

HEALTH IN FOCUS

NEWS FROM YOUR LOCAL HEALTH SERVICE

AUTUMN 2017

SCHOOL
VACCINATION
PROGRAM:
keeping kids safe

Primary
Health Nurses
*caring for our
community*

LIVING WITH
DIABETES
*- healthy lifestyle
support*



Health
Illawarra Shoalhaven
Local Health District

ACKNOWLEDGEMENT OF COUNTRY

Illawarra Shoalhaven Local Health District acknowledges the people of the many traditional countries and language groups of our District. It acknowledges the wisdom of Elders both past and present and pays respect to Aboriginal communities of today.



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Aboriginal and Torres Strait Islander people are advised that this publication may contain images or names of people who have since passed away.

ABOUT US

Illawarra Shoalhaven Local Health District (ISLHD) was formed in 2011 and covers the area from Helensburg to North Durras. We provide health services for approximately 400,000 residents through our eight hospitals and community based services.

For more information visit our website: islhd.health.nsw.gov.au

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A word from our CHIEF EXECUTIVE

I am delighted to provide the autumn edition of Health in Focus, our community magazine that provides an update on our health services, people and what's been happening across our Local Health District.

The start of the new year has seen us welcome fresh faces to our organisation, as new medical interns and nursing graduates commenced across the District. We look forward to watching our newest staff members grow and develop their clinical skills as they put into practice everything they've learnt during their studies. In 2017, we also have two new members of the ISLHD Board; Professor Bill Lovegrove AO and Mr John Stubbs. We are fortunate to have two such experienced professionals join our Board and welcome them to our LHD.

This edition's cover photo and the article on page 8 provide an insight into some of the amazing work our Primary Health Nurses deliver in our community, including patient's homes. These nurses are often the quiet achievers of our service and we want to make sure they get the recognition they deserve by highlighting what they do and the important role they play.

The page opposite provides a glimpse into a day-in-the-life of some of our facilities and services. Being the local provider of the NSW public health system is a big responsibility and one we don't take lightly. While this graphic is by no means the full story (we could fill this entire magazine if we were to include everything!) it does provide a good snapshot of the magnitude of the Local Health District and the service we provide.

As we move into autumn, it's time to start thinking about the cooler months ahead and, in particular, how you and your family can better prepare for the flu season. An annual influenza (flu) vaccination is recommended for anyone aged over 6 months who wants to reduce their chances of becoming unwell with the flu – check out page 11 for more info.

In addition to providing high quality health care, our other priorities include research, preventative health programs and the promotion of good health and wellbeing. This edition showcases several projects in these areas, including a clinical trial on lung cancer treatments (page 18), integrating care for mental health consumers (page 9), two different studies on diabetes (pages 15 and 18) and healthy living programs for our consumers (pages 16 and 20). While these projects and methods vary, they share a common goal to enhance our services and look at new ways to keep people healthy.

Finally, if you're interested in having input into your local health services, the Consumer Engagement article on page 19 sets out some of the ways you can get involved and have your say. For us, consultation and engagement is about hearing first-hand experiences from those that use our services, and then working together to make positive changes. There are a number of formal and informal ways members of the community can provide input so if you've got something to contribute, this is your opportunity.

Margot Mains
Chief Executive
Illawarra Shoalhaven Local Health District

NEW BOARD MEMBERS

In 2017, the Illawarra Shoalhaven Local Health District (ISLHD) Board welcomes two new members: Professor Bill Lovegrove AO and Mr John Stubbs.

The ISLHD Board is chaired by Clinical Professor Denis King OAM, and has 12 members. The Board has overall responsibility for the strategic direction and governance of our Local Health District to provide quality and efficient patient care and services while promoting, protecting and maintaining the health of our community.

Our two new members bring a wealth of knowledge and experience to our Board and we welcome them to the District. We also acknowledge and thank our two outgoing Board members: Associate Professor Rod McMahon and Clinical Professor Jan Potter for their considerable contribution to the ISLHD Board.



PROFESSOR BILL LOVEGROVE AO **BA(Hons), PhD Psych**

Prof Lovegrove has extensive experience in the tertiary education sector, having held a number of senior university positions across the country, including as the University of Southern Queensland's longest serving Vice-Chancellor. He is currently President of the Nan Tien Institute and Emeritus Professor at the University of Southern Queensland and the University of Wollongong, where he also supervises psychology students. He is Chair of the Graduate Careers Australia Board, Chair of the Open Colleges Education and Training Advisory Board and member of the Australian Psychological Society's Academic Board.

Professor Lovegrove has extensive skills in strategic planning, performance review, monitoring, team building and corporate culture. Prof Lovegrove received an Order of Australia this Australia Day for his service to leadership in the tertiary education sector, to developing academia in regional areas, and to cooperative research in a variety of fields.



