



WWHS

COMMUNITY NEWSLETTER

West Wimmera Health Service | May 2021 | Issue No. 8



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AWARENESS

New Garden Delight!

JEPARIT

TOTEMS

The Jeparit Nursing Home garden has received a vibrant new addition of six hand painted totem poles.

The colourful installations were created by residents Ron Ridgwell and the late Norm Smith, who spent many hours of hard work painting the totem poles.



Ron’s previous career as a painter inspired the project as a way to help utilise his skills. Ron worked on the project with great pride, with ACA Coordinator Sheryl McKenzie lending a hand as a trusty assistant.

The totem poles are a visually stimulating addition to the Jeparit garden. Well done to Ron, Norm and Sheryl - what a garden delight for everyone to enjoy! We look forward to seeing the next addition to this project.

*Read all
about it...*

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COMMUNITY GRANTS *awarded*

Our Health Promotion Team is very excited to announce the five community-based projects that will be supported by our Health and Wellbeing Grants in 2021.

Each of these projects have been proposed and supported by local people in the towns and communities that will develop their projects. As always, our Health Promotion team's project officers will provide direct support to help the projects to thrive.

As a way to measure the effectiveness and success of the community grants program, we have partnered with a LaTrobe University Industry PhD student, undertaking consultations and developing tools to show the valuable impact of, and to continue, supporting local people in local solutions to health and wellbeing.

The diverse and exciting projects that will take shape as a part of the 2021 grant program are:

JEPARIT MOVERS AND SHAKERS

Supporting increased use of the existing physical activity assets around town and fostering social connection.

KANIVA SPACE FOR ME

Coordination of two key activities ('Bubbles and Brushes' and Qigong sessions) to encourage social connection and physical activity.

NATIMUK UNITES FOR HEALTH

Creation of a website / community hub and a potential new role to support health and wellbeing, leveraging the influence of local football and netball clubs in the community.

RAINBOW TRAIL BLAZERS

Supporting initial consultation to engage the community in the development of bike and walking tracks.

RUPANYUP MOSAIC TRAIL

Creating inclusive workshops to develop mosaic artworks to become a feature around town with a view to a mosaic discovery trail.

Stay tuned for updates as the projects develop!

WEST WIMMERA HEALTH SERVICE

SOCIAL SUPPORT AND ACTIVITIES



**"HAPPINESS IS BEING
WITH FRIENDS"**

Get involved with our Social Support Groups! Enjoy great company, connect with new friends and have some fun!

Enjoy regular local outings, games, exercises, meals and much more.

For more information and to get involved call Helen, our Intake Coordinator, on (03) 5391 4222.

SOCIAL SUPPORT

Our social support programs are designed to cater for everyone's enjoyment and needs.

HOW TO GET INVOLVED:

We are here to support you through the entire process, all you have to do is:

- Register your interest with our Intake Department
- You will need to undergo a Regional Assessment Service (RAS), if you are new to My Aged Care, or review to have Social Support Group added to your profile. Our Intake team will assist you with the process.
- Once approved, you are funded to attend our Social Support Groups.

WHAT WE DO:

There are a variety of activities to stimulate your mind and body including: bingo, exercises, card games, morning tea, local day outings, BBQ, crafts and much more.

SITE SERVICE DAYS

SITE	DAY
Jeparit	Tuesday and Friday
Kaniva	Tuesday, Wednesday and Thursday
Rainbow	Tuesday and Thursday
Goroke	Monday and Tuesday
Natimuk	Monday and Thursday
Minyip	Monday, Tuesday and Thursday
Murtoa	Wednesday and Friday
Nhill	Monday, Tuesday, Wednesday, Thursday & Friday

CLIENT STORY



We had the pleasure of chatting to Kathy, from the Ladies Getaway Group regarding her experience.

Kathy received a letter in her mail box many years ago advertising the social support groups available and decided it would be a great group to join.

The ladies getaway group have gone on many adventurous outings, some that Kathy mentioned as being a highlight were the silo art trails, the Ararat Lunatic Asylum and the Seppelt Cellar Door winery.

"It's great, we go lots of places that I would not normally go and with the added bonus of not having to drive"

The group meet once a month and always have an enjoyable time.

These groups are available to all community members over the age of 65. Kathy would recommend others join this group as "it is great fun, with even better company!".



