



# Newsletter

July 2022

Hello everyone.

Well, this will be my last newsletter article for CCHS.

As we announced in early June, my time at CCHS is finishing on 8th July 2022. It has been an honour and a privilege to serve as the organisations inaugural General Manager.

There have been many achievements and highlights.

- ♦ The building and commissioning of the Clifton Medical Practice & Sunflower Lodge
- ♦ Refurbishment of Nirvana Hostel
- ♦ Refit to elevate to compliance with current fire safety legislation including the complex fire sprinkler setup
- ♦ The introduction of environmental measures including an additional 500,000 litres of onsite water storage and filtration and the installation of 82 kilowatts of solar power generation
- ♦ The establishment of our Home Care offering
- ♦ The organisation's response to the Royal Commission and the Covid-19 Pandemic
- ♦ Improved management reporting, improved human resource processes
- ♦ Successfully securing and managing a number of grants and introducing the technology refresh which is currently underway across the organisation

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I extend a warm welcome to Wannapa Foytong, our new Executive Director –Operations who has commenced on the 4th July 2022. Please make Wannapa welcome and support her in the new role.

At the time of writing, we again have Covid-19 onsite with multiple residents and staff testing positive. As usual the team are rising to the challenge and implementing the steps within our Outbreak plan. We again have the support of our local Darling Downs Public Health Unit and the Federal Department of Health. Our response to the Covid-19 pandemic has been nothing short of extraordinary and I again pay tribute to our amazing team who every day, continue to deliver outstanding levels of care and attention against the backdrop of tremendous adversity.

The Qld Govt has changed the rules and you now no longer need to be vaccinated to come onsite; however, I would really encourage you to think of the loved ones that you are visiting and keep up with all relevant Covid-19 and Influenza vaccinations. Vaccination requirements remain in place for staff and volunteers. Our Rapid testing upon entry, mask requirements, temperatures, signing in and hand hygiene measures all remain in place, and I request that you continue to cooperate with these important measures.

The underfunding situation continues, and it is hoped that the new Government can affect and deliver on the urgent assistance needed for the entire sector, particularly for small rural and remote operations such as ours. Expenses have just increased by a minimum 5.5% with funding only increasing 1.7% widening an already large funding gap.

The new October 2022 funding system will perhaps deliver part of the answer, but on initial numbers falls way short of what is required. I remain hopeful that we can continue to meet the challenges of the pandemic, workforce availability, lack of funding and pressures of industry reform.

Thank you to Clifton Hospital Auxiliary who have donated funds to allow for assistance with a refresh of our crockery and cutlery. Thank you to those who took the time to donate to our year end donation appeal, your support is appreciated and to those that ran out of time, it is not too late to assist, more support is needed.

We remain in the six-month reaccreditation window for Clifton Nursing Home and hopefully you have read the letters that were distributed to residents or have seen the signs on the noticeboards advising of this process. A reminder that there is always opportunity to participate and play a regular active part in your individual care-planning process and I look forward to you continuing to be an active participant in this process as a collaborative approach delivers the best care outcomes.

We have engaged external assistance to help the team with the work required for the hospital reaccreditation and I request that you support them as they implement any changes needed.

Finally, for the last time a big THANK YOU to everyone, to my wife Kym and son Lachlan who have been heavily involved in many aspects of the centre, our residents, patients, staff team, volunteers, volunteer board members, community groups, community, businesses, donors, and supporters.

I will reiterate again that our Board are all volunteers who give up substantial periods of time away from their own business, jobs, and families, without remuneration, and as an organisation we cannot exist without them.

What will remain with me the most are the quiet, private moments spent with countless residents, patients, and their families as they gave me the privilege of assisting them at some of the most difficult moments of their lives.

Thank you all for allowing me to be part of your individual journeys. A community working together with a common goal can achieve anything. Together, you can make a difference.

*Brad*



Brad, in response to your notice shared in today's newsletter, we at CCHS would like to say on behalf of residents, staff, volunteers and entertainers, thank you. Thank you for your time and effort invested into CCHS for these past eight years.. We are sorry to see you go but wish you and your family well in whatever the future holds. We trust that you will all have some down time and a well earned break before taking up the next step, whatever that may be.

