

Working together for a healthy community



TIMBOON
AND DISTRICT
HEALTHCARE
SERVICE

Timboon and District Healthcare Service

2022

Quality Account Calendar





Timboon's June Hallyburton, 89, continues her rehabilitation and recovery from a hip replacement under the watchful eye of TDHS Exercise Physiologist James MacAuslan in the TDHS gym.

Front cover: "The Little Things" – Molly Jones (2nd prize 2021 photo competition)



How we helped get June back on her feet after a hip replacement.

June Hallyburton was at her wits end. Relentless pain in her knee led to about six months of poor sleep, which snowballed into frustration, anger and a “pretty average” quality of life. Fast forward a few months and June is on top of the world again, she sleeps like a baby and is full of praise for the Timboon and District Healthcare Service (TDHS) team who nursed her back to health. The 89 year-old played sport her entire life – most recently bowls and golf dominated any spare time. But all that activity took its toll and led to severe leg pain and reduced mobility.

“I suppose, for about six months, I would say I had terrible pain in my leg. My knee would just ache, and I wasn’t sleeping. I’d have to get up and walk around the house at night,” she said. “Finally, I booked in to see my GP Warwick Rouse at the Timboon Clinic and he referred me straight to a specialist in Warrnambool. Even though the pain was in my knee, it turned out it was actually my hip.

“It all happened pretty quickly. Because I had private health cover, I was booked into St John of God for hip replacement surgery three weeks later, on March 10, this year (2021).”

June said the surgeon told her she would be ready to go home in four days, but she had other ideas. “I live on my own now and knew there was no way I’d be able to go home and look after myself. I’d spoken to Warwick before the surgery about coming back to Timboon hospital and I’m so grateful they were able to make that happen,” she said. June was admitted as an acute patient for one week to begin her recovery. With the support of TDHS Regional Assessment Service Officer Fiona Hanel, June was also deemed eligible for a three month Transition Care Package (TCP) funded by the government.

“The nurses at the hospital were wonderful for that first week and that helped get me ready for returning home with 12 weeks of support from the package...and I needed that amount of time to be ready to look after myself again,” she said.

“I had someone come to help me shower, they brought me Meals on Wheels, I had general Home and Community Care assistance, cleaning, physio and they checked on me at 6pm every night.

“If the Timboon hospital wasn’t here and I didn’t have that support package, mine would have been a very different story – I don’t even want to think about it. “I’ve got five sons and the two from Melbourne were able to come a couple of times, subject to restrictions, and work from my house which was nice – but I couldn’t have relied on them.”

June said she attended classes in the TDHS gym with Allied Health Assistant Tracey Heeps when possible and was also now seeing TDHS Exercise Physiologist James MacAuslan to continue her rehabilitation.

“I’m back doing everything for myself now and I’m driving again. Most importantly, I don’t have pain and sleeping is perfect – it was such a relief to get a good night’s sleep again,” she said.





CEO/CHAIR REPORT

The past year has been one of many challenges that have 'stretched' us all in so many different ways. At Timboon and District Healthcare Service (TDHS) we have continued our commitment to the delivery of safe, high quality, efficient and effective care. As we move forward in a world with COVID, we are consolidating our strengths, resilience, and ability to adapt to change.

In the face of all these challenges we strive to live out our ICARE (Integrity, Compassion, Accountability, Respect and Excellence) values every day as we continue to focus on nurturing, growing and adapting the services we can offer our community.

We are grateful to all TDHS staff, volunteers and community members for their continued commitment to 'working together for a healthy community'. We live in extremely challenging times and we know that without you, your dedication and commitment, we wouldn't be thriving as we are.

