

Quarterly

Summer 2022/23



JOHN USES POSITIVE ATTITUDE TO NAVIGATE HIS

MS journey

PG 3

A positive attitude and a strong will for independence has helped John face many challenges throughout his journey with Multiple Sclerosis (MS).

Timboon's John Wilson was diagnosed with MS in 1983. The first symptoms for John included a loss of sensation. "I was drying myself after showering and couldn't feel the towel on my back," John said.

John worked for almost 40 years as a stock agent. As his MS very slowly progressed he started experiencing other symptoms. "I was dropping my notebook whilst pencilling records at the saleyards." After some time, John's walking gait also changed, and he started to experience some tumbles and falls when walking.

TDHS Board and Staff wish you
and your loved ones a

Safe and Merry Christmas

and may 2023 be a year filled with good
health, warmth and togetherness!

*Working together for a
healthy and safe community*

PG 4

INTERIM CEO & CHAIR'S *Report*

Timboon and District Healthcare Service (TDHS) has maintained its vital service provision in the face of continuing COVID-19 changes as our focus remains to work with our community and regional partners delivering safe, consumer centred care across the lifespan of our community.

With the assistance of our community we have embarked on developing our next Strategic Plan 2023 – 2027, which we expect to launch early next year. We are very grateful for your contribution during the consultation period and we will keep you informed moving forward. We've included our initial findings in this edition of our Quarterly.

2022 once again highlighted the generosity of our wonderful community with our Annual Appeal raising \$20,875.76 for the purchase of training equipment for our staff. We are in the process of purchasing the required equipment and as soon as it has arrived and is functional we will share the benefits. We are also expecting delivery of the much anticipated TDHS bus this summer and will be sure to inform you of its arrival.

The end of the year is a great time to reflect on, and be grateful for, what we have accomplished in the past 12 months. These achievements have only been made

possible by our amazing, dedicated team of staff and volunteers, who live our ICARE values.

We would also like to take this opportunity to thank you, our community, for your continued support, understanding of our COVID-19 challenges, and willingness to be a part of the solution as we continue working together for a healthy community.

We hope you all have a wonderful summer and we wish you and yours a safe and happy holiday season.

Warm Regards,

**Board Chair
Frank Carlus**

**Interim Chief Executive Officer
Tanya Wines**



Giving the gift of time

Remember when lockdowns during COVID-19 gave us time to take a step back and really enjoy and savour the meaning of time (for some of us it even went slowly!). Now it looks like time has again become one of our most precious commodities: we never have enough and it's going too quickly.

But what if only a little bit of precious time can change your and somebody else's life? How much more valuable is it then? Oscar Wilde said "The smallest act of kindness is worth more than the grandest intention."

The stories in this Quarterly again show the importance of volunteers and how a lot of our local groups/organisations rely on this dedicated group of community members to deliver local services. However, data from the 2021 census shows volunteering has been on the decline, particularly among 15 – 24 year olds.

And this is no different at Timboon and District Healthcare Service (TDHS).

"The average age of our volunteer workforce here at TDHS is over 60," Community Engagement Officer Sabine McKenzie said. "This gap was particularly apparent when we were directed to make our volunteers aged 70 and over inactive due to COVID-19 restrictions."

"And gradually, some of our older volunteers, who have dedicated decades to volunteering at our healthcare service, have come to a stage in their life where they, themselves, now require assistance from our volunteer-based services, like Meals on Wheels and Community Transport." Sabine said. "Diversifying the volunteer age group range does not only assist in contingency planning, but every age group has their own skill set, which will assist in the consumer-centred care we deliver at our healthcare service."

Sabine admits that healthcare might not be the first thing that our younger community members consider when thinking of volunteering, but if you are willing to give the gift of time, we can work around your busy schedule and work with you and any ideas

you have, to make it interesting and beneficial for all parties involved.

The motivations for becoming a volunteer can be completely different. For some, it might be wanting to contribute to the lives of others and the community; for others, it may be to improve their resume and job opportunities in the future. Whatever reason it is, we are more than happy to help you evolve and make volunteering the best experience you can have. Please contact our Community Engagement Officer Sabine McKenzie on 5558 6000 to discuss further.





