



WWHS

October 2020
Edition No. 5

WEST WIMMERA HEALTH SERVICE COMMUNITY NEWSLETTER

West Wimmera Health Service made a bald statement, with two staff members shaving their head and one their facial hair for the 'Shaving for Sight' initiative as part of the 'See how we can help you see' fundraising campaign.

We are very thankful for Kirsten Nesbit, Associate Nurse Unit Manager at Iona, Jay Sreekumar, Social Worker and Ritchie Dodds, Chief Executive Officer for participating in the shave at the beginning of September.

In June 2020 WWHS launched their fundraising campaign to raise funds for a new piece of eye measuring equipment known as an IOL Master 700 (an optical Biometer) which costs \$70,000.

We have currently raised \$56,126.50 towards our goal for this life-changing piece of equipment - only \$13,873.50 still to raise.

Donations, big and small, are greatly appreciated and will be put towards this important cause.

For more information about the campaign or to make a donation please visit www.wwhsdonate.net.au. To view all three shave videos please go to the WWHS Facebook page 'West Wimmera Health Service'.



Jay Sreekumar



Kirsten Nesbit



Ritchie Dodds



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MESSAGE FROM THE CEO

COVID-19 - General

With case numbers across Victoria continuing to average downwards and the recent lifting of various restrictions in regional areas, we remain hopeful this trend will continue and more importantly that our facilities and the communities we serve will remain COVID free at least until if and when a vaccine becomes available.

COVID-19 - Easing of visiting restrictions and return to normal service provision

Given the continuing fall in the state-wide level of new coronavirus cases and the almost complete absence of the virus in all of the areas we serve, we are now planning to reintroduce **visiting to our residential care facilities**, commencing in the week beginning 21 September 2020.

Such visiting will not be 'open slather' as it essentially was pre-coronavirus, but will be allowed with various reasonable controls and limitations in place and which will continue to be monitored for their reasonableness and effectiveness in the coming weeks and months.

Residents, patients, their relatives and friends will be notified early in the process as people are understandably now beginning to ask when visits will again be allowed.

A plan is also in place to return our **community based services** to their normal scope and methods of provision however it is anticipated and encouraged that, having now used telehealth for the past six months, and where it is safe and effective to continue to do so, this will be a permanent viable option of service delivery.

Finally, our **surgical services** will also gradually return to normal levels, beginning with ophthalmology which is likely to begin in November, all subject to any capacity limit guidelines issued by the Department of Health and Human Services.

COVID -19 Luv-a-Duck Testing

As a member of an industry that has been recognised as having a higher risk of workers contracting and spreading coronavirus, Luv-a-Duck, recently reached out for help.

A rapid response testing team from Ballarat Health Services was established and visited in late August to do the testing in conjunction with six of our own staff members.



Ballarat Health Services



WWHS

Ultimately some 200 people were tested, the process went very smoothly and happily no positive cases were identified. The numerous WWHS staff members involved in this undertaking are to be commended for helping ensure its success from beginning to end and we are also grateful for the support of Ballarat Health Services and their staff who managed the project overall.

COVID-19 - Outbreak Management Plan

We have now largely finalised our residential care outbreak management plan. We've had a plan in place for most of the pandemic but we continue to receive advice from numerous government agencies about what the plan should include.

Our latest version aims to include every action that must or should be taken in the event we have an outbreak of coronavirus at any of our residential facilities. We only need to have one positive case for it to be considered an outbreak for the purposes of enacting the plan.

Work is now underway to finalise an outbreak plan for our community based services with such plan to be based on the residential plan.

COVID-19 - Visit by the Australian Defence Force (ADF)

Throughout the week commencing 21 September members of the ADF visited each of our residential aged care facilities as part of a current State-wide process whereby the ADF assesses each facility's readiness for an outbreak together with the preventative measures they have in place.

The ADF will also provide refresher training to our frontline aged care staff on the usage of personal protective equipment (PPE).

At the time of writing the ADF had visited our Rupanyup (virtually) and Jeparit facilities with initial reports indicating they were satisfied and very complimenting of how well we are prepared to prevent a COVID outbreak and to respond to one if so required.

COVID-19 - WorkSafe Virtual Inspections of Level of Preparedness

We recently underwent a virtual inspection by WorkSafe in relation to our level of preparation for preventing COVID-19 entering our workplaces at Jeparit and Kaniva and also as to how well we are prepared in the event of an outbreak.

The inspections included a review of the following elements:

- Personal Protective Equipment
- Infection control practices
- Social distancing
- Managing fatigue
- Managing positive COVID-19 cases.

The inspector found no areas of concern and verbally stated that we have met all requirements. Reports pertaining to the inspections will be considered by our Occupational Health and Safety Committee in due course.