The Nhill Ladies Getaway Group enjoying a tour through the new Church of Christ facility in Horsham. 5



MEET OUR DIRECTORS OF NURSING

MEGAN WEBSTER - JEPARIT DON

WHAT ATTRACTED YOU TO THIS PROFESSION?

In my family you either worked in the bank or you were a nurse. I was lucky enough to do both. Nursing was not a profession I had chosen when leaving school, (I wanted to be a policewoman) but as life takes its twists and turns, your career pathway changes and nursing seemed to be a good option.

WHAT QUALIFICATIONS DO YOU HAVE?

I have a Bachelor of Science (Nursing).

WHEN DID YOU START YOUR NURSING CAREER?

I started my nursing career when I was 21, which is a very distant memory now.

WHAT DOES BEING A NURSE MEAN TO YOU?

Nursing is about caring, about making a difference in other people's lives. I am always striving to deliver the best care to the people of Jeparit.

WHY IS THIS ROLE IMPORTANT IN OUR COMMUNITY?

Our community needs to know that at Jeparit our aim is to deliver quality personalised healthcare that is second to none.

That the health and wellbeing of our community is our primary focus. As the Director of Nursing I ensure the team at Jeparit are responsive to the changing needs of our community.

WHAT WOULD YOU LIKE THE COMMUNITY TO KNOW?

For our community, we have a broad range of services to offer locally, and that our staff and facilities are great resources.

West Wimmera Health Service is a great organisation. I feel privileged to be an employee and I am lucky to work with such skilled and talented people within wonderful facilities.

DO YOU HAVE ANY STORIES YOU WOULD LIKE TO SHARE?

I will tell a story about community.

In the year 2000, the "old" Jeparit hospital was closed with the ambition to re-build the "new" Jeparit Hospital. We were told the build would be 9 months long.

We moved our aged care residents over to Nhill and set up a medical clinic in Upper Roy Street for the next 21 months.

The result is we had a beautiful new facility with a large area that needed landscaping.

The community of Jeparit rallied together to cart all the fill for the lawns and garden beds, and then the planting of the lawn and garden beds. A total of five community working bees were conducted.

Now we have a facility to be proud of thanks to the people of Jeparit caring about us.

Paediatric Telehealth Brings Support From Royal Children's Hospital

The award-winning Wimmera Southern Mallee By Five early years project is thrilled to support Wimmera families and build on local expertise through a partnership with the Royal Children's Hospital.

West Wimmera Health Service is proud to be a partner in the Strengthening Care for Children project and is playing an active role building local specialist expertise and confidence including facilitating paediatric telehealth co-consultations.

Our allied health clinicians and maternal and child health nurses are working together with GPs, and education and family service providers across the Wimmera Southern Mallee region. Working with local providers ensures families have access to the right healthcare in their communities and can support children with a range of development and behavioural matters.

The shared care initiative is significantly improving the health and wellbeing outcomes for children in our local communities by connecting specialist expertise with local health providers.

The partnership supports co-consultations with Royal Children's Hospital Paediatricians Dr Billy Garvey and Dr Claire Nogie. Local health, education and social care providers facilitate appointments and help families navigate services for their child.

Your local maternal and child health nurse, allied health clinician, education professional, GP or family support worker can help to arrange a referral and will attend the co-consultations with you. We encourage anyone who thinks this service may be a benefit for their child to get in contact with us.

Families can start the process for a telehealth referral and appointment by calling (03) 5391 4267 to speak to a West Wimmera Health Service maternal child and health nurse or allied health clinician. People can also speak with their local school, GP or family services provider.





20 years of
Reconciliation
Australia

MORE THAN A WORD



National Reconciliation Week 2021

27 May – 3 June

#MoreThanAWord #NRW2021

OUR SERVICES

West Wimmera Health Service offers their full complement of services to all community members, including those who identify as Aboriginal or Torres Strait Islander.

As a Service, we ensure that we provide high quality healthcare to all. West Wimmera Health Service has entered into a Memorandum of Understanding with Goolum Goolum Aboriginal Co-Operative to provide services that are culturally appropriate, safe and meet the needs of our Aboriginal community members.

This Memorandum of Understanding will assist in improving our ability to serve our culturally diverse communities, in particular those of the traditional owners of the land on which we operate: the Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagulk Peoples.

