



**Moreland Community
Health Service Inc.**
In good hands...In good health

Annual Report 2007/08



2009 Calendar

A message from the CEO and Board of Management

2007/08 has been another extremely busy year. MCHS continues to provide excellent services to the community and has continued to address the issues and challenges that arise.

Highlights

The highlights of the year included:

- The 10th anniversary of YGLAM, a same sex attracted/bisexual youth performing arts project
- Securing funds from the Foundation for Young Australians to research the needs of the same sex attracted youth in the Moreland.
- The employment of three young people working four hours per week each; as community consultants and peer workers.
- Appointment of an Aboriginal Community Engagement Officer who is helping to channel staff's desire to 'do something' about increasing our profile and referrals from the Aboriginal and Torres Strait Islander community.
- The work with East Timor which tends to bring all parts of MCHS together. For example, the auctioning of directors at the Christmas party was a fun way of fund raising which involved healthy competition and team building.

Carer Links North (CLN)

This year saw CLN celebrating its 10th anniversary in providing quality dedicated support services for carers. 2008 also saw the implementation of the Mental Health Respite Program and much expanded support services for carers of people with a mental illness.

Allied Health Services

Highlights for the Allied Health service unit have been the commencement of Service Access, the Central Intake System and starting to see clients through Early Intervention Chronic Disease (EICD). 2009 will see the introduction of care planning in the Allied Health unit which will compliment work undertaken in the Service Access and EICD areas.

Planned Activity Groups (PAG)

Expansion has been the theme in the PAG service unit this year. The transfer of Melbourne Health's Parkville Day Centre to MCHS has made us one of the biggest providers of Home and Community Care (HACC) funded day activity programs for people who are frail aged or have disabilities in Victoria. MCHS now runs 20 different groups from three different sites.

While centre-based activity groups are the most popular type of group for participants, we acknowledge an increasing community need to provide a more diverse range of groups. With this in mind we are in the process of piloting a number of new groups that focus on community access and meeting the needs of residents of Special Residential Services.

Piloted groups that are evaluated as successful will be permanently added to our PAG service unit to enhance the service and meet the needs and interests of a wider range of people in the community.

HARP – Partnerships in Health

The implementation of a shared client management system across five partner agencies that is accessed from more than 25 sites has been a highlight for the Hospital Admission Risk Program (HARP).

The MCHS Smoking Cessation Clinic has commenced operating using an innovation grant. This clinic will first focus on respiratory teams and will eventually be used across the whole of HARP.

Cocoons and Butterflies Project

Cocoons and Butterflies, a book written by over 20 MCHS clients, was released in July of this year and gives readers an insight into living with depression or anxiety. The book is the result of a project which began in 2005 with clients of MCHS sharing their personal stories about dealing with a growing social issue. Two years later, 110 books have been printed to the joy of the projects participants, who wish to remain anonymous.

Volunteer/East Timor Program

This year we successfully recruited a Volunteer Coordinator to oversee the recruitment, ongoing

management, training and skills development of Volunteers within our organisation. The Coordinator is also responsible for the implementation and organisation of the East Timor Program. For more information about the work being done in East Timor, please refer to page 26 of this report.

Challenges

The greatest challenge came in March, when the Australian Tax Office (ATO) ruled that all Community Health Services (CHS) like MCHS were an arm of government and not independent Not for Profit Organisations. As a consequence of the ruling we would have to change our status as a charity. In turn this would have 3 effects:

- People and organisations would no longer be able to make tax deductible donations to us, hindering our capacity to raise funds
- Federal and State Government departments would no longer fund us, as being a charity is often a requirement for funding; and
- Experienced and highly qualified staff would leave MCHS and go to other organisations that were able to offer salary packaging to their staff and as a consequence receive higher pay.

Once the ruling had been made a public campaign involving all 23 effected CHS, the relevant unions and the staff at community health services commenced. The Minister for Health the Hon. Daniel Andrews very early on indicated his support for a solution that would maintain the pre-ruling status of CHS. Following consultation with us, a solution has been proposed that is acceptable to the ATO. The package of measures that will create charities include:

- Movement from Incorporated Associations (under the Incorporated Associations Act) to Companies Limited by Guarantee (the Corporations Act),
- A new Board structure not appointed by the Minister but rather elected by the members and voluntary registration with the Department of Human Services so that we can continue to receive funding.

These steps have been put into place and will be taken to the November 2008 Annual General

Meeting for consideration by the Associations members. We would like to publicly acknowledge the work, support and assistance that our two State Lower House Members Carlo Carli and Christine Campbell have given during this difficult period.

One other major challenge has been the recruitment of staff. This is something that has been getting progressively worse, as the skill shortages years of Federal Government under investment in tertiary education feels its effects in the workplace. This makes it difficult to recruit staff across all skill groups, reducing our capacity to provide the services to our community. Further the Federal Government sometimes requires us to return unused funds when often it is not possible to spend the money because we cannot recruit staff. In turn this makes budgeting and budget management more of a challenge.

We would like to thank the other Board of Management members for their support and involvement in the organisation throughout 2007/08. Finally, we would like to thank all the staff, clients, volunteers, community groups and individuals for making it a successful year.

