COMMUNITY NEWSLETTER

HIGHLIGHTS

NCN Update
Open Day
Sailability
Active April
MESSAGE FROM THE CEO

Numurkah District Health Service has been busy arranging a variety of activities to support excellent health care for our community.

Capital works are progressing with building upgrades to commence on Karinya Nursing Home from 29 April and tenders are out for the master planning and feasibility study for Numurkah Pioneers Memorial Lodge.

Numurkah District Health Service is holding an Open Day on Wednesday 1 May including tours of the facilities, information on services, health checks, a free barbecue, face painting and other activities.

Active April is underway and we encourage the community to get out and about and enjoy the range of programs on offer.

The More4Moira initiative has a number of activities promoting healthier choices and has a display at IGA.

The Board has recently adopted the Welcome to Country Policy and we acknowledge the traditional owners of our land. We look forward to celebrations in NAIDOC Week.

The Nathalia Cobram Numurkah (NCN) proposal to join services is ongoing and I thank the community for your involvement and feedback in the community consultation opportunities held over recent months. We value your input. Communication is ongoing.

Jacque Phillips OAM
Chief Executive Officer

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CEO Jacque Phillips presented information at a community consultation session in Numurkah in March and the health service Board Chairs (Susan Logie, Nathalia; Dale Brooks, Cobram; and Michael Buha, Numurkah) had a question and answer session - hearing community views. It was a successful event attracting over 70 people.
NCN UPDATE: NATHALIA COBRAM NUMURKAH HEALTH SERVICES

INFORMATION ABOUT THE PROPOSAL

• The proposal to join Nathalia, Cobram and Numurkah health services is being considered to improve access to care for local communities.

• The proposal will combine the management and governance of the three organisations under one entity and will be put to the Minister for Health for approval. The Minister has not made a decision.

• Existing hospitals/facilities will remain in place, in their current locations. Current services will be maintained and enhanced. The local identity and unique characteristics of each facility are valued and will be preserved.

• There will be no loss of services, staffing or funding.

• In an amalgamated entity, the Board would have local representation from each community and three Community Advisory Groups.

• The independent Due Diligence Report has been undertaken, including a comprehensive assessment of clinical, financial, governance, regulatory and human resource matters. This report has found no major issues of concern on the proposal to join services.

• Local funding will remain local. The Department of Health and Human Services has confirmed reserves at each organisation will be kept for local priorities. The Numurkah District Health Service reserves to undertake planning and the redevelopment of Numurkah Pioneers Memorial Lodge will be held for this specific purpose. Donations and items will remain with each facility/location.

• We are incorporating feedback from the community and currently finalising the proposal. It will be submitted shortly and we will let all communities know.

COMMUNICATION AND CONSULTATION

Thank you to members of the community who participated in consultation opportunities in relation to the proposal to join Nathalia, Cobram and Numurkah health services.

Overall, we have heard from a wide range of the community, including over 70 people attending the consultation session at Numurkah; 165 attendees attending staff and community engagement sessions in Nathalia, Cobram and Numurkah, 125 attendees at community tents, 72 survey responses, more than 34 meetings with staff, community groups and individuals (reaching hundreds), a total of 14,762 people reached via social media posts/advertising with 506 engagements, plus 20 letters/submissions received. We are incorporating this feedback into the proposal.

ONGOING FEEDBACK IS WELCOME

Make an appointment to come and talk to us at Nathalia, Cobram and Numurkah health services.
Phone: Nathalia – 5866 9444; Cobram – 5871 0777; Numurkah – 5862 0555.
Email: ncnhealthservices@humehealth.org.au or Write to: NCN Proposal PO Box 252 Cobram 3644 VIC

Information is ongoing through meetings, newsletters, media and the NCN website www.ncnhealthservices.org.au
We are delighted to announce that the first stage of planning for the redevelopment of Numurkah Pioneers Memorial Lodge is underway, with tenders released to architects for the master planning and feasibility study on 19 March 2019. Tender submissions are due in April.

Numurkah District Health Service has been working closely with the Department of Health and Human Services to progress this project for the benefits of residents and the community. The first stage is an exciting milestone and the result of a long process, with permission now received from the Building Authority to proceed with the feasibility study.