The Service recognises the importance of ensuring all members of the community feel welcome. We are actively trying to identify and address barriers for Aboriginal and Torres Strait Islander people, which may prevent them from using our services.

If you would like to know more about our services please call our Receptionist on (03) 5391 4222 for more information.



MEET NORMA!



Norma is our resident artist at Iona Digby Harris Nursing Home.

Norma has been painting for over 28 years. She was taught to paint Aboriginal art by Eva Oldfield Nungarrayi, a Warlpiri woman who she met on her travels.


Norma was taught a number of stories and techniques through visually observing her friend paint. Norma quickly picked up the skills and techniques with ease.

The use of symbols in her paintings is an alternate way to writing down stories of cultural significance.

"I love to paint, my favourite style of art is abstracts. These paintings generally do not tell a story but the symbols still have meaning."

The image below is a section of one of Norma's paintings that represents the transition from a young girl to womanhood.

You can find some of Norma's art work displayed around the Nhill campus.



Ugh, having gastro is the worst!
I am so glad I could call the
Nurse-On-Call rather than
travelling to Urgent Care
because I felt so terrible.

IS IT REALLY URGENT?

Hannah wakes in the night with intense stomach cramps and nausea. She immediately feels she is going to be sick and runs to the bathroom. She continues to have these symptoms through the night and into the middle of the next morning. Each time she attempts to eat or drink she experiences increased stomach cramps and vomiting. Worried she may be seriously unwell, she decides to attend Urgent Care to be assessed by a doctor.

She calls her partner, Steve, to drive her to the local hospital. On Steve's arrival, Hannah begins to feel another bout of nausea and instead of going to urgent care, Steve calls the Nurse-On-Call 1300 60 60 24.

Steve's call is answered by Sandra, a registered nurse who proceeds to evaluate Hannah's symptoms.

Hannah has been experiencing these symptoms for 11 hours and is able to drink regular, small amounts of fluid maintaining her hydration. As Hannah has had symptoms for less than 24 hours, Sandra recommends she continue to keep as hydrated as possible and to seek further medical advice from her local GP clinic if the symptoms continue for more than 48 hours or her symptoms increase in severity.

IS IT YOUR TURN TO GET THE COVID-19 VACCINE?

COVID-19
VACCINATION



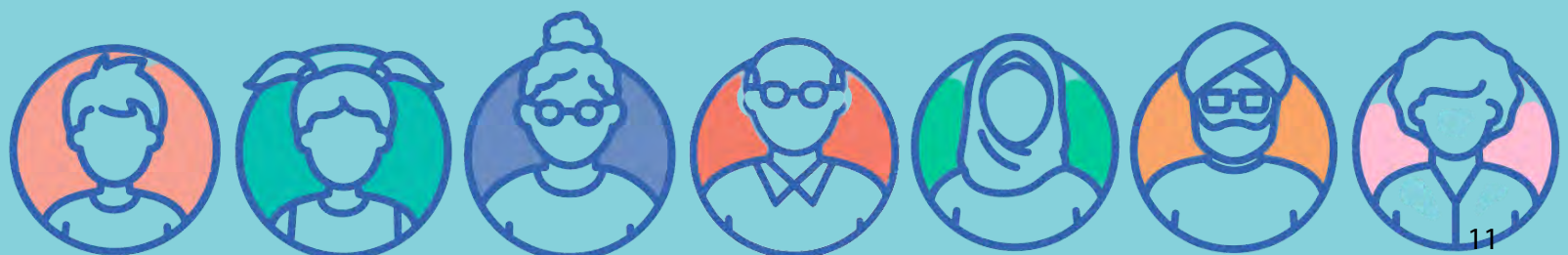
It's your turn if you are:

- aged 70 and over
- a healthcare worker
- a critical worker (defence, police, fire, emergency)
- an Aboriginal or Torres Strait Islander aged 55 and over
- an adult with an underlying health condition, including:
cancer, chronic disease, coronary heart disease,
compromised or deficient immune system, diabetes.

This vaccination program is the largest in our history and will take time to roll out.

Thank you for your patience with your GP or local clinic.

Find out when it's your turn at australia.gov.au or call 1800 020 080.



Kariva



Dawn, Barb, Audrey, Dot and Margaret enjoying a game of cards.