Thank you for all the positive changes you have implemented and worked towards for CCHS and being willing and open to allow for opportunities to be taken as they arose for the benefit of the residents and the community here as a whole at CCHS.

Thank you for being willing to step up in roles that were not quite in the scope of your role but thank you for being open and willing to give things a go when your extra assistance was required. Thank you especially also to your wife Kym and son Lachlan for all of their effort and time invested that hasn't gone unnoticed.



**Chairman**  
**Andrew Douglas**

Hello Everyone

To say “there is a bit going on at the moment” would be an understatement, as we work to address the significant challenges currently faced by the organisation.

The pandemic, funding shortfalls, workforce availability, legislative changes, compliance requirements and other constraints continue to present very real and present challenges. Nevertheless, we are confident that with a continued focus on innovating, identifying opportunities for improvement and working together towards a common goal, we will succeed.

Naturally, this will require many of us to embrace changes to the way we do things. Similarly, it requires those of us in leadership roles to make what are sometimes tough decisions, for the benefit of the organisation and its sustainability.

As you will likely be aware, one of those decisions recently made by the Board was to restructure the senior leadership team so as to provide for two dedicated leadership roles focused respectively on improved clinical governance and enhanced financial performance. This change has seen the roles of General Manager (reporting to the Board) and Director of Nursing (reporting to the General Manager) cease, with two new roles implemented and reporting directly to the Board of Directors.

The Executive Director - Operations, will focus on operational performance and clinical governance. This will be achieved through effective leadership, team management, continuous improvement and operational excellence whilst meeting all accreditation and legislative requirements within the Residential Aged Care, Hospital and Medical Centre. As the most senior nurse in the organisation, this role is responsible for ensuring that clinical leadership is in accordance with accreditation standards and our strategic priorities and values.

We are pleased to announce that Ms Wannapa Foytong has this week commenced in this new position. Wannapa’s qualifications include a Bachelor of Nursing, Master of Nursing (Health Services Management) and Registered Nurse certification, and she joins the team with more than 10 years of senior leadership experience in Residential Aged Care including regional experience. Wannapa comes to us from Lutheran Services, where she has held the roles of Clinical & Operations Manager, Crisis Response Leader and Operational Change Manager within the organisation’s Residential Aged Care business. We ask that you give Wannapa a very warm welcome and your very best support as she embarks on her new role.

The second new role is titled Executive Director - Community, which will develop stakeholder and community engagement and achieve revenue growth. This will be achieved through effective leadership, relationship management, team and partner management, continuous improvement and operational excellence within the Home Care, Vedette Villas, asset management and financial management business units.



This role is responsible for financial management in accordance with regulatory requirements and our strategic priorities and values. As we are currently in the process of conducting interviews with shortlisted candidates for this vacancy, we hope to have more to report on this front in the near future.

These changes have meant that our General Manager, Mr Brad Jones, will leave the organisation's employment this Friday 8 July. Indicating his support for the transition to the new structure, Brad has been working over recent weeks to prepare for handover to the management team.

Throughout the last eight years, Brad has served the team, board, organisation and broader community in a very loyal and dedicated manner. Some of the more notable of Brad's many achievements include: the building and commissioning of the Medical Centre and Sunflower Lodge; the establishment of our Home Care offering; leading the organisation's response to the Royal Commission and the Covid-19 Pandemic; improved management reporting; successfully managing a number of grants; and introducing the technology refresh which is currently underway across the organisation.

Brad's genuine, cheery disposition and the care, compassion and decency he has continually displayed, will very be very much missed. We extend our very sincere thanks to Brad for his significant contribution as the organisation's inaugural General Manager. I should also like to take this opportunity to thank Ms Judy O'Leary for relieving in the role of Acting Director of Nursing over the last eight months. This has been much longer than initially envisaged and we thank Judy for her patience and assistance throughout this time.

Other key projects are currently underway include: a structured Change Program in which opportunities for improvement across the direct care side of the business are being identified and implemented; a Hospital Accreditation project; finalisation of our iCare system implementation; national and international GP recruitment project; and a number of other continuous improvement initiatives.