Nhill Hospital Kitchen Refurbishment

We recently received the welcome news that our application for an extra \$576,490 for the Nhill Hospital Kitchen refurbishment project was successful which means we can now commence work without further delay (subject to COVID-19 restrictions of course). The total grant funding for this project is now \$2,576,490 and when complete it will underwrite safe and high quality food provision for our Nhill patients and aged care residents for many years to come.

The above outcome, which equates to 5.8% of the \$100m on offer in this round, is testament to the detailed and thorough process we now employ in writing grant applications and I thank and commend all who have played a part in it and in particular Melanie Albrecht for leading the process throughout as she has done with the following project.

Rupanyup Nursing Home (Stonehaven) Stage 1 Funding

We were thrilled to recently receive advice from the Victorian Health and Human Services Building Authority that our application for funding to undertake redevelopment works at Rupanyup was successful to the tune of \$2.592 million.

Our Rupanyup facility is much in need of a thorough update and amongst other things these works will result in residents having larger rooms; having their own en suites; having extra and more comfortable living areas and better activity areas for residents.

This outcome is just reward for our Rupanyup community who have ‘put up’ with an ageing facility for many years and we’re looking forward to getting the project off the ground as soon as possible.

The funding received was the largest single allocation made to 50 odd recipients and out of a total pool of approximately \$27m and we are very grateful to the State government for their support in this regard which we believe shows great faith in a bright future for all of the small rural communities we serve.



Capital Grant Funding

The following table shows grant funding which we have successfully applied for over the past 3 years:

	\$
Security Systems Upgrade - various sites	403,900
Fire Detection Systems Upgrade - various sites	396,003
Nhill Hospital Generator and Switchboard	360,000
Nhill Hospital Kitchen refurbishment	2,576,490
Natimuk Nursing Home (Lockwood) refurbishment	100,000
Solar Panels - Nhill, Jeparit, Kaniva & Rainbow	500,000
Nhill Fire Hydrant & Sprinkler Upgrade	492,000
Nhill Hospital Operating Theatre refurbishment	1,197,075
Mira building air-conditioning upgrade	352,560
Rupanyup emergency backup generator	85,000
Wireless Network Upgrades - various sites	193,673
Mira building roof replacement	124,000
Rupanyup Nursing Home Stage 1	2,592,000
Rainbow Hostel Sensory Garden	40,000
Total	9,412,701

Nhill Medical Clinic

Unfortunately we recently lost the services of one of the four Nhill based Rural Doctors general practitioners, Dr Haider Yaqoob. Partially as a result of insufficient local demand for GP services and partially for family reasons, Dr Yaqoob and his family have returned to Sydney. I understand Rural Doctors are looking to attract a replacement doctor however this may not occur until demand picks up to a level that would justify the ongoing services of four full time GPs.

Finances

At the time of writing we have not quite yet received final sign off from the auditors on our 2019-2020 financial accounts. There is no indication that any changes will be required that would materially alter the \$68k operating surplus that we’re currently reporting.

Our August year to date result shows an operating surplus of some magnitude which is a promising start to the new financial year.

However, it's usually wise to wait until at least three months into a new financial year before making any meaningful predictions about how the full year might pan out and historically the early part of the financial year is financially stronger due amongst other things to there being no public holidays in the first quarter.

Our Finance team led by Janette Lakin is to be commended for the work carried out in the past few months in particular which included finalising last year's accounts; preparing the 2020-2021 budget; responding to various COVID related requests for information; numerous end of year acquittals; and working on taking on the finance reporting function of Edenhope Hospital, all with most team members working from home for much of this time.

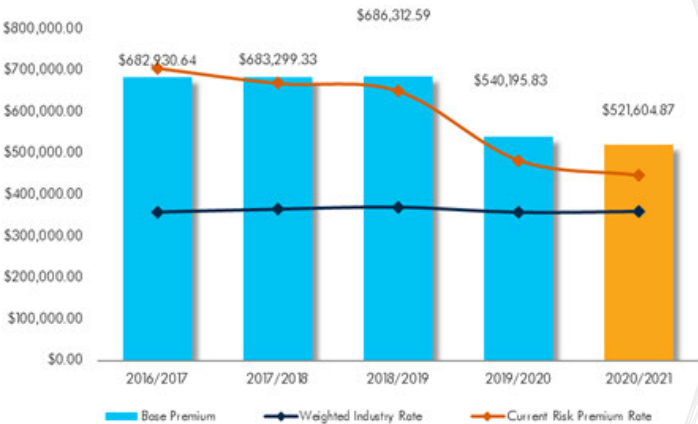
WorkCover Performance Review

The Service's workers' compensation insurance premium is calculated as a function of total remuneration paid, a weighted industry rate and the Service's own performance rating.

