

Newsletter

September 2021



**Chairman
Andrew Douglas**

Hello Everyone, Happy Spring!

The season of renewal and growth is upon us and, once again, we embrace this invigorating time of the year.

Speaking of such things, I am pleased to advise that as part of our strategic plan, and in response to a number of key factors relating to our operating environment (not

the least of which being continued reform of the aged care industry and an increasingly competitive marketplace), we are currently investigating prospective service enhancements and also reviewing our branding and corporate communications efforts. So, stay tuned for more exciting news on this front over the coming months.

1st September also saw the introduction of private billing in the medical practice and, on behalf of all involved, I should like to extend a sincere thank you to all of our valued patients who have embraced this development. We are grateful to have received such positive feedback and really do appreciate your understanding and support!

While on the subject of the medical practice, I should also like to extend the Board's thanks and congratulations to Luke and his team in the practice, who recently attained reaccreditation for another three years, via stringent third party audit. Your focus on delivering excellence in patient care is obvious and

is appreciated by everyone, not the least of whom being our local community.

With Dr Vlad having recently completed his rotation with us, we are currently in the process of sourcing an additional GP and ask for your patience if this means a slightly longer than usual wait for an appointment in the short term.

It's here, Friday 17th September is the date by which the Australian Government has mandated that staff and regular volunteers associated with aged care facilities are required to have had at least one dose of a Covid-19 Vaccination. To that end, vaccinations are available via regular clinics at our medical practice, as well as other centres across the broader region, and I have had my first shot today.

Please also be sure to check-in via the Queensland Check In App and have your temperature taken by one of our automatic, contactless temperature monitor each time you enter our facility.

On the Friday before Father's Day a BBQ was held, by all accounts, an enjoyable affair and it was nice that some of our residents were able to receive visits from their families. Fathers play a very special role not only in their immediate family, but in our broader community, and we celebrate their positive influence in that regard at this time of the year. Keep up the great work, Dads, Step-Dads, Grandads and those who also play a similarly significant role!

I mentioned last month that we were calling for expressions of interest from suitably qualified Non-Executive Directors to join our board. With a number of applications having now been received, a sub-committee of the Board is currently shortlisting applications for closer consideration. Again, there will be more to report in this regard over coming months.

Finally, our Annual General Meeting is scheduled for October, with Wednesday 20th currently set as the date and more details to be released soon. You are invited to come along and hear a more detailed report on the organisation's performance, strategy and plans for the future. Thanks for your ongoing interest and support and, until next time, stay safe.

Regards Andrew.

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General Manager-Brad Jones



After a few weeks leave I am back and a big thank you to Louise and the entire team for doing such a great job and allowing me to recharge my batteries.

AT the time of writing we are on track to meet the 17th September 2021 Aged Care Covid-19 Staff Vaccination target deadline and I want to thank all of the team who went above and beyond to make sure that they were vaccinated on time. Offering protection to themselves, their families, our residents and patients. And the wider community.

Speaking of the wider Community, now it is over to you. Local response to our Clifton Medical Practice Vaccination Clinics has been overwhelming and please keep it up. The tremendous work by us all has allowed us to experience freedoms only dreamed about in other parts of Australia and across the world, however it is only a matter of time before additional outbreaks occur and only by vaccination and adherence to the public health protocols can we navigate our way through. Yes, it has been, and will continue to be a long road. Make sure that you are reaching out to your support network for assistance and if you think that you do not have one, then think again. Time and time again through this pandemic I have witnessed unselfish acts of caring and compassion between friends, neighbours, colleagues and strangers who have gone out of their way to care for their fellow humans and demonstrated the best of Clifton, Qld, Australia and human kind, keep it up and please don't become complacent.

A Big Thank you this month to everyone who worked together to make the Ballroom Dancing, Fathers Day and Olympic events so successful.

Thank you to the Clifton Medical Practice Team who have achieved another three years accreditation for the Clifton Medical Practice.

Thank you to the team who continue to work on the continuous improvements from the Nirvana Hostel Accreditation visits. We have six of the nine areas complete and are very close to closing off these last three successful improvements. As part of this process we have continued to formalise the invitations for all resident, patients and their authorised representatives to be involved in care planning and your overall care journey, please continue to engage with us in partnership.

We have upcoming reaccreditation next year for the Hospital and Nursing Home.

The Check in QLD app is mandatory to enter our premises, please keep using it. For those without smart phones or those without coverage from a certain telecommunications provider, we will have devices available to help you check in. Due to other onsite regulations I will also ask you to continue to use our sign-in books (in addition to the app) across the Hospital and Residential Aged Care.

Covid-19 vaccination is highly encouraged, please seek your own personal medical advice and do not delay.

Thank you all for your support as we made the difficult decision to implement fees for some patients within the Clifton Medical Practice.

Whilst writing this article I received the news that our long-standing Director of Nursing, Heather Miller, will be retiring from her role. I will write more fully on Heather's extraordinary contribution to the Cooperative in the next issue. For now I will just say that she leaves big shoes to fill and we have commenced the search for our next DON. Heathers compassion and expertise will not be lost to us as she takes on a new and exciting role with your own local Health Services Cooperative.

Together we can continue to make a difference.

Regards,

Brad.

Lifestyle Coordinator— Jade Gilchrist



Hi everyone,

August has gone and new warmer weather will be coming soon. Our

Lifestyle & Volunteer
Coordinator—Jade Gilchrist

Lifestyle team were
fully vaccinated in the

first week of August joining the over one third of fully vaccinated Australians. The lifestyle team have been busy preparing the Olympics Games activity and of course we had our fathers day BBQ. We hope you have all enjoyed your activities and events this month and we will be planning Christmas again before we know it.