On another positive note, our recently launched Home Care service has welcomed its first clients, for which we congratulate Sharon and her team! We welcome those clients to the service and look forward to servicing their requirements, and those of many others, into the future.

Since my last article, we have also welcomed Ms Rachel Hancock to the team in the role of Finance Manager. As a qualified Accountant, Rachel comes to us with a wealth of experience in accounting and financial management role/s across the professional accounting, financial counselling, not-for-profit and private sectors. Rachel leads the Finance & Administration Team and supports the Board in both a reporting and Secretariat sense. Please also make Rachel welcome as she assumes responsibility for this busy and very important part of the business.

Again, I should like to thank each and every one of you for the role you play in supporting *Quality of Life* for members of our community. What we, as a team, do is vital and I know I speak on behalf of the beneficiaries of our service when I say that your work is greatly appreciated.

Finally, sincere thanks again to Brad for his loyal and dedicated service to the organisation and broader community over many years. Brad, we wish you and your family the very best for the future and look forward to you all remaining part of the broader 'CCHS family' for many years to come. In the meantime, hope you enjoy a well-earned break.

Until next time, I hope everyone stays safe and well.

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In other news, please join us in welcoming our new Div. 1 Registered Nurse, Simone Jackson.

We have had quite a positive response to the news that she is joining us at the Clifton Medical Centre and we look forward to working with Simone.

My name is Simone, I grew up in Greenmount and have always lived locally. I have 4 beautiful daughters, three who still live at home with my partner and I.

I have been a nurse for over 10 years now, having started my nursing career at Clifton Hospital. After working in general nursing in Toowoomba, I pursued a career in Mental Health, both acute and community.

I recently joined the team here at Clifton Medical Practice and I am loving the change in my nursing career. I love the interaction with patients, especially when a patient leaves feeling fulfilled with the care they have received.

I am also a proud Bidjara woman and am excited to also promote indigenous health in the community.

Whilst there is a lot to learn in my new role, I am excited for the challenge.

I look forward to meeting new faces and working in a great team.





## MEDIA RELEASE

2 June 2022

CCHS Home Care

Coordinator, Sharon Cruickshank



More aged care services for  
Clifton Community Health Services (CCHS).

CCHS has expanded its operations in aged care. As a newly-approved Home Care Package provider, CCHS is now providing in-home services for people aged over 65 years in the Clifton district.

Home Care Packages are funded under the Australian Government Aged Care subsidised scheme. They were designed to help older Australians receive extra support to live independently at home for longer.

There are four levels of Home Care Packages with different funding amounts.

- Recipients can use the funding to purchase services and support such as:
  - ◆ Nursing care
  - ◆ Meal preparation
  - ◆ Cleaning
  - ◆ Lawn mowing
  - ◆ Home modifications
  - ◆ Transport to social outings, shopping and appointments.

CCHS decided to implement a Home Care Provider service because it saw a need in the local community for a local in-home care service. The new service is also expected to increase local employment opportunities as CCHS is committed to employing local people and businesses.

CCHS appointed a Home Care Coordinator to coordinate the service and help seniors understand what they are eligible for and how to organise services and support.

For more information about Home Care Packages, contact the CCHS Home Care Coordinator, Sharon Cruickshank directly on 4697 3735, 0484 597 396 or email [homecare@cliftonhospital.org](mailto:homecare@cliftonhospital.org)

## MEDIA CONTACT:

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Heather Smith, 0403 462 686, [heather@wishbone.com.au](mailto:heather@wishbone.com.au)



## News from the DT Team

Hi everyone!

### In June:

For Armchair Travel we boarded a DT Airways Flight from Clifton to Phuket. Please see the photos of our travel experience in the following pages.

We are next planning to head to Egypt with some yummy Egyptian Hawawshi and Baked boneless chicken thighs with Baharat. We look forward to sharing with you the photos of that journey when we are next able to depart on DT Airways.