JOHN USES POSITIVE ATTITUDE TO NAVIGATE HIS *MS journey*

John has Primary Progressive MS (PPMS), which means that there is a gradual progression of the disease over time. This is a less common form of the disease; only 10-15% of Australians with MS live with PPMS.

Over time John adapted to using a walking stick, then two walking sticks and eventually started using a wheelchair.

Maintaining independence continued to be John's main focus and was something he never wanted to lose. He was able to manage by himself and with the help of family for a long time, but at some stage John had to accept that he required some help in certain areas.

Timboon and District Healthcare Service (TDHS) District Nurse services were organised and they visited John every day (except Sundays) to provide minimal assistance for his personal care over a period of 18 years. With John's chatty, infectious nature, it was inevitable that a close professional bond was established.

Jo Delaney was one of the visiting District Nurses caring for John. "He never complained," she said, "and never wanted us to feel sorry for him as he felt that there were people out there worse off."

Even when he was unwell and his disease was progressing he still remained as independent and as positive as he could be. "John has an extremely caring attitude," Jo said. "He always asked how our families were and took a lot of interest in our lives." Lots of conversations were had together with lots of laughs and the deal was "What's said in the bathroom, stays in the bathroom."

John's caring attitude shows in his volunteering over time. His volunteering for the Lions Club and TDHS over decades has helped out a lot of community members.

"We live in the most magnificent community. Having the benefit of

being a member of the Lions Club for some time, they've been very good to me too," John said. John and wife Sue joined the Timboon Lions Club when they were in their 30s.

John's community involvement has also included delivering Meals on Wheels for TDHS with his wife Sue and being the inaugural chairman of the TDHS Consumer Advisory Committee.

"I always thought I would be the one to continue to help people out, but over the years have had to concede that I have to accept help from others," John said.

Community Care services have also been crucial in maintaining John's independence living at home and supporting his wife, Sue, as his primary carer. As part of an integrated and holistic approach to John's management of his disease, he also uses the physio gym at TDHS, Osteopathy at the Timboon Clinic, remedial massage and hydrotherapy in Warrnambool, firstly at the Archie Graham Centre and later at the facilities at St John of God.

John credits the access to services via TDHS as the main reason he was able to stay living at home with wife Sue for as long as he did.

With further progression of John's MS in the last 12 months, acute medical events have challenged his ability to be at home and have slowly taken away some of his independence.

This meant that John recently had to move into TDHS residential care.

John is pleased to be able to remain in his own community while receiving a higher level of care. "I never thought this day would come," John said, "but if I have to be in care, how lucky and fortunate am I, to have a bed here at TDHS, or as Pat Couch (a former permanent residential care resident) called it "a home away from home".

Even though TDHS has made the

transition process for John as easy and comfortable as possible, moving into permanent residential care can not only cause physical, but also mental health challenges. "Feelings of anxiety, fear, guilt and loss are normal during this transition process," Fiona Hanel, Regional Assessment Officer, said, "and everyone deals with this differently."

John's positivity and gradual acceptance of the situation is a credit to his resilience. The staff at TDHS express that it is a pleasure to have him on the ward. "He engages with the other consumers with a friendly chat and spreading kindness in the same way he did when he volunteered." Michelle Selten, Nurse Unit Manager, said.

John feels he's settled in well. "I keep entertained with reading the paper, listening to audiobooks and watching iView on my iPad. I visit the physio gym for my regular classes and have also been given an individualised exercise program, which includes some gentler exercises with weights that I can do in my own private time." John said. He also partakes in any ward activities, provided by TDHS Activities Officer, Kerrie Parker. John particularly enjoys speaking with students on placement at TDHS.

John rates the staff at TDHS as "second to none" and being a valued community member and still remaining in his community means that no day goes by without a visit from family and/or friends. It surely is a "home away from home".

My Aged Care can assist consumers to access Australian Government-funded aged care services. You can call the My Aged Care team on 1800 200 422 or visit their website at www.myagedcare.gov.au. Alternatively, you can contact our Regional Assessment Officer, Fiona Hanel, on 5558 6000 to make an appointment for a face to face chat.

WORKING TOGETHER FOR A

healthy community and keeping

IF WE CAN'T SEE YOU, WE CAN'T SAVE YOU!

This continues to be the very important water safety message from Life Saving Australia. Enjoying the great outdoors, including having a swim, is a great thing to do when it is done safely.