The Service's performance rating (which is based on the number and severity of claims made each year) is the only factor over which the Service has meaningful short term control and changes to which can have a significant impact on our insurance premium.

Our performance rating was more than twice the injury average in 2016-2017 meaning our injury rates were over 100% more than that of the average industry rate. We are now around only 23% more.

The above is highlighted by the following table which shows a significant decrease in our insurance premium since 2016-2017 occurring in line with a significant decrease in our current risk premium performance rate (orange line).



Financially, by bringing our performance rating down we have saved over \$850,000 in insurance premiums over the five years shown compared to what we would have incurred if our rating had stayed at its initial rate over this period.

Most importantly, the above outcome is an indication that our ongoing efforts to provide a safe workplace for each and every staff member are bearing fruit.

We are becoming more aware of the importance of preventing workplace injuries rather than accepting them as a part of life. **In short, we have meaningfully changed our workplace safety culture for the better.**

Meet the Board Director

Name:
Leonie Clarke

Currently Located:
Rainbow

Occupation:
Education Support - Office
Administration Rainbow P-12 College

Hobbies / favourite past time:
Cooking, reading, travelling and golf

Favourite sports team:
Hawthorn Football Club

Favourite food to eat and/cook:
Seafood but enjoy all types of food

Time spent on WWHS Board:
23 years (1997)

Why did you join the WWHS Board?
I joined the board when Rainbow Bush Nursing Hospital amalgamated with WWHS. The importance for small rural communities to have the best quality healthcare was the main reason that I joined.

Where do you see WWHS in 10 years?
In ten years time I would like to see our health service to continue to meet the need of our rural communities by providing services they need and value.



**Leonie Clarke,
Board Director**

Staff Member Recognition

Our much improved safety record as detailed above is due in no small part to our Injury Management Team and our Occupational Health and Safety Representatives (OHSRs).

These people keep a passionate and close eye on workplace hazards and practices ensuring they are brought to the attention of management and rectified as soon as possible. They are also every day workplace safety ambassadors ensuring the rest of us remain aware of the importance of continuously looking out for the safety of ourselves and those around us.

So to our following safety champions thank you and keep up the great work:

- Darren Gebert - Fleet and Safety Manager
- Rae Alexander - Return to Work Coordinator
- Kristina Savicin - Return to Work Assistant
- Debra Sanders - Kaniva OHSR
- Neree Launer - Jeparit OHSR
- Ann Pearce - Rainbow OHSR
- Joelle Brown - Nhill Non Clinical OHSR
- Cheryl Williams - Clinical OHSR
- Kirsten Nesbit - Clinical OHSR Deputy
- Darren Lyall - Goroke OHSR
- Jennifer Maybery - Natimuk OHSR
- Desley John - Disability Services OHSR
- Daryl Tepper - Minyip, Murtoa and Rupanyup
- Nerida Hall - Rupanyup OHSR
- Debra Russell - Rupanyup OHSR

Thank You

In conclusion, our thanks once again to our staff, our communities, our residents and patients, everyone really, for how well they have managed through the past six months.

We all know how tough it's been but by and large everyone has accepted the restrictions and got on with the job which has helped us greatly in our unstinting quest to provide safe, effective and person-centred care without exception.

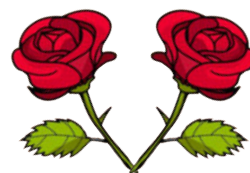
Ritchie Dodds
Chief Executive Officer

Vale Amy Louise Pilgrim

The recent news of the tragic passing of Amy Pilgrim was met with great shock and sadness by all at West Wimmera Health Service. Amy is the daughter of Kate Pilgrim who works with me and she is also the sister of Jessica Pilgrim who works as our Training Officer and Careers Advisor.

Amy grew up at Winiam, went to school at Nhill and was loved by all who knew her. She was having the time of her life working on a station in the Queensland outback when tragedy struck.

Our deepest sympathies to Kate, Steve, Jess and Ben. Words cannot fully convey our feelings but you are in our thoughts and prayers and we are by your side during this saddest of times.



Vale Judith "Judy" Ann Ridgwell

We also recently marked the passing of Judy Ridgwell who started with West Wimmera Health Service in 1996 as an enrolled nurse prior to which she worked at Jeparit Hospital. Ill health led to her retirement in 2015.

Nursing was Judy's lifelong passion. She was compassionate and caring and nothing was ever too much trouble for her. Judy was much loved and respected by her colleagues and her patients and her husband Graeme also worked at West Wimmera Health Service for a number of years.

Our condolences to Graeme and family.

INTERNATIONAL YEAR OF THE Nurse & Midwife

Each month we will showcase a group of Nurses at WWHS. This month we would like to introduce one of our Aged Care Nurses.

Hi, my name is Lorretta Fuller, commonly known as Missy and I am an Endorsed Enrolled Nurse at the Kaniva Campus.