Jack on Anzac Day.



Iona family shot!

Purple for Epilepsy afternoon tea!



Iona

Cheers! This group of residents were very happy to try some Baileys liqueur in their Easter eggs. They loved it!



Jeparit

Happy birthday Kaye!



Rupanyup

Bob, Leila, Valda and Coral having fun making Easter Bunnies for decorations.



Rainbow



Afternoon bus trip with the residents.

Teaparit



Beautiful day to sit by the fire pit and watch tea cook. Our residents enjoyed baked potatoes with their choice of toppings. Yum!



Easter Egg Hunt with Mavis, Paul, Nellie and Lauren.



Natimuk



Glenys, Sandy and Jean were very delighted with the silverbeet grown in our veggie garden.

Message FROM THE CEO

It was on 20 March last year when we were forced by the emerging threat of COVID-19 (coronavirus) to lock down all of our facilities and suspend many of our services, with immediate effect. **We're now well into the second year of COVID-19** and it's fair to say it's been quite a bumpy ride at times for all concerned.

Thankfully, we had no local cases of COVID-19; helped by the fact we are located well away from the cities, but also no doubt because of the **commitment our communities** made to complying with the many directives in relation to social distancing, hand hygiene, and the like.

“Thank you and well done communities, you have certainly made the working lives of all of our employees much easier than they would have been had COVID-19 found its way through our defences.”

Now is of course not the time to relax as COVID-19 still stalks the world. As we have seen in India it can inflict much damage and misery when let off the leash. Our hearts go out to all of our staff who have relatives and friends in **India** and we hope and pray that the situation there can soon be brought under control.

We expect to see **vaccinations** made available



across our communities in the near future. These will be provided by your local GP. In the meantime, we have given the first vaccination (two are required) to all of our aged care residents and many of our frontline healthcare workers. To date no-one has suffered any serious adverse reactions to their 'jab'.

Thank you to all of our staff immunisers who have undertaken the course to allow them to inject the COVID-19 vaccine, some 32 at last count, all under the watchful eye of our infection control expert, Christine Dufty. These staff are not only helping with vaccinating our residents and staff but also other local organisations including other aged care providers, shire councils, schools and Luv-a-Duck.

SuniTafe Employee of the Year

Congratulations to everyone involved in West Wimmera Health Service recently being recognised as the **SuniTAFE Horsham Employer of the Year!**

This outcome is testament to the dedication of our Education Team in particular, and our Service for providing our staff with every reasonable opportunity to continue their formal education throughout their working lives.

It's also in keeping with our aim to make **WWHS an organisation that enables people to thrive** in their role and ultimately for us to be a great place to work for everyone.

Independent Broad-based Anti-Corruption Commission (IBAC) Report

The recent release of a report, in relation to alleged historical corrupt conduct at West Wimmera Health Service, provided a timely reminder on what it means to be employed in the Victorian Public Sector.

All of our employees are rightly expected by the public to uphold, and be seen to uphold, the highest levels of probity at all times.

All of those with a stake in the success of our organisation, including of course the communities we serve, can be assured that, since 2017, West Wimmera Health Service has had and will continue to have in place:

- robust procurement, employment and governance related policies and processes;
- a Project Control Group and a Procurement Review Committee;
- a Protected Disclosure Officer;
- various rigorous internal, as well as external independent, oversight functions; and
- the right people in the right positions.

This is to ensure that the behaviour revealed in the IBAC report is never encountered again at West Wimmera Health Service.

Congratulations to all of our team on our recent recognition as an Employer of the Year!

These past four years have been particularly challenging for many involved at West Wimmera Health Service.

"We are grateful for the support we continue to receive from our communities and stakeholders throughout what has been a period of much rebuilding and renewal."

Staff Shout Out

With 568 staff working across our Service at last count, it can be a challenge to ensure each and every one of our people receives due recognition for the amazing job they do. Nevertheless, we will do our best and on this occasion we're giving a shout out to **Justine Stephens**.

As our Central Sterile Services Department (CSSD) Technician, Justine plays a key role in ensuring our Nhill Hospital operating theatre maintains full compliance with all things infection control.

Justine was also instrumental in the successful return to full service of the theatre after it was closed due to COVID-19.

In the words of a colleague, "Justine is mindful, thorough and professional in all her dealings with our service providers, team and colleagues.