One the 15th of June celebrated International Domestic's Day with the residents talking about the history of cleaning and how far society has come since the 1900's. It was insight as to how the industry has changed and how domestic workers, especially here at CCHS, now have to study and complete training regularly to ensure that they are able to provide a safe and high standard to ensure the safety of themselves and others.

On the 16th of June the actual International Domestic Workers Day, the ESP's, gardening and maintenance staff were treated to a catered lunch of hot fresh pizza from the Irish Pub O'Shanley's here in Clifton. The lunch was welcomed and it was lovely to have the opportunity to say thankyou to these lovely staff who do a wonderful job in the roles that they are responsible for. Thanks again. It would be great if we could all thank

those that do domestic work, be it ESP's here at the hospital, in the community or even those at home that keep house for us to live in a healthy and clean home.

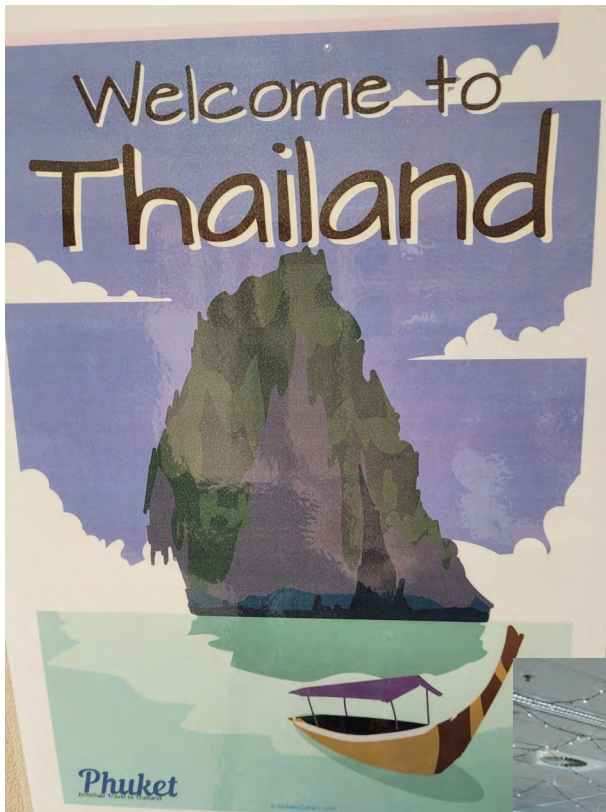
We have a new resident that can play guitar and sing. An answer to Marianne's prayers who has been wanting guitar players to come and serenade our residents. Our new resident played and sang for residents before an activity one week and we hope to have him back for many more sessions when he feels able.

Should you have an instrument to play and wish to share your talent, please do see the staff at DT and we would love to fit you into the program or find a seat for you to pull up and just play quietly for those that are in earshot.

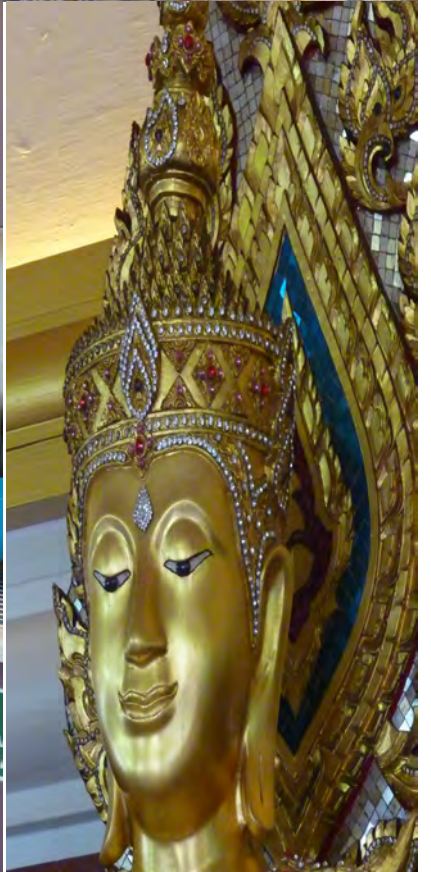
Up and coming next month we are having a crazy hair day for all at CCHS be it staff, residents or volunteers. We will let you know in the next calendar and feel welcome to be involved.