Warm Regards,
Rebecca Van Wollingen and
Frank Carlus

JANUARY 2022

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|---|---|---------------------|----------|----------------------------|--|
| 30 | 31 | Parkrun Timboon Rail Trail. Parkrun is a collection of 5-kilometre events for walkers, runners and volunteers that take place every Saturday morning at more than 400 locations around Australia. | | | | 1 New Year's Day Parkrun is every Saturday |
| 2 | 3 Public Holiday (New Year's Day) | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 Australia Day | 27 | 28 Term 1 School starts | 29 |





WORKING TOGETHER FOR A HEALTHY COMMUNITY

For the last 26 years, Timboon Cruisers has pulled together a team for the Murray to Moyne, to raise important funds for Timboon and District Healthcare Service (TDHS). After a forced break in 2020 due to COVID-19, this year 16 riders completed The Murray To Moyne in March, so TDHS could purchase a physio step for our gym for which we are extremely grateful. Timboon Cruisers are a wonderful part of TDHS's history that shows how hard the community has worked over a long period of time to help maintain our healthcare service.

After a forced break in 2020, Timboon Cruisers were able to dip their wheels in the Murray again in 2021 for their annual Murray to Moyne fundraiser for TDHS (photo courtesy Todd Baxter).

FEBRUARY 2022

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|--------|---|---|----------|--------|-----------------------------------|
| Ovarian Cancer Awareness Month RED FEB Heart Research Month | | 1 | 2 | 3 | 4 | 5 Parkrun is every Saturday |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 Teal Ribbon Day (Ovarian Cancer) | 24 | 25 | 26 |
| 27 | 28 | Febfast Month TDHS staff have taken on the Febfast challenge over the last 4 years. Febfast is where individuals pause for a cause by giving up alcohol, sugar or another vice of their choice during February, to support disadvantaged youth in Australia. | | | | |





Inset: Life Governor Peter Fox Staff Award recipient Corry Kerr (middle) with last year's recipient Fiona Hanel (left) and Volunteer Award recipient John Fox.

Main Photo: 2021 ICARE Life Governor Josh McKenzie (middle) with Board Chair Maryanne Puli Vogels (left) and Chief Executive Officer Rebecca Van Wollingen.

PEOPLE AND CULTURE

COVID-19 restrictions didn't stop Timboon and District Healthcare Service (TDHS) from holding our annual Heart of TDHS Service and Volunteers Awards night. The event, held via Zoom for the first time, was well attended online by staff and volunteers and was a great success.

We celebrated staff and volunteer achievements, including Service Awards, Life Governors (existing and new), Outstanding Service Volunteer Award (winner John Fox) and the ICARE Peter Fox Award (winner Corry Kerr) for the staff member that went above and beyond the values that define us: Integrity, Compassion, Accountability, Respect and Excellence.



MARCH 2022

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|------------------|---------|-----------|----------|--------|-----------------------------------|
| Melanoma March Epilepsy Awareness Month Endomarch (Endometriosis Awareness) | | 1 | 2 | 3 | 4 | 5 Parkrun is every Saturday |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 Labour Day | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 31 | | |





HAND HYGIENE AND INFECTION CONTROL

The pandemic has emphasised the importance of hand hygiene and infection control more than ever and that clean care is safer care.

At Timboon and District Healthcare Service (TDHS) hand hygiene audits are performed 3 times a year with a benchmark of 80%. During 2020/2021 TDHS scored above this benchmark.

In the period 2020/2021 TDHS reported 0 incidents of infection with the bacteria *Staphylococcus aureus*.

TDHS undertook 885 COVID-19 tests during 2020/2021.

| TDHS results Staff Immunisation: | Influenza | COVID-19 |
|----------------------------------|------------|-------------|
| 2021 | 96% | 100% |

APRIL 2022

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|---|----------------------------|-----------|-----------------------|-----------------------------|-----------------------------------|
| Autism Awareness Month Parkinson's Awareness Month | | | | | 1 | 2 Parkrun is every Saturday |
| 3 Daylight saving 3 April (2.00 am) clock back 1 hour – <i>change your smoke alarm batteries</i> | 4 | 5 | 6 | 7 World Health Day | 8 Term 1 School finishes | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 Good Friday | 16 Holy Saturday |
| 17 Easter Sunday | 18 Easter Monday | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 ANZAC Day World Immunisation Week 25 - 30 April | 26 Term 2 School starts | 27 | 28 | 29 | 30 |



COMMUNITY ENGAGEMENT

“The heart of a volunteer is not measured in size, but by the depth of the commitment to make a difference in the lives of others.”