The next step involves selecting the most appropriate site and structure for the redevelopment. Site investigation will consider the existing site or another part of land within the Numurkah District Health Service premises. Once this is completed, the detailed design phase will take place, followed by the tendering of works and construction.

The entire project including master planning, feasibility study and redevelopment stages will include extensive consultation with the community.

Numurkah District Health Service has made a commitment to fund the feasibility study and will use reserves to fund the capital project. This commitment will remain in place regardless of whether Numurkah District Health Service remains a separate organisation, or becomes an amalgamated entity with Nathalia and Cobram.

We are proud to be funding this major project that will benefit many in our community for years to come.

Moretto Builders has been appointed as the successful tenderer for renovation works at Karinya Nursing Home, with building works to commence on 29 April 2019.

The builders recently attended a site meeting to finalise planning and prepare for construction.

Works will include the extension of the west dining room and renovation of the kitchenette and dining area with an activities kitchen for residents to enjoy. The new facilities will enable residents to prepare food, cook and enjoy meals - activities cherished by many.

The lounge will provide an extended area for residents to enjoy and a quiet space for meeting with friends and family.

The new facilities will bring a modern, bright addition to Karinya, to enhance the lifestyle and experiences of residents.

The works were made possible through a successful State Government refurbishment grant along with funding allocated by the Numurkah District Health Service Board.
Numurkah District Health Service invites the community to attend an Open Day to explore the modern hospital facilities, find out about a range of health services, enjoy a free barbecue and activities for the kids, and meet staff.

Find Out About Health Services
There will be displays on a range of services in the foyer and courtyard - come and talk to staff and take information.

Participate In A Hospital Tour
Hospital tours will be held from 3.30pm to 4.30pm and 5.30pm to 6.30pm. Visit Theatre, Urgent Care, Ambulance, Residential Aged Care, Primary Health, Support Services and more.

See Emergency Services
Representatives from Ambulance, Police, Fire and SES will be there on the day.

Get a Health Check

Find Out About Volunteer Roles and Employment Opportunities

Open Day

Numurkah District Health Service

WHEN: Wednesday 1 May
TIME: 3.30pm–6.30pm
WHERE: Numurkah District Health Service
2 Katamatite Rd, Numurkah

BALLOONS
FACE PAINTING
FREE BBQ @ 5PM
AUXILIARY CAKE STAND

www.ndhs.org.au
NAIDOC WEEK PLANNING

Planning is underway for our 2019 NAIDOC week celebrations with local Yorta Yorta Elder Aunty Faye.

NAIDOC week will be held 7-14 July 2019 and this year’s theme is ‘Voice. Treaty. Truth. Let’s work together for a shared future.’ This theme acknowledges that Aboriginal and Torres Strait Islander peoples have always wanted an enhanced role in decision-making in Australia’s democracy.

For more information about NAIDOC week, visit the website: https://www.naidoc.org.au/

More information will follow in the next newsletter.

CONFERENCE PRESENTATION

Carol Reid, Rochelle Barbaro, Catherine Church and Danielle Beekman attended the 15th National Rural Health Conference in Tasmania from 25 March. They were accepted to display and talk about successful projects they have been involved in.

Danielle is pictured with her poster outlining the SMS feedback survey as part of the Urgent Care Project. Rochelle and Carol gave a Soapbox presentation on Student Placements in Rural Health Services: developing an interdisciplinary model.

Congratulations to the team for having their work accepted and for representing Numurkah District Health Service.
Numurkah Pioneer Memorial Lodge Residents enjoyed a fun day out on beautiful Lake Victoria in Shepparton with the use of Shepparton Sailability access yachts that provide a safe, stable and easy to sail craft that can’t tip over.

Shepparton Sailability is a not-for-profit volunteer based organisation that runs sailing activities. They provide facilities such as a wheel chair accessible pontoon and lifting hoist to make sailing accessible and to enrich the lives of people of all abilities. For more information about Shepparton Sailability visit their website https://shepsailing.wixsite.com/shepsailability.
NUMURKAH DISTRICT HEALTH SERVICE PRESENTS

VALUE LIFE IN NURSING HOMES

Come along to this event to hear about how we should be supporting nursing home staff to enable residents and their families to enjoy their final home.