Philip Moran – CEO

Katerina Angelopoulos – President



Board of Management members present at the October 2007 meeting: Genevieve Juj, Katerina Angelopoulos (President), Michael Caputo, Margaret Burdeu and John Moran. Absent: Anthony Helou and Dr Jenny Lewis.

Chief Executive Officer
Philip Moran

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vision & values

Vision Statement. We aspire to make a positive difference in people's lives by being a innovative and integrated Health, Community and Advocacy service provider.

Values Statement. Our values underpin and drive our efforts to provide high quality services and build the strength of our community.

PASSION: *Enthusiasm, Commitment, Making a Difference*

- We will be leading voices on issues affecting the health of our community
- We will maintain our vigour and vitality
- We support our staff, enabling them to do their best work

RESPONSIBILITY: *Purposeful, Quality and Accountability*

- We strive for excellence in everything we do
- We embrace good governance practice
- We follow through on our commitments

INTEGRITY: *Honesty, Respect and Fairness*

- We treat all people with dignity and respect
- We communicate openly and honestly
- We act against discrimination

DIVERSITY: *Breadth of services, Innovation, Responsiveness*

- We are flexible and respond to the needs of our community
- We embrace the diversity of our people and the community we serve
- We promote creativity and innovation
- We strive to be accessible to our community

ENGAGEMENT: *Co-operation, Partnerships, Sharing*

- We work in partnership with our community and stakeholders
- We share our ideas and skills
- We know that everyone has something to contribute and something to learn

Children's Services

The **Child Health Team** services include: Audiology, Dietetics, Occupational Therapy, Child Psychology, and Speech Pathology. We now have a **Paediatrician working** 2 1/2 days per week. Specialist medical assessment is available for children with: behavioural problems, learning difficulties and developmental concerns.

For more information, please contact our Coburg office on (03) 9350 4000.

HIPPY (Home Interaction Program for Parents and Youngsters) is a home-based parenting and early childhood enrichment program targeting disadvantaged families in our community. HIPPY empowers parents to be their children's first teacher and fosters parent involvement in school and community life, to maximise the chances of a successful early school experience.

The HIPPY Coordinator in the Fawkner area is Lou Gilfillan and she can be contacted on 0409 778 423.

Foundations Early Childhood Intervention provides support to preschool aged children with developmental delays/disabilities and their families. Services include assessment and ongoing support such as: group programs; kinder and childcare visits; transition to school and parent education. Families from the cities of Moreland, Hume and Darebin can access this service by contacting Central Intake on (03) 9479 0121 or the Foundations Team Leader on (03) 9302 1780.

Foundations has been approved to provide services for the **'Helping Children with Autism'** program.

For further information please contact the Foundations Team Leader on (03) 9302 1780.

Interview with Mariam (parent)

I joined the HIPPY program in April 2008. The Speech Pathologist that Aatikah (Mariam's daughter) had been seeing at MCHS in Coburg asked me if I was interested in the HIPPY program and gave my number to the HIPPY Coordinator. The program is really good. It's easy to follow and there are no complications. The Home Tutor comes to my house once a fortnight and explains the exercises with me and we do role plays. Later, I apply what I've learnt by teaching my daughter. By conducting the initial role play, I learn how the exercises work and also learn how to give encouragement to my daughter.

For example, if she is not sure of an answer, I can say "you're doing great". Every other week we have group meetings.

When we began the program we spent about 15 minutes each day doing the activities and now we do about 20 minutes. Aatikah enjoys it and sometimes she will say to me 'Mum, when are we going to do HIPPY?' I didn't know she'd be so excited and that it would be so fun. I really like the program and even though Aatikah starts school next year we will continue the program for another year. It's really good for children her age (4-5 year-olds). Even my 3 year old son has learnt shapes from his sister's activities.

Interview with Jehan (Home Tutor)

I started working as a Home Tutor in April, after two weeks of training. It's a beautiful job, perfect, and it's so nice to meet other parents. I visit 10 families a week and most of the families acknowledge that they didn't know their kids were so smart. Many families wish they could continue with the program for more than two years.

We give each family a booklet for the week with activities for each of the five week days. Examples of activities from the booklets include:

- Concepts 'in front of and behind'
- Language and concept development
- Eye-hand coordination
- Imagination.



Health Tip:

Communicating with children

- Positive communication with children means paying attention, respecting the child's feelings and watching your tone of voice.
- If you have a busy schedule, make sure to allocate some time every day to simply sit and listen to your child.
- Children thrive with words of encouragement and praise. (taken from www.betterhealth.vic.gov.au)

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1 <small>New Years Day</small>	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26 <small>Australia Day</small>	27 <small>School holidays end</small>	28	29	30	31

january

Case Management Services

This service unit provides a variety of case management programs in the North-West metropolitan region of Melbourne including: Linkages, Community Aged Care Packages (CACP) and Fee For Service case management. Each of these programs are explained below.