DeAnn Hollis

The month of May celebrates National Volunteer Week and Timboon and District Healthcare Service (TDHS) could not operate as we do without our dedicated volunteers. In a day and age when there are increasingly more rules and requirements to volunteering, we are overwhelmed by the generosity and willingness of our volunteers to dedicate and commit themselves to TDHS and our clients.

Volunteers make our community stronger, especially during times of need, crisis and isolation and we sincerely thank each individual volunteer (past and present) and their families for their tireless work.

We truly are “Working together for a healthy community”.



Social Support Group volunteer Sue Hayes (top left), Meals on Wheels volunteer Roslyn Baker (bottom left), Community Transport volunteer Des Lourey (top right) and therapy dog Sasha and her handler Jenny Evans (main).

MAY 2022

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|-------------------|--|---------|--|--|--------|-----------------------------------|
| 1 | 2 | 3 | 4 | 5 International Midwives Day | 6 | 7 Parkrun is every Saturday |
| 8 Mother's Day | 9 | 10 | 11 | 12 International Nurses Day | 13 | 14 |
| 15 | 16 National Volunteer Week 16 - 22 May | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 Cancer Council Australia's Biggest Morning Tea | 27 | 28 |
| 29 | 30 | 31 | Multiple Sclerosis Awareness Month Thyroid Awareness Month Crohn's and Colitis Awareness Month | | | |



PATIENT CENTRED CARE

At Timboon and District Healthcare Service (TDHS) we aim to provide effective, high quality, patient centred care.

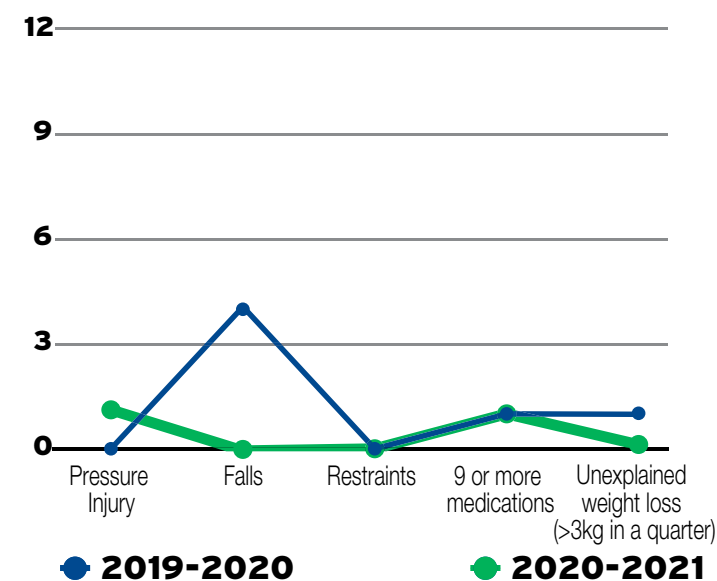
One of the many ways to measure and determine the quality of care delivered is identifying, preventing and managing adverse events, like falls and pressure injuries.

There is good evidence that exercise focusing on balance and strength training can reduce the risk of falling. Our consumers use our physio gym to assist in falls prevention and our 2020 Annual Appeal focused on upgrading exercise equipment with funds raised by our generous community.



Community member Faye Searle stays fit using the TDHS physio gym.

Residential Aged Care Services Targets, Results and Outcomes



JUNE 2022

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|------------------------------|--|---------|-----------|----------|------------------------------|-----------------------------------|
| Bowel Cancer Awareness Month | | | 1 | 2 | 3 | 4 Parkrun is every Saturday |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 Queen's Birthday Mens Health Week 13 – 19 June | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 Term 2 School finishes | 25 |
| 26 | 27 | 28 | 29 | 30 | | |



A photograph of a person walking away from the camera on a rocky, sandy beach towards the ocean. The sun is low on the horizon, creating a warm, golden glow across the sky and water. The beach is covered with dark, wet rocks and sand. The sky is a mix of blue and orange.

TDHS acknowledges the Traditional Owners of this land and their continuing connection to the land, waters and culture. We pay our respects to their Elders past, present and emerging.

