

Chairman – Chris Bazley



Goodday Readers,

I hope you have had a great festive season with family and friends and all the best for 2020. Let's hope our new year brings better

support from government bodies to Clifton Community Health Services and everyone in this sector, especially for Aged Care.

I attended a number of Christmas luncheons for different residents and weren't they great! Fantastic home cooked tucker by our own kitchen team and entertainment that had everyone involved. Well done to the organising team and all the volunteers – you made a big difference to the lives of many. I can still see the smiles and laughter ringing in my ears. Wasn't Santa a hoot!

Our drive for our own bus continues and now I have found a qualified bus driver – we are getting closer. If you have any ideas on how to raise funds for our bus, please let me know.

I have also had one of our family members in the hospital recovering from a nasty leg injury. I will never be able to cook for her again as she says the hospital food is great and she gets a lot more care and sympathy than I ever give.

Still dry as chips with hopefully good rain soon to fill up all our tanks.

The new carpets, paint and tidy up of sections of our facility have made it look like new. Brad and Kym have certainly got value for money from this latest Government grant.

2020 looks like being a tough year for everyone but please be reassured that CCHS will continue with the high levels of health care and service (including the tucker) that our patients and residents are used to.

If you have any questions, please ask me. I just want to finish with a compliment to all the CCHS staff and volunteers for their dedication and care and friendship to our residents which I see in action every day.

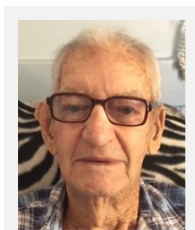
Regards

Chris

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Complaints/Compliments and Feedback



The feedback from the Christmas party was pretty good I reckon. Of course we could always have a few more beers but other than that I have no complaints. The tucker is always good and the staff are always doing a good job in looking after us. The rain still hasn't come but it will come and when it does I reckon it will be a big one. I can't believe its 2020 but here I am. Don't forget I am always in the garden if you want to catch up for a chat about something. Max

General Manager-Brad Jones



Happy New Year Everyone and welcome to a new decade. I trust that 2020 has started positively for you all, the future is in our hands and it is up to us to shape it, despite the headwinds that will inevitably come our way.

Twenty years ago we were waking up to the turn of the century realisation that the Y2K bug had not bitten, the world was still turning, planes had not fallen from the sky and the computers had not yet taken over.

Well, “how good were the Christmas parties”, sorry could not help myself. Seriously, over three days in late December, Residents and their families and representatives came together with a dedicated team of staff and volunteers to deliver three fantastic parties, thank you to all who contributed, there are some great photos from the events and we will conduct a debrief this month to see what improvements we can make for December 2020.

As most of you should be aware, Clifton is having its entire water supply trucked in daily (over 14 loads per day), and we remain on high water restrictions. Thank you to all the residents and staff who are contributing towards our water conservation measures, at this stage we are well below usage levels required, but may be required to tighten our belts further in the near future. With our expansive onsite water storage approaching empty in December 2019, we purchased 28000 litres of good quality drinking water. We are further treating this onsite and have it solely dedicated for drinking and cooking, current estimates have it lasting us two months. If the situation continues we will seek funding sources to assist us with supply of this basic necessity.

Great feedback with Clifton Community Health Services nominated for a January 2020 Australia Day award, fingers crossed.

In December 2019 we welcomed Director, Rebecca Vonhoff to the Board, Rebecca had a comprehensive tour of the centre in December and had the opportunity to meet many of the team and sit down for a meal with some of the residents of Nirvana Hostel. Rebecca brings a wealth of experience and is already proving to be a real asset to our organisation, welcome Rebecca.

The Royal Commission into Aged Care Quality and Safety have continued their hearings and have put out the call for input into the Aged Care system of the future. I recently wrote to all residents and their families or representatives to update them on this important process.

In November and December 2019 the Board concluded a yearlong program of developing the future strategic plan for our Information Technology future. This will be an extensive program over many years and is represented in this newsletter by a simplified one page summary.