Lastly again, a call out for volunteers, musicians, artisans, those with skill sets that they wish to share, poetry/ book reading, story tellers, singers, massage therapists, beauticians, etc. If you have a skill and you want to share it with folk that will appreciate it, please call or message the DT staff. Marianne or Casey  
[lifestyle@cliftonhospital.org](mailto:lifestyle@cliftonhospital.org)













Dudley playing pool with



Gregory played for the residents in the DT room while they are having morning Tea



Sondra and Grace enjoying seeing each other for morning tea in the DT room

Angela enjoying playing Celebrity Heads



Chris Bazley was invited to come and speak as a local farmer about his experiences. Chris came to speak with us last year and the talk was well received as was this year. Chris spoke about his time in Sudan, New Zealand, America, Pakistan and Argentina. I am sure there are may other places he has been to but how he came back alive and unharmed, Lou, you're lucky to have this man home. Thanks so much for the two of you coming and spending time with the residents and Lou for your help with the morning tea. Much appreciated and always something that residents look forward to.



Joyce 5th  
(95)  
Stanley 15th  
(72)  
Freda 19th  
(98)

Rest in



Leona Murphy

As always:

**A Call for Volunteers to help the DT Department !**

If this is you and even if you have never volunteered, just considered volunteering, or have volunteered in the past with us or elsewhere, please do contact us.

We will state that for the protection of our residents, that you will need to:

- ♦ Wear a mask (you will be provided one by the hospital on arrival)
- ♦ Do a RAT test (provided by the hospital) on arrival (allow for 10-15mins to process)
- ♦ Have a record of your 2x covid shots, 1x booster and a 2022 flu shot

CCHS will pay for your police check to have on file for our records if you don't already have a current one.

We appreciate your understanding with these requirements at this time.

Please contact Casey or Marianne  
[lifestyle@cliftonhospital.org](mailto:lifestyle@cliftonhospital.org)  
(07) 4697 3377 extension #64  
(Open 08:30-14:30)



**Cricut was the aim.**

**Scan N Cut is now the  
game.**



Casey and I had heard about the CriCut Machine which is a cutting machine made overseas that many folk have been using over the years here in Australia. It is a cutting machine that helps with craft and quilting, etc.

We thought that this was 'The One' to purchase to help with craft to be the extra 'help' that we needed with cutting out craft materials for the residents and had let everyone know that this was what we were aiming for. However, there was a thought to do some more research and we came across the Australian Brother brand called Scan N Cut which does the same and a little bit more. It has an inbuilt scanner, a touch screen, a workspace app that is free to access, ability to use without the internet if required and best of all, a blade that automatically senses the depth required of the blade so as there isn't constant adjusting of the blade for different materials required from paper, to vinyl, to thin craft wood, metal, etc.

Being Australian made and designed we thought that this was a great way to support an Australian company and we purchased it through [www.echidnasewing.com.au](http://www.echidnasewing.com.au) who have been wonderful. We also received a free booklet and usb valued at \$99 for free if ever we would like to get into working with material for sewing craft projects. We have been in discussion with 'Brother' the company who designed and built the ScanNCut with the idea of having them helping out with future projects where possible. This would be a wonderful contribution if able to have it up and running.