DIVERSITY

Australia is a vibrant, multicultural country. Since 1945, almost seven million people have migrated to Australia (humanrights.gov.au) and this rich, cultural diversity is one of our greatest strengths.

Australian culture is as broad and varied as the country's landscape and this is reflected in the country's food, lifestyle and cultural practices and experiences.

Cultural awareness is interlinked with healthcare and its understanding is vital to providing patient centered care. At Timboon and District Healthcare Service (TDHS) we understand that each patient is an individual with distinct beliefs, behaviors, and requirements.

NAIDOC week is held annually in July and acknowledges that hundreds of Nations and cultures cover this continent. All are managing the land - the biggest estate on earth - to sustainably provide for their future.

JULY 2022

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|--------------------------------------|---------|-----------|----------|--------|-----------------------------------|
| 31 | Cancer Support Dry July Kind July | | | | 1 | 2 Parkrun is every Saturday |
| 3 NAIDOC Week 3 - 10 July | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 National Diabetes Week 10 - 16 July | 11 Term 3 School starts | 12 | 13 | 14 | 15 | 16 |
| 17 National Farm Safety Week 17 - 23 July | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |



INCLUSION

At Timboon and District Healthcare Service (TDHS) we provide patient centred care ensuring that everyone has appropriate access to care. We provide a range of services to people living with disabilities and those living at home.

Our Home Support Programs include:

- Commonwealth Home Support Program (CHSP)
- Home and Community Care Program for Younger People (HACC-PYP)
- National Disability Insurance Scheme (NDIS).

This includes services like:

- Domestic Assistance
- Personal Care
- In-home Respite Care
- Home Maintenance
- Meals on Wheels
- Community Transport
- Social Support Groups
- District Nursing

To support diversity and inclusion, TDHS has disability access to services including ramps, lift and parking spaces. We also ensure interpreter, different counter heights and public toilet access.



Registered Nurse, Sandith Kep, with our state of the art all-access bath, which was purchased and installed thanks to generous donations from Lochard Energy and its contractors ADX Electrical, BMC Group, I-Test, Independent Maintenance Services, Metcalf Crane Services, Vic Tech Consulting and Construction and Western District Crane Services.

AUGUST 2022

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|--|---------|---------------------------------------|----------|--|--------------------------------|
| Tradies National Health Month | 1 | 2 | 3 | 4 | 5 | 6 Parkrun is every Saturday |
| 7 | 8 National Stroke Week 8 – 14 August | 9 | 10 | 11 | 12 Red Nose Day | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 Speech Pathology Week 21 – 27 August | 22 | 23 | 24 | 25 | 26 Cancer Council's Daffodil Day | 27 |
| 28 | 29 | 30 | 31 National Meals on Wheels Day | | | |



MENTAL HEALTH

As we journey through the difficult times, we can find meaning in caring for, and offering hope to, each other, our families and communities. It is a reminder of what we do have, it reconnects us to one another and reminds us that we are all in this together. The COVID-19 pandemic has seen a newfound appreciation for living in a small community where there is overwhelming compassion and support for one another.

We often know people in the community well enough to recognise they are struggling, but there are not always tell-tale signs. R U OK? Day is held annually in September to remind us that everyone deals with challenging times differently and that we can reach out to each other and ask "R U OK?." That simple question and a conversation has the power to change someone's life for the better. We can be a listening ear and a shoulder to lean on.

Please continue to be mindful of yourself and others, mentally and physically. Let's make time to look out for one another, be kind and stay connected.



Let's make time to look out for one another, be kind and stay connected.

SEPTEMBER 2022

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---------------------------------|---|---------|-----------|------------------|------------------------------|-----------------------------------|
| Prostate Cancer Awareness Month | | | | 1 | 2 | 3 Parkrun is every Saturday |
| 4 Father's Day | 5 Womens Health Week 5 - 9 September | 6 | 7 | 8 R U OK? Day | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 Term 3 School finishes | 17 |
| 18 | 19 Dementia Awareness Week 19 - 25 September | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 AFL Grand Final Day | |



CONSUMER VOICE

Your voice is important to us at Timboon and District Healthcare Service (TDHS).