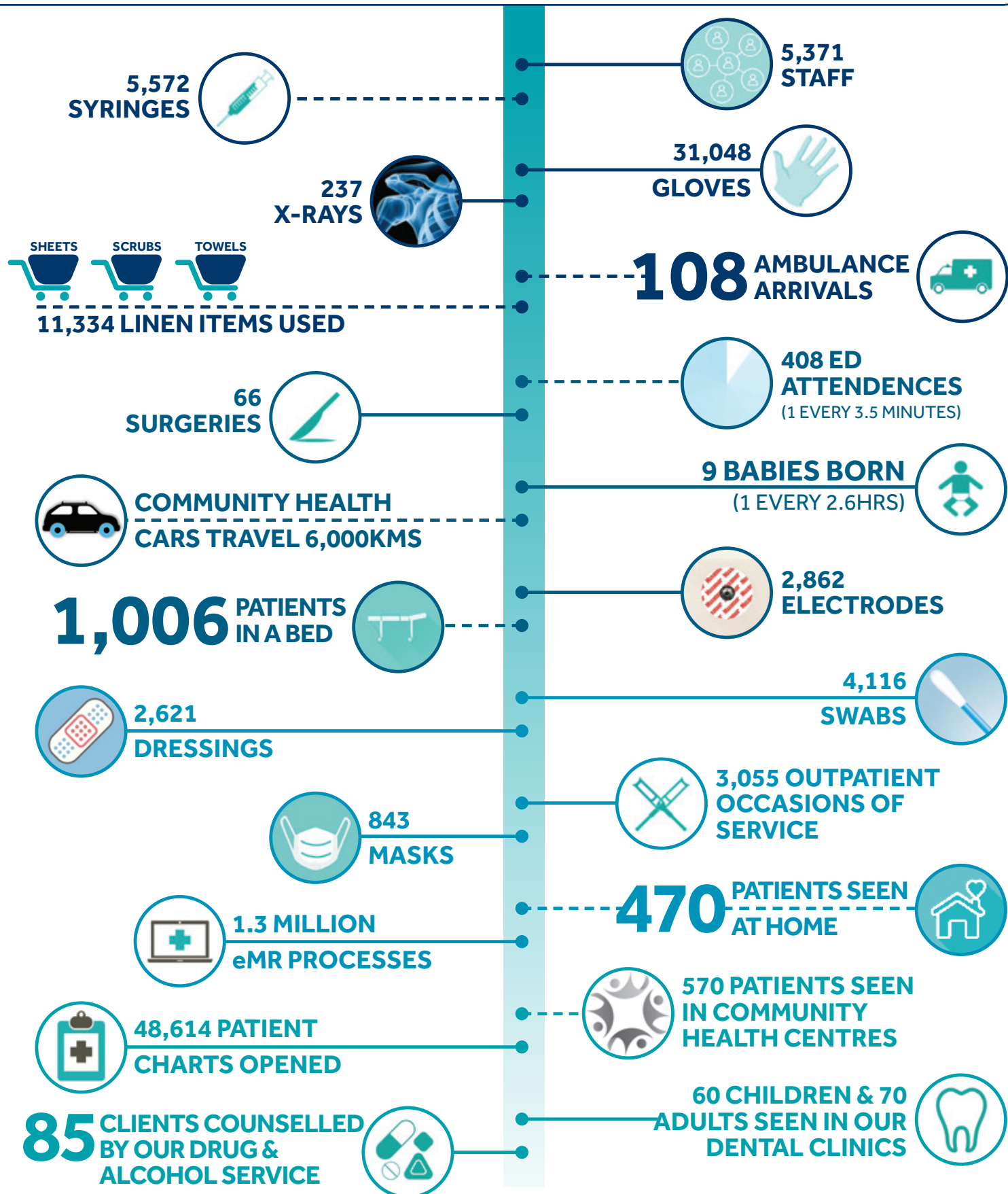
MR JOHN STUBBS **BA, Dip(Acc), JP**

Mr Stubbs is an independent health management consultant with extensive experience in executive leadership roles within the health sector. Over the past 16 years, he has been instrumental in driving the national cancer and health agenda, particularly through his roles at Cancer Voices Australia, the Leukaemia Foundation Australia and as an advocate for cancer services. He is currently a member of the Cancer Institute NSW Board, NSW Health Consumers Association Board and Medical Board of Australia NSW Division. Mr Stubbs is keen to contribute to the betterment of patient and health outcomes for the community, particularly in the Illawarra and Shoalhaven region where he has recently moved.

A DAY IN THE LIFE OF

Illawarra Shoalhaven Local Health District

Each and every day our Local Health District provides a wide variety of health care and services to a growing community of more than 400,000 people. From our hospitals to out in the home, it takes a range of resources, supplies and hours to ensure we provide 'the right care, in the right place, at the right time' for everyone.



*this represents a typical 24-hour period

NEW GRADUATES join the District ranks

The start of a new year brings a round of fresh faces to our health service as we welcome new medical interns and nursing graduates across the District.

A total of 65 new medical interns commenced at the end of January – kicking off with two weeks of orientation before heading into a 12-month internship. During the internship, each graduate will rotate through different hospital departments and specialities, including compulsory terms in the specialties of medicine, surgery and emergency.

The majority of the interns will start at Wollongong Hospital with the remainder placed at Shoalhaven, Bulli, Shellharbour, Milton

Ulladulla and Port Kembla Hospitals. In 2017, 992 interns started in hospitals around NSW under a two-year employment contract. NSW is the only state to offer such a contract, with the second year focussed on consolidating professional practice and experience in different clinical settings.

Over the next couple of months, we will also see more than 90 new nursing and midwifery graduates join the Local Health District. Commencing under the Transition to Professional Practice (TPP) program, the new nurses and midwives will be supported in developing their clinical skills and knowledge as they plan and implement patient care.

Nurses and midwives will be placed at each of the District's eight hospitals as well as our Community Mental Health and Drug and Alcohol Services.



Medical Interns Dr Melanie Tolnay and Dr Myles Barnett have their hands more full than most during intern orientation, with three week old Henry along for the ride and one year old George at home



Wollongong Hospital CPR / Resuscitation Educator Gai Vereker takes some of the medical interns through refresher Basic Life Support training in the Clinical Skills Lab at the Illawarra Shoalhaven Health Education Centre



Nurses, Mira Poposka and Ashleigh Steel Keen are looking forward to commencing their graduate year



Some of our Nursing Graduates kick off their first day of orientation at Wollongong Hospital with the District's Nurse Manager - Transition to Professional Practice Bonnie Chivers (front left)

OUR LOCAL H.E.R.O NURSE

wins top award

We're thrilled that one of our own, Wollongong Hospital Operating Theatre nurse, Belinda Jensen received first prize in the 2016 Ansell CARES™ H.E.R.O. Nurse Service Awards. A special presentation was held at Wollongong Hospital, where Belinda received her award and celebrated with her colleagues, friends and family.

The H.E.R.O (Heal. Educate. Reach. Overcome) Awards recognise nurses who have made lasting impressions on their peers, patients, profession and community. This program is designed to encourage colleagues, friends and family to nominate and then vote for a nurse that they believe is a H.E.R.O.

The competition began with nurses being nominated by their peers, followed by a voting period, which saw more than 17,500 votes cast and three winners announced. Belinda, who received more than 6000 votes, took out the first prize!

Belinda has been part of the operating theatre team for over 15 years. She is a highly experienced, exceptional scrub/scout Registered Nurse whose commitment to her patients, her profession and her colleagues is inspirational.

Belinda has embraced all specialities within the unit, Particularly upper gastrointestinal (GI) surgery and she has worked tirelessly to educate and support all staff in the speciality, empowering them with the knowledge and tools needed to excel in their role. Belinda is a role model for all staff and displays this by always striving for excellence.

Belinda is friendly, engaged, happy and always willing to help others. She has an innate quality to know when to step in and take the lead, whilst knowing when to step back and support staff to grow and develop.

Wollongong Hospital Nurse Unit Manager Operating Theatres, Patricia Bate-Charlton, shares why she nominated Belinda:

"Belinda embodies the qualities and characteristics of the quintessential nurse. She is compassionate, engaged, motivated, courageous and proud. The word hero often conjures up images of someone running into a burning house to rescue someone. Here in the operating theatre we are unsung heroes, somewhat isolated and out of sight, and when visible to those in the community we are draped in hats, masks, gowns and clothes that resemble pyjamas.

This doesn't take away from the fact that every time a patient is wheeled into the operating theatre, they become our priority, and their vulnerability is our lifeblood. We do our utmost to facilitate and complete their life-changing or life-threatening operation and return them safely home to their family, friends and loved ones. Belinda is one of these unsung heroes and that is why she is a worthy recipient of this award."

As part of the award, a donation of \$5,000 was made in Belinda's name to the Illawarra Cancer Care Centre. Cancer Services Co-Directors Anthony Arnold and Nicola Ryan attended the presentation to gratefully receive the donation.

Congratulations Belinda on such well-deserved recognition.



HERO Nurse, Belinda Jensen



Cancer Co-Directors Anthony and Nicole accept the donation to the ICCC



Colleagues, friends and family celebrate Belinda's award

YOUR HEALTH SERVICE: MORE THAN HOSPITALS

Nursing in the community and home



Registered Nurse Ally Barnaba chats to client Nathalie Parker after providing care in her home

Throughout 2017 we want to promote and celebrate some of the amazing health care services that are provided outside of our hospitals. While hospitals are a massive part of what we do as a health service, we also provide a range of equally important services and health care out in the community and we want to make sure people know about them! It's fair to say that most members of the community know where their local hospital is, the services it provides and, probably even have a personal story about a visit. Our community services aren't always as visible and we want to change that.

In this article we're showcasing the dedicated and hard-working Primary Health Nurses that provide care in the community and make a meaningful difference to the lives of those they treat.

Our Primary Health Nursing Service provides holistic nursing assessment and care to people in clinics located at our Integrated Primary and Community Health Centres across the District as well as seeing clients in their homes. The service covers the area from Helensburgh to South Durras and is provided free of charge for Australian residents.

Client, Nathalie Parker said having access to home visits has made such a big difference in her recovery, particularly as she was physically unable to get to appointments.

"The fact that the nurse could provide care in the comfort of my own home has been wonderful. The nurses have also shown me how to care for my wound properly in between visits and, without the service, I definitely think my recovery period would have been longer," Nathalie said.

"They've all been so friendly and caring and I just want to say thank you to the amazing nurses that have cared for me," she said.

Our Nurses are trained to help and empower the local community by promoting healthy lifestyles and wellbeing. With the goals of keeping people healthy and promoting self-management of health conditions, the team work to prevent illness and admission to health facilities.