Going into his 6th season as Club Captain at Port Campbell Surf Life Saving Club (PCSLSC) and having grown up surfing and swimming at Port Campbell, Darcy Tribe knows the dangers of the Shipwreck Coast's unpredictable waters all too well. "I've felt the full effect of being caught in a rip and the confronting feeling of being taken away from the beach by the powerful pull is very scary. That's why it's so important to swim at a patrolled beach and between the flags," he said. "It means our members can see you and save you."

The beaches on the coast line between Port Campbell and Warrnambool are unpatrolled and are beautiful to visit, but not to swim at. PCSLSC is looking

at extending their volunteer patrol service by setting up Peterborough Main Beach as an outpost of the PCSLSC. As the driving force behind this project, Darcy is hopeful it will be up and running for next summer 2023/24.

"We will be trialling a patrol at Peterborough Main Beach on Australia Day long weekend and the intent is to get enough new members interested in completing their Bronze Medallion to provide this service to Peterborough permanently for the summer of 2023/2024," Darcy said. "Anybody interested can give me a call on 0459 556 153."

Port Campbell beach will be patrolled this summer from 12 pm – 5 pm on the weekends and public holidays between 26th November 2022 and ANZAC Day 2023 with lifeguards patrolling this beach on weekdays from 10 am – 6 pm between Boxing Day 2022 and Australia Day 2023.

Water safety is a very important issue for our community and society – not

just at the beach, but in pools, dams, rivers, creeks and waterholes. PCSLSC is working with TDHS to help educate our community and our visitors.

For more information, please visit www.lsv.com.au.



PLAN AND PREPARE!

With Summer upon us, Timboon Fire Brigade Lieutenant, Daryl Spencer, is asking everyone in our community to stay safe and look out for others in respect to potential fires, extreme heat and heatwaves.

Daryl is the Maintenance Officer at TDHS and has been involved with the local Timboon Fire Brigade for the last 7 years. As he works in town, he can jump in quickly during an emergency, so when the pager goes off, he downs TDHS tools and assembles at the Timboon fire station to go wherever the emergency takes him.

"In 2022 a new Fire Danger Rating system was introduced with 4 easier to read and understand ratings replacing the previous 7 complex ratings", he said. "These ratings are your trigger to act and are displayed in the reception area at TDHS, throughout the district and Australia wide."

Daryl also would like to remind the community of the local Bushfire Neighbourhood Safer Place or Place of Last Resort in our local area:

- Timboon – Timboon and District Hall
- Port Campbell – foreshore
- Peterborough – Monument Car Park

As well as to plan and prepare, it's also important to look after others during extreme heat or heatwaves. "Keep in touch with sick or frail friends and family and check in on elderly neighbours and encourage them to drink plenty of water," Daryl said.

For more information, please visit www.cfa.vic.gov.au. Another important app is the Emergency+ app. It uses a smartphone's GPS functionality to help a triple zero (000) caller provide the critical location details needed to mobilise emergency services.



Daryl Spencer in landscape so it shows the new sign

MODERATE Plan and prepare	HIGH Be ready to act
EXTREME Take action now to protect life and property	CATASTROPHIC For your survival, leave bushfire risk areas

Timboon and District Healthcare Service (TDHS) continues to keep people at the heart of all we do, providing high quality care and safe services. Our focus is to work with our community, including local organisations, to deliver integrated health and wellbeing services and to provide optimal wellbeing across the lifespan of our community. In this Summer Quarterly we highlight some of the local volunteer run organisations assisting in keeping you safe this summer.

EVERY SECOND COUNTS!

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

Snakes are out and about, the La Nina weather pattern increases the risk of heat strokes, especially amongst our elderly, and thunderstorm asthma and allergies are predicted to be bad again this year. And please also be aware that there is another wave of COVID-19 predicted to peak during the December and January months.

"It's also very important to know where your closest Automated External Defibrillator (AED) is located and how to use it to save someone's life," Mr Stewart said. AEDs provide automated heart rhythm analysis, voice commands, and deliver a shock. When the heart stops beating, an AED can

shock the heart into a normal rhythm.