We continue to run our Consumer Advisory Committee, which includes members of the community and is a subcommittee of our Board of Directors.

Consumer surveys are also regularly conducted by TDHS relating to our services and consumers are encouraged to provide feedback either verbally or in writing. Feedback is responded to within 48 hours.

| | 2020/2021 |
|-------------------------|-----------|
| Total feedback received | 59 |
| Compliments | 48 |
| Complaints | 11 |

A consumer suggested to move our bike rack to a more accessible and visible spot, which was now a perfect parking space for Simon Henriksen's daughter, Billie, to park her precious bike.

OCTOBER 2022

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|---------------------------|---|-----------|----------|--------|-----------------------------------|
| 30 | 31 | Breast Cancer Awareness Month Shoctober – Defibrillator Awareness Month Walktober | | | | 1 Parkrun is every Saturday |
| 2 Daylight savings (2.00 am) clock forward 1 hour – <i>change your smoke alarm batteries</i> | 3 Term 4 School starts | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |



INTEGRATED PATIENT CENTRED CARE

In April 2021 Timboon and District Healthcare Service resumed full ownership of the Timboon Clinic demonstrating our continued commitment to integrated, patient centred care.

The Timboon Clinic has a team of four highly experienced and dedicated General Practitioners, who aim to ensure patients receive the best possible treatment options available. Two Practice Nurses provide education and support for a range of health issues as well as pathology collection and immunisation services.

Other services include:

- Telehealth;
- Community Pharmacist;
- Optometrist;
- Cardiology;
- Osteopath;
- Chiropractor.

We welcome the Timboon Clinic staff into our team and look forward to continuing and growing this essential community service.

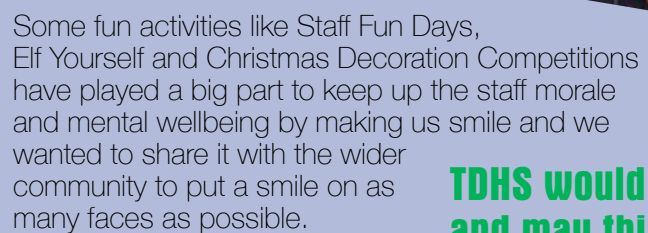


Timboon Clinic staff members from left to right: Dr Shashika Jayakody, Dr Warwick Rouse, Erin White (Reception), Loreto Milbourne (Reception), Rae Hildebrandt (Reception), Dr Yagyadut Gupta and Practice Manager Katherine Gorringe (Dr Andrea Hedglad, Kasey McGlade (Reception) and Practice Nurses Ann McMeel and Marg Trigg were unavailable on the day this photo was taken).

NOVEMBER 2022

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---------------------------------------|--------|------------------------|-----------|------------------------|-----------------------|-----------------------------------|
| MOVEMBER Men's Health Awareness Month | | 1 Melbourne Cup Day | 2 | 3 | 4 | 5 Parkrun is every Saturday |
| 6 | 7 | 8 | 9 | 10 | 11 Remembrance Day | 12 |
| 13 | 14 | 15 | 16 | 17 White Ribbon Day | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | | |





TDHS would like to wish you and your loved ones a Safe and Merry Christmas and may this New Year be a year filled with good health, warmth and togetherness!

DECEMBER 2022

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|------------------|---|-----------|----------|--------|-----------------------------------|
| DECEMBEARD Bowel Cancer Awareness Month | | | | 1 | 2 | 3 Parkrun is every Saturday |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 Term 4 School finishes | 21 | 22 | 23 | 24 Christmas Eve |
| 25 Christmas Day | 26 Boxing Day | 27 Public Holiday (Christmas Day) | 28 | 29 | 30 | 31 |