The Fee for Service Case Management program requires the case manager to work in conjunction with clients, carers and funding body representatives to support clients with achieving community based goals. The Fee for Service program is a short term program which assists people in numerous ways including reintegration into all aspects of broader community life (vocational, physical, social and cultural). This program also requires the case manager to coordinate interim home based supports whilst referring and waiting for longer term formal services. The Fee for Service program covers the northern & western metropolitan region and works with a number of funding bodies including the Department of Human Services (my future my choice) and Carer Links North (Ageing Carers Program).

The Linkages and Community Aged Care Program (CACP) are both long-term programs operated in the municipalities of Moreland and Hume. Both programs aim to prevent premature or inappropriate admission to long term residential care. This is achieved through provision of case management and coordination of support services in the individuals' home and community.

The Linkages program is funded for 129 places and assists frail older people, people with dementia, younger people with disabilities and their carers. All clients of the program have complex and changing care needs.

This model of care supports people to remain in home by sourcing a range of flexible services which promote dignity and independence, assist with community connectedness and contribute to people's physical, emotional and social well-being. A case manager is appointed for each individual with the responsibility for organising and coordinating the various services required for supporting and monitoring a person's health and care in the community.

The CACP program is new to our organisation and commenced in November 2007. This program is based on the same model of care as the Linkages program. Our successful submission saw funding to assist 15 frail aged persons to remain in their own home. The team worked very hard together to ensure all systems were in place to have the new program up and running 4 weeks from the approval date.

Warren Case Manager with Beryl



Health Tip:

By remaining socially active you benefit your health & wellbeing.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

february

Allied Health

Allied Health includes the following services: Podiatry; Physiotherapy; Diabetes Nurse Educator; Dietician; Occupational Therapy; Audiology; Speech Therapy and Early Intervention in Chronic Disease.

Tai Chi, first established as a form of kung-fu (martial art) in China over thousands of years ago, has been supported by recent scientific researches to have significant benefits on improving our health and wellbeing.

The Tai Chi movements are slow and gentle with a focus on eye-hand coordination, relaxed breathing, weight shifting, body awareness and posture. The form of Tai Chi that we teach our clients is called Tai Chi for Arthritis (TCA). This form of Tai Chi is particularly suitable to people with some joint or muscle pain, those experiencing a mild decrease in balance or mobility; or those who would like help to boost one's self esteem and general fitness.

The Physiotherapy team at MCHS run 3 classes at Coburg including Beginners, Intermediate and Advanced classes; and one intermediate class at Fawkner site. The charges per session are \$3 for

pensioners or health care card holders and \$6 for others.

If you are planning to join a tai chi class or any exercise class, please contact Reception at one of our community health centres to organise a brief physiotherapy assessment. What separates your body and mind from a "Tai Chi" experience is just a phone call away.

Safe and Independent Living - A Falls Prevention Program of MCHS. This program provides information and advice about home safety and falls prevention for residents of Moreland.

The service includes advice on making your home safe and education around a range of issues such as footcare, exercise, vision and diet.

The Occupational Therapist visits residents at home and can make recommendations about minor home modifications which will increase safety and help older people stay in their homes for as long as possible. Recommendations can vary from the installation of a ramp to simply a grab rail on the shower wall.

We also run an eight-week program which combines falls prevention education with exercises. Participants learn to identify their risk factors for falls and are given practical tips and exercises to reduce the risk of falls.

The eight-week course runs throughout the year on Friday afternoons at our Coburg site. To find out more about the Safe and Independent Living Program, please contact Wendy Orams on (03) 9319 9457.

Food in a Flash – Men's Cooking Course. This cooking course is for older men who live alone or for men who are carers. The free eight-week course runs several times a year at our Coburg site on Friday mornings. Participants are taught how to prepare a variety of simple, healthy meals which won't break the budget. Our Dietician is on hand to answer questions about healthy eating and how to plan menus for particular health conditions e.g. Diabetes. Please contact our Occupational Therapist at the Coburg site on (03) 9319 9414 for more information.

Men's Cooking Group



Health Tip:

Good Footwear

An expensive pair of shoes does not necessarily mean a good pair of shoes. Shoes should be bought for comfort, not looks. They should be comfortable from when you first put them on and not have to be worn in.

Things you should look for when buying shoes. . . .

- The toe box should be deep enough to allow your toes to move and wide enough so all toes are flat.
- The heel counter should be high and firm
- The shoe should bend where your foot bends – at the ball.
- Between the ball of the foot and the heel the shoe should be supportive and rigid.
- Buckles, velcro, laces and elastic laces are best.

Happy walking!!

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9 <small>Labour Day</small>	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

march

Counselling Services

The **Young Mums Group** targets very vulnerable young mums and pregnant young women with the aim of reducing their isolation and strengthening their social skills and parenting skills. Mothers participating in this program are able to meet other young mums and begin to develop their own support network. This is an invaluable resource for young vulnerable mums!

The **Jelly Bubbles** parenting program is an interactive game/play based group for parents and their children aged two to five. The group aims to provide parents with the opportunity to learn about different stages in their children's development, to share ideas about how to support their children's development through play and also to share ideas about how to support themselves in their parenting role. The last program was run by in partnership by an Occupational Therapist, a Child Psychologist, and a Family Program Social Worker.

