

Community Engagement

Annual Report 2005-2006



Chief Executive's Message

Greater Southern Area Health Service (GSAHS) is dedicated to continually improving the health and well-being of the people it serves. To ensure health services are accountable to local communities, GSAHS is working with community representatives and clinicians in the planning and delivery of health services.

Community representatives and clinicians are well placed to provide information and suggestions regarding health care needs in their local areas. This information is vital in improving the health of the population.

Each committee has a significant influence on the health service decision-making. I encourage communities to build on their success in strengthening relationships with Area Health Service Clinicians, local health service managers and other partners in health care delivery.

As I read through this report, it is apparent there is a great deal of commitment and enthusiasm displayed by community representatives and clinicians as they work with local health staff towards improving the health of their communities.

Over the last year, members of the community have been involved in numerous consultative processes including the Futures Planning Project, development of the Area's Health Services Plan, the Area's Strategic Plan and Service Plans for local areas.

The Area Health Advisory Council (AHAC) has been established over the past twelve months and is rising to the challenges of health care provision in rural areas. During their journey around the Greater Southern area, the Council has been privileged to meet with many local people and organisations to discuss health issues.

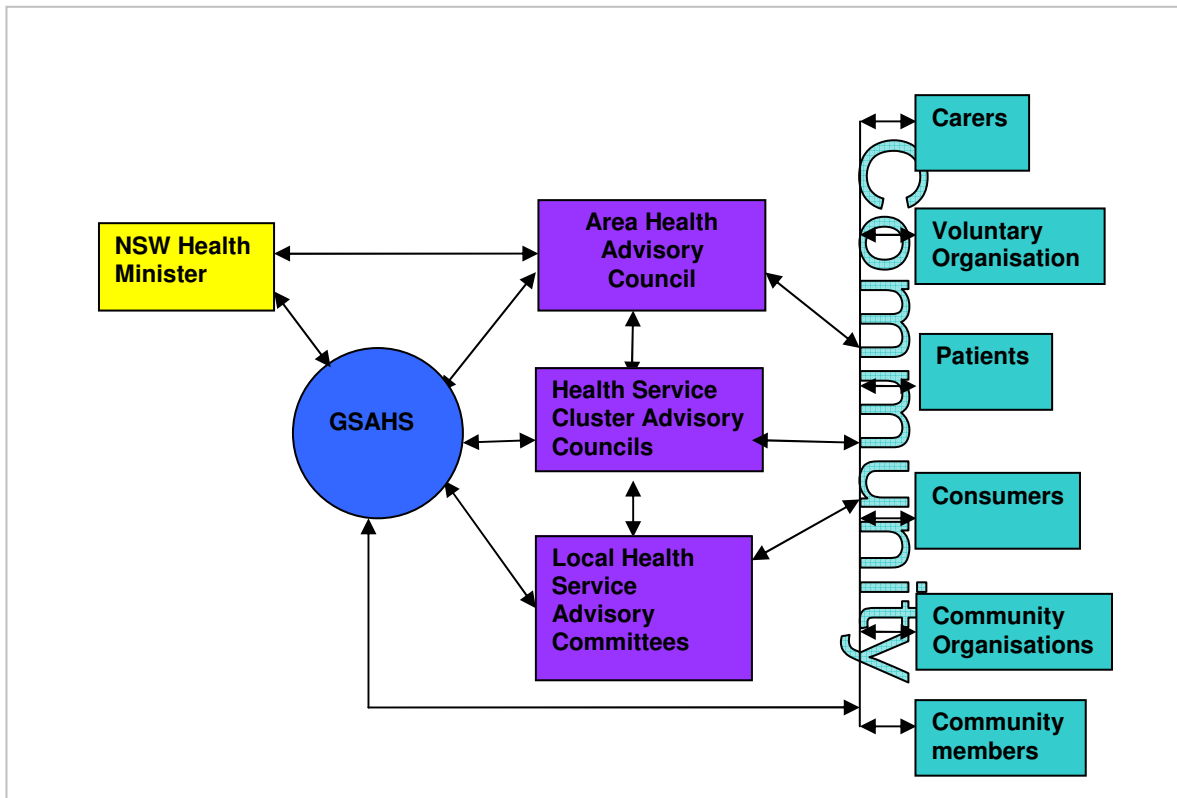
Members of the Local Health Service Advisory Committees and MPS Committees give their time voluntarily. The commitment of community representatives and clinicians to the improvement of our health services and facilities is considerable, as is their commitment to the communities they represent.