AED locations in Timboon include:

- IGA Timboon
- Timboon Post Office
- Timboon Senior Citizens
- Timboon Sporting Complex
- Timboon P-12 School

"If you can do CPR, you can make every second count by joining GoodSAM today," Chris said. GoodSAM (Smartphone Activated Medic) connects responders to patients in those first critical minutes of cardiac arrest while paramedics are on the way.

"A Triple Zero (000) call triggers an alert to be sent to a GoodSam Responder and the responder is told the location of the patient and the nearest available AED, while, at the same time, the closest available ambulance is simultaneously sent to the patient," he said. "Meanwhile, the GoodSam

Responder can provide CPR and, if possible, make use of the nearest available defibrillator. It's important to remember, that every second counts."

For more information or to register as a GoodSam, please visit www.goodsamapp.org and you can locate and/or register an AED at www.registermyaed.ambulance.vic.gov.au.



SHARING NATURE'S STORY!

Connection with nature is linked to a host of benefits including improved attention, reduced stress, better mood and benefits to mental health.

Parks Victoria offers different programs this Summer to get you out and about enjoying the health benefits of being outdoors.

The Junior Ranger program encourages children to explore Victoria's amazing parks and offers a range of free and fun activities for kids inspiring curiosity, discovery and connection. There are also ranger-guided activities available during school holidays. Bookings for these open in December and activities offered vary from park to park.

Amelia Handscombe, who has a background in nursing, has been a Ranger with Parks Victoria in Port Campbell for the past 5 years. She recently joined TDHS as the Health Promotion Officer on a part-time basis

while continuing her position at Parks Victoria.

"You can boost your mood simply by walking in nature, even in our beautiful towns. The sense of connection with the natural world contributes to happiness and health," Amelia said.

Amelia's fascination and enjoyment of nature is infectious. "Nature draws you into the present moment, you can't be distracted by the stressful things while you're in the moment. There's so much life in nature that you might not always notice or remember," Amelia added.

Each year during the January school holidays, Coastcare Victoria coordinates the delivery of free 'Summer by the Sea' activities all along the Victorian coastline.

Activities in 2022/2023 will include coastal walks, a photo challenge and a sculpture building competition as well as online live events, and educational videos.

More information about activities over Summer can be found by visiting

www.parks.vic.gov.au and www.summerbythesea.vic.gov.au.

TDHS is releasing a Summer Wellness Series Program, developed by Amelia, which will include Tai Chi sessions, walking groups, gardening for health and some nutritional content including supermarket tours. Stay tuned to our website and social channels or contact us on 5558 6000 for more information.



TDHS Strategic Plan 2023-27

Community Engagement



THANK YOU for your feedback and ideas!

How we engaged...



District Flyer
and Survey
(Open for 12 weeks)



Social Media and
Website



Workshops
9 x Online
4 x In person



Main Street
Walkabouts

What we heard...

There was strong support for the directions and priorities we proposed.

You want us to...



Continue to be your local health service, and an anchor for a strong and prosperous community



Grow the services we provide at home and at the health service to meet more of the communities' needs



Be the first place you come to either receive health care or be assisted to access health care from others



Support community efforts to promote mental health resilience and wellbeing

What's next...?

Your ideas and feedback are helping shape the Timboon and District Healthcare Service Strategic Plan 2023 to 2027, which will be released in 2023.

WORKING TOGETHER FOR A HEALTHY COMMUNITY

SAY AAH..

COVID-19

We are entering a new COVID-19 wave ahead of the festive season. As we travel more, including internationally, and gather with our families over the holiday period, the advice continues to be, that protecting yourself is the best way to protect your family and community.

It's important to keep up to date with COVID-19 vaccinations (see www.coronavirus.vic.gov.au/get-vaccinated) and to stay home if you're sick, whether you've got a cold, the flu or COVID.

Face masks remain a low-cost and highly effective tool to help reduce transmission. As our Timboon Clinic is a health facility assisting the sick and vulnerable in our community, we would like to kindly ask you to please wear a mask to protect yourself, your family, and our community.



BLOOD TEST

We're excited to have Australian Clinical Labs (ACL) assisting our Practice Nurses, Anne, Amanda and Toni-Ann, in taking blood at our Timboon Clinic. ACL is a leading provider of pathology services in Australia. Their Warrnambool laboratory has been collecting blood samples taken at our Timboon Clinic and Healthcare Service for analysis and testing for years. As of November they are also assisting in taking blood at our clinic. Their assistance frees up some of our Practice Nurses' precious time to focus on other important daily tasks. To book in for a blood test, please contact Timboon Clinic on 5558 6088.