The **Looking Forward Group** is an eight-week therapeutic group for women who have experienced, or are experiencing, family violence in an intimate partner relationship. The group program objective is to help women to: explore alternative ways of understanding their situation, reclaim their skills and knowledge as survivors of family violence, and to develop renewed hope for their future. The following comments and views were expressed by the women who participated in the November 2007 group:

- "The atmosphere was relaxed to help me make decisions about myself and my future"
- "The group meant to me that there are other women out there with similar circumstances"
- "This group gave me hope"
- "I am amazed at the strength of the women I met"
- "I felt supported – 'heard' "

To contact our counselling services, please phone (03) 9355 9900.

The **'Cocoons & Butterflies' Project** is a mental health promotion program which aims to:

- Promote increased **social inclusion** for people experiencing depression or anxiety through the sharing of stories regarding the effects of depression or anxiety and helpful ways of dealing with them;
- Build the skills and confidence of community members to contribute to local community by providing opportunities to share stories in the booklet.

More than twenty community members participated in the project by sharing their unique skills and understanding about dealing with depression or anxiety in a booklet. Images were created by a local artist in response to the stories.

A final version of the booklet was produced in 2008 with the generous support from Coles Community Grant. Copies of this booklet are available from all MCHS receptions or from Lowell Wan on (03) 9387 6711

Here is some feedback from **'Cocoons & Butterflies'** clients:

'It gives me hope to read other people's stories. It helped me to accept myself in a more positive way.'

'It's like a virtual support group'

'It was written by people who experienced the issues. I can relate to it. It doesn't read like a manual.'

'The stories helped me to realise that there are many ways to help with depression and anxiety'

'I had a feeling of warmth after reading it'

Health Tip:

Health and wellbeing tip for women who have experienced abuse in a relationship:

The experience of violence can mean that women often ignore their own needs while they are attending to the 'needs' of their abusive partner or putting their energies into keeping the home as safe as possible for themselves and/or their children.

It is therefore imperative that women prioritise space/time to attend to their own needs as a way of healing and reconnecting with themselves.

Images from the *Cocoons & Butterflies* Booklet



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5 Daylight Saving Ends	6 School holidays start	7	8	9	10 Good Friday	11
12 Easter Sunday	13 Easter Monday	14	15	16	17 School holidays end	18
19	20	21	22	23	24	25 ANZAC Day
26	27	28	29	30		

april

Exchange Art Program

The Exchange is one of the mental health services at MCHS. It is a group based service for people who are recovering from mental illness. The art program provides an opportunity to create works using a variety of mediums in painting, drawing, ceramics, mosaics and sculpture.

An exhibition of work produced at the Exchange Art Program was held at Vic Place. This exhibition showcased people's talents, whether they had received formal training or not. One of the most common comments when a newcomer joins the art program is that they have not done art since primary school. In time, the quality of the artwork reflects people's progress in a talent that they are surprised they possess.

CoCare Youth Health

I remember having the secretive thought "I can't believe that I am being paid and am having so much fun". I was working with two young women who had recently been employed by MCHS as youth consultants. Some members of our YGLAM group (a same sex attracted/bisexual youth performing arts project) collaborated with our CoCare youth team staff to apply for funds to investigate the needs of same sex attracted youth in Moreland.

A La Trobe University research project, the "Writing Themselves In Again, 2005", found that young people who are same sex attracted are more likely to be bullied and develop mental health issues due to homophobia in the schools, families and the community. Based on the above findings and the fact that there is no support group in Moreland, we submitted an application to the Foundation for Young Australians to receive funds to research the needs of the same sex attracted youth in this area. MCHS also contributed funds to this project.

So amongst the laughter, discussions about capitalism and the consumption of fair trade coffee, the two consultants created a photographic and artistic representation of the municipality's areas of need and developed a confidential on-line survey to assess the needs of same sex attracted youth. It quickly became apparent that same sex attracted youth had no space in which they could meet and hang out with other young people and access support services. Now we have secured more funding, have employed another young person and are running a schools sexuality diversity program and a support group. And we are still debating philosophical issues and are now consuming fair trade chocolate!

Health Tip:

How to deal with negative emotions

- Don't blow things out of proportion by going over them time and again in your mind.
- Try to be reasonable - accept that bad feelings are occasionally unavoidable and think of ways to make yourself feel better.
- Relax - use pleasant activities like reading, walking or talking to a friend.
- Learn - notice how grief, loss and anger make you feel and which events trigger those feelings so you can prepare in advance.
- Exercise - aerobic activity lowers your level of stress chemicals and allows you to cope better with negative emotions.
- Let go of the past - constantly going over negative events robs you of the present and makes you feel bad.

(taken from www.betterhealth.vic.gov.au)

Exhibition from Exchange Art Program



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

may

Planned Activity Groups

The main aim of Planned Activity Groups (PAG) is to support older adults or people with a disability to continue to access and engage in favourite hobbies and social activities. A variety of groups are available, including a ladies' scrabble and book club, a men's outing group and various gardening groups. There are groups that are language and culturally specific and others that specialise for people with memory loss.

Group members decide the types of activities the group will participate in. Popular activities include exercise sessions, games such as lawn bowls and word games, music, current affairs discussions and outings. Transport, morning tea and a two-course lunch is provided. Supportive staff assist clients to maintain their independence and participate to their full capacity. There is a fee for attendance which covers some of the transport and activity costs.