Justine is passionate and determined to improve, empower, and ensure we are able to offer the best service to both our patients and surgeons. She continually goes above and beyond the expectations of her role in meeting the needs of our operating team.

Her quest for knowledge and improvement is honed by challenges we face, and she is always mindful of costs and the impact we have on our environment. I believe Justine to be an incredible asset to not only our team, but to our organisation."

Thank you Justine, and thank you to everyone across our organisation who have all responded so well to COVID-19 and helping return our services back to normality, or at least "COVID normal."

Ritchie Dodds
Chief Executive Officer

THANK you!

Alexandra Hall
Andrea Deckert
Anita Hassall
Ann Merrett
Anna & Ian Stephan
Anna Cordingley
Annie Austin
Barbara McLeish
Benjamin Brown
Betty & Ian Cramer
Bow Bakery
Brad & Debra
Schumann
Brendan & Catherine
Etherton
Bron Zanker
BRT Consulting Pty Ltd
Carmel Feder
Caroline & Wayne
Pilgrim
Casey Hiscock
Cassy Leffler
Catherine Moll
Catherine Selwood
Christine Dufty
Craig O'Connor
D Bociarski
Dale Stanford
Darren Welsh
Daryl & Sally
Leyonhjelm
De Moya Family
Debra Sanders
Debra Schumann
Denise Kaye Wallis
Desiree Williams
Diane Vue
Dorothy Adamson
Doug Schumann
Dr Mark A Chehade
Dunbar
Elizabeth Lowdell

Esmee Wheaton
Flora Lacey
Fred & Melanie Albrecht
Freemasons Foundation
Victoria
Garry & Robyn Clark
Gen Care Services
George & Joan Bennett
Gordon & Eril Field
Gwenda Donnell
Helen Slattery
Ian Madden
IGA Nhill
ISPT Property
Jacqui Henderson
Jim & Yvonne Gladdis
Jan Shurdington
Janice Laverty
Janine Fischer
Janine & Leon Clark
Jeparit Friends All Riding
Together
Jeparit Hospital Ladies
Auxiliary
Jo Marshman
Joan Reichelt
Joelle Browne
Josh Rintoule
Joy & John Gurry
Judith Keller
Judith Parsons
Karen Shurdington
Karen White
Kate Kennedy
Katrina & Steven Pilgrim
Ken & Kathleen Dodds
Kirsten Nesbit
Lawrence & Norma
Grayling
Lee Fox
Lesley Hawker
Linh Chau

Lisa Braybrook
Lloyd & Marie Milgate
Lochie Pilgrim
Lorretta Fuller
Luv-a-Duck
Lynne McKenzie
Malcom & Cheryl
Anderson
Margaret Braybrook
Margaret Orford
Margaret Preston
Mark & Zanny McEldrew
Max Magrath
Mikala Deckert
MJ & FA Bone
Mura Htoo
Nhill Hospital Ladies
Auxiliary
Nhill Lions Club
Pamela Cramer
Pauline Wheeler
Raelene Alexander
Rainbow Lions Club
Rebecca Schultz

Ritchie & Tarrah Dodds
Rod Lingham
Roger Smith
Ron Ismay
Sharyn Morrison
Shelia Judd
Shirley Ashfield
Stacey Case
Sue Forsyth
Sue Mark
Sue McLeish
The Lowan Lodge
TOH-MAE PTY LTD
Trudi Moar
Viatek
Vicki & Danielle Natt
W & P Clark
Wendy Bywaters
West Wimmera Region
Blue
Xacom Pty Ltd
Yingying He
Yvonne Jones



Above: Dr Mark Chehade using the new optical biometer.

West Wimmera Health Service would like to again thank our community for getting on board and supporting our 'See how we can help you see' fundraising campaign.

We're excited to announce that the Nhill Hospital has received the optical biometer, an amazing piece of eye surgery equipment to benefit our communities for many years to come.

COMMUNITY HEALTH NEWS

What is the GoodSAM app?

GoodSAM is a free global smartphone app that you can download to volunteer to assist if someone has a cardiac arrest in the area you are in.

How can you help a stranger in cardiac arrest? It's easier than you think.

A Triple Zero call (000) triggers an alert to be sent to a GoodSAM Responder. The responder is told the location of the patient and the nearest available defibrillator (AED).