International Year of the Nurse and Midwife has made me reflect on why I went into nursing and what kept me in the job for over 30 years.

I originally trained as a primary school teacher but found that other than art class and library, teaching wasn't for me. I went looking for something new to do and fell into nursing.

I trained in Hamilton and then relocate to Kaniva, where I had immediate family and steady work. I believed I would work in Kaniva until I had saved enough money to travel overseas, as it ended up, Kaniva is where I stayed.

I truly love many things about my job, especially the variety of roles I have filled over the years. I have worked in nursing roles in the acute and aged care facilities as well as working in the district nursing, day centre and activities departments.

For me, variety is the spice of life. I love to learn new things and develop my skills.

West Wimmera Health Service have given me the opportunity to do this while earning an income and for that I am extremely grateful.

I have also been lucky enough to build close, trusting relationships with my clients, residents and colleagues, a special thing about working in a small community.

In my experience it certainly helps to know someone when they are well so that you can recognize when they are ill.

It is the residents and my workmates that have made tough days brighter and easier to bear.

We all have difficult days but having great colleagues to spend your day with keeps me coming back...even after a late early!

Nursing is a job that I 'fell' into many years ago but it has also been a job that I have found challenging. Each day is different and that has made me happy. A big smile on a resident's face when you walk into a room also helps!



Lorretta Fuller

TEN TELEHEALTH TIPS

Telehealth has been a life saver throughout the COVID-19 pandemic. It has meant that we have been able to provide high quality health care to our community in a safe way. We are proud of how our community members and clinicians were able to so quickly adapt to these changes.

The telehealth fun doesn't have to stop now that our restrictions have eased! Telehealth will continue to be available long after COVID-19.

Here are our top ten tips for telehealth use:

- 1** Have a young family? Finding it hard to organise everything and get all of your little people out the door in time? Fear not!

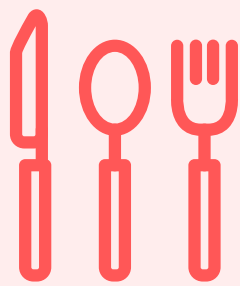
You can have your telehealth appointment in the comfort of your own home.
- 2** If you don't drive or just find it difficult to get out and about, telehealth can help to ease some of that stress. You can still receive high quality healthcare without the worry of leaving home.
- 3** There is no additional cost for using our telehealth service. Any normal appointment fees will still apply.
- 4** Here at WWHS, we use a platform called HealthDirect. It is the platform recommended by the Department of Health and Human Services. This is a secure and safe platform that doesn't store any of your information. For more information, visit our website: www.wwhs.net.au/telehealth
- 5** You don't need to download any fancy programs to access our telehealth services. All you need is a device (smartphone, tablet, laptop or desktop computer) that has the internet and a camera.

We recommend that people find a quiet, private and well lit area of their home for their appointment.
- 6** Time is of the essence in everyone's busy lives. Telehealth saves you on time spent travelling, parking and waiting.
- 7** If you have an appointment with a specialist from Ballarat or beyond, telehealth might mean that you can avoid all of that travel.
- 8** Ask your specialist if telehealth is a suitable option for you.

If you have a question about something in your home, you can show our clinicians exactly what you mean without having to try to explain or show them it in the clinic.
- 9** While restrictions are easing across regional Victoria, we can't let our hard work go to waste. It's important that we continue to practise social distancing. Telehealth helps us to do this whilst providing the quality care that you deserve.
- 10** WWHS is proud to provide high quality health care to all of our campuses. This sometimes means that services are only available in each town on certain days of the week.

If the day of your appointment doesn't suit you, a telehealth appointment on a different day might be a good solution.

In some cases telehealth isn't a suitable option, depending on client needs. Our clinicians are always willing to discuss the best appointment type for you. Please contact our reception staff on (03) 5391 4267 to discuss further.



WWHS WELCOMES

A NEW MENU

We are excited to announce that we have implemented a new menu for our patients and residents across our hospital and aged care facilities.

Food plays a powerful role in all of our lives and is fundamental in the health and aged care industry. Patients and residents will receive meals, based on a 5 week rotation, a range of options that are nutritious and delicious.

The creation of the menu was initially driven by patient and resident feedback. It was important for WWHS to take into consideration what foods patients and residents enjoyed and disliked as well as options they wished to include. "We are always looking for innovative solutions to cater to our consumer's needs" said Yvonne Jones, Hospitality and Environmental Services Manager.

Our team of qualified Dietitians and Speech Pathologists, have played a pivotal role in assessing that every meal is tasty yet nutritionally balanced, and can be modified to meet the ongoing needs of our patients and residents.

As part of our continuous improvement process, we have commenced a Food Service and Quality Committee. This committee will review and evaluate the progress of our menu.