Currently our Primary Health Nurses offer the following services:

- Wound care (acute and chronic / simple and complex)
- Catheter care (short and long-term)
- Injections (once daily)
- Palliative Care
- Pre and Post-Operative Care
- Chronic Disease (self) Management
- Falls risk assessment

Clients of the Service can expect:

- A health assessment
- An agreed plan for care and treatment
- Health information and support with day-to-day living
- Referrals to other agencies to help clients maintain independence and wellbeing.

Registered Nurse, Ally Barnaba said her role as a Primary Health Nurse is one of the most challenging and rewarding she's had in her career.

"There's a common misconception that being a community nurse is taking the easy route. After having worked in hospitals, including Intensive Care Units, I can tell you some of my most challenging days as a nurse have been working out in the community," Ally said.

"No two days are the same – and, as you're often working on your own, you've got an incredibly high level of responsibility and have to be ready for anything," she said.

The Primary Health Nursing teams work in close partnership with clients, carers, General Practitioners / Medical Officers and other healthcare professionals such as social workers and dietitians.

Nursing staff work five days a week from 8.30am to 5.00pm, with limited service on public holidays and weekends. For a referral to Primary Health Nursing, please contact the **Access and Referral Centre (ARC) on 1300 792 755.**

HEALTHY MOUTHS MATTER –

A joint project between Mental Health and Oral Health

Our Mental Health and Oral Health Services recently came together on the Healthy Mouths Matter project, Which aimed to provide oral health care to consumers at Shellharbour Hospital's Mental health Rehabilitation Unit (MHRU).

Living Well, the Strategic Plan for Mental Health in NSW 2014-2024, promotes integrated care, which is the provision of seamless, effective and efficient care that responds to a person's health needs, across both physical and mental health. The Plan highlights the benefits of multidisciplinary teams, such as dental services, being integrated into the care of mental health consumers.

Oral health has an important impact on general personal health and may contribute to pain and discomfort, poor nutrition, peptic ulcers, eating difficulties, low self-esteem, isolation, decreased social interaction and poor appearance.

It's been identified that consumers experiencing mental health issues often don't seek out dental hygiene opportunities themselves. Studies have also confirmed that populations with mental illness are prone to poor oral hygiene, high prevalence of tooth decay and gum disease¹. Consumers experiencing psychiatric disorders with negative symptoms affecting behaviour related to personal care are at an even greater risk.

The initial project involved 20 consumers from the MHRU who volunteered to participate in the oral health program. An initial assessment by the Dental Officer and Oral Health Therapist was carried out to determine individual oral hygiene needs. Where required, referrals were made for dentures and/or specialist treatment including restorative, hygiene, periodontal and denture issuing.

As part of the project, an interactive education program was created to improve consumers'



understanding of oral health and its impact on both physical and mental health. Support and ongoing education was provided to consumers throughout the program by the Mental Health Rehabilitation Unit and Dental Clinic staff.

In order to expand staff understanding, the two teams also held reciprocal education sessions, where the Dental Clinic conducted oral health sessions for nursing, medical and clerical staff and, in return, the MHRU provided dental staff with education on mental health issues.

Results at the end of the program showed overall improvement in both oral health

and oral hygiene of the consumers. The project team identified that the Healthy Mouths Matter program is sustainable for the consumers of the Unit; however there are challenges with the consumer continuing the program following discharge. Consumer follow up through Community Mental Health Services is being explored to overcome this issue. The Dental Clinic has agreed to provide ongoing dental treatment for all future consumers on the Unit and also possible expansion to other units and facilities.

¹ Morasso et al, 2012, Velasco-Ortega et al, 2013, Patel and Gamboa, 2012, Lalloo et al, 2013

SCHOOL VACCINATION PROGRAM

Immunisation is a simple, safe and effective way of protecting the community and individuals from disease. Illawarra Shoalhaven Local Health District, under NSW Health, works in partnership with high schools to offer vaccines recommended for adolescents by the National Health and Medical Research Council (NHMRC) through the NSW School Vaccination Program.

Parents receive information kits through the school to allow them to provide consent for their child to receive the vaccinations. The information kits contain information on the vaccines as well as the diseases they protect against.



High School Students

The following vaccines will be offered for free to students in Years 7, 11 and 12 in 2017.

GRADE	DOSE	VACCINE
Year 7	1 dose	Varicella (Chickenpox) For students who have not been vaccinated in the past or have not had the disease.
	1 dose	Diphtheria-Tetanus-Pertussis (dTpa)
	3 doses	Human Papillomavirus (HPV)
Years 11 and 12	1 dose	Meningococcal ACWY

Distance Education / Home-Schooled Students

Students who are enrolled in distance education or who are home-schooled are advised to attend their GP or other immunisation provider for free age-appropriate vaccinations.

Intensive English Centres (IECs)

Newly-arrived migrants attending Intensive English Centres (IECs) will be offered vaccines based on student age.

For further information regarding this program or any other questions about immunisation please contact the Immunisation Team at the Public Health Unit on 4221 6700.

Meningococcal: vaccine targets teens

In February this year, the NSW Government announced the new school-based meningococcal vaccination program for all Year 11 and 12 students to combat the rise in the W strain of this potentially fatal disease.

The NSW Meningococcal W Response Program will target 17 and 18 year olds, as immunisation experts advise that this age group is particularly at risk because of their physical closeness with peers (e.g. kissing, coughing, sneezing).

Under the program, teenagers will receive a four-antigen vaccine, which provides protection against the A, C, W and Y strains.

Meningococcal W has become a prominent strain nationally and in NSW, with the state's notifications almost tripling since 2015. Over the last 10 years, the W strain has had an eight per cent mortality rate compared with a four per cent rate for other strains.

The program will start in Term Two, and be expanded to cover other upper high school students in subsequent years. If any Year 11 and

12 students miss out on the vaccine at school, they will be able to get the vaccine for free from their GP later in the year.

Adolescents in that age group who have left school, for example those at TAFE or undergoing apprenticeships, will also be able to receive the vaccine for free via their GP. It is estimated that over 180,000 adolescents in NSW will be eligible to receive the vaccine in 2017.

FLU SEASON

- start planning how to protect you and your loved ones this year



Influenza (commonly known as the flu) is a highly contagious respiratory illness caused by influenza viruses. Flu can occur throughout the year, but activity usually peaks in winter.

Flu is a vaccine-preventable illness but a new vaccine needs to be given each year because influenza viruses change (mutate) constantly. A new influenza vaccine is prepared each year to best match the strains predicted for the coming

influenza season. By getting vaccinated, not only do we protect ourselves, but also reduce the risk that our close contacts and household members contract the disease.

The best way to avoid getting the flu is to get the flu vaccine every year early, before influenza season begins, although getting vaccinated at any time during the influenza season can still help prevent flu infections.

Anyone can get the flu, but it can be more serious for certain people. Free annual influenza vaccine is provided for those in high risk groups, including:

- All individuals aged 65 years or older
- All Aboriginal and Torres Strait islander people aged 6 months to 5 years or aged 15 years and older
- Pregnant women
- Individuals aged 6 months and over with certain medical conditions, including:
 - Cardiac disease, including cyanotic congenital heart disease, coronary artery disease and congestive heart failure
 - Chronic respiratory conditions, including suppurative lung disease, chronic obstructive pulmonary disease and severe asthma

- Other chronic illnesses requiring regular medical follow up or hospitalisation in the previous year, including diabetes mellitus, chronic metabolic diseases, chronic renal failure, and haemoglobinopathies
- Chronic neurological conditions that impact on respiratory function, including multiple sclerosis, spinal cord injuries, and seizure disorders
- Impaired immunity, including HIV, malignancy and chronic steroid use
- Children aged 6 months to 10 years on long term aspirin therapy

While winter may seem far away, now is the time to start thinking about how you and your family will reduce the chances of becoming ill with the flu this year. You can talk to your GP about when the vaccine will be available, which is usually around April each year, and you can organise to have a flu vaccination through your GP.