If you are interested in attending a group and for further information please contact (03) 9384 2244. The Assessment Coordinator will provide further details and explore with you which of the many groups on offer would best fit your interests.

Why attend PAG?

"It is the best day in the week."

"We meet people our own age."

"Having a laugh with new friends has helped me feel at home and part of the group and the staff are friendly."

"You make new friends - people that you would never meet if you stayed home all the time."

"It gives me a chance to go out of the house and of course get dressed up."

"I like the company. We are treated well by the staff."

"The food is good."

Was it difficult to come to PAG for the first time?

"It was like my first day of school... I was nervous!"

"I found it hard to make changes to my daily routine and coming to a centre & meeting new people, being accepted..."

"...worried about meeting new people and wondering if I could cope with the activities."

"I was not sure what to expect, and wondering if people would accept me and if I would fit in..."

Why is it worthwhile to keep coming to PAG?

"We are happy to come because we feel less lonely. We make new friends and we are able to express ourselves freely."

"Coming to the program stimulates us mentally and physically"

"We get information for the benefit of our health."

"Once we started coming - all of our concerns didn't mean a thing..."

"Companionship is important"

Health Tip:

There are lots of ways to stay involved in the wider community.

If you are less able to access social opportunities, joining a Planned Activity group can:

- Improve your health
- Widen your circle of friends
- Increase your physical activity.

(taken from www.betterhealth.vic.gov.au)

Planned Activity Bus with PAG worker



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8 <small>Queen's Birthday</small>	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29 <small>School holidays start</small>	30				

june

Health Promotion

During 2007/08 our Health Promotion team has continued to promote health and wellbeing and prevent ill health by working collaboratively with our community members and partners. Our current priority areas are:

- Physical activity and active communities
- Access to nutritious food
- Mental wellbeing and social inclusion
- Capacity building

Health promotion projects and highlights include:

ATSI and Newly Arrived communities. We have been meeting with representatives from local Indigenous and newly arrived communities to identify and understand their needs and determine how, as an organisation, we can ensure we are providing appropriate and accessible services. In addition we have provided ATSI Cultural Awareness Training for MCHS staff, provided language maps for all sites, held a lunchtime forum for Refugee Awareness Day and arranged a Culturally and Linguistically Diverse specific workshop for the Seniors Speak Out series.

fun 'n healthy in Moreland! We have continued to work closely with our 12 *fun 'n healthy in Moreland!* program schools to build on their many successful initiatives to encourage healthy eating and physical activity. A recent highlight was the high level of participation and enthusiasm for the 'Premier's Active Families Challenge'. We surpassed our target of 300 registrations with an outstanding 504 families participating. As we enter the final phase of the project our focus will be on promoting sustainability by helping schools achieve the 'Go for your Life' award criteria, and enhancing the involvement of parents and families in the school communities. We'd like to thank all of our program and comparison schools and special development school for their continued commitment to the project.

Heart Foundation Walking. In partnership with the Heart Foundation we coordinate free, peer-led walking groups in all Moreland suburbs. The groups cater for a variety of interest groups and abilities including pram walkers, over 50's, fast walkers, slow walkers, evening and day walkers. Each group provides a terrific opportunity for

residents to improve their health and fitness and to meet new friends in the local area. Participants enjoy the groups so much that many choose to stay behind for a cup of tea or coffee and a chat following the walk.

The **Moreland Food Access Project (MFAP)** includes a variety of initiatives to assist Moreland residents to access healthy, affordable, culturally appropriate food. Three Community Kitchens were established in Brunswick and Glenroy, providing an opportunity for people to learn skills in planning and preparing nutritious, low-cost meals and meet new people. A bilingual peer education program was conducted to train Urdu-speaking ladies in basic childhood nutrition and oral health principles. The peer educators are now sharing their knowledge throughout the Pakistani and Bangladeshi communities in Fawkner. A new initiative, the Grow and Share Project, has been established to involve households in Glenroy and North Coburg in growing their own vegetables. Over the next year participants will grow vegetables of their choice to share with others, ensuring all participants receive a variety of fresh produce at harvest time.

Health Tip:

- Most of the food you eat every day** should come from the core food groups:
1. Breads, cereals, rice, pasta, noodles.
 2. Vegetables, legumes.
 3. Fruit.
 4. Milk, yoghurt and cheese.
 5. Lean meat, fish, poultry, eggs, nuts, legumes.

Choose tap water over other drinks. Melbourne tap water is safe to drink, cheap and contains fluoride for healthy teeth!

Most packaged food and snacks (muesli bars, biscuits, chips, lollies) don't provide valuable nutrients and should be limited to once or twice a week.

Students from St Fidelis enjoying being active outdoors



Members of one of the MCHS Heart Foundation Walking groups enjoy a stroll around Coburg Lake



Grow & Share participants and Lion's Club volunteers help to plant vegetables



SUNDAY

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

1

2

3

4

5

6

7

8

9

10 School holidays end

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

july

Multiple Choice

A:

How many kilometres of dental floss are bought each year in North America?