It will also be responsible for addressing a broad range of areas relating to our food service, such as nutritional adequacy of meals, meal variety, mealtime environment and quality and safety.

WWHS understands the importance of nutritious and wholesome food. Our qualified catering team cook fresh on site to deliver quality meals to our patients and residents.

We are proud to utilise local businesses to contribute to the production of our menu.



Mr Neil Nash ready to enjoy his meal.



Silverside with Vegetables



WHAT OUR RESIDENTS SAID:

"Tasty with lots of flavour"

Rupanyup



Raspberry & Honey Dessert Cake

Soups are beautiful. Cooks are doing a great job!

Rainbow

Love the pastas and would like more of that - the carbonara was beautiful!

Kaniva Hostel



Chicken Roast with Vegetables

We like the dessert options, especially the puddings"

Jeparit

Thank you very much, we are well taken care of and well fed.

Nhill Iona

COMMUNITY HEALTH UPDATE

West Wimmera Health Services, Community Health department are gradually increasing face to face services and resuming visits to outpatient clinics at all sites.

Stay at home.

Please do not attend your appointment if you are feeling unwell. If you are unsure or are unable to attend please let us know by calling (03) 5391 4222.



Telehealth

Telehealth is still an option. When you ring to make an appointment your health practitioner will discuss whether it will be via telehealth or face to face.



Visiting our Sites

When visiting our sites, clients will need to ring the doorbell. A staff member will meet you at the door to take your temperature. You will also be asked the COVID-19 screening questions.

Clients will be required to wear a surgical mask – this will be supplied if you are wearing a cloth mask on arrival.



COVID-19 Screening Questions

Do you have any of these symptoms?

- Fever
- Chills or sweats
- Cough
- Sore throat
- Shortness of breath
- Runny nose
- Loss of sense of smell



Attending Appointments

Please note, only the client will be allowed in for the appointment, except in exceptional circumstances (for example, one parent may accompany a child). We will have limited numbers in waiting areas to allow us to meet social distancing guidelines. Accompanying adults will be asked to wait in their vehicle and our receptionists will phone them when the appointment is completed.

Our Staff

Allied and Community Health staff will wear a mask and eye protection during your consultation – this is a Department of Health and Human Services directive to protect staff and clients. Some staff may also need to wear a gown and gloves, depending on the procedure.



Practice social distancing.

If you need to go out, maintain at least 2 meters (6 feet) distance from others.



Group Sessions

We are looking forward to running some group sessions again but we are still awaiting advice from the Department of Health and Human Services. We will inform you of any information as we receive it. As soon as we can safely get some group sessions going again we will!

'GETTING BACK ON TRACK'

FOOT HEALTH WEEK 2020

This month from the 12th - 18th of October, WWHS celebrates Foot Health Week 2020. This year has presented many challenges and the theme for Foot Health Week is 'Getting Back on Track'.

A great way to improve your health is to understand more about the importance of your foot health and our WWHS Podiatrists are here to help you achieve that.

Your feet are the most important part of your body to keep you active, moving about and independent.

Foot pain can affect your mental and physical health.

First steps to good foot health are:

- keeping your feet clean and dry
- wear correctly fitting and supportive shoes
- wear shoes that fit well and are attached securely to your foot, with a rubber sole, this will reduce the likelihood of you falling.
- reduce the amount of time spent in your slippers. Wearing slippers all day can become a falls risk and may lead to sore feet as they do not provide support.

Advice on how to purchase correctly fitting and supportive footwear is available from the WWHS Podiatry Department. If you experience pain, we can help to identify and address the cause.

Keep an eye out on our West Wimmera Health Service Facebook page to meet our team and celebrate Foot Health Week 2020.

To make an appointment, please call our friendly Allied Health receptionist on (03) 5391 4267.

SPRING INTO ACTION

Spring is commonly a happy season, fresh and full of hope. Plants and trees are in bloom and everything is green. Spring is supposed to be a time of joy, but for some people spring brings pollen allergy (hay fever) and this can in turn influence seasonal depression.

Studies indicated a link between allergies and mood disorders or depression. Over 20% Australians suffer from hay fever, causing sneezing, itching, runny nose, watery eyes and general grumpiness!

Allergies can affect your performance at work and school, and depending on the severity of symptoms, any type of activity that can be physically challenging. Insomnia or inability to fall asleep is a common symptom of hay fever.

This year, hay fever season comes together with COVID-19. Many COVID-19 and hay fever symptoms overlap. However, there are key differences, such as fever in COVID-19, which is not very common in seasonal allergies.

Do be careful, though. The symptoms of hay fever can cause people to touch or scratch their eyes, blow their nose or touch their faces more often than usual. These behaviours can increase the risk of transmission of COVID-19. This year, it is most important not to take chances. If in doubt, call your health provider or the COVID-19 Hotline on 1800 675 398 and get tested!