On behalf of Greater Southern Area Health Service, I offer my sincere and grateful thanks for the contribution you make to the development and provision of health services in our region and look forward to building on the valuable foundations laid in 2005-2006

Heather Gray
Chief Executive

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COMMUNITY ENGAGEMENT FRAMEWORK



The GSAHS Development Unit

The importance of community involvement and participation in GSAHS was recognised with the formation of a Development Unit that reports directly to the Chief Executive. The role of the Development Unit is to build a proactive, supportive relationship between GSAHS and all those who work with it, including local government, community participation groups, auxiliaries and service clubs.

Objectives

The objectives of the GSAHS Development unit are to build relationships with staff and the community through:

- ❑ Enhanced consultative mechanisms
- ❑ Strategic use of the media
- ❑ Improved coordination and recruitment of volunteers
- ❑ Active engagement of personal and corporate donations and sponsorship partnerships
- ❑ Improved internal communication

This will be achieved by:

- ❑ Developing internal partnerships with managers and staff
- ❑ Examining existing structures with volunteers, fundraising, media and community consultation
- ❑ Working with managers and staff to promote GSAHS and build community confidence in the health service

- ❑ Providing media education for managers and staff
- ❑ Implementing the integrated three-level community participation structure
- ❑ Developing an appropriately coordinated and supported volunteer programme
- ❑ Engaging with communities to enhance donations for locally agreed health outcomes
- ❑ Promoting health services and improved information flows with the community.

The Area Health Advisory Council

Area Health Advisory Councils (AHACs) were established in each Area Health Service to give clinicians (including doctors, nurses and allied health professionals), health consumers and local communities a stronger voice in health decision-making. In GSAHS, the AHAC has 12 members in addition to the Chair, but has the ability to co-opt people with specialist knowledge or skills if needed. The AHAC has a balance of clinicians and community members, with at least one community member being an Aboriginal person.

The AHAC in the GSAHS has the following broad functions:

- ❑ To advise providers and consumers of health services, and other members of the local community, of GSAHS policies, plans and initiatives for the provision of health services
- ❑ To seek the views of providers and consumers of health services, and of other members of the local community, as to GSAHS policies, plans and initiatives for the provision of health services, and to advise the Chief Executive of the Area Health Service of those views
- ❑ To confer with the Chief Executive of the GSAHS in connection with the operational performance targets set by any performance agreement to which the Greater Southern Area Health Service is a party under section 126
- ❑ To advise the Chief Executive on how best to support, encourage and facilitate community, consumer and health service provider involvement in the planning of health services by the Area Health Service
- ❑ To liaise with other Area Advisory Councils in relation to both local and State-wide initiatives for the provision of health services
- ❑ To publish reports (annually or more frequently) as to its work and activities
- ❑ Such other functions as are conferred or imposed on it by the regulations.

The role of the Greater Southern AHAC is advisory in matters of:

- ❑ Strategic planning;
- ❑ Priority setting;
- ❑ Policy development;
- ❑ Monitoring
 - ⊗ health status;
 - ⊗ health service delivery;
 - ⊗ performance;
 - ⊗ development of clinical networks;
 - ⊗ the appropriateness and effectiveness of the engagement processes with clinicians and the community.

The Greater Southern Area Health Advisory Council does not have a role in the operations or management of the health service.

The NSW Minister for Health appointed Dr Robert Byrne as the Chair of the Greater Southern Area Health Advisory Committee in April 2005.

Dr Byrne graduated from the University of Sydney. He practised in Griffith before moving to general practice in Coleambally. He is a former chair of the Murrumbidgee Division of General Practice and the Rural Doctors Network and is highly regarded in the western Riverina area. Dr Byrne resides in Leeton.

In October 2005 the following members of the AHAC were appointed by the NSW Minister for Health:

- # Ms Jane Ayers
- # Associate Professor Amanda Barnard
- # Mr John (Jack) Barron
- # Ms Fay Campbell
- # Mr Ray Gamble
- # Ms Robyn Haberecht
- # Mr Robert McCully
- # Ms Anne Napoli
- # Ms Karen Pollard
- # Dr Trish Saccasan-Whelan
- # Dr Paul Sevier
- # Rev Tom Slockee



Dr Robert Byrne graduated from the University of Sydney. He practised in Griffith before moving to general practice in Coleambally. He is a former chair of the Murrumbidgee Division of General Practice and the Rural Doctors Network and is highly regarded in the western Riverina area. Dr Byrne resides in Leeton.