At the same time, the closest available ambulance is sent to the patient, and in some parts of Victoria, the fire brigade is also dispatched.

Meanwhile, the GoodSAM Responder can provide CPR and, if possible, make use of the nearest available defibrillator. This gives the patient a greater chance of survival.

This is a great initiative that could save lives in your community. **Check it out in the app store.**



VOLUNTEER CALL OUT

We are seeking information about volunteer-based groups to assist us with our future community programs.

Do you volunteer within a community group? Do you represent a community group that has a large volunteer base? Have you volunteered before for community events?

If you answered 'yes' to any of these questions, we want to hear from you! Get in touch with the Health Promotion team by emailing healthpromotion@wwhs.net.au.



SERVICES AUSTRALIA KIOSK AVAILABLE FOR YOU

Want help to access Centrelink, Medicare or other government programs and services locally? We can help as a Services Australia Agent!

Our dedicated Kiosk in our Nhill Allied Health building is available so you can get things done on the spot on Monday to Friday from 8.30am – 5pm.

We have an Agent to assist on Monday to Wednesday from 10am –12pm, and Thursday from 10am –11.30am.

So the next time you need to do some government business, drop in to see us at our Nhill Allied Health Reception.

DENTAL VOUCHERS FOR CONCESSION HOLDERS

While we don't currently have a Dentist available at West Wimmera Health Service, we can still provide Dental Vouchers for you to redeem at selected private practices.

All adult pension and Health Concession Card holder will be required to pay the \$29.50 co-payment per visit as they would be if being treated at our West Wimmera Health Service dental clinic.

Call our Wimmera Smiles dental team on (03) 5391 4266 to ask if you are eligible.



HAVE YOU RECENTLY BEEN DIAGNOSED WITH DEMENTIA?

Recap – what is Dementia?

Dementia is an umbrella term for a collection of symptoms caused by a number of diseases that affect the brain. It most commonly affects people over 65 years, although it is not a normal part of ageing. Symptoms include cognitive impairment (for example, memory loss, confusion); behavioural manifestations (for example, personality, behavioural and mood changes); and functional limitations (for example, disturbances in activities of daily living, motor skills and disinhibited social behaviour).

How are you feeling?

You are probably experiencing a rollercoaster of emotions, from feelings of shock, anger and being scared to perhaps a feeling of relief to finally have an answer. You may be wondering what is going to happen to you and what treatments and medications are available. The emotions and questions can be very overwhelming. Remember to be kind to yourself.

What are the next steps?

Educate yourself - understanding the disease and its effects can make it easier to manage the news of a diagnosis and assist in making a plan for the future. Find out more about the disease, the implications it can cause and what might happen in the future. Look for what treatments and medications are available and what questions you should ask your doctor.

Talk - to friends and family or a social worker or counsellor about your diagnosis. This can help lighten the mental load and even help to organise your thoughts and make your understanding of the future seem clearer.

See your doctor - make an appointment with your doctor to ask all the questions you have and seek advice about a treatment / management plan. It's a good idea to have questions written down to take to your appointment so you don't forget. You can also take a pen to write down the answers or take someone with you to help remember what the doctor says.

Adapt your environment - seek services that can help make your environment safe for your newly diagnosed condition. This can include alterations to your home and specialised equipment that can help with everyday tasks.

Plan for your future - make arrangements to update your financial matters, legal Will, Power of Attorney, Advanced Care Planning (planning for end of life) etc. to document your choices and decisions.

Seek services to support your symptoms - you can contact our West Wimmera Health Service Community Health Intake Worker to discuss your needs and make appointments to see the relevant clinicians.

You're not alone - help is available.

West Wimmera Health Service provides a range of services that can help someone with dementia, as well as their carers, friends and family.

Our Community Health Team can help in the following ways:

Social Workers - can help you understand how services work, and all about the fees and costs, support payments and concessions.

They can also provide counselling to support people with dementia (and their families, carers and friends) from coping with the new diagnosis to managing throughout the course of the illness.

- **Occupational Therapists** - can help you work out ways to remain as independent as possible and to keep doing the things you love by finding new ways or changing your setup at home. They can help if you are struggling with everyday tasks such as writing, eating, cooking and finding things. They can check your home to ensure you are able to live safely with your new diagnosis. This may also include checking if it's safe for you to continue driving a car and talking about other transport options.