Good news for hay fever sufferers!

Your COVID-19 mask provides some protection against hay fever. Masks won't stop everything, but they do help. So, hang on to your masks – they may be your friend for years to come when the pollen is flying!

Managing Hay Fever:

- Consult your doctor or pharmacist about suitable treatments such as antihistamines, eye drops, nasal sprays and washes.
- Stay indoors as much as possible during peak pollen seasons.
- Shower after being outdoor or working outside.
- Keep windows closed.
- Remove work clothes outside.
- Consider installing a filter for air purification.

If you do have hay fever symptoms or other allergies, please book an appointment with your doctor to discuss the best way to avoid triggers and manage your symptoms.





LGBTIQ Rainbow Tick Standards

WHAT WE HAVE ACHIEVED SO FAR...

West Wimmera Health Service aims to provide a safe and inclusive environment for all communities across our region. To do this, we need to consider the needs of our diverse range of community members.

LGBTIQ cultural awareness training has become part of the Staff People & Culture education days. Whilst not all staff interact with consumers, we believe it is important that all staff have an understanding of the challenges people face, our goals and that we display inclusive behaviour.

Inclusive practice is not about changing individual beliefs or personal values but ensuring that services are delivered by staff in ways that are safe and without discrimination.

To date, 72% of employees over multiple departments have attended the and completed the training. That's 416 out of 575 employees. Our aim is that 100% of our staff have participated in LGBTIQ awareness training by June 2021.

Key areas of the education focus on:

- Improved staff understanding of sexuality, gender, terminology and issues faced by our community members who identify as LGBTIQ.
- Challenging values, attitudes and phobias about those who identify as LGBTIQ.
- Increased awareness of personal stories and the impact that discrimination has had on people's lives, how they have responded and would like us to respond to them.
- Ensuring staff are respectful, responsive and professional.
- We are creating a safe and inclusive environment where LGBTIQ community members can access services, resources and support without fear of judgement and discrimination.

We have reviewed our Reception areas, commencing with Kaniva. We have added signage and included the Rainbow Flag as visual prompts to signal that we are an inclusive organisation.

We are proud to have commenced form reviews to ensure people are not forced to disclose unnecessary personal information they are not comfortable with.

We hope these improvements provide confidence in consumers accessing our services.

1. Organisational Capability

An organisation must be able to demonstrate that it has embedded LGBTIQ inclusive practices across all of its systems and continuously seeks out opportunities for improvements.

2. Workforce Development

All staff and volunteers understand their responsibilities to LGBTIQ consumers and are trained and able to deliver LGBTIQ inclusive services.

3. Consumer Participation

LGBTIQ consumers are consulted and participate in the planning, development, and review of the organisation's services.

4. A Welcoming and Accessible Organisation

LGBTIQ consumers can easily and confidently access services as the physical and virtual environments including information, structures, resources and processes, are welcoming.

5. Disclosure and Documentation

LGBTIQ consumers, staff and volunteers feel safe providing personal information, including their sexual orientation, gender identity and/or intersex status, because they know information will be treated respectfully and that there are systems in place to ensure their privacy.

6. Culturally Safe and Acceptable Services

Services and programs identify, assess, and manage risks to ensure the cultural safety of LGBTIQ consumers.

Feeding Little Ones

Do you have a fussy Eater? Below we have some tips to help.

Try eating together as a family and lead by example

If your child can see you eating everything on your plate, they are likely to copy you and try everything on their plate. This could be anywhere! Think the dining room table, on the floor or outside on the grass. Children sitting in a high chair should also have his/her feet flat on a surface.

Get them involved!

Ask your children to help with the cooking. Kids are more likely to eat things that they have prepared, as they are more exciting.

Plant some veggies! Getting kids involved in the growing/ harvesting process can make them more likely to eat new foods

Remove all distractions

Which means, no iPad, no TV and no toys. Ideally take these distractions away 30 minutes before a meal. Encourage your child to get involved in activities such as setting the table or helping dish up.

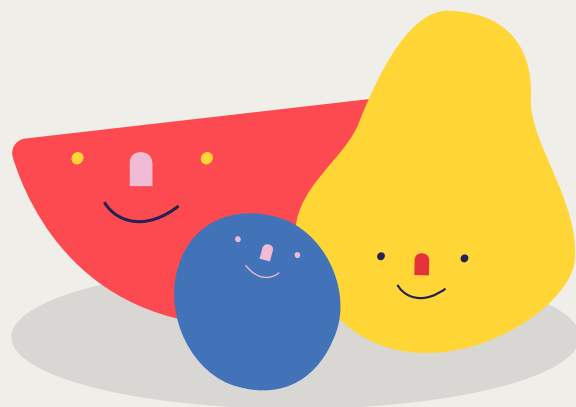
Structure during meal times

Try not to offer snacks in-between set meal times (i.e. no grazing throughout the day) and only offer water in between meal/snacks.