Also in December the Federal Government announced the opening in March this year of the ACAR (Aged Care Approval Round) the program is the current method by which aged care places and capital funding are allocated. We have already commenced work on our submission, which if successful will deliver our next refurbishment or expansion stage.

The Nirvana Hostel renovations are getting close to completion, although the courtyard remains a construction zone for the safety of residents and visitors. It was unfortunate that after 27 years of waiting, our new carpet was impacted by the resurfacing of all the roads around the centre at the very same time as our new carpet was installed, anyway it looks great and the bitumen stains are slowly being removed.

The team continue to work hard to minimise any impact on daily activities, please make sure to see me if you have any questions or concerns.

Did you know that as a Registered Charity and Deductible Gift Recipient any donation you make to Clifton Co-Op Hospital Ltd over \$2 is tax deductible? Consider making a donation today.

Please “Like” our Clifton Community Health Services Facebook Page.

Another Day closer to rain

Remember, a community working together with a common purpose can achieve anything.

“Together we will continue to make a difference”

Regards Brad



Lifestyle & Volunteer
Coordinator—Jade Gilchrist

Hi everyone,

Wow there went 2019 and we welcome 2020, My daughter is in high school so I am feeling older now. The Christmas parties were busy but went well with a lot of positive feedback including the lovely photos with Santa we put on face book so be sure to have your family have a look.

I have taken a lovely break at Kirra beach so will be ready to face another busy and exciting year.

We hope to build more volunteers as some

Lifestyle Coordinator— Jade Gilchrist

have left us last year so if you know anyone who is thinking about it please send them my way.

I am hoping to have the high school visit us more often this year and putting that idea to the school. It is great to see the community coming in and spending time with the residents and building relationships with each other.

Looking forward to another great year for 2020

Please feel free to stop me for a chat any time!

Kind regards, Jade

Thinking about becoming a
volunteer?
Give Jade a call 0400 404 490

December Birthdays

Myra 14th

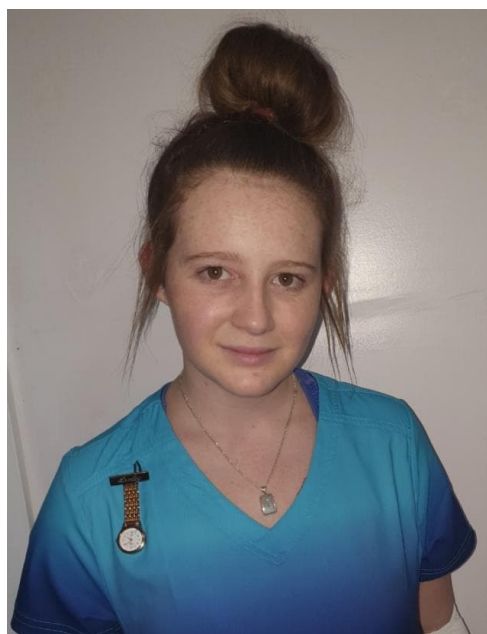
Theresa 11th



*All welcome to
attend the
Celebration of Life
Service 3rd
Monday of each
month 10:30am in the DT Building*



Lifestyle Award WINNER



**The winner of the Lifestyle Award for
December Linley under the category of
Excellence in Team Work**

Congratulations Linley

















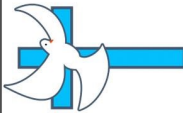















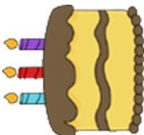



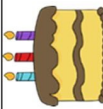




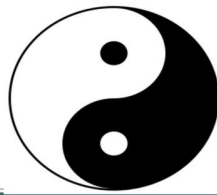
Morning Tea 10:00am
Activities
10:30am-11:30am



January 2020

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		 1	2 Word games 	3 	4 	5 10.30am Presbyterian Service 
6 Movie 	7 Games 	8 Trivia 	9 Holtz's Plays 	10 	11 	12 
13 9:00am Catholic Church Service 	14 	15 Armchair Travel 	16 Word games 	17 	18 	19 
20 9:40am Tai Chi 10:40am Celebration of Life Service 	21 Games 	22 Trivia 	23 Ken Plays 	24 	25 	26 
27 Australia Day BBQ 	28 	29 Birthdays , Residents meeting 	30 	31 Men's Choir 2pm Happy Hour 		 Myra 14th Theresa 11th

Program is subject to change without notice



COMMUNITY TAI CHI CLASSES

Tai Chi for health, relaxation
and falls prevention.