- **Dietitians** - with many dementia sufferers experiencing a change of tastes and diet, our Dietitians are able to help ensure you can get, prepare and eat food that you like, while getting the variety of nutrition you need. They can provide ideas and recipes that suit your life and tastes.



Other Supports

- **Dementia Australia / National Dementia Helpline**

Phone - 1800 100 500

Website - dementia.org.au

What they do - Provide information, education, counselling and emotional support to Dementia sufferers and their carers / family / friends.

- **My Aged Care**

Phone - 1800 200 422

Website - myagedcare.gov.au

What they do - Provide information on aged care services, arrange assessments and make referrals for services.

- **The Carer Gateway**

Phone - 1800 422 737

Website - carergateway.gov.au

What they do - Provide information and resources to support carers.

- **The Carer Advisory and Counselling Service**

Phone - 1800 242 636

What they do - Provide carers with carer services and entitlements and advice about their caring role.

- Books recommended by Dementia Australia:

- Losing my mind: An intimate look at life with Alzheimer's by Thomas DeBaggio
- Dancing with Dementia by Christine Bryden.

HOW WE CAN HELP

- **Speech Pathologists** - can help if you're having issues communicating (speaking or just finding the right words) or if you experience any swallowing issues.
- **Podiatrists** - can help by checking your feet and ensuring you can walk comfortably in safe footwear.
- **Physiotherapists** - can help you remain active and maintain your strength, balance and mobility. They can help reduce pain and stiffness with exercises and provide aids to enable you to get around safely.
- **Continence Nurse** - can help with any continence symptoms you may experience.
- **Social Support Groups** - people with dementia can attend our social support groups to keep active in the community and maintain social relationships.
- **Commonwealth Home Support Program (CHSP)** - can provide low level help in the home, help with everyday tasks or one-on-one, individual social support.
- **Home Care Packages (HCP)** - can provide help in the home including cleaning, personal care (showering), shopping, transport, gardening, help with medication, etc.
- **Medical Alert System** - our staff can assist setting you up with a medical alert system, so you can call for help should something happen and you need assistance.
- **Dementia Carer's Support Group** - guided by one of our health professionals these meetings bring together carers for support and discussions with others who are also caring for a person with dementia. The support and information taken away from these sessions can be of great comfort to carers.
- **Respite for Carers** - our staff can care for someone with dementia so their carer can take a break. The following types of respite services are available:
 - Centre-based day respite - where staff can take a person with dementia to and from a centre-based social support group where they can do activities, cooking etc. and socialise with others while the carer takes a break;
 - Community access respite - where staff can take a person with dementia out in the community to have a coffee or meal etc. while the carer takes a break;
 - Overnight respite - where staff can stay overnight in the home with someone with dementia to allow a carer to take a break;
 - In-home respite - where staff can be with a person with dementia in their home while a carer goes out to take a break.

Get in touch with our Community Health Intake Team to talk about how we can support you and your loved ones with your Dementia diagnosis. Phone us on (03) 5391 4267.

Contact our Aged Care Administration Officer, Kayleen Kingwill, on (03) 5391 4226 or email kayleen.kingwill@wwhs.net.au to discuss our residential aged care services.

WEST WIMMERA HEALTH SERVICE - AVAILABLE SERVICES

AGED CARE SERVICES

- Residential 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
- Transition Care Program (TCP)



WWHS



Royal Flying Doctor Service

Royal Flying Doctor Telehealth

Available at West Wimmera Health Service

Rural Flying Doctor Telehealth allows people to have an online appointment with a specialist from their local community.

Appointments are available with a:

- Paediatrician
- Cardiologist
- Endocrinologist
- Respiratory Physician
- Psychiatrist
- Geriatrician
- Pain Specialist
- Addiction Specialist

All appointments are 100% bulk billed and can take place at any West Wimmera Health Service campus, where our trained team members help to set up the technology.

Or an appointment can be from the comfort of a person's own home, with the initial help from our reception team to complete some paperwork.

A doctor's referral is needed to book an appointment.

Ask our reception team how to book an appointment by calling (03) 5391 4267 or step into one of our reception areas to speak to someone in person.



