



## From the CEO

May I begin this short article by expressing my sincere thanks to the Healthcare Service and the broader community for your warm welcome to Timboon.

At the very beginning, I wish to offer on behalf us all at Timboon and District Healthcare Service our very best wishes and sincere thanks to Ms Elaine Collins for her amazing dedication, commitment and leadership to Timboon and District Healthcare Service over the past 15 years. Elaine has led the healthcare service from the early days of struggling finances and ageing facilities, through to the wonderful modern and well equipped rural health organization we are today. Thank you Elaine.

It is an exciting time to begin this new leadership role. As the new Community Services building develops, we look forward to the expansion of our services and providing a wonderful new space in which to work and support the health of the community.

Small rural health services play a vital role in the health and wellbeing of rural life and it will be our aim at Timboon and District Healthcare Service to ensure that the people of our District are given the very best access to services. We will continue work with the community and government to grow and develop these services as we respond to the health needs of our community.

I look forward to meeting and working with you

**Wayne Weaire**  
Chief Executive Officer

## Building of the new Community Services facility commences

**January 31st has seen the beginning of the much planned for Community Services building at Timboon and District Healthcare Service.**

The building is planned to be finished in November and will provide a wonderful new space for our Community Health, Home and Community Care and other Primary Care, Youth and Aged care services to be delivered.

The building project will also involve some major redesign and renovation of the Accident and Emergency Department, allowing for better access for ambulances and emergency staff.

While builders are on site, the opportunity will also be taken to enlarge the existing physio and exercise rooms, and to provide for a much needed extension to the staff dining room.

The whole project is an exciting venture, being fully funded by Timboon and District Healthcare Service.

Throughout the building period it will be necessary to relocate some of our services to other parts of the Hospital, and in some cases to other facilities within the community. Every effort will be made to limit disruption to normal services, however where this is necessary, we will contact those who will be affected.

We appreciate your understanding as we look forward to even better facilities and services at Timboon and District Healthcare Service.



Site clearing is well underway the building

## Inside...

- How to make complaints about healthcare services
- Active Service Model
- Audiology service resumes at Timboon & District Healthcare
- Sustainable Farm Families
- Community noticeboard

## Community Hub

Due to construction beginning, the Community Hub will no longer be accessible to the community.

*Timboon Library provides access to the internet for community members between 11.30am and 4.30pm daily.*

## Bookworms has been relocated to the Timboon Library

Parent Child Mother Goose Program Using Books, Nursery Rhymes, Singing & Story Telling with your baby & toddler.

### BOOKWORMS SESSIONS

1st Thursday of every month: 9.30am morning tea supplied

MARCH 3rd APRIL 7th MAY 5th

JUNE 2nd

## Exercise Classes

Our activities room extension will be underway as of Wednesday 23rd February

All classes will continue after these times at alternate venues.

## Exercise Timetable

### MONDAY

Bounce back with babes, 1.00-2.30pm Timboon Sporting Complex

### TUESDAY

Gentle exercise group 1, 9.30-10.30am – TDHS Meeting Room

Gentle exercise group 2, 10.45-11.45am – TDHS Meeting Room

Tai Chi beginners, 12.15-1.00pm Timboon Hall

Tai Chi advanced, 1.00-2.15pm Timboon Hall

Active Expectations, 2.30-3.30pm – Timboon Sporting Complex

### WEDNESDAY

Strength Training, 9.00-10.00am – Timboon Sporting Complex

Rehab/Individual, 10.00-11.00am

– Timboon Sporting Complex

Better Balance, 11.00-12.30pm – Timboon Sporting Complex

Circuit, 1.00-2.15pm – Timboon Sporting Complex

### FRIDAY

Strength Training, 9.00-10.45am – Timboon Sporting Complex

Tai Chi, 11.00-12.00pm – Timboon Hall

*Tracey is able to be contacted on 0409 796 287*

## Timboon and District Healthcare says thank you to Elaine Collins

Ms Elaine Collins retired from her role as Chief Executive Officer of Timboon and District Healthcare Service on the 18th February, after 15 years of dedication, leadership and wonderful achievement. The community of Timboon and District Healthcare Service has much to celebrate and in so doing, offers its gratitude for such dedication and skillful leadership.