Ms Jane Ayers is a registered nurse with extensive experience in palliative care. She is the general manager of Mercy Health Service Albury. She was awarded the Albury Electorate Woman of the Year in 2005. Ms Ayers resides in Albury.



Associate Professor Amanda Barnard is Associate Professor of Rural Medicine and Director of the Rural Health Unit at the Australian National University. She has worked as a GP in urban and rural areas in Western Australia and at the Sexual Assault Referral Centre in Western Australia. Her clinical interests include women's health and asthma.



Mr John (Jack) Barron is a farmer and student from Ungarie where he has been involved in health services as an active community member in Ungarie for over 20 years through work on health committees and most recently with the Ungarie Medical Centre Committee. He is a former member of the Greater Murray Area Health Service Network Three Health Council.



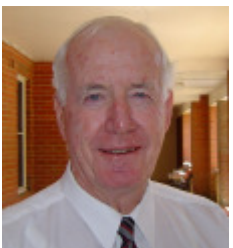
Ms Fay Campbell is a former Mayor of Bombala. She operates a grazing property and was Chair of Bombala Hospital Board from 1983 to 1994. Ms Campbell has a long history of involvement in improving mental health services in rural NSW, serving on many boards and committees. Ms Campbell resides in Bombala.



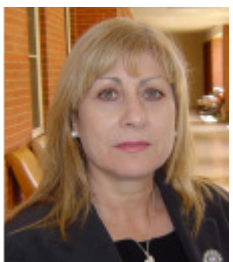
Mr Ray Gamble is from Griffith and is managing director of Associated Media Investments Pty Ltd which operates radio stations throughout Australia. He is Chairman of the Griffith Health Services Committee and Vice President of the Griffith Palliative Care Group.



Ms Robin Haberecht is the Health Service Manager in Jerilderie. She has 10 years experience in management, health services planning, consumer consultation and management. Ms Haberecht is a former registered nurse.



Mr Robert McCully is from Hay and is managing director and major shareholder in The Riverine Grazier newspaper in Hay. He is Chair of the Hay Multi Purpose Service Committee and was previously Chair of Hay Hospital Advisory Committee.



Mrs Anne Napoli is an Italian born Australian citizen from Griffith who is a councillor on Griffith City Council. Mrs Napoli is a strong advocate for improved services for people living with a disability and is a member of the Multicultural Disability Advocacy Association of NSW.



Ms Karen Pollard has a background as clinician and consumer. She is a lecturer in Medical Imaging at Charles Sturt University, Wagga Wagga. Ms Pollard was previously a radiographer at the Hunter Breast Cancer Screening Program and Royal Newcastle Hospital. Ms Pollard resides in Wagga Wagga.

Dr Trish Saccasan-Whelan is director of Goulburn Base Hospital Emergency Department. She is also the Area Disaster Coordinator (HSFAC) for the former area health service. Dr Saccasan-Whelan played a significant role in the Thredbo disaster when Goulburn was used as a Regional Disaster Coordination Centre. She lives in Goulburn.



Dr Paul Sevier is a GP and resides in Young. He is an active health provider in the region and is aware of the challenges involved in providing health services particularly in the rural areas.



Rev Tom Slockee is an Anglican Church priest. He is a former Chair of the Southern Area Health Service Board. He has a particular interest in Aboriginal Health and has extensive involvement in many Aboriginal corporations. Mr Slockee resides in Mogo.

The AHAC met monthly at various locations within the Greater Southern Area. In 2005-2006 the AHAC held meetings in Bega, Goulburn, Griffith, Young and Albury. At each meeting the AHAC took the opportunity to meet with local staff, Visiting Medical Officers, representatives of local government and members of Local Health Service Advisory Committees.