Timboon Clinic continues to remain focused on providing the best possible service to our community. Whilst it is not always possible to secure an appointment with your preferred GP we will do our best to accommodate your needs.

Your understanding is greatly appreciated as we continue to work together for a healthy community.

Please ring (03) 5558 6088 for an appointment.

Practice Hours

Monday to Friday : 8.30 am to 5.30pm
Saturday Mornings: 9.30am to 11.30am
(emergency appointments only)



Protect yourself from skin cancer

As our newly appointed Education Administration Officer, and having recently worked as a primary school teacher, Lisa Pechotsch knows all too well the importance of education, whether it is on or off duty.

Lisa was diagnosed with melanoma in 2020, aged 36.

"After a colleague's son was diagnosed with melanoma a few years ago, I have been proactive in having skin checks carried out and have done so for the past 5-6 years." Lisa said. However, she stresses that it's important for everybody to monitor their own body health and any changes, as her melanoma and more recently a basal cell carcinoma had been biopsied despite not showing obvious markers during the skin checks.

"It's important to get to know your skin and what is normal for you, so that you notice any changes. Skin cancers rarely hurt and are much more frequently seen than felt." Lisa said.

The sooner a skin cancer is identified and treated, the better your chance of avoiding surgery or, in the case of a serious melanoma or other skin cancer, potential disfigurement or even death.

It is also a good idea to talk to your doctor about your level of risk and for advice on early detection.

In Lisa's case minor surgery was required to remove the abnormal cells, but even though the skin cancer appeared as a small freckle on Lisa's face, a large cut was still required to remove it all.

Lisa is now required to have six-monthly skin checks.

"I am very cautious about sun safety: wearing sunscreen year-round and wearing a hat in the sun following both cancer scares. It's all about being SunSmart – we all know the slogan: Slip, Slop, Slap, Seek and Slide, but it's about actually doing it." Lisa said.

Blaming teenage carelessness for most of the damage, she urges everybody to develop a regular habit of checking their skin for new spots and changes to existing freckles or moles.

For an initial skin check, please call the Timboon Clinic on 5558 6088 to make an appointment.

Protect yourself in five ways from skin cancer



SLIP



SLOP



SLAP



SEEK



SLIDE

WHAT'S ON *Events*

Please note that some activities may be subject to change due to COVID-19 restrictions. Please call us on 03 5558 6000 to check.

1800RESPECT
NATIONAL SEXUAL ASSAULT, DOMESTIC
FAMILY VIOLENCE COUNSELLING SERVICE

DECEMBER

Decembeard Bowel Cancer Awareness Month

1. Private Podiatry, Timboon SSG, Diabetes Educator, Dietitian, Exercise Physiologist, Private Dental, Timboon Men's shed
2. Exercise Physiologist, Timboon SSG
5. Exercise Physiologist, Physiotherapy, Walking Group
6. Exercise Physiologist, Public Podiatry, Social Worker, Dietitian, Cobden SSG, Timboon Men's shed, Occupational Therapist
7. Audiology, Cobden SSG, Radiology, Exercise Physiologist
8. Private Podiatry, Timboon SSG, Diabetes Educator, Dietitian, Exercise Physiologist, Timboon Men's shed
9. Exercise Physiologist, Timboon SSG
12. Exercise Physiologist, Physiotherapy, Walking Group
13. Exercise Physiologist, Social Worker, Dietitian, Cobden SSG, Timboon Men's shed, Occupational Therapist, Continence Nurse
14. Cobden SSG, Radiology, Exercise Physiologist
15. Private Podiatry, Timboon SSG, Diabetes Educator, Dietitian, Exercise Physiologist, Private Dental, Timboon Men's shed
16. Exercise Physiologist, Timboon SSG
19. Exercise Physiologist, Physiotherapy, Walking Group
20. Exercise Physiologist, Social Worker, Dietitian, Cobden SSG, Timboon Men's shed, Occupational Therapist
21. Cobden SSG, Radiology, Exercise Physiologist
22. Private Podiatry, Timboon SSG, Dietitian, Exercise Physiologist, Timboon Men's shed
23. Exercise Physiologist
24. Christmas Eve
25. Christmas Day
26. Boxing Day
27. Christmas Day Public Holiday