THURSDAY, 11 APRIL 2019

Presented by: Joseph Ibrahim
Professor, Health Law and Ageing Research Unit,
Department of Forensic Medicine, Monash University

Join us for canapés from 5:00pm
Presentation to commence at 5:30pm

Numurkah Shamrock Hotel Function Room

This event will commence with an award winning short film called 'Dignity of Risk'.

After the screening, 'Prof Joe' will deliver an informal talk that will cover living with dementia and 'Dignity of Risk' with opportunity for questions.

FREE EVENT

BOOKINGS ESSENTIAL, TICKETS AVAILABLE:
www.ndhs.org.au OR by phone: (03) 58620555
**PREMIER’S ACTIVE APRIL**

**In Numurkah**

**JOIN THE FUN!**

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**GREAT FREE ACTIVITIES TO GET MORE ACTIVE THIS APRIL IN NUMURKAH**

1. 9.00am walk-n-talk: seniors hub
2. 9.00am save the Children Play bus – Numurkah Primary School
3. 10.00am walking group – community house
4. 7.00pm Try Ukulele information centre
5. 8.00am walk-n-talk: seniors hub
6. 11.00am – Apex Park
7. 8.00am Group Bike ride – Newman Square
8. 10.00am Yoga for children – Apex Park
9. 9.00am walk-n-talk: seniors hub
10. 10.00am supermarket tour with dinner – SGA
11. 9.00am walk-n-talk: seniors hub
12. 10.00am learn how to use exercise equipment along walk – meet at playground gifts
13. 8.00am walk-n-talk: seniors hub
14. 11.00am – Newman Park
15. 10.30am Tai chi – netball courts
16. 11.00am cooking for 1 or 2 – information centre
17. 10.30am Rhyme and story time – Library
18. 10.00am school holiday activities – Library
19. 10.30am More4moira celebration walk, 10am – Newman square
20. 10.00am School holiday activities – library
21. 10.30am Tai chi – netball courts
22. 10.00am save the Children Play bus – Numurkah Primary School
23. 9.00am walk-n-talk: seniors hub
24. 10.00am School holiday activities – Library
25. 10.00am walk-n-talk: seniors hub
26. 10.00am School holiday activities – Library
27. 10.00am School holiday activities – Library

Premier’s Active April encourages all Victorians to do 30 minutes of physical activity a day during April. Register at [www.activeApril.vic.gov.au](http://www.activeApril.vic.gov.au)

See More Active April brochure for more details - available at Numurkah Community Learning centre and NDC.
Have you seen the IGA end of isle promotion? Numurkah District Health Service has teamed up with IGA to have a themed isle end. The current display presents snack food ideas for lunch boxes. Our dietitians have chosen packaged snack foods that meet the healthy eating advisory service traffic light system – green and amber categories.

**Choose well. Feel great.**
Making healthy choices easier.
To help you make healthier choices, food and drinks have been classified according to their nutritional value.

**Best choice**
Choose green food and drinks as often as possible. They are fresh and good for you.

**Choose carefully**
Choose moderate food and drinks sometimes. They are less healthy and there are better options.

**Limit**
To look after your health, choose well food and drinks rarely and in small amounts.

For more healthy eating tips visit healthyeating.vic.gov.au

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Numurkah Fruit and Veg-Table

Do you have any excess produce from the garden?

Take it along to the Fruit and Veg-table at the Numurkah Community Learning Centre so others can enjoy you fresh produce and feel free to take any food you will use.
Community Celebration

Food  Music  Activities

Come along and join us for a healthy BBQ, kids activities and learn about our local more4moira community approach - making the healthy choice the easy choice.

Wednesday 17th April
4.30pm - 6.30pm
Newman Square

Are you following us on facebook?
Like, Share the page and tag a friend for your chance to win a 10 session pass from Fitness 3636.
Drawn at the community celebration

https://www.facebook.com/more4moira/
Delirium is a change in the brain that makes it difficult to think, remember, sleep, pay attention and more.

Numurkah District Health Service has recently participated in a state-wide delirium survey looking at how we care for people with delirium in hospital.

Our results were excellent, however it was identified that we have a high number of elderly patients who are at risk of delirium.

As a result, we will now introduce a new delirium risk screen for patients admitted to our hospital.

Have you noticed our newly installed display screens in the Acute ward? This screen will be used to display our project, quality and safety messages, results and data.

