

Volunteer and Community Connections Newsletter

Spring Edition 2018



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Chief Executive Officer's Message

As indicated in the Autumn edition of the Newsletter our momentum to deliver on our strategic intent hasn't changed. One or two highlights are listed below:

Dental Steri Project

At long last the Dental Steri Project is nearing completion! It has taken longer than we anticipated and I truly appreciate the support and patience our Connect Health team have shown. Our goal is to have a functionally useable and safe space by 26th September 2018. Parking will return to normal on 1st October.

Thank you all for your support, patience and cooperation.

Bluff Road Engagement Project

Claire Swan, Community Development Worker, provided an update on the Bluff Road Engagement Project at the recent Staff Workshop held in September. Some highlights from the project to date are listed below:

- Regular resident engagement in most programs and increasing slowly
- Resident involvement in 'building on' activities
- Developing relationships
- Movement towards change and anticipation of change
 - Community noticeboard
 - Community mural
 - Resident jam sessions
 - Family Fun Day

Plans for the future include:

- Continue strategic planning to build on project activities in line with resident engagement
- Seek funding opportunities to maintain and build on support
- Continue with playground renovations – visual and permanent changes
 - playground flooring/equipment upgrade
 - community garden
 - painting bench seating

Stand for Community Health State Election Platform

Our peak body the Victorian Health Care Association and our colleagues across the State of Victoria have formulated six requests that we are advocating to local members and candidates to support in the state election to be held on Saturday 24th November 2018.



Our Values: Respect, Responsiveness, Accountability & Collaboration

CEO Message

Victoria's community health services deliver primary health, human services and community-based support to meet local community need.

Embedded in local communities, these health services have a unique understanding of the communities they serve, informing their ability to develop localised responses to social and health issues.

This sector is unique in Australia dating back to the establishment of community health in the late 1970s, and provides an incredibly valuable community platform, however, it is one that has not received significant attention. Opportunities to leverage the capacity and skilled workforce of community health for the benefit of the entire Victorian health system have not been taken, and the platform is gradually being weakened by enforced competition and funding cuts.

In the lead up to the Victorian Election stand with community health for:

- New community health centres where the public need them
- \$60 million every year to improve outdated facilities
- Increased funding to enable community health services to keep pace with a growing population
- Better leveraging community health to reduce pressure on Victoria's public hospital emergency department
- Support for community health services to provide an even stronger health safety net for vulnerable Victorians
- Increased public dental funding, so people can access care when they need it.

Make your voice heard, stand with community health and speak to your local MP. Head to www.standwithcommunityhealth.org.au



The Launch at Connect Health & Community on 13th September 2018. CEO Amanda Murphy and Chairman Lars Schiphorst joined Damian Ferrie, George Robinson, Emma Liepa, Chris Hill and others to pledge their support to the Victorian Healthcare Association's #standwithcommunityhealth campaign in the lead-up to the November State election.

A note about the Annual General Meeting

The Annual General Meeting will be held on Thursday 25th October 2018 at 5.30 pm, all members are welcome to attend.

The following Directors' terms expire as they have served their maximum terms allowable under the constitution and are not eligible for re-nomination:

- Mr. James Arbuckle
- Dr. Andrew Batty

Hence two vacancies will exist for Community Representative Directors on the Bentleigh Bayside Community Health Ltd Board and the Board are actively recruiting with a recommendation to the members at the AGM.

Amanda Murphy

Volunteer and Community Connections

Team Leader Message



Dear All

I hate to say this but can you believe that it is only 12 weeks before we finish up for the year! Time has flown.

As we head into summer we would like to remind you about the heat waves and ensure you keep well hydrated during the warmer months.

We had some success with the Glen Eira Council submission, unfortunately the funds which were granted to us did not cover the full costs for us to create Easy English for our Community Transport Information, therefore we had to withdraw from the grant. We will continue to seek funds from other sources as we strongly believe in breaking down language/literacy barriers for people in order for people to understand and access our wonderful Community Transport service.

A warm welcome back to Anna who had 5 weeks off for some much needed surgery! It is lovely to have the full team back working. An extra special thank you to Sandra for assisting Kia and I in maintaining the fort, while Anna was on leave – very much appreciated. I would like to inform you that as from October 17 – Kia will be taking Long Service Leave and will return February 6, 2019. Kia will be missed But it will be a much needed break after 25 years.