1. 40, 000
2. 400 000
3. 4 million
4. 4 billion

Multiple Choice

B:

What 50's heart throb has no front teeth and therefore wore a bridge?

1. James Dean
2. Elvis Presley
3. Marilyn Monroe
4. The Fonz

Dental Trivia

- The average human produces enough saliva to fill two swimming pools
- If you don't floss you miss cleaning 35% of your tooth surface
- Teeth are the hardest substance of the body
- Approximately \$2 billion is spent on dental products each year
- Regular dental cleaning can prevent heart attacks
- Mosquitoes have 47 teeth



Health Tip:

Oral Health and Wellbeing Tips

- Brushing your teeth twice a day with a fluoride toothpaste will help improve your teeth and your gums.
- Use a soft toothbrush – it is gentler on both your teeth and your gums.
- A toothbrush can't reach all the tight spaces between your teeth or the areas under your gum line, so regular flossing will ensure that your gums remain healthy.
- Regular visits to the dentist at least twice a year will make sure that any problems you may have are picked up early.
- Avoiding the frequent consumption of sugary foods and liquids (juice, Ribena, soft drinks and lollies) will help keep your teeth free from decay
- Smoking has been found to be bad for teeth and gums, so quitting smoking will be a bonus for your oral health.
- If you wear dentures – keep these out at night as it gives your gums a chance to rest and will decrease the likelihood of any oral lesions or problems.

Multiple Choice

C:

George Washington wore false teeth out of what material?

1. Carving stone
2. Wood
3. Plastic
4. Ivory



Multiple Choice D:

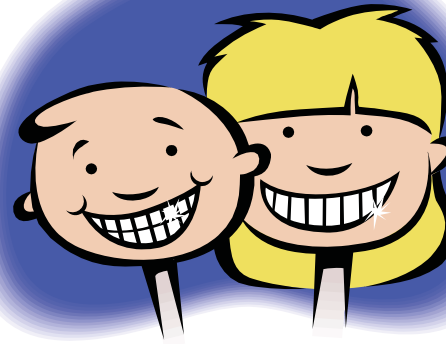
What people first invented toothpaste?

1. The Chinese – 3,000 years ago
2. The Egyptians – 5,000 years ago
3. The Mayans – 1,000 years ago
4. The Crest toothpaste company – 100 years

Multiple Choice E:

According to a Time Magazine survey, what % of North Americans prefer to go to a dentist than to sit next to someone using a mobile phone?

1. 9%
2. 18%
3. 36%
4. 59%



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Remember August is the month for DENTAL HEALTH

august

HARP - Partnerships in Health

Hospital Admission Risk Program (HARP) services support people with chronic disease, aged and/or complex needs who frequently use hospitals or are at risk of hospitalisation.

The aim of the HARP program is to assist people who need support to continue to live at home and to improve their health and quality of life.

The HARP program is a partnership between Doutta Galla Community Health Service, Melbourne General Practice Network, Moreland Community Health Service, the Royal District Nursing Service and the Royal Melbourne Hospital. The service is offered to clients living in the cities of Moreland, Melbourne and Moonee Valley and the suburb of Broadmeadows.

HARP provides services for:

Chronic Cardiovascular Disease

- Providing rehabilitation, education and advice enabling clients to optimise heart failure self management skills.
- Telephone coaching for the reduction of cardiovascular risk factors post cardiac event or surgery.

Medication Management Service

- Medication review by outreach pharmacists for clients at risk of medication misadventure.

Chronic Respiratory Disease

- To help people manage their breathlessness, improve their quality of life and function. The ultimate aim is for clients to be able to self-manage in the community including pulmonary rehabilitation or home based education and exercise.

Intensive Service Coordination and Psychosocial Support Services

- For clients frequently presenting to hospital with complex and/or psychosocial issues. These issues may include aged care related, mental health, drug and alcohol and homelessness.

Falls Prevention

- An outreach service that targets high risk fallers who have had at least one fall-related hospital presentation in the previous 12 months.

Complex Diabetes

- Credentialed Diabetes Educators in collaboration with GPs provide clinical management, education and support to people with complex diabetes.
- To reduce hospital presentations for diabetes-related foot illness, the incidence of amputations, improve wound healing, prevent or restrict the progression of diabetes-related foot disease.

New Services in 2008

- Smoking cessation clinic at Coburg site.
- Registered Nurse – Credentialed Diabetes Educator and endocrinologist based at Coburg site.
- Greek speaking Cardiac Coach.

For more information, please contact Lara Watson on (03) 9319 9492 or LaraW@mchs.org.au

Jane McCann Diabetes Foot Program Podiatrist



Heart Failure Maintenance Group, Essendon



Staff and clients from Heart Failure Maintenance Group, Coburg



Health Tip:

Include physical activity as part of your every day life
– climb the stairs, walk to the shops, park further away.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21 <small>School holidays start</small>	22	23	24	25	26
27	28	29	30			

september

Commonwealth Respite and Carelink Centre/CarerLinks North

Expressions from a carer

My name is Carole and I am a daughter and a carer to and for my elderly mother who suffers multiple health issues including Vascular Dementia. The diagnosis came in 2005 and this determined my new vocation as a carer. A career in caring was not something I had anticipated.