Health Service Cluster Advisory Councils

The membership of Health Service Cluster Advisory Councils comprises:

- ❑ Chairs of each Local Health Service Advisory Committee within the Cluster
- ❑ A further representative from each Local Health Service Advisory Committee
- ❑ The Cluster General Manager (who also provides secretarial support)

The role of Health Service Cluster Advisory Councils is to:

- ❑ work in partnership with GSAHS to ensure that decisions about public health services in the Greater Southern Area reflect community needs
- ❑ progress community involvement in the planning, development and evaluation of health services, policies and programs
- ❑ form the link between the Local Health Service Advisory Committees, the Area Health Advisory Council (AHAC) and the GSAHS Executive
- ❑ ensure there is a direct line of communication to the AHAC, as Cluster Chairs will meet with the Chief Executive and the Chair of the AHAC bi-annually and more frequently if required
- ❑ work to ensure that the views of their communities are represented in the planning of health service delivery, priority setting and evaluation at the Area level.

The Wagga Wagga Health Service Advisory Committee and the Bega Valley Health Service Advisory Committee also act as the Cluster Advisory Council for their Clusters. A member of the AHAC attends every second meeting of these Committees.

The first of the other Cluster Councils met in June 2006. AHAC members have been nominated to attend Cluster Council meetings.

Local Health Service Advisory Committees

Local Health Service Advisory Committees (LHSACs) were formed to act as a conduit between the community and local health services. Each health service site in GSAHS has been given the opportunity to have a LHSAC.

Persons appointed by the Chief Executive of the GSAHS to be members of LHSACs must be prepared to represent the interests of the community and the Health Service in preference to their individual interests and the interests of a particular group.

Local Health Service Advisory Committees and MPS Committees – Members as at 30 June 2006

Barham

| NAME | POSITION |
|-----------------|-----------------------|
| Sally McConnell | Staff representative |
| Joy Eagle | Communication Officer |
| Ruth Morpeth | Chair |
| Ciaran Keogh | |

Batlow

| NAME | POSITION |
|------------------|--------------|
| Jan Knott | |
| Scott Baron | |
| Christine Menon | |
| Diana Droscher | Chair |
| Isobel Crain | Deputy Chair |
| Janice Vanzella | |
| Heather Jamieson | |

Bega Valley

| NAME | POSITION |
|---------------|-----------------------|
| Lynne Teale | |
| Jan Aveyard | Chair |
| Judith Reid | Communication Officer |
| Ian Jessop | |
| Allen Collins | |
| Pat Luker | |
| Val Malcolm | |

Berrigan

| NAME | POSITION |
|------------------|----------|
| Rowan Perkins | |
| Elaine Hawkins | |
| Susanne Chisholm | |
| Marion Dickins | |
| John McGrath | |
| Bill Petzke | |
| Barbara Fox | |
| Inara Fox | |
| Bernard Curtin | Chair |

Bombala

| NAME | POSITION |
|-----------------|------------------------|
| Fay Campbell | |
| Ruth Allan | Chair |
| Bronwen Longden | |
| Colin Pate | Medical representative |
| Jenni Platts | Staff representative |
| Leslie Smith | Communication Officer |
| Norman Vincent | |
| Anna Vincent | |
| Margaret Knight | |

Boorowa

A Local Health Service Advisory Committee formed in Boorowa in July 2006.

Braidwood

| NAME | POSITION |
|-----------------------|-----------------|
| Jeremy Campbell-Davys | Chair |
| David Cargill | |
| Peter Camiller | |
| Jo Wilson | |
| Anthony Cairns | |
| Margaret Jones | |
| Geoffrey Bunn | |
| Kirsten Sturgiss | |
| Mary Mathias | Deputy Chair |

Carrathool

| NAME | POSITION |
|------------------|------------------------|
| Ellen McMaster | |
| Jenny Rose | |
| Clifford Rose | Communication Officer |
| Vincent Cashmere | Chair |
| Janette Anthony | Staff representative |
| Arik Bronstein | Medical representative |

Coolamon

| NAME | POSITION |
|-----------------------|-----------------|
| Dianne Suidgeest | |
| Cheryl O'Brien | Deputy Chair |
| William Levy | Chair |
| Ruth Holden | |
| Jacqueline Gattenhoff | |
| Peter Mangan | |
| Betty Menzies | |

Cooma

| NAME | POSITION |
|-------------------|----------------------|
| Anthony Mackenzie | Chair |
| Patricia Scheele | |
| Divina Blanchard | |
| Anne Goggin | |
| Judith Gibson | Staff representative |