Reminder that the Volunteer Pride and Satisfaction Survey will be conducted in early November. This continuous improvement plan (conducted bi annually) ensures that the quality of our programs/services is consistently and regularly reviewed. The aim of this survey is to gain feedback on Volunteers' experiences in your roles with Connect Health & Community.

The last day for all volunteers will be 14 December and returning 14 January 2019!

Lastly, what a wonderful effort and commitment volunteers provide to Connect Health — In 2017/2018 ...

29,084 Hours = 1,212 days

We would also like to acknowledge our volunteers who have kindly covered emergency sessions — for driving, jockeying and hydrotherapy pool supervising, assisting and sitting.

Thank you, thank you and thank you!!!

Cheers

Jo

Volunteer and Community Connections



Volunteer Profile — Meet Rosa



What was your motivation to become a Volunteer?

Exactly 22 years ago, I broke my wrist. I remember because my daughter-in-law rang me up to tell me she had a baby, and my granddaughter is now 22 years old. I went outside, it was slippery, and I fell and broke my wrist. I saw a lady physio at Connect Health and she helped fix my hand, it was beautiful. When my wrist healed the physio asked me to attend treatment in the Hydro pool. I attended hydrotherapy to do physio on my hands. One day the physio said “I want you to be a volunteer in the pool”. I told her I couldn't as my husband was sick. She insisted that I become a volunteer, and encouraged me to come and try it. I tried it couple of times to see if I liked it and I loved it! I was a little worried about doing the wrong thing, but the physio reassured me that clients are capable of doing their exercises. I just needed to make sure everyone was safe.

What did you do before becoming a Volunteer?

When I first came to Australia I went to work at a biscuit factory in Port Melbourne 55 years ago. I then worked as a tailor, making jackets and things like that. We moved house and I worked for a milliner, I did all the trimming for the hats. After that, my husband bought a fruit shop business in Centre Road. We had that fruit shop for 39 years. I also sold books - Encyclopaedia Britannica on the side and because I knew all the Italian people in the area, they paid me to go with the District Manager and sell the books. My husband would look after the kids, during the week, I worked in the fruit shop and on the weekends, went with the District Manager to sell the books.

How long have you been volunteering at Connect Health & Community, and in what roles?

I have been volunteering with Connect Health for nearly 20 years as a Hydrotherapy Pool Assistant and as an emergency pool assistant and supervisor. I try and convince people who have never been in a pool, to give volunteering a go. I tell them they can come and try with me, I would show them what to do.

What has been your best and/or worse volunteer experience while at Connect Health?

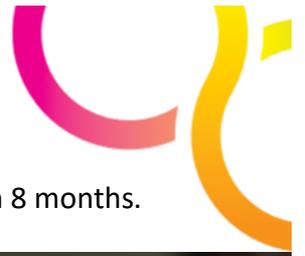
Everything has been good — no bad experience. I love it! It makes me feel good in my heart, I like people, everyone, I like to help. I enjoy being in the pool. I ask other people if they want to be a volunteer. I tell them I'm nearly 90, so if I can do it they can too! When I started volunteering I started with three shifts in one day. I also was an emergency volunteer sometimes a volunteer couldn't come so they would ring me to see if I could help. I'm only 5 minutes away. It keeps me young — **nobody believes I'm 90!**

What do you enjoy doing outside of your volunteering?

I enjoy cleaning the house! I get lots of visitors in the morning they come at 9am for a coffee. I have lots of neighbours that drop in to see me. I enjoy my garden and people.



Do you know our Staff? Meet Michael



How long you have been with Connect Health?

I commenced with Connect Health & Community in February this year, making it just on 8 months.

What is your position/title and team you belong to?

My position is Practice and Business Development Manager. I lead the National Disability Insurance Scheme (NDIS) Team which reports to the Office of the CEO.

What days do you work?

Monday to Friday, five days a week.

What you are currently working on?

Currently building a team of Allied Health Professionals and a pipeline of NDIS clients, both children and adults.

What you enjoy doing outside of work?