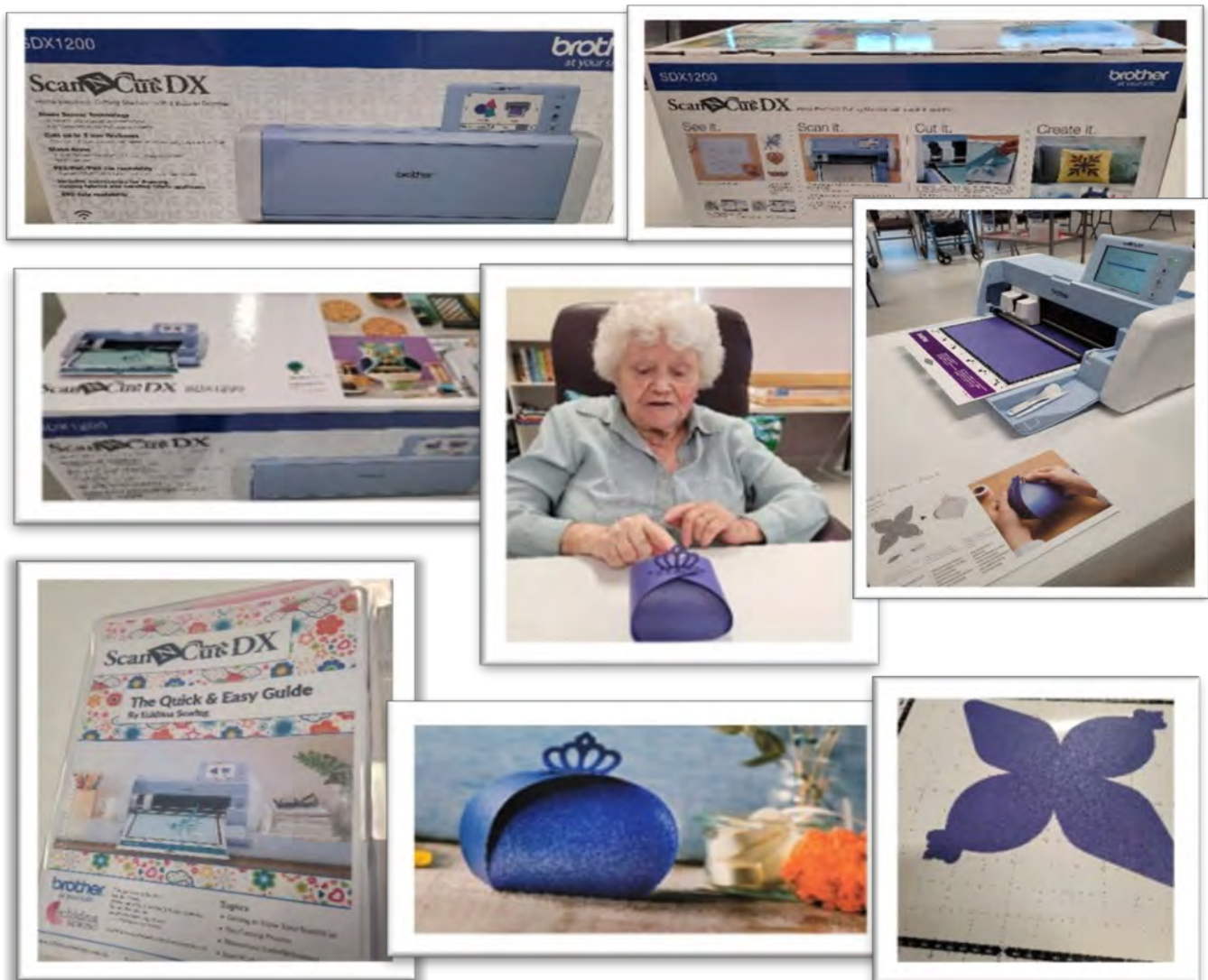
We absolutely need to thank those that contributed to the idea of the CriCut / Cutting Machine for the Diversional Therapy Department through the Christmas Raffles. We managed to raise \$304.00 for which we are very grateful. We had an anonymous donation for \$300.00 as well as another donation that meant we were able to purchase the machine on special for \$699.00 online through [www.echidnasewing.com.au](http://www.echidnasewing.com.au)

It was then purchased and arrived in time for Wednesday where we were able to start straight away with getting ready for our Valentines decorations for next week as well as our first residents Craft session.

The residents were able to see it being set up and run. It was great that they were able to be part of its beginnings at CCHS and to see how it works, how they can request whatever design they want and being able to cater it to their interests individually or as a group. We are very excited that we have been able to purchase this machine and for what it can offer CCHS residents in assisting the Diversional Therapy Department.

Thankyou once again to all those who generously gifted monies towards this. It is wonderful.

We look forward to showing you the craft we are learning to create along the way and sharing the benefits of it with you in future newsletters. Thankyou.