Board Profile

Meet Felicity Walsh



Where you live:

Melbourne

Occupation:

Commercial "In House" Lawyer

Favourite sports team / player / athlete:

Roger Federer

Favourite Australian icon:

Currently it is Andrew "Twiggy" Forest for, amongst his other contributions benefiting the Australian community, almost singlehandedly bringing about Australia's enactment of the Modern Slavery Act, making Australia only the second country in the world to have one. Otherwise, historically it is a hard call between Ned Kelly and Peter Lalor.

Favourite food to eat and/or cook:

Pasta

Time spent on WWHS Board:

I am just new to the Board.

Why did you join the WWHS Board?

I recently developed a connection to Nhill over the last year and I was really impressed with Nhill's modern looking health service facilities.

I thought it would be great to contribute to the community by bringing my commercial legal experience, (but through the lens of working within a major health service in Melbourne and within emergency services), to West Wimmera Health Service.

Where do you see WWHS in 10 years?

This is a tough one for me to answer having just joined the Board, but if the region can produce eminent health professionals like Prof. Rob Grenfell and then lure them back, it should not be underestimated, and I am sure it is here for the long term to grow with the population!

WEST WIMMERA HEALTH SERVICE

HAVE YOUR SAY

We always welcome your feedback to help us know where we need to improve.

We love to hear what we got right, but it's just as essential for us to know what we didn't get right.

Your input and ideas can make a difference. They are crucial to ensuring that we're responding to the needs of you and our community.

There are a number of ways you can share your feedback.

HAVE YOU SAY BY:

- **Completing a 'My Say' form, available at all reception desks or you can ask one of our friendly staff for a form**
- **Sending us an email to mysay@wwhs.net.au**
- **Writing us a letter and posting to:
Reply Paid, PO Box 231, Nhill VIC 3418**
- **Calling our Communications and Customer Partner on (03) 5391 4293**
- **Talking to a member of our staff**

We respect your privacy and feedback may be provided anonymously.



IF WE HAVE BEEN UNABLE TO RESOLVE YOUR COMPLAINT THROUGH THE SERVICE, YOU CAN CONTACT:

Health Complaints Commissioner

Level 26, 570 Bourke Street
Melbourne, VIC 3400
Telephone: 1300 582 113
www.hcc.vic.gov.au

Aged Care Quality and Safety Commission

GPO Box 9819
Melbourne VIC 3001
Telephone: 1800 951 822
www.agedcarequality.gov.au

NDIS Quality and Safeguards Commission

PO Box 210
Penrith NSW 2750
Phone: 1800 035 544
www.ndis.gov.au

Quick Quiz

1. Which superhero has an assistant called Robin? _____
2. What does water turn into when it freezes? _____
3. Which sport involves two small bats, a ball and a table? _____
4. What country, beginning with the letter R, is the biggest country in the world? _____
5. How many zeros are there in one hundred thousand? _____
6. Stockholm is the capital city of which country? _____
7. Can you unscramble the following word to reveal a number between one and ten: VNSEE _____
8. What is the name of the largest desert in Asia? _____
9. Which country used picture writing many years ago called hieroglyphics? _____
10. Who released a song in 2019 called 'Hold Me While You Wait'? _____

Who am I?

1. As the founder and president of Amazon Incorporation, I am now the wealthiest person in the world with a net worth of around \$110 billion.
Who am I? _____
2. I am a fictional detective created by Sir Arthur Conan Doyle. I am known for my proficiency in forensic science, observation, and logical reasoning.
Who am I? _____
3. According to legendary, I am a wizard who is the mentor of King Arthur.
Who am I? _____
4. I am an English scientist who did revolutionary work on gravity and force. I am also one of two scholars to develop calculus independently.
Who am I? _____

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

ADVISORY
BLUE
CARE
COMMITTEE
COMMUNITY
FAMILY
GRANTS
GYMNASIUM
HEALTH
HYDROTHERAPY
QUALITY
SAFETY
SPECIALIST
STAR
SURGERY

- WHO AM I ANSWERS
1. Jeff Bezos
 2. Sherlock Holmes
 3. Merlin
 4. Isaac Newton
- QUIZ ANSWERS
1. Batman
 2. Ice
 3. Table tennis
 4. Russia
 5. Five
 6. Sweden
 7. Seven
 8. The Gobi Desert
 9. Egypt
 10. Lewis Calpaldi