Photo: ISLHD Head of Service for Infectious Diseases, Associate Professor Spiros Miyakis receiving his flu jab for 2016 at Wollongong Hospital

Back-to-school asthma preparedness

The start of a new school year is the perfect time to ensure children with asthma have up-to-date asthma plans in place. The National Asthma Council Australia has issued a range of back to school tips and advice to help reduce the chance of an asthma flare up.

The Council says that with the start of a new year or term, factors such as stress, a change of environment or allergens and less strict asthma management over the holidays can trigger asthma. A new set of classmates can also bring a new batch of cold and flu bugs, which are often the culprits behind asthma flare-ups.

WHAT CAN YOU DO?

Reduce the chances of this happening for your child by following these simple steps.

At home:

- Have an up-to-date written asthma action plan prepared by your doctor
- Ensure your child is following their asthma routine, including taking preventer medications every day if prescribed
- Ask your pharmacist to check that your child is using their puffer properly (if they're old

enough to use it by themselves) or visit the Council's How-to Video library on inhaler use at: nationalasthma.org.au

- Have a check-up to make sure things are going as well as can be
- Pack a spare reliever puffer and spacer in your child's school bag, checking that the puffer isn't empty or out of date.

At school:

- Ensure your child feels comfortable asking for help or telling their teacher if they are getting asthma symptoms
- Give the school and/or childcare facility a copy of your child's asthma action plan and tell teachers and staff if your child requires help using their puffer
- Talk to school administrators about possible asthma triggers and whether staff members receive training on how to recognise and respond to asthma symptoms.

Asthma Australia has also put together a handy back to school checklist which you can download from their website at asthmaaustralia.org.au





Patient being prepared for surgery at Wollongong Hospital

NEW SURGERY MODEL AT WOLLONGONG HOSPITAL PROVIDING ENHANCED CARE

Over the recent festive season, Wollongong Hospital performed 321 unplanned emergency operations in just 21 days. This included orthopaedic surgery on adults and children, as well as lifesaving surgeries including general, vascular and brain.

The introduction of a new Acute Surgical model at Wollongong Hospital has improved access for patients requiring urgent surgery. The model, which includes the addition of a new theatre, means that patients requiring acute general surgery are being seen more quickly. This new model also frees up valuable time for other emergency patients, including labouring women requiring emergency caesarean sections.

This consultant (specialist doctor) led care means patients are seen and treated in a timely manner by expert teams, with dedicated surgical time allocated for urgent operations.

Typical operations under the Acute Surgical model include: appendectomies and gall bladder removal, treatment of infected abscess, management of wounds to prevent infection, and surgery for urgent bowel conditions.

Local consultant surgeon and the Head of the Department of General Surgery, Dr Soni Putnis praised the new model.

"The Acute Surgical model of care that Wollongong Hospital is now using has enormous benefits to patients. It means that those needing urgent General Surgical operations receive their operations

much sooner after arriving in hospital. It has made a real different to our local patients who need urgent surgery and is another example of how Wollongong Hospital is continually improving the service that it delivers." Dr Putnis said.

Since the introduction of the Acute Surgical model, over 700 urgent and semi-urgent surgery patients have been treated at Wollongong Hospital.

Division of Surgery Co-Director, Kate Fish said that evidence shows patients are waiting less time for urgent and semi-urgent unplanned surgery, which means they are able to go home to

their families much sooner. This was particularly apparent over Christmas, a time when being with family is so important.

"More of our emergency patients are now being managed with this new model, freeing up valuable surgery time for other emergencies. It is safer for our patients to get urgent surgery sooner and, in the last 12 months, under the new model, we've been able to enhance the urgent care provided to really unwell locals, at the right time and in the right place," said Ms Fish.



Tackling Tobacco Use

The Health Promotion Service recently partnered with the Indigenous Unit of St John the Evangelist Catholic High School in Nowra to look at new ways to continue tackling tobacco use amongst high school students.

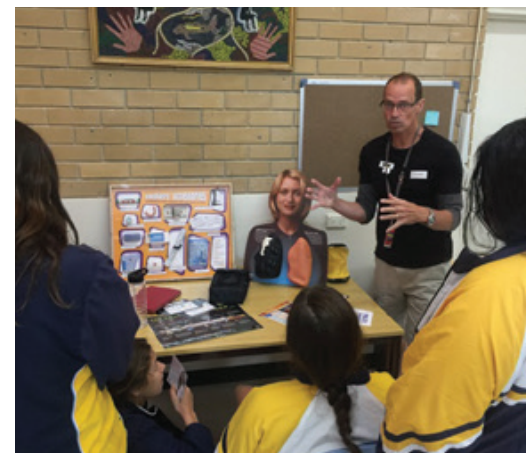
The 'Aiming at Good Health Initiative' seeks to improve young people's general self-competence, deliver education on smoking harms, and encourage young people to become "champions" of tobacco cessation in their communities.

Research continues to show that tobacco use in adolescence usually leads to longer term use of tobacco with difficulty quitting. In Australia smoking rates in high school students are at their lowest rate since 1984, however this change is not reflected in young people living in rural or remote areas, of lower socioeconomic status, or who are unemployed.

The Initiative included running a series of information sessions for 28 Indigenous students in years 8 to 10 who currently smoke or are at risk of undertaking smoking.

The students were provided information on tobacco harms, the stress response and relaxation techniques and building resilience to say no. The group also developed a quit smoking resource for other Indigenous students..

Both the Health Promotion team and the students agreed that the initiative was very positive and a good opportunity to talk openly about smoking and tobacco.



For more information, please contact the Health Promotion Team on 4221 6734.



The Orana Centre at Rawson St, Wollongong

THE ORANA CENTRE - NEW DRUG & ALCOHOL SERVICE FACILITY

A number of Illawarra Drug and Alcohol services have recently come together under one roof at the new 'The Orana Centre' located at 2 Rawson Street, Wollongong. The new site merges Drug and Alcohol clinical and support services, administrative and executive staff - from sites across the Illawarra.

The relocation is an exciting step forward for the Drug and Alcohol Service. The new Centre provides better continuity of care for clients who are now able to access a number of services and support all from the one location, which is easy to access and close to public transport.

Services provided from The Orana Centre include:

- Youth and Adult Drug and Alcohol teams
- Medical staff
- Stimulant Treatment Program
- Magistrates Early Referral Into Treatment (MERIT) Program
- Consultation Liaisons
- Withdrawal Management
- First Step Needle and Syringe Program
- Health Education
- Tobacco Cessation

The helpline for the Illawarra Drug and Alcohol Service has not changed. If you or someone you know needs help with drug or alcohol problems you can phone: **1300 652 226** (no referral needed). If you need immediate support or someone to talk to please call Lifeline on **13 11 14** or, in an emergency, Triple Zero – **000**.

Advanced Life Support Course at ISHEC

The Illawarra Shoalhaven Health Education Centre (ISHEC) was recently accredited by the Australian Resuscitation Council to conduct the Advanced Life Support 2 (ALS2) course. The ALS2 course is a standardised national course teaching evidence-based resuscitation guidelines and skills to healthcare professionals.



Candidates: Dr Lachlan Wiedersehn, Dr Kristen Haeney, Dr Adam Purdon, Dr Jennifer Stewart, Dr Phillip Manczak, Mr John Turton, Dr Julian Chow, Dr Nicole Slansky, Dr Gormmeet Kumar, Dr Phil Vitols and Professor Alison Jones Faculty: Dr Swapnil Pawar, Dr Simon Binks, Dr Andrea Binks, Dr Sarika Rathi and Ms Kathryn Rhodes. Instructor Candidate: Chevonne Carswell. Observer: Gai Vereker. Course Administrator: Pauline Gaetani.

The first ALS2 course was held at ISHEC at the end of last year with 11 candidates participating.