Cootamundra

| NAME | POSITION |
|-----------------|------------------------|
| Carmel Herald | Chair |
| Eve Everingham | |
| Jeff Sowiak | Communication Officer |
| Ruth O'Dwyer | |
| Margery Taprell | |
| Fiona Grogan | Staff representative |
| Jacques Scholtz | Medical representative |

Corowa

| NAME | POSITION |
|-------------------|------------------------|
| Ida Mensforth | |
| Elizabeth Tidd | |
| Peter Wortmann | |
| Keith Barber | Chair |
| Barbara Robinson | Communication Officer |
| Bruce Slonim | Medical representative |
| Julianne Whyte* | Staff representative |
| Gillian Kingston* | Staff representative |

*Ms Whyte resigned in May 2006 and was replaced by Ms Kingston

Crookwell

| NAME | POSITION |
|--------------------|------------------------|
| Maureen Boa | |
| David Rees | |
| Karin Schaeffer | Staff representative |
| Doreen Wheelwright | |
| Johanna Kovats | Medical representative |

Culcairn

| NAME | POSITION |
|----------------|--------------|
| Nigel Preston | |
| Bruno Biti | |
| David Dunbar | Chair |
| Steven Pinnuck | |
| Janet Drummond | |
| Barry Gibbons | |
| David Gilmour | Deputy Chair |

Darlington Point/Coleambally

A Local Health Service Advisory Committee for Darlington Point was formed in July 2006.

Delegate

| NAME | POSITION |
|-------------------|----------|
| Jan Ingram | Chair |
| Sue Guthrie | |
| Pat Ventry | |
| Natalie Armstrong | |
| Marion Ingram | |
| Sonia Davies | |

Deniliquin

| NAME | POSITION |
|--------------|----------|
| Sylvia Baker | |
| Bobby Murphy | |
| Naomi Willis | |
| Edgar Day | |
| Elsa Bolton | |
| Sue Taylor | Chair |

Finley/Tocumwal

| NAME | POSITION |
|----------------|----------|
| Sydney Dudley | |
| Bradley Carlon | |
| Esther Bryan | |

Goulburn

| NAME | POSITION |
|----------------------|------------------------|
| Julien Vanslambrouck | |
| Ian Cameron | |
| Marie Heath | Chair |
| Lynne Lace | Staff representative |
| Gabriel Kolos | Medical representative |
| Simone Goppert | |
| William Cooper* | |

*William Cooper resigned from the Committee in May 2006

Griffith

| NAME | POSITION |
|-------------------------|------------------------|
| Andrew Crakanthorp | Chair |
| Simon Croce | |
| Deanna Marriott | |
| John Dal Broi | |
| Albert Ravello | |
| Yvonne Turnell | |
| Ann-Maree Barbaro | |
| Julie Henderson | Staff representative |
| Roger Thompson-Seagrave | Medical representative |

Gundagai

| NAME | POSITION |
|--------------------|----------|
| Des Manton | |
| Keith Turner | Chair |
| Rebecca Smart | |
| Jennifer McDonnell | |

Harden-Murrumburrah

| NAME | POSITION |
|------------------|------------------------|
| Barry Wooldridge | Chair |
| Brian Dunn | Communication Officer |
| Paul Atherton | |
| Robert Bradly | |
| Yusuf Khalfan | Medical representative |

Hay

| NAME | POSITION |
|--------------------------|-----------|
| Robert McCully | Chair |
| Robert Behl | |
| Kellie Rutledge-Robinson | |
| Jennifer Grimm | |
| Kim Mitchell | |
| Michael Beckwith | |
| Patricia Ray | |
| Suzanne Thomson | Secretary |

Henty

| NAME | POSITION |
|------------------|----------|
| Roslyn Kilo | |
| Milton Taylor | |
| Michael Broughan | Chair |
| Amanda Broughton | |

Holbrook

| NAME | POSITION |
|-----------------|----------|
| John McInerney | |
| Desmond Lum | |
| Jane Bunyan | |
| Graeme Joyce | Chair |
| Jody Whitely | |
| Kevin Farrelly | |
| Judy Wettenhall | |

Jerilderie

| NAME | POSITION |
|---------------|----------|
| Ian Snedden | |
| Dawn Taylor | |
| Ruth McRae | Chair |
| Brian Nethery | |