We would like to welcome our new volunteer Lea who will be helping us out with Bingo on Fridays. With the weather warming up don't forget to let me know if you would like to go out for ride in the trike.

Don't forget to let us know if you have any feedback or ideas at our monthly residents meeting on the last Wednesday of the month.

Kind Regards,
Jade

September Birthdays

Ruth, Marie,
Maud, Sylvia



Thinking about becoming a
volunteer?
Call Jade 4697 3499

Lifestyle Award WINNER

The winner of the Lifestyle Award
for September is Sandra Kuhn

For working with the teams to organise all the
amazing catering for recent events.



Rest in Peace



John
Glen
Ga

Morning Activities 10:30am-11:30am

September



Monday	Tuesday	Wednesday	Thursday	Friday
Happy Birthday 9:40 Tai Chi 10am Morning Tea 10:30am Crossword Bingo	<i>Marie 6th</i> <i>Maud 6th</i> <i>Sylvia 10th</i> 7 10am Morning Tea 10:30am Olympic Games 2pm Tai Chi in Sunflower	1 10am Morning Tea 10:30am Lynelle plays 1pm Pool in DT room 8 10am Morning Tea 10:30am Eleanor's Morning 1pm Pool in DT room 15 10am Morning Tea 10:30am Eleanor's Morning 1pm Pool in DT room 22 10am Morning Tea 10:30am Eleanor's Morning 1pm Pool in DT room 29 10am Morning Tea 10am Resident meeting 10:30am Eleanor's Morning 1pm Pool in DT room	2 10am Morning Tea 10:30am Judith Plays 2pm Tai Chi in Sunflower 9 10am Morning Tea 10:30am Holz Plays 2pm Tai Chi in Sunflower 16 10am Morning Tea 10:30am Grace plays 2pm No Tai Chi today 23 10am Morning Tea 10:30am Ken Plays 2pm No Tai Chi today 30 10am Morning Tea 10:30am Jade on Flute 2pm Tai Chi in Sunflower	3 10am Social Morning Tea 10:30am Themed Activity 12pm Father's Day Lunch 10 10am Social Morning Tea 10:30am Bingo 1pm DT Documentation 17 10am Social Morning Tea 10:30am Bingo 1pm DT Documentation 24 10am Social Morning Tea 10:30am Bingo 1pm DT Documentation
6 9:40 Tai Chi 10am Morning Tea 10:30am Word Bingo 1pm DT Planning 13 9:40 Tai Chi 10am Morning Tea 10:30am Word Bingo 1pm DT Planning 20 10am Morning Tea 10:30am Hymns with Kath 1pm DT Planning 27 9:40 Tai Chi 10am Morning Tea 10:30am Anglican Service 1pm DT Planning	14 10am Morning Tea 10:30am Hoy 2pm Tai Chi in Sunflower 21 10am Morning Tea 10:30am Hoy 2pm Tai Chi in Sunflower 28 10am Morning Tea 10:30am Hoy 2pm Tai Chi in Sunflower			

Subject to change without notice



Hello My name is Lynnelle Jessup the newest member of the Finance team here at Clifton Community Health. My working background is in Finance and Accounting. I am looking forward to joining the Community team and getting to know you all.

A little about me, I live locally in Greenmount and have 2 teenage boys. The oldest boy attends Clifton High School in Year 11 and works at the local Foodworks on the week-ends. The other boy attends a School in Toowoomba. I have come from growing up in a small community town and value small country community living. I have enjoyed some time in many parts of Australia and travelled to many wonderful spots Australia has to

Dear valued patient,

Our fees are changing

From **1 September 2021**, we will introduce a contribution payment for **some** patients at each visit.

This will help us retain experienced medical staff and allow us to continue to provide our local medical services amidst rising costs.

We have kept the contribution payment to the absolute minimum.

Pensioner Concession Card Holders

People 70 years and over

Children 16 years and under

No change. Fully bulk billed services remain.

Health Care Card Holders

\$10.90 (standard visit) \$14.25 (long visit)

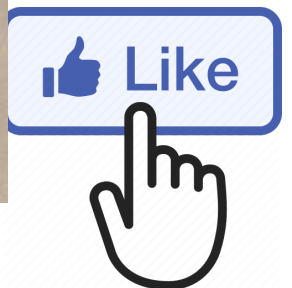
All other patients

\$20.90 (standard visit) \$24.25 (long visit)

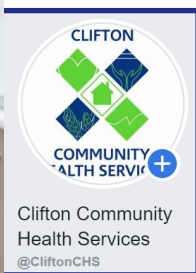
Thank you for your continued support of local health care



**CLIFTON
MEDICAL
PRACTICE**







Clifton Vet Clinic

The Clifton Veterinary Clinic has serviced our community for nearly 15 years and has built a reputation on experience, quality service and community involvement.

Located next to the Clifton Courier, the Clifton Veterinary Clinic treats both large and small animals and now offers a **home care service** for your family pet.

From Spring Creek to Wyreema our vets are available to treat your pet or livestock in clinic, on farm or at home with our 'Pet Taxi' service.

With experienced staff giving professional friendly service and caring advice all year around; the Clifton Veterinary Clinic is the name this community trusts.

Check them out at warwickvet.com.au

