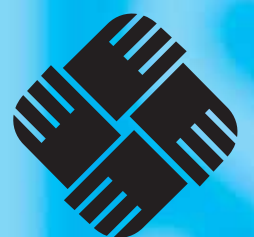


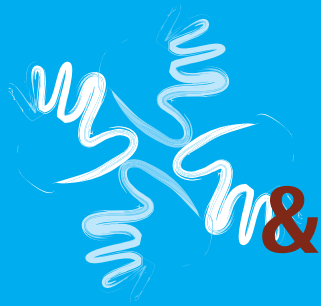


FOCUS2003 BANKSTOWN COMMUNITY HEALTH & ALLIED HEALTH ANNUAL REPORT

FOCUS



BANKSTOWN
Health Service



FOCUS ON CONSUMER & COMMUNITY INVOLVEMENT

The focus here is to highlight how the different Community Health and Allied Health teams involved you in health care during 2003.

The Community Health & Allied Health teams ...look for opportunities to improve

As part of Bankstown Health Service, we participated in the development of strategies aimed at improving client satisfaction. This initiative began in 2001-2002, when customer service skills training was provided to staff. Additionally, consumer networks and feedback forums have been developed, and the various services within Bankstown Health have been encouraged to use these networks and forums. Encouragingly, during the latter half of 2002 and into 2003, there was a decrease in the number of complaints and an increase in the number of compliments!

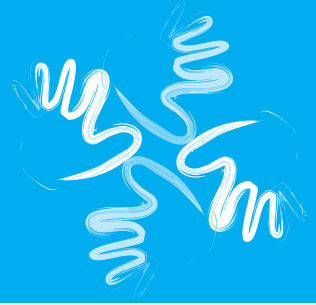
...involve consumers

Consumers are involved in the planning and operation of our services. The *Families First* program supports families to raise their children and helps children grow and develop to their full potential. Parents and communities can participate in the program by being part of the design and delivery of services.



“Consumers and the community of interest are actively involved in debate and decisions about issues that affect their wellbeing” (Consumer Principle, Quality Improvement Council Limited, 1998).





Community Health Centre

To make our Centre a more welcoming place for people from all different backgrounds and cultures, a series of artworks was developed and then launched in 2003. Through the Bankstown Health Service, the Arts for Health Program, local artists and the local Aboriginal and Torres Strait Islander community were consulted to ensure the artworks were truly reflective of the Bankstown community. The Community Health teams believe that the philosophy of community participation should underpin everything we do. These artworks are a very significant example of this philosophy in action.



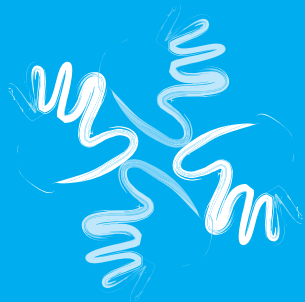
Dental

As August was Dental Health Month, the Dental team had a stall in front of the main entrance of Bankstown Hospital giving out information on dental services and how to access the Clinic. An important message at this time was that “Prevention is better than cure”.

Nutrition & Dietetics

2003 saw the establishment of the Chronic and Complex Care Dietitian position. This role has expanded from seeing clients with congestive cardiac failure to include clients with diabetes and clients referred to the new Pulmonary Rehabilitation Programme. This position has been established with a community-based focus with clients seen at home or in a General Practitioner’s Rooms, as well as in hospital outpatient clinics.





Speech Pathology

Speech Pathology has an Information Directory for people who have suffered stroke and for their families. During 2003, students from the University of Sydney and a hospital health care worker conducted an investigation into the usefulness of the Directory.

Sexual Assault

A six-week therapeutic group was held for children who had experienced physical, emotional and sexual abuse, and neglect. The program was called “Magic Me” and it had a “Harry Potter” theme.

Social Work

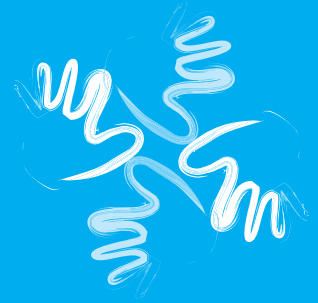
During 2003, the Social Work team expanded their services to women having surgery for breast cancer. The team was also involved in the development of a pamphlet for patients about their rights and responsibilities.



Aboriginal Health

The Aboriginal Health Workers and the Bankstown Area Multicultural Network organised a day trip on Sydney Harbour for local Aboriginal women. The aim was to identify training needs and then equip the group with the skills they need to be advocates for their communities.





Youth Health

“Beyond Survival”, a guide to working effectively with young people from a refugee background, was successfully launched to much interest. Training for youth service providers was also part of the project. The project partners included Bankstown City Council, Service for the Treatment & Rehabilitation of Torture & Trauma Survivors, the NSW Refugee Health Service and Youth Action Policy Association.



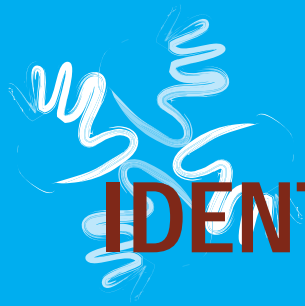
Primary Health Nursing

An Asthma Friendly program for schools was promoted during 2003. Links were made with the asthma contact person at schools in the Bankstown area to let them know that the Primary Health Nursing team is available to work with them to help their schools become asthma friendly.