Being the father of a 12 year old boy, my personal time is fairly directed towards his schooling and weekend activities. I do enjoy cooking particularly on a Sunday afternoon for the week ahead, makes mid-week dinner preparation so much easier.



Community Transport – Extra Service - Volunteer Shopping Assistants Needed



We are about to set up a new and exciting 'Shop Assist' program for our clients and are looking for friendly, reliable and experienced volunteer drivers to provide one-on-one assistance for clients to do shopping, banking, post etc.

The aim of the program is to enable eligible clients to remain independent and continue to participate in daily activities.

Volunteers can use their own vehicle, conditions apply or use a connect Health vehicle.

If you, or someone you know has between 2-4 hours per week free, is happy to assist clients with their shopping, including a social coffee and chat from time to time, then contact one of the Community Connections Coordinators on 9575 5386 or email communitytransport@connecthealth.org.au

Auxiliary — Hello & Thanks



Hello, with a cordial invitation to join us in the fun. All visitors most welcome.

The last Friday in August, the Auxiliary and friends enjoyed a fashion display by Cliché Clothing Company followed by afternoon tea. As usual, all monies benefit "Connect Health".

Future activities include:

Friday 26th October — Soup & Sandwich Luncheon plus Bingo, 12 noon, in 2/3 Multi-Purpose Room (MPR). Cost: \$10.

Friday 23rd November — Blumes Summer Fashions at 1.30 pm in 2/3 MPR. Cost: \$5.00.

General Meetings held on Wednesday 10th October & 14th November at 11.15 am in 2/3 MPR.

Doreen's Trade Table held before the General Meetings at 11 a.m. in the 2/3 MPR. Various items for sale including hand crafted goods, clothing, books etc. Pop in and have a look. All monies go to Connect Health & Community.

Auxiliary Theatre — "Evita" to be held on Wed. 23rd January 2019 at the State Theatre at 1 pm. Cost: \$69.90. Plus "The Jersey Boys" on Wed. 6th March 2019. Cost: \$79.70, pay by 15th December 2018.

All enquiries to Audrey Streker on 9579 3846 or Lyn Munday on 9570 5087.



National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme is the largest health service reform in Australia since the introduction of Medicare in 1984 and following full rollout next year will support some 460,000 Australians living with a disability at a cost of approximately \$22 billion each year.

Connect Health and Community has a strong reputation in the delivery of allied health services to children and adults and we have registered as a NDIS Provider to provide continued support to this sector of our local communities. We are presently delivering Speech and Occupational Therapies and are actively expanding our service offering.



How 2 Project - Gender & Sexual Diversity Survey Outcomes



Hello again volunteers and thanks so much to the people who submitted the gender and sexual diversity survey, the information is very useful for our planning.

The results showed that around two thirds of the volunteers who responded were confident in working with LGBTIQ people, despite around the same amount noting they had little or no knowledge of LGBTIQ concerns or needs. This shows a group of people dedicated to caring for the whole or our diverse community.

The areas that were noted as wanting more information on, included intersex, queer, and transgender/ gender diverse. Several commented on being aware of the effects prejudice on the LGBTIQ community and the importance of treating everyone with the same level of respect.

Pamela

Community Health Nurse

Did you Know?

Almost half of all gay, lesbian, bisexual and transgender people **hide their sexual orientation or gender identity** in public for fear of violence or discrimination .

PERCENTAGE OF LGBTI PEOPLE WHO HIDE THEIR SEXUALITY OR GENDER IDENTITY AT CERTAIN EVENTS



Australian Human Rights Commission. Face the Facts: Gay Lesbian, Gay, Bisexual, Trans and Intersex People 2014

Mental Health Week.....All Welcome!

Mental health starts where we live, learn, work and play. On Wednesday the 10th October is World Mental Health Day! 13% of people in Australia experience mental and behavioural illness, with 11% of adults experience emotional distress. To raise awareness of mental health and learn simple ways to manage mental health symptoms, Connect Health and Community will be hosting a series of activities for all workforce to participate in during Mental Health Week (Monday 8th – Friday 12th October).