As I once read in a book entitled 'A Carers Guide', the path for carers of people living with this illness is often unclear and certainly uncharted. It is a time of dealing with the challenges of the initial diagnosis, the shock, the grief, the pain. The three year journey has been difficult. Dementia is referred to as the funeral that never ends as we witness the decline of a loved one.

My mother is no longer the person who had been my rock for 66 years and this makes me sad. My own children are now happy healthy adults, no longer dependant on physical or emotional support. I thought my mothering journey had been fulfilled. I now find I am an ageing mother to my own mum. This has been a very emotional and physical challenge that I felt I was not equipped to withstand, and there have been many moments that I wanted to shed the responsibilities of a carer, a 24/7 task.

My coping skills as a carer have at times been almost non existent. As a result I sought help. I had resisted this step as I felt guilty and did not want it known that I was not coping. The help I received, the

value of which I am unable to measure, has been truly life saving for me. The help, guidance and caring that came as a result of my contact with CarerLinks North (CLN) was nothing short of wonderful, an amazing professional group of people.

When I felt I was drowning in the isolation of my situation and the physical pain caused by depression, the guidance and understanding shown to me undoubtedly has provided me with a strength I believed was not possible. This strength is challenged at times, but I expect this to happen. But I feel secure in the fact that help is available, just a phone call away. The opportunities afforded me by CLN, such as seminars and workshops,

have played a major part in my growth as a carer and improving my esteem building. Friendships with other carers have resulted out of attending these events.

Alzheimers Vic have also been supportive, I am grateful for their help.

CLN and Alzheimers Australia Victoria do care for the Carer.

Heartfelt Thanks.

In July 2008 the 'Respite for ...a Good Nights Sleep' forum was held for people who are caring for a frail aged person.

The day appeared to be enjoyed and appreciated by the fifty people who attended with comments including:

"I was surprised by the number of people in my circumstance"

"I feel more confident to ask for help now"

"I am starting to realise that MY care and wellbeing is extremely important"

Health Tip:

The aeroplane emergency instructions state 'If the oxygen masks drop, put your own mask on first before helping others'.

It is good advice for carers to follow – you need to look after yourself in order to be available to assist others.

Carole and Eileen



Carer Forum



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2 <small>School holidays end</small>	3
4 <small>Daylight Saving starts</small>	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

october

Corporate Services

The MCHS Corporate Services team provide support to staff across every service area. The team includes:

Reception Services.

The Reception Services team consists of 19 full time, part time and casual staff plus the Reception Services Manager who form part of an integral partnership supporting and servicing the needs of our valued clients and staff across six sites. Our Receptionists are multi-skilled and manage a range of issues simultaneously assisting people from diverse cultural, social and ethnic backgrounds. The environment in which they work is demanding and very multidimensional.

Human Resources (HR).

HR assists and supports the organisation, management and staff in delivering an inclusive and responsive approach to HR practices. MCHS offers attractive employee benefits and incentives; it is our aim to become the Employer of Choice within the community health environment but also within the wider labour market.

Facilities/OH&S/Fleet Management/ Corporate Services Support.

This role focuses on working in partnership with and supporting MCHS community health programs and internal stakeholders in the areas of: Facilities and Site Management; Occupational Health and Safety and Fleet Management, with a large focus on governance and legislative compliance, enhancing our safe working practices and improving facilities for clients and staff.

Information Technology (IT).

There are nine staff in the IT team. Together they support staff in delivering better services to our clients through the use of technology. The IT team support the organisations' desktop computers, telephones (desk and mobiles), laptops, client record software, internet access, the MCHS website as well as other programs and equipment that affect the day to day workings of our staff and clients.

Finance.

Services provided by the Finance team play a vital role in supporting the smooth running of direct services to the community. The Finance Team consists of Finance Manager, Finance Team Leader, Accounts Payable Officer, Payroll Officer and Accounts Receivable Officer.

The team ensures that:

- All payables and receivables are processed in a timely and accurate manner.
- Payroll is processed within the specified timeframe and all payroll queries are answered promptly.
- Accurate and timely financial reports are prepared and made available to relevant parties.
- Stock levels are maintained and new stocks ordered as required.

Quality.

MCHS is committed to continuous improvement and ensuring that we provide a high quality service to our clients. MCHS assesses the quality of its services in conjunction with a number of accreditation and registration processes. More information about these processes, recent improvements made and the way in which we regularly monitor the quality of our services, is available in our Quality of Care Report 2007/08. Copies of this report are available in each reception, from Kristy on (03) 8319 7426 and from our website www.mchs.org.au

Health Tip:

Overall tips for healthy living:

- Enjoy your life. Make time to have some fun
- Exercise regularly, at least 20 minutes of exercise three times a week.
- Avoid conflict and situations that make you feel stressed as much as you can.
- Relax make sure you give yourself some time to relax each day and try to spend time with people who make you feel good about yourself.
- Eat well including plenty of fresh fruit and vegetables and avoiding sweet and fatty foods.
- Sleep. Do something calm and relaxing before you go to bed like listening to music or reading (taken from www.betterhealth.vic.gov.au)



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3 <small>Melbourne Cup</small>	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

november

Supporting Better Health in East Timor

In addition to goals of community strengthening and better health for the people of Moreland and Melbourne's north, MCHS is actively committed to making a difference to health outcomes for the people of East Timor.