Patients who choose to use their private health insurance are a great help to Numurkah District Health Service. This is because the Health Funds contribute significantly to the cost of your care. This helps us to upgrade facilities and equipment, attract and retain services for the Numurkah community and maintain high standards.

Private Patients help the hospital, which helps the community

If you choose to use your Private Insurance:
• You may request a single room
• We do all the paperwork for you
• We pay all the bills
• We take care of any out of pocket expenses
• We will provide free local/national phone calls
• You help us develop the service for the community

Both Public and Private patients:
• Receive the highest possible standard of Care
• Enjoy a modern facility and use of TV in all rooms
• Will be treated by Doctors from the clinic of your choice

Please note:
Patients seen by a doctor in the Emergency Department will receive a bill from the doctor. This is a private arrangement between the patient and the doctor.

Please advise the person admitting you to Hospital if:
• You are eligible for DVA or are currently employed by the Army, Navy or Air Force
• Your admission is the result of a motor vehicle or motorcycle accident as you may be eligible for TAC classification
• Your admission is the result of an accident at your workplace as you may be eligible for WorkCover.
Numurkah District Health Service can help anyone that has a long-term or chronic disease.

Chronic diseases are any health condition that is long lasting and has persistent effects which often make life harder.

Chronic disease is becoming more common in society and can be a range of conditions. The common ones include arthritis, asthma, back pain, cancer, heart disease, lung disease, diabetes and mental health conditions.

You can talk to the Chronic Disease Support worker:

- If you need assistance or advice regarding your chronic condition or a self-management plan for a chronic illness that you have.
- If you want to undergo a Pulmonary Rehabilitation programme for your chronic lung illness.
- If you decide to QUIT smoking and want additional support.
- If you need more education on Asthma, use of spacers and inhalers.

The Chronic disease Support worker works every Tuesdays and alternate Mondays at the Primary Health Department.

See your health professional or GP for a referral today. You can also self-refer by contacting the Primary Health Reception on (03) 5862 0560.

For more information phone (03) 5862 0555.

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Staff on the Acute Ward are encouraging patients to ditch their pyjamas and hospital gown and wear everyday clothes to get better and fitter quicker.

“End PJ Paralysis” is a state wide project funded by Safer Care Victoria which aims to prevent functional decline in hospital patients by encouraging them to - “Get up”, “Get Dressed” and “Get Moving”.

Depending on a persons age, more than 10 days of bed rest could cause significant muscle loss. Getting dressed in your own clothes and supportive shoes during a hospital admission enables you to feel more confident, gain your independence and decrease your risk of deconditioning. Keeping active will help you with your ability to fight infections and improve your appetite, sleep and mood. This may also decrease the risk of pressure injuries, muscle weakness and fatigue, dizziness, risk of falls and pain. We want to get you back to your normal routine, enabling you to return home.

If you need to come into hospital for a stay, remember to pack your everyday clothes, toiletries as well as your pyjamas.
Myagedcare is the way people over 65 years of age, or Aboriginal and Torres Strait Islander people over 50 years of age, can access services to help them remain in their home. Myagedcare is the first step in receiving these services at home.

You may be able to receive things like:
- Household jobs (cleaning)
- Personal care for help with showering and dressing
- Transport
- Modifications to your home like ramps
- Nursing
- Meals on wheels
- Social activities like activity groups

Myagedcare can also help with short term services such as:
- Recovery from an accident or illness
- When you or your carer need a break (respite)

Myagedcare also helps people entering a residential aged care home (permanent care).

The Australian government contributes to the cost of Aged care services, however you are expected to contribute to the cost depending on your financial circumstances.

You can access Myagedcare services by the following:
1. Calling Myagedcare on 1800200422
   You will be asked questions over the phone to help work out your needs. You will need your medicare card. If you’re calling for someone else you will need their consent.

2. You or your carer can request an assessment online on the Myagedcare website. https://www.myagedcare.gov.au

3. Request a referral from your own doctor for access to My Aged Care. Remember to provide a current contact number or one of your carer, as Myagedcare will only make two attempts to contact you or your carer to arrange an assessment.