## Improving your Health Service We need your help!!

Timboon and District Healthcare Service attempts to offer the best possible care to health service users or patients. If you feel you have not received the care that you felt was necessary, then please give us your feedback. Your feedback helps us to continue to improve our health services and our continuous quality program.

Feedback can be made directly to the Health Service via our concerns or compliments feedback form, which is available throughout the organisation. Otherwise feel welcome to contact the CEO directly in person or in writing.

At Timboon and District Healthcare Service we are constantly working to improve our services and to ensure that other service providers who visit our sites are doing the same. Your feedback, be that as a compliment or a complaint provides the health service with a window of opportunity for improvement.

The Health Service welcomes your feedback with regard to any aspect of our services. This includes:

- General medical practitioners
- Dentists
- Specialists

- Physiotherapists
- Nurses
- Podiatrists
- Chiropractors
- Ambulances
- Alternative therapists
- Anyone else who provides a health service.

### What happens with your feedback?

Any feedback given to the organisation, be it as a compliment or a complaint will be notified directly to the CEO and in turn, the CEO informs the Board of Management of your complaints or compliments. The CEO will normally contact you within three days if your feedback is a complaint. The CEO will then directly investigate any concerns and notify you with the outcome. The Board of Management will also oversee the outcome of any complaints.

The aim of feedback is to ensure that we provide the very best services, if you find that our response to your feedback does not meet your expectations then we can provide you with a brochure about the services of The Health Services Commissioner. This will normally be attached to the CEO's feedback letter to you.

## New Staff



### Registered Nurse – Jessica Baker

Jessica has joined the Timboon and District Healthcare Service team since completing her postgraduate year with us last year

### Post Graduate Nurse – Kate McFadden

Kate has been employed for her postgraduate year to consolidate her university training.



# Audiology service resumes at Timboon & District Healthcare

Hearing loss through noise injury continues to be a problem for Australians. Farm noise exposure and relatively poor historical use of hearing protection have been suggested as causes for hearing loss.

Results of a recent study into noise induced hearing loss has shown

- Greater measurable hearing loss in 'middle age' farmers exposed to chainsaws, heavy machinery and cabined tractors, compared to unexposed groups.
- Greater measurable hearing loss in 'younger farmers' who never use personal hearing protection with firearms and un-cabined tractors, compared to those who always use hearing protection.

There has been measurable improvement in the hearing status of farmers and their use of hearing protection over the past decade.

Promotional efforts to encourage the essential use of hearing protection with firearms, continues to be a hearing health promotion priority, especially for young farmers.

A hearing assessment can also detect whether hearing has been affected.



## Tim Rayner AUDIOLOGY

Will visit Timboon & District Healthcare service monthly

For Appointments call  
**5560 5833**

## Port Campbell Discussion Groups

Sustainable Farm Families Program

Year 2 is on Wednesday March 16th .

The Second year program will enable the participants from last year come together for another health assessment and further health education

*We hope to see all the group again*

## Active Service Model

A new model of care for HACC Services

The Active Service Model is a positive approach to providing care and support to our Home and Community Care clients. By looking at what a person is able to do and would like to do, rather than what they cannot do. It aims to increase independence and self-management skills.

Under this new model, HACC clients will have the opportunity to be more actively involved in the care they receive and be supported and encouraged to be more socially involved in their community. This may involve developing new ideas and finding different ways of doing familiar tasks.

The Active Service Model is based on research that shows that supporting people and giving them the opportunity to set their own goals and make their own decisions about their care has a positive effect on their quality of life and their health and wellbeing.

This new "active ageing" approach is gradually being implemented across Victoria in all HACC services and is an initiative of the Department of Health.