JANUARY

1. New Year's Day
2. New Year's Day Public Holiday
3. Public Podiatry, Social Worker, Dietitian, Timboon Men's shed, Occupational Therapist, Private Dental, Exercise Physiologist
4. Radiology, Exercise Physiologist
5. Private Podiatry, Diabetes Educator, Dietitian, Timboon Men's shed, Exercise Physiologist
6. Exercise Physiologist
9. Physiotherapy, Walking Group, Exercise Physiologist
10. Public Podiatry, Social Worker, Dietitian, Timboon Men's shed, Occupational Therapist, Private Dental, Continence Nurse, Exercise Physiologist
11. Audiology, Radiology, Exercise Physiologist
12. Private Podiatry, Diabetes Educator, Dietitian, Timboon Men's shed, Exercise Physiologist
13. Exercise Physiologist
16. Physiotherapy, Walking Group, Exercise Physiologist
17. Public Podiatry, Social Worker, Dietitian, Timboon Men's shed, Occupational Therapist, Private Dental, Exercise Physiologist, Cobden SSG
18. Cobden SSG, Radiology, Exercise Physiologist
19. Private Podiatry, Timboon SSG, Diabetes Educator, Dietitian, Timboon Men's shed, Exercise Physiologist
20. Timboon SSG, Exercise Physiologist
23. Physiotherapy, Walking Group, Exercise Physiologist
24. Public Podiatry, Social Worker, Dietitian, Cobden SSG, Timboon Men's shed, Occupational Therapist, Private Dental, Exercise Physiologist
25. Cobden SSG, Radiology, Exercise Physiologist
26. Australia Day
27. Timboon SSG, Exercise Physiologist
30. Physiotherapy, Walking Group, Exercise Physiologist
31. Public Podiatry, Social Worker, Dietitian, Cobden SSG, Timboon Men's Shed, Occupational Therapist, Private Dental, Exercise Physiologist

FEBRUARY

February Ovarian Cancer Awareness Month

Febfast Red Feb

1. Cobden SSG, Exercise Physiologist,
2. Private Podiatry, Timboon SSG, Diabetes Educator, Dietitian, Timboon Men's shed, Exercise Physiologist
3. Timboon SSG, Exercise Physiologist
6. Physiotherapy, Walking Group, Exercise Physiologist
7. Public Podiatry, Social Worker, Dietitian, Cobden SSG, Timboon Men's shed, Occupational Therapist, Private Dental, Continence Nurse, Exercise Physiologist
8. Audiology, Cobden SSG, Radiology, Exercise Physiologist
9. Private Podiatry, Timboon SSG, Diabetes Educator, Dietitian, Timboon Men's shed, Exercise Physiologist
10. Timboon SSG, Exercise Physiologist
13. Physiotherapy, Walking Group, Exercise Physiologist
14. Public Podiatry, Social Worker, Dietitian, Cobden SSG, Timboon Men's shed, Occupational Therapist, Private Dental, Exercise Physiologist
15. Cobden SSG, Radiology, Exercise Physiologist
16. Private Podiatry, Timboon SSG, Diabetes Educator, Dietitian, Timboon Men's shed, Exercise Physiologist
17. Timboon SSG, Exercise Physiologist
20. Physiotherapy, Walking Group, Exercise Physiologist
21. Public Podiatry, Social Worker, Dietitian, Cobden SSG, Timboon Men's shed, Occupational Therapist, Private Dental, Exercise Physiologist
22. Cobden SSG, Radiology, Exercise Physiologist
23. Private Podiatry, Timboon SSG, Diabetes Educator, Dietitian, Timboon Men's shed, Exercise Physiologist
24. Timboon SSG, Exercise Physiologist
27. Physiotherapy, Walking Group, Exercise Physiologist
28. Public Podiatry, Social Worker, Dietitian, Cobden SSG, Timboon Men's shed, Occupational Therapist, Private Dental, Exercise Physiologist,

SSG = Social Support Group

The digital version of our Quarterly can be found on our website by visiting: [TIMBOONHEALTHCARE.COM.AU/NEWS-EVENTS/NEWSLETTERS](https://www.timboonhealthcare.com.au/news-events/newsletters)