Monday 8th – Colour Food Healthy Lunch event. (Gardeners Road & Bay Road sites)

All workforce members (volunteers, paid staff, students and consume representatives) are encouraged to bring a healthy food lunch to share. The person that brings along the most colourful lunch will be in the running to win a \$50 Westfield voucher!

Tuesday 9th – Mental Health Room. (Gardeners Road site)

The Health Promotion Room will become a mental health space for all workforce members to access to either relax, read a book, stretch/yoga (self-led) or listen to mindful meditation music. Yoga mats, salt lamps, cushions and pillows, and oil diffusers will be available as well as some citrus water to drink.

Wednesday 10th – Mindful Meditation session. (Gardeners Road site)

Peter Brown, Connect Health and Communities Psychologist will be hosting a mindful meditation session for all workforce to attend. This is a great opportunity to participate in mindful meditation practice and learn some techniques that can be used every day. Room – 2/3rd room at 12pm – 12.30pm.

Wednesday 10th – Walk the Block. (Gardeners Road and Bay Road sites)

Workforce are invited to meet at Connect Health reception at 12pm (depart at 12.05pm) to walk the block with other staff members. This is an opportunity to enjoy the sunshine, meet new people and improve your mental health.

Friday 12th – Bring a pot plant to work day. (Gardeners Road and Bay Road sites)

All workforce members are encouraged to bring a pot plant to work. Acrylic paints will be available in the courtyard for all workforce to paint their pot plants; providing an opportunity to explore and create colorful pot plants to place in your favorite spot at home to admire and improve one's mental health status.

We look forward to welcoming you to celebrate Mental Health Week!

Barbara, Health Promotion Officer



Summer Heat Transport — During times when a day is forecast to reach 36°C and above, scheduled transport after 12 noon will be cancelled. Volunteers will only be able to transport Service Users in the morning to appointments/engagements and Service Users will need to make other transport arrangements for transport required after 12 noon.



Other Programs: Volunteers who support other programs will need to make their own decision as to whether they are able to safely attend and assist during a heat wave and/or days 36°C and above. **Whatever decision you make it is important to notify us as to whether you will be attending or not attending during these hot periods.**

Hydrotherapy News



Hydro Structure Update

At the last Hydro Volunteer Meeting (2017) the overall structure of the Self Help program was discussed.

A current problem is that people can come for many years without ever having a physio review. During this time their health can change significantly, and pool exercise may no longer be safe.

We also mentioned funding changes / external factors, such as My Aged Care (MAC).

A number of people expressed their willingness to meet and help review our hydro structure. Thanks to everyone who put their hand up. A meeting has not been scheduled yet, due to the many things we need to consider. There is a draft structure in mind, incorporating things such as:

- Annual Medical clearance includes option of a Physiotherapy review
- Attendance requirement, otherwise your spot may be allocated to someone else
- Registration and Statistical recording of all self-help groups
- Use of computer software for marking pool attendance

We can discuss this further at the Hydrotherapy Volunteers Meeting to be held on Thursday October 18, after which, I am keen to meet with a small group of clients and volunteers to help with planning.

Thank you,

Sean Sandilands – Senior Clinician Physiotherapist

Emergency Pool Rescue — is compulsory in 2019 for all active Hydrotherapy Volunteers.

We have set dates early so you are able to ensure attendance on one of the following dates:

At the **Bentleigh East site on Friday 29 March 2019, 2.00—4.00 pm
or Monday 8 April 2019, 3.00—5.00 pm**

At the **Berendale pool on Tuesday 29th January 2019, 2.30—4.00 pm**

Please keep one of these dates free to attend the training and let Kia or Anna know if you are not available to attend.



Hydrotherapy Pool Vacancies

East Bentleigh: Pool sitting: Thursday 1-2 pm & 3-4 pm & Friday 1-2 pm, supervising Monday 9-10 am, Tuesday 9-10 am, Wednesday 2-3 pm & Thursday 9-10 am.

Berendale: Hampton East: Pool sitting Friday 1.30—3.30 pm.

If you know someone who might be interested in volunteering with us and is available at any of the above times, please ask them to contact Anna or Kia on 9575 5312.

Volunteer and Community Connections

Net Promotor System – The Voice of the Client



New client feedback system kicks off.