Our first craft was part of the ScanNCut kit which we followed the instructions with the paper that was sent with the machine.

We made the gift box you see below. It is quite a 'regal' looking box and the residents and everyone who came into the DT room were quite impressed with the look of it. We certainly appreciated Brother making this part of the set up and it gave a sense of achievement.



Our subsequent craft was led by requests from the residents and we were able to work on continuing with the ScanNCut as well as making Cherry Blossom craft to decorate the room for next weeks Valentine's Day. Having the residents assist us in this process was wonderful and we certainly have had plenty of positive feedback from residents, staff and volunteers.





Happy  
International  
Friendship Day!



Dear friends of the Clifton Community Health Services

Due to the current lockdown at CCHS and current  
community cases, we are

postponing the

International Friendship Day. We will hold it later in the year when it is  
suitable to have a function outdoors.

Thankyou for your consideration in this matter.

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**In other news:**

The Diversional Therapy team have started a staff member of the month award! Each month will focus on a different department within our healthcare family and the winner will be chosen by our beautiful residents!

We need your help! As the winners are going to be selected by our residents, the twist is that we need to take a photograph of your wonderful smiling face for them to choose.

As with us all, names sometimes escape us, but we always recognise faces. This is completely voluntary and if you would prefer not to have your photograph taken, we respect that or if you don't wish to participate – please let us know!

Starting in June 2022 and running through to November 2022, the order will be as Follows:

June: ESP Staff, Kathy, Neil and John

July: Nirvana Staff

August: Nursing Home Staff

September: Administration staff and Volunteers

October: Hospital Staff

November: Sunflower Lodge Staff

In December, the winners of the previous 6 months will be entered into a draw to win a \$150 voucher to Rupert's Restaurant and Bar in Warwick which has been kindly donated by a Community Member.



June 2022



## Staff Member of the Month Congratulations!

***Neil Wilson***

Neil has been nominated by the residents of CCHS as staff member of the month.

Neil has been working with us at CCHS as a 'Jack of all trades' for 7 years this September in maintenance, working alongside tradesmen and contractors as well as assisting staff and residents in the day to day.

You may recognise him as having been your local carpenter, footy coach or back being the water boy for the Wattles Rugby Team—reserve grade.

Thanks Neil for your time, dedication and service to all those that you help and assist along the way.

The residents certainly acknowledged and spoke highly of you and your efforts.


Well done!





# JULY



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	Joyce 5th (95) Stanley 15th (72) Freda 19th (98)			1 9:30am 10am Morning Tea 10:30 Bingo	2	3
4 10 Morning Tea 10:30 Crossword Bingo	5 9:30 Baby Therapy with Christine 10am Morning Tea 10:30 Hoy	6 10am Morning Tea 10:30 Trivia Number day wear 7 items of anything blue	7 10am Morning Tea 10:30 Judith Plays	8 9:30am 10am Morning Tea 10:30 Bingo	9	10
11 10am Morning Tea 10:30 Residents Meeting	12 10 Morning Tea 10:30 Hoy	13 10am Morning Tea 10:30 Book Reading with Marianne 1pm Pool in DT room	14 10am Morning Tea 10:30 Hibz Plays	15 9:30am 10am Morning Tea 10:30 Bingo	16	17
18 9:30 Tai Chi 10am Morning Tea 10:30 Armchair Travel (Egypt)	19 10am Morning Tea 10:30 Hoy	20 10am Morning Tea 10:30 Trivia 1pm Pool in DT room	21 10am Morning Tea 10:30 Grace Plays	22 9:30 10am Morning Tea 10:30 Bingo	23	24
25 9:30 Tai Chi 10am Morning Tea 10:30 Anglican Church	26 10am Morning Tea 10:30 Hoy Crazy hair day	27 10am Morning Tea 10:30 Movie 1pm Pool in DT room	28 10am Morning Tea 10:30 Ken Plays	29 9:30am 10am Morning Tea 10:30 Darling Downs Men	30 International Friendship Day	31

ACTIVITIES CANCELLED UNTIL FURTHER NOTICE