencies get involved with flooding, so the Shire or VicRoads will come put warning signs out to warn others that come along after you," he said.

"By far the most dangerous flooding is fast flowing water, but any water across a road means you don't know if the road is even there."

WHAT'S ON

Events



Please note that some activities might still be on hold due to the COVID-19 restrictions.
Please call us on 03 5558 6000 to check.

DECEMBER

DECEMBER (BOWEL CANCER AWARENESS MONTH)

1. Men's Shed, Private Dental, Public Podiatry, Social Worker
2. Dietitian, Social Worker
3. Social Worker, Occupational Therapy, Men's Shed, Private Podiatry
7. Walking Group, Physiotherapy, Dietitian, Private Dental
8. Men's Shed, Social Worker
9. Dietitian, Social Worker, Audiology
10. Social Worker, Occupational Therapy, Men's Shed, Private Podiatry
14. Walking Group, Physiotherapy, Dietitian
15. Men's Shed, Private Dental, Public Podiatry, Social Worker
16. Dietitian, Social Worker
17. Social Worker, Occupational Therapy, Men's Shed, Private Podiatry, TDHS Virtual AGM
21. Walking Group, Physiotherapy, Dietitian, Private Dental, Private Podiatry
22. Men's Shed, Private Dental, Public Podiatry, Social Worker
23. Social Worker, Occupational Therapy, Men's Shed
25. Christmas Day
26. Boxing Day

JANUARY

4. Walking Group, Physiotherapy, Dietitian
5. Private Dentist, Social Worker
6. Dietician, Social Worker
7. Private Podiatry, Occupational Therapy, Social Worker
11. Walking Group, Physiotherapy, Dietitian
12. Men's Shed, Private Dental
13. Dietitian, Social Worker
14. Occupational Therapy, Social Worker, Private Podiatry, Men's Shed
18. Walking Group, Physiotherapy, Dietitian
19. Men's Shed, Public Podiatry
20. Social Worker, Dietitian
21. Private Podiatry, Occupational Therapy, Social Worker, Men's Shed
25. Walking Group, Physiotherapy, Dietitian
26. Australia Day
27. Dietician, Social Worker
28. Occupational Therapy, Social Worker, Private Podiatry, Men's Shed

FEBRUARY

1. Walking Group, Physiotherapy, Dietitian
2. Private Dentist, Social Worker
3. Dietician, Social Worker
4. Private Podiatry, Occupational Therapy, Social Worker
8. Walking Group, Physiotherapy, Dietitian
9. Men's Shed, Private Dental
10. Dietician, Social Worker
11. Occupational Therapy, Social Worker, Private Podiatry, Men's Shed
15. Walking Group, Physiotherapy, Dietitian
16. Men's Shed, Public Podiatry
17. Social Worker, Dietitian
18. Private Podiatry, Occupational Therapy, Social Worker, Men's Shed
22. Walking Group, Physiotherapy, Dietitian
23. Social Worker, Men's Shed
24. Dietitian, Social Worker
25. Occupational Therapy, Social Worker, Private Podiatry, Men's Shed

TDHS Board and Staff wish you and your loved ones a Safe and Merry Christmas and may 2021 be a year filled with good health, warmth and togetherness!

1800RESPECT
NATIONAL SEXUAL ASSAULT, DOMESTIC
FAMILY VIOLENCE COUNSELLING SERVICE

The digital version of our Quarterly can be found on our website by visiting:

TIMBOONHEALTHCARE.COM.AU/NEWS-EVENTS/NEWSLETTERS