Once you have contacted or have a referral to Myagedcare you will then have a face to face assessment. A trained assessor (RAS Officer or ACAS Assessor) will come to your home and discuss your care needs. Someone else can be with you during the assessment. You are then contacted by your local service provider (MHA Care or Numurkah District Health Service) to start the services.

Some services at Numurkah District Health Service that require a Myagedcare assessment include:
- Occupational therapy
- District Nursing
- Foot care Clinic
- Planned Activity Group
- Healthy Habits (exercise and wellbeing group)
- Podiatry

Numurkah District Health Service Intake team can also assist in applying to Myagedcare online on your behalf.

Contact the intake team on 5862 0560 or present to the Primary Health reception desk for further assistance.
Numurkah District Health Service promoted ‘April Falls Day’ on 1 April, focusing on how to prevent falls in our health service and community. A number of activities took place:

- Staff dressed in red to promote our non-slip red socks;
- Allied Health staff had a display in the foyer;
- In the Acute Ward the PJ Paralysis team showcased how ending PJ Paralysis helps in reducing patient falls; and
- Aged Care showcased the equipment used to minimise resident falls.

**April Falls Day**

Numurkah District Health Service celebrated the contribution that our Allied Health Professionals make across our health service during Allied Health Week.

We are lucky to have many varied Allied Health Professionals at NDHS from Physiotherapy, Occupational Therapy, Dietitians, Counselling and Psychology, Health Promotion, Podiatry, Allied Health Assistant, visiting Radiography and Pharmacy - and our therapy dog Jasper. They all work hard to support our residents, patients and clients across the organisation and in the community.
CommBank centenary grant. This grant assisted us to form the delivery of a program as well as other small initiatives to support the health and wellbeing of Numurkah youth aged 13-16 years.

In early 2018, a group of staff adapted a cooking program from the ‘Food Redi’ concept to include education as well as hands on experience. The Kitchen Superstars program was held at the Community Learning Centre and the Numurkah Secondary College. It was facilitated by the NDHS Dietician, supported by the Practice Nurse from the ‘Doctors in School’ program and had assistance from school teachers.

The program structure included a four-week interactive program, educating through activities and meal preparation.

Topics included:
1. Healthy eating and the 5 food groups
2. Connecting poor nutrition with health conditions
3. Implementing healthy eating with daily life
4. Importance of physical activity

Participants demonstrated improved nutritional knowledge, confidence in cooking and exploration of new foods. 100% of students stated they had experienced a new food or recipe and some reported utilising new recipe modification skills at home. One attendee identified a reduced fear while cooking on a stove and another aimed to include breakfast on a regular basis as a result of the program. Additionally, 56% of participants stated they had cooked a meal from the program for their family.

The success of the Kitchen Superstars program in 2018 has now lead to repeat in 2019. This year, the program specifically targets year 12 and VCAL students. They will be moving into independence the following year, pursuing university and work. Having the opportunity to participate in the FoodRedi program will give them some practical, new life skills for when they venture out into the world.
Student Placements

Meet our new Dietetic students on placement with Numurkah District Health Service. One of the projects involves the students working with local food outlets to see if highlighting healthier menu choices encourages people to choose the healthier choice. The Telegraph Hotel, Numurkah Hotel and Railway Hotel Strathmerton are participating.

Participating in projects like this not only promotes the business, but it helps build local research knowledge and evidence which in turn helps us to apply for more funding and programs. It also helps students to expand their knowledge and experience and see the potential in working in rural areas.

CONSUMER FEEDBACK

How to provide consumer feedback:

We encourage you to discuss any concern or complaint with the staff caring for you. OR

Electronic ‘touchscreen’ Feedback Hubs are located in all departments. You can enter a compliment, suggestion or complaint at any time which is sent immediately to management. You can choose whether or not to leave your name.

Write a letter and mail it to:
Director of Clinical Services
Numurkah District Health Service
PO Box 128 Numurkah 3636.

Our Director of Clinical Services is available to all residents, patients, their relatives, carers and friends during the hours of 9am—5pm Monday to Friday (03) 5862 0513.

You can enter your feedback any time on the feedback section of our website at: www.ndhs.org.au

Patient Opinion is a website that gives patients, carers and families the opportunity to provide feedback, both good and bad, about their experience with our health services. Patient Opinion is safe and you will remain anonymous.

www.patientopinion.org.au