The intensive two-day course focuses on developing advanced skills in managing a deteriorating patient and cardiac arrest and is designed for clinicians who are expected to apply those skills as part of their clinical duties or to teach them on a regular basis. The course involves core face-to-face lectures and interactive workshops, with hands-on practical skill stations and clinically based simulations.

The course was a success and feedback from participants was overwhelmingly positive.

"It is vital to do the basics well. This course allows you to make mistakes, do drills and practice the ALS algorithm, teamwork, communication and equipment drills. Practicing clinicians should do this on a regular basis regardless of their seniority or experience," said one candidate.

Further ALS2 courses are planned to be held in the ISHEC during 2017.

ISHEC AVAILABLE FOR HIRE

Did you know the Illawarra Shoalhaven Health Education Centre in Wollongong has training and meeting rooms available for hire by health, education and business organisations, students, individuals, and community groups?

The state-of-the-art facility provides a setting for practical, simulation and theory based health training and education.

ISHEC also provides a unique location for filming opportunities – with production companies and health education facilitators able to hire the space to film in a realistic 'hospital ward setting' without needing to disrupt active clinical environments.

The Centre is a perfect venue for meetings and education and training programs, accommodating small groups of up to 30 people.

For more information about hiring the facility, visit our Internet site isld.health.nsw.gov.au and look for the shortcut on our home page under Get Involved.

ISHEC CONTACTS

42 Loftus Street Wollongong NSW 2500
Telephone: 4254 3666
Email: isld-hecbookings@health.nsw.gov.au

Dragons - CHARITY SHIELD

In February, the St George Illawarra Dragons again went head to head against the South Sydney Rabbitohs for the 2017 Charity Shield. Kicking off in 1982, this year marks the 35th anniversary of the Charity Shield, which has proudly raised funds for local charities and causes since its inception.

Money raised from this year's match was again split between the two NRL teams, with the Dragon's supporting Wollongong Hospital Children's Ward, St George Hospital and the St George Foundation, while the Rabbitohs provided funds to Souths Cares - the independent, not-for-profit, benevolent institution supporting the local community and address social needs across the South Sydney region.

Nicole Sheppard, General Manager Northern Illawarra Hospital Group said Wollongong Hospital was thrilled to again be a beneficiary.

"The Dragons are terrific supporters of Wollongong Hospital and we sincerely appreciate their ongoing contribution. Over the years, donations from the Charity Shield match have enabled us to enhance patient services throughout the Hospital including the Emergency Department and surgery. We wish the Dragons all the best for the 2017 NRL season," Ms Sheppard said.



St George Illawarra Dragons players, Will Matthews, Jake Marketo and Shaun Nona visit 3 year old Jake Krings (above) and 12 year old Bircan Gunay (left) in the Wollongong Hospital Children's Ward

Project Chief Investigator Dr Susan Furber, pilot participant Jon Roberts and DTEXT Program Manager Karen Waller



DTEXT: *Using phones to improve the health of people with Type 2 diabetes*

Do you have type 2 diabetes? Want help to improve your health? The Illawarra Shoalhaven Local Health District (ISLHD) is seeking local residents with type 2 diabetes to take part in a new research study called DTEXT.

Research shows that people with type 2 diabetes can improve their health and reduce diabetes-related complications by making positive lifestyle changes, such as eating better, being more active, and ensuring they manage their diabetes well.

Guided by the *NSW Health Diabetes Prevention Framework*, we want to empower the self-management of people with type 2 diabetes, together with the support of local healthcare providers.

We know that most people want to live healthier lives, but it's not always easy to keep on the right track with making positive lifestyle choices. We think everyone can benefit from a bit of extra support or just a simple reminder to keep your health in focus.

We've partnered with the University of Sydney to explore a new approach to diabetes self-management through use of a text messaging

service. The DTEXT program and research study will investigate whether text messages about healthy lifestyle and diabetes self-care will improve the health of people with type 2 diabetes.

Participants will receive text messages for six months to offer support, motivation and guidance on topics such as physical activity, nutrition, weight, smoking cessation and diabetes self-care. Text messages will be sent to participant's mobile phone so they can read them at a convenient time and place, whether it's at home or when travelling.

We conducted a trial phase and had really positive feedback from participants.

"What I liked about the program was that someone cared and was there to help. Getting a message everyday with helpful hints makes you feel that you are not alone," said one participant.

"The repetition of a daily message was key and changed my mind set. The information was great; always something worth thinking about and I looked forward to it every day. It wasn't annoying or nagging at all and was a great way to learn," said participant Jon, pictured above.

HOW TO TAKE PART

Participation in the program is easy and free, so why not sign up now?

To register your interest or receive more information, please contact DTEXT Program Manager, Karen Waller on:
Phone: 4221 6723
Email: ISLHD-DTEXT@health.nsw.gov.au

AUNTY JEAN'S PROGRAM

thrives through the Annual Koori Mini Olympics

The 12th Annual Aunty Jean's Koori Mini Olympics were held at the end of last year and, with more than 230 participants, was the largest and most successful games yet! Three teams from our District took part, joining the 13 other teams from Southern and Murrumbidgee Local Health Districts that participated.

This year's Games were held in Wagga and organised by Murrumbidgee Local Health District. As always, the competition was fierce, however participants agree that the opportunity to meet up with old friends and make new friends is the real highlight of the games.

The teams from our District were very successful, coming away with 20 medals. Participants thoroughly enjoyed themselves, providing great feedback on the event.

"We are so proud, we look fantastic - so many people have asked if we have any shirts for sale," said one Elder.

"We have supported and cared for each other the whole three days and we look great. Thank you, I have never been out of the Illawarra area and it's been a beautiful trip," said an Illawarra participant.

"This is my first time coming to the Olympics. There are so many teams - I will have to work hard to get a medal," said a member of the Ulladulla team.

The event also provides an opportunity for teams to showcase their talents, with the Shoalhaven team performing a rendition of a Swan Lake.

"Wait till you see what we have put together this year! We rehearsed every week to get it right," one of the Nowra participants commented.

The Koori Mini-Olympics evolved from the Aunty Jean's Program, a pilot initiative built around the community's capacity to work together to improve health outcomes for Aboriginal people, with Elders leading the way.

The main aim of the Pilot program was to develop a combined model of care and promote health and education, teach participants self-management ideas and develop and sustain good health behaviours and strategies for Aboriginal people living with chronic and complex conditions. The strong relationship between local Elders, Aboriginal Health Workers and other Allied Health Professionals has given the program its identity and direction.

The community was invited to name the program, deciding on Aunty Jean's after well-respected elder, Aunty Jean Morris. The program was launched on 14 July 2003, which would have been Aunty Jean's birthday.

After the 14 week pilot program in the Illawarra, NSW Health decided to expand the program. The Coordinator, Caroline Harris worked with Jean Turner in the Shoalhaven to trial the model and adapt it to local needs. The Aunty Jean's Program commenced in May 2004 and Jean Turner has been the Coordinator of the Nowra program since its inception.

Over the years, the Illawarra and Shoalhaven Aunty Jean's Program teams met for special occasions and community events, with a friendly rivalry between the two groups. Caroline and Jean came up with the idea to hold a fun day, where the two groups played games and competed for medals: and so the Aunty Jean's Koori Mini Olympics was born.

The first Koori Mini Olympics took place at Shellharbour City Stadium in Albion Park in 2004 with about 30 people, and the event has just grown since then.

Beverley Crowther is the current Coordinator of the Illawarra Aunty Jean's Program and remembers the first day:

"I wasn't a health worker then, I was the bus driver transporting the participants and studying as a TAFE student with Caroline Harris, but I knew that I was



Our District's teams from Illawarra, Nowra and Ulladulla

ISLHD teams medal tally:

ISLHD TEAM	GOLD	SILVER	BRONZE	TOTAL
Illawarra Flames	2	3	2	7
Nowra	3	3	4	10
Ulladulla	1	1	1	3
TOTAL MEDALS	6	7	7	20

witnessing the start of something really special for our local Aboriginal community and I'm so proud to be part of the program," she said.