One of Australia's closest neighbours, newly independent East Timor ranks amongst the world's most disadvantaged countries. At the invitation of the Cities of Moreland and Hume, the MCHS Board of Management has elected to work in partnership with the Friends of Aileu to support health projects in East Timor. MCHS is primarily focusing on the Aileu District, located south of the capital Dili. Involvement in the program also reflects the Board's commitment towards achievement of the Millennium Development Goals for health.

The health care needs of the East Timorese people are profound: life expectancy is 64 years, many women die in childbirth and too many children die before the age of five. Problems commonly associated with low health status in least developed countries are all in evidence: high rates of water-borne diseases including recurring malaria and diarrhoea, high incidence of respiratory diseases, a shortage of medical facilities and skilled health care workers, and problems with accessing medical care due to lack of transport.

Projects supported by MCHS in East Timor include:

Fundasaun Alola's Mother Support Group Program in Aileu District, which promotes exclusive breastfeeding for the first six months of life by providing counselling and mother support through a network of trained volunteers working at village level.

The **Uma Ita Nian Clinic and St Francis of Assisi Workshop for the Disabled** in Aileu. The St Francis of Assisi Workshop was set up by the Sisters of Maryknoll clinic as part of its rehabilitation program for the disabled. All workers at the workshop are disabled. They make and repair hand-powered tricycles and wheelchairs as well as specialist orthopaedic footwear to aid mobility.

The **Living Memory Project**, which focuses on ex-political prisoners, their experiences and health needs. This project has great significance for international human rights as well as being part of the recent history of the struggle for independence. MCHS is seeking partners to assist with funding the health care program and for the establishment of a video archive of the prisoners' stories.

District Health Facilities. Health facilities are generally basic and poorly resourced. MCHS has provided a four wheel drive vehicle for transporting patients to

the Aileu District hospital and clinics. MCHS together with other Friends of Aileu partners are seeking to fund the rehabilitation of a building at the rear of the district hospital to provide a 24-hour residential nurses station to provide overnight accommodation for midwives.

These initiatives all have the capacity to improve health outcomes and to transform lives.

How you can help:

- Donate to the East Timor projects through MCHS (tax deductible)
- Support fundraising events
- Buy East Timor coffee - Friends of Aileu (available at MCHS sites and through Moreland City Council).

For more information on these projects please contact Kate Jeffery on (03) 9389 2229.

MCHS is committed to increased volunteer involvement, drawing upon the skills, interests and expertise of people within the community to enhance and extend programs in a range of areas including aged care, health promotion and community support. If you are interested in volunteering with MCHS, please contact Kate Jeffery.

Volunteering is a great way to get involved in your local community or to be involved in an area that interests you. Research shows there are many personal benefits that flow from volunteering, including:

- Increased confidence
- Sense of personal achievement and satisfaction
- Opportunities to learn new skills and gain experience
- Feeling good about making a difference to others' lives
- Developing friendships
- Staying active and involved in the community.



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21 School holidays start	22	23	24	25 Christmas Day	26 Boxing Day
27	28 Boxing Day Holiday	29	30	31 New Years Eve		

december



**Moreland Community
Health Service Inc.**
In good hands...In good health

For further information you can
visit our website:

www.mchs.org.au

MORELAND COMMUNITY HEALTH SERVICE – CONTACT DETAILS

Broadmeadows 56 Dimboola Road, Broadmeadows. Ph: (03) 9302 1780

Brunswick 11 Glenlyon Road, Brunswick. Ph: (03) 9387 6711, Fax: (03) 9387 5417

Brunswick PAG 382 -386 Moreland Road, Brunswick West. Ph: (03) 9386 3575, Fax: (03) 9386 1849

Coburg 93 Bell Street, Coburg. Ph: (03) 9350 4000, Fax: (03) 9350 1518

Fawkner 79 Jukes Road, Fawkner. Ph: (03) 9357 2444, Fax: (03) 9359 9542

Moomba Park Dental Clinic, Fawkner. 111 Anderson Road, Fawkner. Ph: (03) 9387 6711, Fax: (03) 9387 5417

Glenroy 5d Cromwell Street, Glenroy. Ph: (03) 9304 9200, Fax (03) 9300 3283

Hume Moreland Primary Care Partnerships 175 Glenroy Road, Glenroy. Ph: (03) 9300 3082, Fax: (03) 9306 5644

Harding Street Level 1 368 Sydney, Road Coburg. Ph: (03) 8319 7400

Preston 4 Bruce Street, Preston. Mail to: PO Box 2021 Preston BC VIC 3072. Ph: (03) 9495 2500, Fax: (03) 9495 2599

Station Street 2a Station Street, Coburg. Ph: (03) 9384 2222, Fax: (03) 9300 3283

Thornbury 64 Clyde Street, Thornbury. Ph: (03) 9484 8207

Vic Place 21 Victoria Street, Coburg. Ph: (03) 9355 9900, Fax: (03) 9355 9992