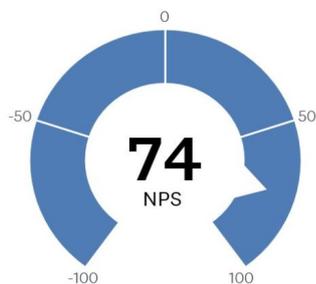
You'll see some new feedback boxes on the walls near all the exits to our buildings that show we are asking clients what they think about our services.

Feedback cards are offered by our staff to clients every time they use a service. The cards are a quick way to collect feedback that doesn't identify the client so they can be open with their response.

Basically the responses allow us to know how likely current clients are to refer us to others that then translates into a score that we can check on from week to week. We get the chance then to see how well we are doing in meeting the expectations of our clients, read their scores and their comments – both good and the ones that show where we need to do better.



How likely is it that you would recommend our service to a friend...
Answered: 65 Skipped: 0



Connect Health Client Experience Survey



Summer is coming. Never to late to think of Heat Stress

Some Tips Preventing heat stress.....

- Drink plenty of water, even if you don't feel thirsty.
- Avoid exposure to heat – stay out of the sun as much as you can.
- Protect yourself outside – 'slip, slop, slap' by covering exposed skin with lightweight clothes.
- Use sunscreen and wear a hat, 'seek' shade and 'slide' on sunglasses.
- Limit physical activity – too much physical activity on a hot day can lead to heat stress.
- Take it easy – rest often and, whenever possible, stay indoors or in the shade.
- Stay cool – and keep air circulating around you. Take a cool shower, bath or sponge bath.
- Keep up your energy levels – eat regular, light meals.
- Watch out for others – check on other people who may need help coping with the heat.
- If you feel unwell in the heat contact your **GP or NURSE-ON-CALL on 1300 60 60 24.**



Volunteer and Community Connections

Training Opportunities and Events



South East Volunteers — 5 Myrtle St Glen Waverley Vic 3150. To attend Workshop listed below please **RSVP Tel: 9562 0414**.

Customer Service: Wednesday, 10 October, 5 Myrtle Street, Glen Waverley

Connect Health & Community

Staff Workshops – Volunteers most Welcome to attend

Thursday 22nd Nov	2.00 - 4.30pm	Multipurpose room
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Hydro Emergency Rescue Videos

We have Hydro Emergency Rescue (ER) Videos for volunteers who would like a refresher or who have not had the opportunity to attend. Please contact Kia/Anna to make a time to view the ER videos. We encourage new volunteers to view the Hydro Rescue Videos.

Dates to make note of:

Hydrotherapy Volunteers Meeting: Thursday October 18, 1:30 pm – 3.00 pm

Walking Group Meeting: Tuesday October 2, 11:00 am – 12:20 pm

Volunteer Christmas Lunch: Wed. 28 November, Murrumbeena Park Bowls Club, 26-28 Gerald St, Murrumbeena VIC 3163, Melway ref. 69 B7

2019 Hydro Emergency Rescue Training

Friday 29 March and Monday 8 April, 2019 at East Bentleigh site

Tuesday 29 January at Berendale Pool

Public Holidays in 2018

*AFL Grand Final Friday— Friday 28 September
Melbourne Cup Day — Tuesday 6 November
Christmas Day — Tuesday 25 December
Boxing Day — Wednesday 26 December*

Last Day for Volunteers:

Friday 14 December 2018

Recommencing:

Monday 14 January 2019

Connect Health's

Vision: Healthy People, Healthy Communities

Purpose: Understand and meet the health needs of the community as a socially responsible business

Values: Respect, Responsiveness, Accountability & Collaboration

Main Site Address:

2A Gardeners Road Bentleigh East 3165

Postal Address

PO Box 30 Bentleigh East 3165

Website: www.connecthealth.org.au

Volunteer and Community Connections Team

Contact Details

Volunteer Services:

Anna: Monday — Wednesday

Kia: Wednesday — Friday

Phone: 9575 5312

Email: community@connecthealth.org.au

Community Transport - individual

Bill: Monday, Wednesday & Friday

Di: Tuesday — Thursday

Errol: Monday — Friday

Phone: 9575 5386

Email: communitytransport@connecthealth.org.au

Volunteer and Community Connections