Timboon and District Healthcare Service welcomes this approach for Home and Community Care Services.

# Calendar of events - March

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Feb 28 Speech, BBWB Active Expectations Rehab/Individual SWIMMING BUS Continence Nurse	March 1 Tai Chi Gentle Exercises Public Podiatry Physio Dietitian	2 Chiropractor Strength Training Rehab/Individual Balance Circuit	3 Bookworms Physio	4 Tai Chi, Circuit Strength Training Rehab/Individual Speech	5 Dental	6
7 Speech, BBWB Active Expectations Rehab/Individual SWIMMING BUS	8 Tai Chi Gentle Exercises Physio	9 Chiropractor Diabetes Educator Friendlies Strength Training Rehab/Individual Balance Circuit	10 Diabetes Ed Physio	11 Tai Chi, Circuit Strength Training Rehab/Individual Speech Private Podiatry	12 Dental	13
14 Speech, BBWB Active Expectations Rehab/Individual SWIMMING BUS	15 Tai Chi Gentle Exercises Public Podiatry Dietitian Physio Continence Nurse	16 Chiropractor Strength Training Rehab/Individual Balance Circuit	17 Speech Physio	18 Tai Chi, Circuit Strength Training Rehab/Individual Speech	19 Dental	20
21 Speech, BBWB Active Expectations Rehab/Individual SWIMMING BUS	22 Tai Chi Gentle Exercises Physio	23 Chiropractor Diabetes Educator Friendlies Strength Training Rehab/Individual Balance Circuit	24 Diabetes Ed Physio	25 Tai Chi, Circuit Strength Training Rehab/Individual Speech Private Podiatry	26 Dental	27
28 Speech, Continence Nurse BBWB Active Expectations Rehab/Individual SWIMMING BUS	29 Tai Chi Gentle Exercises Physio Dietitian	30 Chiropractor Well Womens Clinic - Cobden Strength Training Rehab/Individual Balance Circuit	31 Bookworms Physio	April 1 Tai Chi, Circuit Strength Training Rehab/Individual Speech	2	3

## Community Noticeboard

### Timboon Arthritis Support Group

Next Meeting on Friday 11th March  
LUNCH at Hampden Hotel  
Cars Meeting at Railyard - 11.30am

FOR MORE INFORMATION CONTACT  
Paula Steen 5598 3179 or  
Robyn Drake 5598 3190

**NEW MEMBERS ALWAYS WELCOME**

### Exercise to music

Timboon Hall Supper Room  
From 10.00-11.30,  
with a cuppa in between

*Everybody welcome!*

### Swimming Bus to Aquazone every Monday

**AQUA AEROBICS, SWIM or GYM**

Bus Departs for Aquazone 9.00am sharp  
from bowling club car park.  
Return to Timboon approx 12.30

Cost - Aquazone Pool Charges

**Bookings Essential on 5558 6049**

**BUS DOES NOT RUN PUBLIC HOLIDAYS**

## Rail Trail Shuttle

### Walk - Run - Ride

**Enjoy easy access to the best parts of the  
Timboon Rail Trail.**

A shuttle bus pick up is available from Timboon to Merrets Rd.  
Departing Thursdays at 5pm & every second Sunday at 11am.  
Operating until the end of March 2011.

Trailer Service Available for Mountain Bikes.

### BOOKINGS ESSENTIAL

**david@popes-timboon.com.au Tel: 0427 408 096**

**Popes will be operating this as a  
not for profit program.**

All profits from this venture will be donated  
directly to the Coast to Crater Rail Trail Group.  
This service will include a trailer service to  
transport Mountain Bikes to the trailhead at  
Merrets Rd.

**Cost: \$6 per person  
\$7.50 with Bike**

### Pick Up Points:

1) Timboon Railway Yard 2) Trestle Bridge

**Bookings Only at this time  
via Email or Phone**

*My goal is to expand this service to include  
coverage of all Rail Trail sections from Camperdown  
to Timboon & eventually the Great Ocean Rd.*