Following the success and community interest in the Illawarra and Shoalhaven programs, an Ulladulla Aunty Jean's program was established as the third in our District in 2012.

The Aunty Jean's program has since been rolled out to Southern and Murrumbidgee Local Health Districts, with great results for the community.

LOCAL HIGH SCHOOL STUDENTS donate blankets to sick kids

Shoalhaven District Memorial Hospital recently received a special donation of 11 snuggle blankets from a group of Nowra High School students participating in the Y Quest Leadership Program run by YWCA NSW.

The blankets, gifted to children receiving medical treatment at the Hospital, were crocheted by the Cambewarra Craft Group, known locally for their generosity.

Y Quest is a program about empowering young women, and building their resilience and confidence. Participating in interactive workshops and learning activities provides the students with the opportunity to develop their own personal leadership skills, life skills and community connection skills. It was through a workshop focussed on 'random acts of kindness' and 'paying it forward' that students were compelled to help others by making the donation to children at the Hospital.



Julie-Anne Mairinger, Jacinta Glen and Michelle Green with Y Quest girls outside the Hospital

Acting Paediatric Ward Nurse Unit Manager, Julie-Anne Mairinger was honoured to receive the blankets on behalf of the children. Whilst the students were at the Hospital, Julie-Anne also gave them a tour of the Children's Ward and talked to the girls about career pathways in the medical field.

"It's great to see the girls create an opportunity to show leadership within their community and support children in need. They have thought outside the box to show that social justice matters to young people," YWCA NSW Youth Programs Coordinator, Jacinta Glen said.

Big-hearted donation

The Cardiac Rehabilitation Service located in the Illawarra Heart Health Centre at Wollongong Hospital was thrilled to receive the generous donation of a new exercise bike earlier this year.

Mr Kok Kong Chin recently completed the education and exercise program at the Cardiac Rehabilitation Service, after having coronary bypass surgery. As a measure of gratitude for assistance in his recovery, Mr Chin, together with his wife Mei Wan, kindly donated the new exercise bike to the service.

The team would like to thank Mr and Mrs Chin for their generosity, which will be used to assist others that come through the service.

The Illawarra Heart Health Centre provides care for patients who've had a recent cardiac event through outpatient services for cardiac rehabilitation and management of heart failure.

The Cardiac Rehabilitation Service uses a range of measures to help people return to an active and satisfying life and to prevent recurrence of cardiac events.



Mei Wan Chin, Cardiac Rehabilitation Clinical Nurse Specialist Fiona Love, Kok Kong Chin, Accredited Exercise Physiologist Anthony Tyson and Clinical Nurse Consultant Sandra McCreanor

LEAP FORWARD FOR LUNG CANCER PATIENTS



Dr Ali Tafreshi

One of the Illawarra Shoalhaven Local Health District's very own clinicians, Dr Ali Tafreshi is leading a major leap forward for lung cancer patients, through a clinical trial.

Dr Tafreshi has been collaborating with researchers from around the world on a clinical trial examining the effectiveness of different cancer treatments for a specific type of lung cancer.

The research has recently been presented at the ESMO (European Society of Medical Oncology) conference and Dr Tafreshi is a co-author of the paper published in *The New England Journal of Medicine*. This journal is not only noted as one of the most prestigious peer-reviewed medical journals in the world, but having commenced in 1812, is also recognised as the oldest journal, continuously published. Some researchers wait a lifetime to have their research published in such an esteemed journal and Dr Tafreshi's achievement is worthy of high praise.

Dr Ali Tafreshi is a Staff Specialist Medical Oncologist working out of the Illawarra and Shoalhaven Cancer Care Centres and Wollongong Private Hospital. His expertise lies in a range of areas including lung cancer, and his experience spans across several prominent cancer centres including the Olivia Newton-John Cancer and Wellness Centre, Monash Medical Centre and St Vincent's. In addition to his clinical work, Dr Tafreshi is extensively involved in research and is currently the lead and co-investigator of several international clinical trials. On top of all of this, Dr Tafreshi spends his down time doing things like climbing Mt Kilimanjaro to raise awareness and funds for cancer research!

The clinical trial involved 142 sites across 16 countries, including Australia, with Wollongong recognised as having one of the highest

recruitment numbers out of all the sites internationally. The results of the clinical trial showed that a specific group of lung cancer patients treated with Pembrolizumab, a novel immunotherapy agent, had higher response rate, longer progression-free and overall survival, as well as fewer treatment-related adverse events, than patients receiving standard chemotherapy regimens.

Dr Tafreshi said that it's currently an inspiring time to be a medical oncologist and looking after cancer patients.

"Medical oncology is one of most rapidly evolving fields in medicine," he said.

"Research and clinical trials are important tools to help us in our fight against different cancers, however it's also important to realise that not every trial ends with practice changing treatments."

Whilst this is a distinguished achievement, Dr Tafreshi is continuously humbled by his patients.

"It is impossible to run trials without the dedication of patients and their families and carers. Even if there is no guarantee the new treatment is going to benefit them, a lot of times they have a philanthropic approach and if they know it could be beneficial for others they just go for it," Dr Tafreshi said.

The District, and our Research Central team in particular, are incredibly proud of Dr Tafreshi and congratulate him, his team and collaborators on their research success. The results of this study highlight the importance of clinical research for providing the best care for our patients and it's wonderful to see our local area being part of such an important international study.

This communication piece acknowledges the original article referenced: Reck, M, Rodríguez-Abreu, D, Robinson, AG, Hui, R, Csösz, T, Fülöp, A, Gottfried, M, Peled, N, Tafreshi, A, Cuffe, S, O'Brien, M, Rao, S, Hotta, K, Leiby, MA, Lubiniecki, GM, Shentu, Y, Rangwala, R and Brahmer, JR 2016, 'Pembrolizumab versus Chemotherapy for PD-L1-Positive Non-Small-Cell Lung Cancer', *New England Journal of Medicine*.

DIABETES STUDY – GESTATIONAL DIABETES

In other research news, the District's Director of Diabetes Services, Professor Robert Moses OAM recently completed a two year study into the prevalence of diabetes after gestational diabetes for Australian women.

The research looked at the likelihood of women who had been diagnosed with gestational diabetes going on to develop type 2 diabetes later in life. Prof Moses explained that while women with gestational diabetes mellitus (GDM) are more likely to develop diabetes, existing reports on the prevalence were difficult to apply to an Australian population.

The study was undertaken using Prof Moses' private practice data over 20 year period for women that were a mix of private and public patients as well as a range of ethnicities, which reflected both the Illawarra and wider Australian population demographics.

Despite, in some cases, being more than 25 years since the pregnancy, more than half the women were contactable and the majority agreed to have their diabetes status declared or determined. Tracking down the women was not an easy task, especially when you consider things like the fact that mobile phones weren't even around when contact details were originally recorded. The invaluable contribution of some inquisitive and persistent research staff helped achieve such a high success rate.

The two major findings from the study were:

1. The rate of diabetes for women who have previously had gestational diabetes is about twice the rate of an aged and gender matched Australian population. However this is very much less than what has been reported internationally and far less than what was expected.
2. The number of women with undiagnosed diabetes detected by the blood test was very small and was less than 1% of the total. This is a very positive finding and reflects the standard of care provided in primary practices.

The results were very encouraging and the study has been accepted for publication in the Australasian Journal of Obstetrics and Gynaecology in 2017. Congratulations to Prof Moses and his research team and a very special thank you to all the women that participated.

CONSUMER ENGAGEMENT AT ISLHD

WHAT IS CONSUMER ENGAGEMENT?