Avoid bribing or threatening your kids into eating

Sometimes trying to get your kids to eat can be a battle, and at times you may feel like bribing or even scaring them into eating a particular food, this can damage your kids' relationship with food.

Try telling your kids why they should eat the food. For example, "this yummy meat gives your body protein which helps you grow big and strong" or "this sweet potato provides you with so much energy so you can play all day".



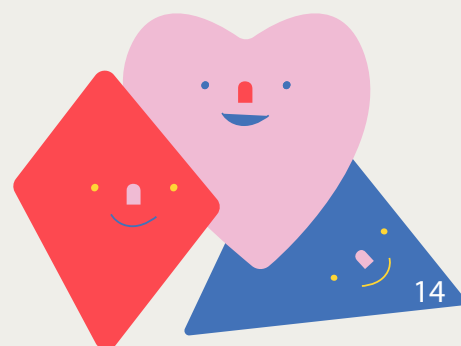
Introducing Solids Webinar

To learn more join the WWHS Dietitians, for a FREE online session 'Introducing Solids'.

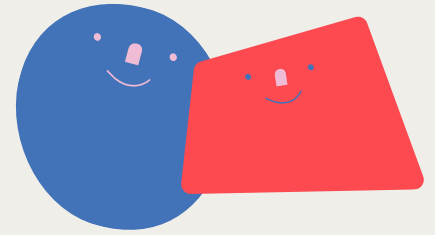
**WHEN: Wednesday, 14 October
TIME: 1:00 pm to 2:00 pm via Zoom.**

Sign up via this link to register your interest:

<https://www.eventbrite.com.au/e/introducing-solids-tickets-119365388089>



Common Questions



What drinks should I give my baby?

Breast milk or formula will continue to provide important nutrients once your baby is eating solid foods. From eight months of age, offer water, breast milk, cow's milk based formula or other formula from a cup. As your baby eats more solid foods, they will demand less breast milk or formula. However, take care not to replace milk feeds too quickly with solid foods.

Recipe



Iron-rich puree: 6-8 month olds.

Chickpeas are high in iron, while broccoli and cauliflower are rich in vitamin C, which helps the absorption of iron.

Ingredients:

- 1/2 cup broccoli and cauliflower (frozen is fine)
- 1/2 cup canned chickpeas (no salt added)

Method:

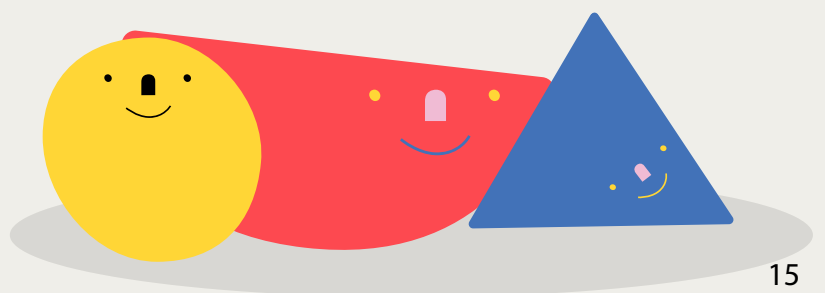
Steam cauliflower, broccoli and chickpeas together until soft. Add water used to steam and blend (in a blender or with a stick blender)

Why is it important to give your baby a variety of foods?

Babies need to learn to eat a variety of foods, from each food group, to receive adequate amounts of important nutrients including fat, protein, vitamins and minerals, such as calcium, iron and zinc.

It is therefore important to continue to regularly give foods to your baby once you have introduced them. This ensures they are eating a wide variety of foods from each food group by 12 months of age, including:

- Cereal foods such as bread, crackers, pasta, and iron fortified cereals. Offer a variety of grains including wheat, rice, oats, and corn.
- Dairy foods such as yoghurt, cheese, and cow's milk on cereal. Cow's milk should not be given as the main milk (instead of breastmilk or formula), for babies under 12 months of age.
- Meat and alternatives such as beef, lamb, poultry, well cooked egg, fish, other seafood, legumes, nut butters/pastes, and tofu.
- Vegetables and fruit can be grated, cooked, pureed or mashed.



Barbeque in the sunshine at Rupanyup.



A

Look

In

Our

Facilities



Joan making some jewellery.



Enjoying the most of the warmer days.



Mrs Robert and Mrs King enjoying some games outside.



Mrs Holmyard at the Kaniva Hostel Spin Session. 16



Don with our farm animals at Jeparit.



Fashions on the field at Iona.



Celebrating Betty's 101th birthday.