The Administration Team

Earlier in the year, the Administration team updated and distributed our Community Health Services Booklet. It provides service information and contact details in four languages - English, Arabic, Vietnamese and Chinese.





FOCUS ON EARLY IDENTIFICATION & INTERVENTION

The focus here is to highlight what was done by the different Community Health and Allied Health teams during 2003 to provide services at an early stage.

Community Health & Allied Health

Young Parents Home Visiting Project. This was an exciting pilot project for young parents in the Bankstown area. It was part of the statewide *Families First* initiative. The program brought together six health teams from across Bankstown Health Service in recognition of the additional support young parents often need. The focus was on the family's strengths, resources and ideas. Overwhelmingly, young parents described the home visitor as a support. As one young parent said, "They make you feel good about what you are doing, what you are saying. They just make you feel proud as a person."



Orthoptics

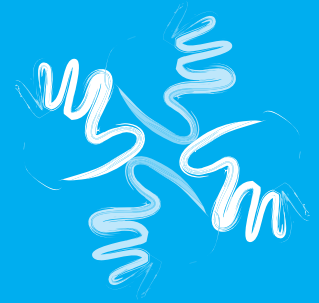
Free eyesight screening tests were made available for children 3 to 5 years old, and over 200 children were tested. Information about the testing was provided in English and four community languages (Vietnamese, Chinese, Arabic and Macedonian) to all local schools, preschools, long day care centres and playgroups.

Stuttering Unit

The Stuttering Unit is a specialist speech pathology service that has developed an evidence-based early intervention for treating stuttering in young children. In 2003, a clinical textbook *The Lidcombe Program of Early Stuttering Intervention: a clinician's guide* was published internationally. Several of the chapters were written by clinicians from the Stuttering Unit.

"The client, in partnership with the service, identifies and receives services that detect, monitor, and intervene in early stage health problems to improve health and quality of life" (Consumer Principle, Quality Improvement Council Limited, 1999).





Occupational Therapy

The Occupational Therapy team was involved in a new service - the Driver Assessment and Rehabilitation Service. It had excellent outcomes, with a high number of drivers having their licences reinstated following their participation in the driving rehabilitation program and a subsequent driving assessment.

Health Promotion

During 2003, plans got underway for a *Walk to School* pilot project. The project involves the Principal of Villawood East Public School, the Road Safety Officer of Bankstown Council and the Health Promotion Unit, and it is being implemented during 2004.

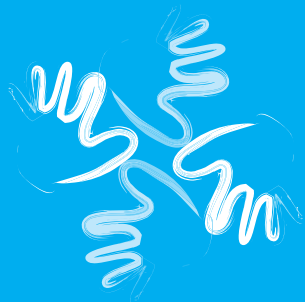
Community Nutrition

With the bigger focus on childhood obesity and school canteens, the Community Nutrition Team continued to work with the School Canteen Association. This resulted not only in a Canteen Expo held in Bankstown, but also with the number of schools in Bankstown with school canteen accreditation awards doubling in 2003! The year ended with an award presentation held at Picnic Point Public School for all the participating schools. It is anticipated that our involvement with schools will expand even further in 2004.

Physiotherapy

A new Pulmonary Rehabilitation service started in August 2003. The program involves exercise classes for cardiovascular fitness and strengthening aimed at improving clients' exercise capacity and their ability to manage their level of breathlessness. The program also incorporates a weekly education session designed to improve clients' understanding and self-management of asthma and chronic obstructive pulmonary disease. An initial assessment of the program found that most clients showed an improvement in lung function, and all clients showed improvement on the Six-minute Walk Test.





Women's Health

Women's Health nurses conducted two health education sessions for clients and carers from the Spastic Centre. These were done in partnership with the Cervical Screening Coordinator and Breastscreen. The topics covered were preventative health programs and disability and access issues, and the response to the sessions was positive.

Ethnic Health

The Parenting Education Network Project was funded as part of the NSW Government's Youth Partnership with Arabic Speaking Communities. Bankstown Health Service managed the project in partnership with the Australian Arabic Communities Council. The project used an innovative and interactive format to spread positive parenting messages. In all, 62 parenting sessions were conducted in 68 different suburbs, reaching 411 families.

Child, Adult & Family Team

Staff from the Child, Adult & Family Team facilitated sessions of the Young Parents' Group at the Round About at Sefton. This group aims to provide early identification of support needs and intervention to young parents in the Bankstown Local Government Area. The Child, Adult and Family Team also conducted Positive Parenting Programs during 2003 for English, Arabic and Vietnamese speaking people. Participants reported that they found the program very helpful and that they are continuing to implement the positive parenting strategies.

Compiled by Gillian Lucas Quality and Research Coordinator | Artistic Consultant Kate Brennan Arts Coordinator

COMMUNITY HEALTH & ALLIED HEALTH

FOR FURTHER INFORMATION PLEASE CALL:

BANKSTOWN HEALTH SERVICE

Telephone 02 9780 2777 or 02 9722 8000

Website www.swsahs.nsw.gov.au/healthser/bnk/health/community.asp