Consumer engagement (participation) is an essential part of service design, delivery and improvement across the Illawarra Shoalhaven Local Health District (ISLHD).

"Engagement (or participation) refers to a range of activities that involve consumers or communities participating in and sometimes leading, health service decision-making; policy and service design; service delivery and evaluation." (HCNSW website, 2017)

When you become involved in consumer engagement with your local health service, you are lending your specific skill set to assist us in improving service delivery.

If you are someone who uses any one of the variety of health services across the District, or if you are a family member or carer of someone who does, your experience can offer valuable insight into how we can further develop, design and improve our services.

There are a number of ways that you can participate, based on your personal interests, experience and expertise.

HEALTH CO-DESIGN COUNCIL Moving from Design-by-Committee to Design-by-Community

ISLHD is committed to improving our service delivery and design, with the consumer at the centre of the conversation.

We have formally partnered with consumers through our Community Participation Council since 2013.

The Council has actively increased community input, knowledge and understanding of health issues and services across the District by providing consumer input to project-based activities. This will continue in the coming year as the Council continues to evolve and transform using a co-design approach.

PROJECT BASED CONSUMER ENGAGEMENT

Combining experiences and perspectives

At any given time there are a number of project-based activities being undertaken across the District. The projects can be short term, one off experiences or ongoing service specific activities.

Development of resources

This could involve reading through resources (for example a brochure) and information and providing feedback on how easy it is to understand and comprehend. Other opportunities include

helping us develop information brochures for non-English speaking consumers.

Wayfinding

Wayfinding is a process where consumers attend our hospital sites and assist us in identifying barriers to accessing and using our facilities or finding their way from one area to another. This may involve attending an initial site visit to identify any barriers and then a follow-up visit to review site improvements and provide feedback.

Committee Participation

There are a number of committees that require consumer participants. These committees can be selection panels for interviewing new staff; service based committees that address specific issues requiring a consumer or 'user' perspective; or hospital based groups that are consumer led and identify community needs in a particular area.

These are only a few ways in which you can make an impact in your Local Health District.

To register your interest to get involved in consumer engagement:

Please contact our Communications and Partnerships Officer on **4221 6860** or via email: **ISLHD-Communications@health.nsw.gov.au**

We look forward to working with our local community to provide better health outcomes for the people of the Illawarra and Shoalhaven.

FINDING OUR WAY AT COLEDALE HOSPITAL WITH A LITTLE HELP FROM OUR FRIENDS



Coledale Hospital Director of Nursing Anne Gilholme, Northern Illawarra Hospitals Group Quality Assurance Manager Christine Quinn, Diversity Health Coordinator Evelyn Jelercic, Consumer Representative Dell Cotter, Nurse Unit Manager Alexia Bradley, and Consumer Representatives Barbara Atkins and Aileen Muscat

Consumer representatives Aileen Muscat, Barbara Atkins and Dell Cotter returned to Coledale Hospital recently to assess changes resulting from a previous Way-finding Audit led by Coledale's Director of Nursing, Anne Gilholme.

Once again, our community representatives were joined by staff from the Hospital and District. The outcomes from the Way-finding project were very well received; all areas where improvements had been made exceeded the expectations of the consumers.

"Being visually impaired, I have found that the work so far has really improved ease of access for me," said Aileen Muscat.

Barbara and Dell were equally impressed with the final results - particularly the improvements to signage throughout the facility and the addition of the railing on the incline to and from Lawrence Hargrave Drive. The extended walkways also made a big difference, leading visitors in a clear direction from one area to the next with signage that is simple and easy to read.

A special thanks to our Consumers. We couldn't have done it without you!

Diabetes - BEAT IT!

Are you living with pre-diabetes or diabetes? If so, Beat It, a tailored exercise and healthy living program, might be right for you.

The program developed by Diabetes NSW is an ongoing joint initiative between the Illawarra Shoalhaven Local Health District and Wollongong City Council that provides an opportunity for people to learn about getting active in an encouraging and appropriate environment.

The program is specifically tailored for people living with pre-diabetes and diabetes and provides them with a way they can get their health on track in a friendly and supportive environment.

Beat It programs have been running for the past three years at Beaton Park Leisure Centre in Gwynneville, with another program running at Lakeside Leisure Centre, Kanahooka in 2016.

It can often be hard to know where to start and how to get active. The group classes are low cost and are suitable for all ages. They start slowly so participants can gain confidence and build up as they get stronger.

In addition to exercise, Beat It also includes information sessions on healthy living. The

sessions are fun, safe and supportive, with exercises specifically tailored to suit an individual's health and fitness levels. The additional benefit is that after the program is completed, people can then continue to exercise at the Leisure Centres, in a setting that is familiar and comfortable.

Past participants of Beat It have praised the program and the positive impact it has made on their lives.

"I can honestly say it has changed my life. Before Beat It, I was unhappy and unhealthy and not in control of my life at all. With the support of the trainers and friendly staff at Beaton Park, I gradually regained my confidence, health and better quality of life," participant, Laura Horne said.

Diabetes is Australia's fastest growing chronic disease with 275 Australians developing diabetes every day. Recent NSW Health data shows that 11.3 per cent of people over the age of 16 in the Illawarra and Shoalhaven are living with diabetes. Evaluations of the program have shown that participants have made significant reductions in weight and waist circumference and improvements in fitness, balance and strength. This is one of the many initiatives supporting integrated care and providing opportunities for people to manage their condition to prevent it becoming worse.



To register your interest in an upcoming Beat It session or to find out more information, please contact the Illawarra Shoalhaven Diabetes Service on **4231 1910**.

Sincere thanks to our community members who participated in the program and generously shared their feedback, thoughts and ideas with us.



Watch the new Beat It video on our YouTube channel to learn more about the program (visit [youtube.com](https://www.youtube.com) and search Illawarra Shoalhaven Local Health District).

Communication's the key at Shellharbour Hospital

Shellharbour Hospital continues to focus on enhancing communication with patients, their families and carers through bedside multidisciplinary rounds. Structured Interdisciplinary Bedside Rounds (SIBR) were introduced two years ago on the Medical Respiratory Ward as part of the Triple CCC Project – Care, Communicate, Coordinate.

The Triple CCC project was extremely successful, improving care coordination and communication for patients on the ward, with the components of the project now being expanded across all wards of the hospital.

SIBR is a meeting at the bedside that gives patients, and their families and carers the opportunity to be updated about their medical condition, be a part of planning their care and a chance to hear from a variety of allied health staff such as: physiotherapists, social workers, dietitians and discharge planners.

One of the key elements is ensuring that patients and families are given information in a way they can understand, without the use of medical jargon, which we know can be confusing.

Patients and their loved ones are then given the opportunity to ask questions, which provides them with a chance to raise any issues or concerns they may have and get answers first hand.

SIBR occurs on a daily basis on the Medical Respiratory Ward and now also includes patients under the geriatricians on the Medical Ward.

Feedback from patients and their families has been really encouraging. When asked what the best thing about the bedside meeting is, one of our patients told us, *"It was a feeling of the whole team working together with a plan of care just for myself which everyone understood."*



Staff at Shellharbour Hospital talking with a patient during Structured Interdisciplinary Bedside Rounds

BREAST CANCER RESOURCE DIRECTORY

Without realising at the time, Breast Care Nurse Hayley Batchelor answered a phone call in early 2016 that would lead to the development of an incredible resource for future breast cancer patients.

It all began when Helen Jessup phoned Hayley to introduce herself. Helen had relocated to Wollongong after undergoing treatment for breast cancer in Wagga Wagga. Helen was motivated to create a local resource directory for breast cancer patients; she didn't want to duplicate what was already available, rather collate it into one directory.

The project took 12 months whereby Helen researched local services and worked with Hayley to develop the booklet. Hayley collaborated with the ISLHD Patient Information Portal team to ensure the language and detail within the booklet represented the District and

was easy to understand. The Illawarra Cancer Carers Inc supported the project by donating funds to have the booklets printed.