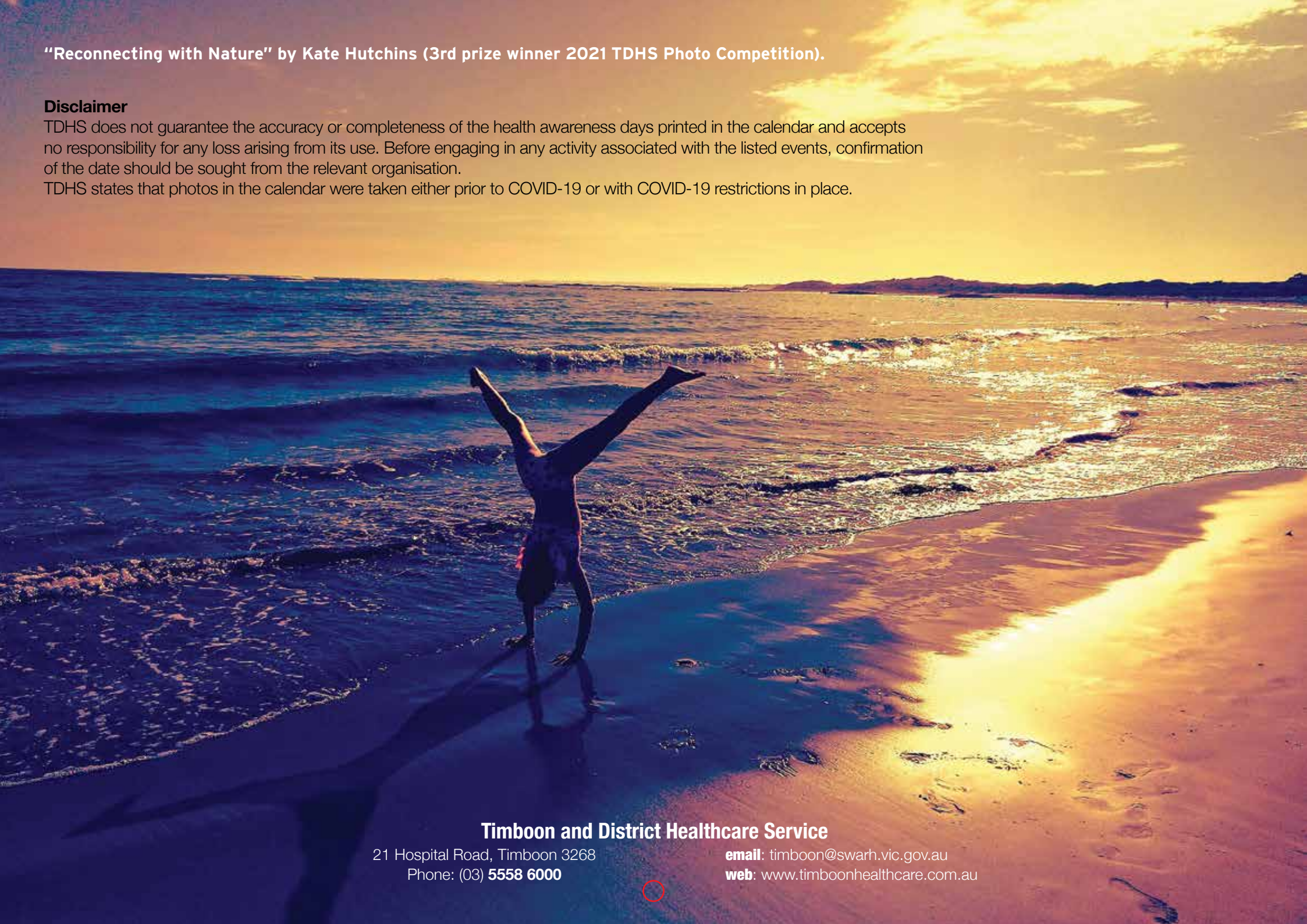


"Reconnecting with Nature" by Kate Hutchins (3rd prize winner 2021 TDHS Photo Competition).

Disclaimer

TDHS does not guarantee the accuracy or completeness of the health awareness days printed in the calendar and accepts no responsibility for any loss arising from its use. Before engaging in any activity associated with the listed events, confirmation of the date should be sought from the relevant organisation.

TDHS states that photos in the calendar were taken either prior to COVID-19 or with COVID-19 restrictions in place.



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