Mrs Mills showing off her artistic flair at Archie Gray Nursing Home.



Mr Wilkinson doing some arts and crafts.



Ice Cream Sundae day at Rainbow.



Please contact our Communication and Customer Partner, Elizabeth, by phoning (03) 5391 4222 or emailing elizabeth.hawker@wwhs.net.au.

OUR WEBSITE IS GETTING A
makeover

The survey is anonymous and is open for all community members to complete until Friday 23 October 2020. You can complete the 10-minute survey via the link <https://www.surveymonkey.com/r/6SSMNQ8> or contact our customer service team on 5391 4222 to request a hard copy of the survey.

AGED CARE SERVICES

- Aged care facilities
- Commonwealth Home Support
- Home Care Packages

CONTACT

To make an appointment or arrange access to our services please contact our friendly receptionist on (03) 5391 4222 .

COMMUNITY SERVICES

- Asthma Education
- Cancer Resource Nurse
- Cancer Support Group
- Cardiac Rehabilitation
- Centrelink
- Community Health
- Continence Education
- Diabetes Education
- Dietetics
- District Nursing
- Endocrinology telehealth clinics
- Falls and balance groups
- Gentle exercise groups
- Health Promotion
- Healthy Lifestyle groups
- Initial Needs Coordination
- Interpreting services (Karen)
- Maternal and Child Health
- Occupational Therapy
- Physiotherapy
- Podiatry
- Quit smoking education
- Refugee Health Nurse
- Social Work
- Social Support Groups
- Speech Pathology
- Well Women's Health Clinic

CLINICAL SERVICES

- Acute hospital care
- Audiology
- General Surgery*
- Geriatrician
- Immunisations
- Infection control
- Medical imaging (CT scanning, X-ray, ultrasound, dental orthopantomogram)
- Ophthalmic surgery
- Optometry
- Oral surgery
- Orthopaedic surgery*
- Palliative care
- Pathology
- Urgent care

DENTAL SERVICES

- General dentistry
- Mobile clinic
- Oral health education and promotion
- Oral health and hygiene therapy
- Oral surgery

COMMUNITY PROGRAMS

- Community and Women's Health Program (C&WH)
- GP Management Care Plan
- Domiciliary Care
- Home and Community Care (HACC)
- Hospital in the Home (HITH)
- National Disability Insurance Scheme (NDIS)
- Post-Acute Care (PAC)
- Chronic Conditions Models of Care
- Transport Accident Commission (TAC)
- Work Cover

M T M I N X C H I C K E N N S
K O I L G P Q R T I U R F E Y
Q U L Q T V H P P D Z G L V F
H S K E Y H T L A E H B E R A
O E D V B B G E I S A S E E U
I Y M D Z W J L X T I W R S L
B R U U H J O Z E V O C R A S
H I H K C C X G W L Y T M P S
F C Z Z C I E Y F I O B C Y L
H V K O R V S I M R G L V G I
Z J R S X V L P N F U P V G T
H B F N D U T A A Z R F Q D N
W Y R I A D X H D C T U D X E
O H C C S L E T T U C E U A L
A M R A Z H B E E F Z N I E B

BEEF
BROCCOLI
CAPSICUM
CAULIFLOWER
CHICKEN
DAIRY
FISH
FRUIT
HEALTHY
LAMB
LENTILS
LETTUCE
MILK
VEGETABLES
YOGURT

TEST YOUR BRAIN

Did you know?

- The only two mammals in the world that lay eggs are found in Australia, the platypus and the echidna.
- Unless food is mixed with saliva, you can't taste it

		9	1		7	6		3
	6			3	4			7
					1	4		2
	3	4	8		6	5	7	
2		7	3					
5			7	1			8	
7		1	5		9	3		

Sudoku Solution

5	1	7	2	9	4	3	6	8
9	4	3	6	8	5	1	2	7
6	8	2	3	1	7	9	4	5
8	9	6	5	4	3	7	1	2
1	7	5	6	2	8	4	3	9
2	3	4	1	7	9	8	5	6
7	9	8	4	3	2	5	6	1
3	2	9	7	5	1	6	8	4
4	5	1	8	9	6	2	7	3

Quiz



1. What number is a baker's dozen?
2. What is the currency of Portugal?
3. In what year was the Battle of Hastings?
4. Which is bigger, A4 paper or A5 paper?
5. What is the capital of the USA?
6. H2O is the chemical formula for what?
7. What is the number 5 in roman numerals?
8. What side of a ship is starboard?
9. What year did World War One begin?
10. In which sport may a player score a birdie, eagle or albatross?

Quiz Answers

1. 13, 2. Euro, 3. 1066, 4. A4, 5. Washington DC, 6. Water, 7. V, 8. Right, 9. 1914, 10. Golf