The Breast Cancer Resource Directory was launched in September last year and is now being provided to all breast patients. Feedback so far has been very positive. This is a great resource for our patients.

Congratulations Helen and Hayley and thank you to The Illawarra Cancer Carers Inc for supporting the project.

You can get a copy of the booklet from the Illawarra Cancer Care Centre or Ward C7 West at Wollongong Hospital or contact Hayley at hayley.batchelor@health.nsw.gov.au

You can also view or download an electronic copy of the booklet online at illawarracancer.org.au



Helen Jessup and Hayley Batchelor celebrate the launch of the Breast Cancer Resource Directory

Interpreter Service

DID YOU KNOW OUR LOCAL HEALTH DISTRICT HAS A HEALTH CARE INTERPRETER SERVICE?

The Illawarra Shoalhaven Health Care Interpreter Service (HCIS) provides professional health care interpreting services in the Illawarra Shoalhaven Local Health District as well as the Murrumbidgee and Southern NSW Local Health Districts.

The Interpreter Service helps patients and clients who do not speak English, or those who are Deaf, to use public health services by providing professional interpreters. This service is free and confidential.

Booking an Interpreter

Our staff can book an interpreter for you who can speak your language.

If you need an interpreter, please tell the health care staff treating you. They can book the interpreter for you. If you are making an appointment with one of our services, you can let the service know you need an interpreter to be there at the appointment so they can book one. You can also contact the Interpreter Service yourself.

Services Provided

- Face to Face Interpreting (for individuals or groups)
- Telephone Interpreting
- Videoconference Interpreting (where available)

Where are services available?

The interpreting service provided can be for:

- Hospital Inpatient units
- Hospital and Community Outpatient clinics
- Home visits

Other Services Provided Include

- Interpreting for groups e.g. health promotion sessions
- Written translations of documents essential for patient or client care (dependant on our resources)
- Training of health care workers on how to work with interpreters
- Training of university students on how to work with interpreters
- Passing on information/messages related to patient/client care

Contact Details

If you have any questions about the service, or would like to check or make a booking please contact us:

Illawarra

Phone: **4223 8540** (Mon to Fri 8.30am to 5pm)

TTY (teletypewriter): **4223 8556**

(Hospitals and Services have an HCIS After-Hours List for emergencies)

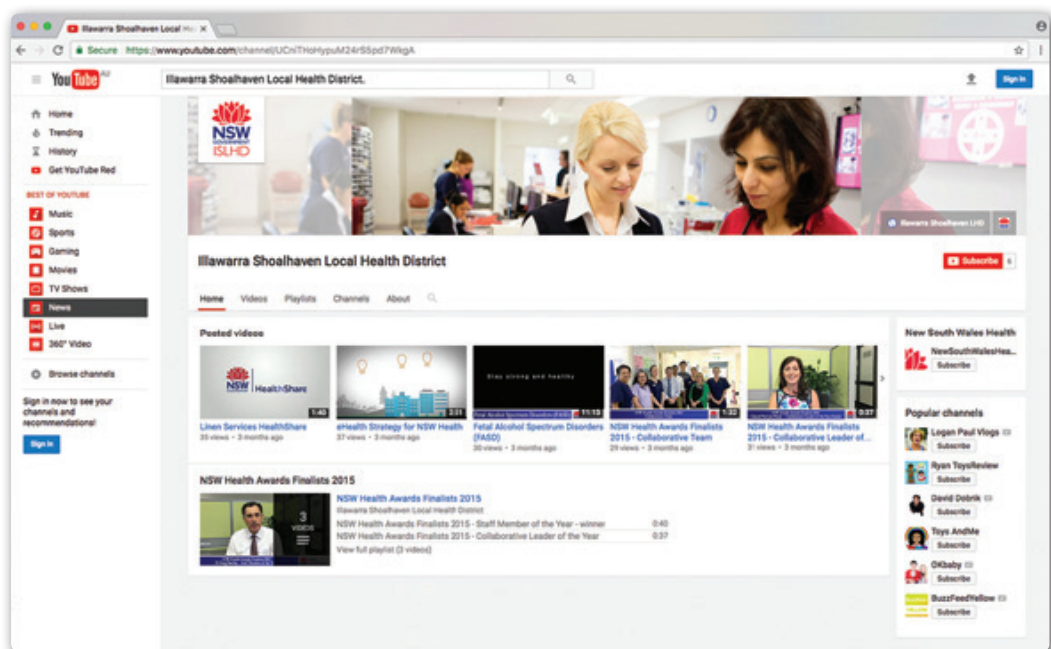
Shoalhaven

Phone: **1800 247 272** (24 hours, 7 days a week)



ISLHD YouTube CHANNEL LAUNCHED

At the start of the year we launched our ISLHD YouTube channel as a way of sharing video resources and stories with our community.



We know that we need to constantly be looking at new ways to communicate and engage with our consumers and we want to use YouTube to showcase who we are and what we do.

Our YouTube Channel will provide us with a fresh approach to informing and educating our patients and their family and carers, as well as an opportunity to promote positive health

behaviours and other health initiatives to the wider community.

We will be working throughout the year to build up our YouTube channel and add new videos as they become available. In the meantime, check out the videos we already have on our channel by visiting youtube.com and searching: Illawarra Shoalhaven Local Health District.

Read me online



You can read or download the current edition of Health in Focus online at islhd.health.nsw.gov.au. You can also read past editions of Health in Focus online.



TWITTER

Did you know you can follow us on Twitter? @IllaShoalHealth

We use our Twitter feed to let the community know about things such as:

- Upcoming events and workshops
- Local and state-wide health initiatives
- Public health notifications
- Our innovations and achievements

STRONGER LOCAL HOSPITALS



Artist impression

We are building a bigger, better public hospital for Shellharbour

- » Free public healthcare
- » More local jobs
- » Better facilities and equipment
- » More doctors and nurses
- » More local services — less need to travel

We are looking to partner with experienced operators of Australian hospitals to build a bigger, better Shellharbour hospital

Tell us the services you think are most needed at: nsw.gov.au/strongerlocalhospitals





TO HELP YOUR KIDS GROW UP JUST FINE
GIVE EACH ONE THEIR SHOTS ON TIME

SAVE THE DATE
TO VACCINATE



Download the handy SAVE
THE DATE Phone App or print
a Personalised Schedule at
immunisation.health.nsw.gov.au

DOWNLOAD APP FOR...



Health

SHPN15RC130069

**SPORTS
GROUNDS**



No smoking in spectator areas at public sports grounds

The *Smoke-free Environment Act 2000* makes a number of outdoor public places smoke free.

Smoking is banned in spectator areas at public sports grounds and other recreational areas in NSW when they are being used for an organised sporting event.

Public sports grounds are popular outdoor places and often attract families with children.

There is no safe level of exposure to tobacco smoke. These laws protect our community from the health dangers of tobacco smoke.

FOR MORE INFORMATION

Please contact the Tobacco Information Line on **1800 357 412** or visit the NSW Health website health.nsw.gov.au/smokefree

Non-English speaker? Please call the Translating and Interpreting Service (TIS) on **13 14 50** for assistance.



Health
Illawarra Shoalhaven
Local Health District

What should you do if you think a person has broken a smoking ban?

- We don't recommend confronting the person
- Let us know online or by phone – see left
- This will help our inspectors to focus their efforts where smoking bans are being broken
- On the spot fines of \$300 may apply

The Smoke-free Environment Act 2000 bans smoking in various outdoor public places such as:

- Rail platforms, bus stops, taxi ranks & ferry wharves (covered & uncovered)
- Spectator areas of sports grounds during any organised sporting event
- Within 4 metres of a pedestrian entrance or exit from a public building