Jindabyne

| NAME | POSITION |
|-------------------|-----------------------|
| Bruce Hodges | Chair |
| Lee Taylor-Friend | Communication Officer |
| John McLoughlin | |
| Danni Matson-Ryan | |
| Verity Jackson | |
| Cath Newman | |
| Shari Luckhurst | Staff representative |

Junee

| NAME | POSITION |
|-------------------|----------|
| Darren Corbett | Chair |
| Leslie Eisenhauer | |
| Bronwyn Lemmich | |
| Gary Dyson | |
| Robert Smith | |
| Elizabeth Lewis | |

Leeton

| NAME | POSITION |
|-------------------|------------------------|
| Kate Alexander | Communication Officer |
| Pat Bowles | Chair |
| Julie Ramponi | |
| Robyn Whittaker | |
| Paul Maytom | |
| Daniel Pettersson | Medical representative |

Lockhart

| NAME | POSITION |
|------------------|----------|
| Donna Jones | |
| Lorraine Hoffman | Chair |
| Ian McLeod | |

Moama/Mathoura

| NAME | POSITION |
|--------------|----------|
| Betty Murphy | |
| Teresa Kerr | |
| Richard Kerr | |

Moulamein /Tooleybuc

| NAME | POSITION |
|-------------------|----------------------|
| Peg Watts | |
| Margaret Morton | |
| Barbara Culross | |
| Beverly McKindlay | |
| Judith Gatacre | Staff representative |
| Georgina Douglas | Staff representative |
| Roslyn Alcorn | |

Narrandera

| NAME | POSITION |
|------------------|------------------------|
| Gayle Murphy | Chair |
| Joyce Spencer | |
| Wade Mitchell | Medical representative |
| Pauline Hatherly | Staff representative |
| Shirley Walsh | |
| Sonya Hammer | |

Queanbeyan

| NAME | POSITION |
|----------------|-------------------------|
| Kevin Grainger | Chair |
| Nerida Dean | |
| Tom Mavec | |
| Wayne Brown | |
| Pamela Orr | Representing Bungendore |

Temora

| NAME | POSITION |
|----------------|----------------------|
| Stephen Cooke | |
| Rick Firman | |
| Nicole Brindle | Chair |
| Wendy Skidmore | Staff representative |
| Ann Pike | |
| Michel Floyd | |

Tumbarumba

| NAME | POSITION |
|-----------------|--------------|
| Sue Powell | |
| Ronald Costello | Chair |
| Ken Campbell | Deputy Chair |
| Bruce Wright | |

Tumut

| NAME | POSITION |
|-------------------|-----------------------|
| Alan Tonkin | Chair |
| Chris Adams | |
| Trina Thompson | Communication Officer |
| Isobel Crain | |
| Daphne Clarke | |
| Louise Murphy | |
| Kath Hetherington | |
| Rhonda Blunt | |

Ungarie

| NAME | POSITION |
|----------------|-----------|
| John Barron | |
| Elaine Clemson | |
| Judy Rogan | |
| Emma McRae | |
| Mark Bryant | |
| Patricia Daly | Secretary |
| Robert Rattey | Chair |

Urana

| NAME | POSITION |
|----------------|----------|
| Denis Smith | |
| Marea Urquhart | Chair |
| Janette Dodds | |
| Janina Korycki | |
| Harry Couzin | |

*Ms Joan Ralston, a long term and valued member of the Committee passed away in June 2006.

Wagga Wagga

| NAME | POSITION |
|------------------------|-----------------------|
| Alan Puckett | |
| Ruth Lennon | |
| Victoria Wilcox-Brooks | Chair |
| Anna Nightingale | Communication Officer |
| Sonia Marshall | Staff representative |
| Trish Carlson | Representing Tarcutta |

West Wyalong

| NAME | POSITION |
|--------------------|--|
| Deardre Haub | Staff Representative/ Communication Officer |
| Frances Mitchell | |
| Mal Croucher | |
| Carolyn Stephenson | Chair |
| Patricia Daly | Representing Ungarie |
| Robert Rattey | Representing Ungarie |

Yass

| NAME | POSITION |
|---------------|----------|
| Ross Shaw | |
| Terence Legge | |
| Kelvin Lees | |

Young

| NAME | POSITION |
|---------------|----------|
| Nola Noakes | |
| Russell Price | |
| Stephen Ross | |
| Eric Smith | |
| John Walker | |
| Helen Waugh | Chair |