Term 1 2020 Clifton Qld.

Tuesday 4-30pm
4th Feb. to 24th Mar.
1 hour \$10-00
Beginners welcome.

Thursday 2pm
6th Feb. to 26th Mar.
45 min. \$5-00
“Change Project”
Beginners or suitable
for people recovering
from surgery, injury or
illness.
Seated or standing.

Classes are held at the
Clifton Community
Health Services,
Diversional Therapy
Room, entry via
Kates Street, Clifton.

Booking is appreciated
Contact Louise Kennedy
0419 786 502



Tai chi for health & relaxation is a fun and relaxed
class with easy routines. Beginners welcome.
All classes are suitable for people aged 18 years and
over. Please wear comfortable loose clothing and
enclosed flat shoes. Bring water and a smile,
classes are friendly and informal.





Clifton Community Health Services

Published by Jade Gilchrist [?] · December 12 at 3:31 PM ·

The last photo from the Christmas Party. Thank you to all the staff and volunteers that made this day possible. Together we can make a difference. Wishing everyone a Merry Christmas.



Clifton Community Health Services

@CliftonCHS



Clifton Community Health Services

Published by Brad Clifton [?] · December 13 at 10:48 AM ·

Great Support for this years Annual General Meeting.

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THE CLIFTON COURIER

Wednesday, December 11, 2019

Tougher year for Clifton Co-op Hospital

Clifton Co-op Hospital Ltd, trading as Clifton Community Health Services, experienced a more difficult trading year in the twelve months ended June 2019 however the Board is confident that it can maintain the high standards for which the local health facility is widely recognised.

While revenue increased during 2018-19, expenses increased at a faster rate, leaving the Co-operative with a small operating loss.

Total income rose from \$5,729,358 in 2017-18 to \$6,423,690 in 2018-19 - a 12.1% increase.

However, expenses rose by 17.8% from \$5,526,769 to \$6,510,599.

The result was a loss of \$97,109.

However, during the year, Clifton Community Health Services (CCHS) new Southview Lodge centre into service.

The Lodge is a specialist dementia unit, which is of very high standard.

Board chairman Chris

Barley told the annual meeting that reductions in Government funding are forcing some aged care facilities to reduce the quality of care, food provision and service.

"Clifton will not do any of that and is proud of the way everyone is treated," Mr Barley said.

"This means though, that

our financial results may suffer and possibly operate at a loss.

"Our Board is not into reducing our standard of care, but is looking at ways to bring new income streams to our business."

Mr Barley noted the departure from the Board of past chairman Mel

Bennington and thanked him

for his leadership, which brought a number of the facility's latest expansion to fruition.

He has been replaced by Anne Glasheen.

Mr Barley also expressed thanks to the staff and volunteers at the complex, as well as to donors and his fellow Board directors.

An interesting comment

in Mr Barley's report reflected the high regard in which the local facility is held.

"Only this week, visitors from the Federal Health and Aged Care mentioned that one of our competitors had told them that CCHS excelled across all areas of patient and resident care," the chairman said.



Members of the Clifton Co-op Hospital Ltd Board of Directors, Terry Davis, Rob Inshoff, Chris Barley, Leo Henning, Andrew Douglas, Marilyn Hamilton and Bernadette Trimmingham. (During the financial year, Mel Bennington resigned from the Board and has been replaced by Anne Glasheen.)



Catching up after the annual meeting, were former practice manager of the Clifton Medical Centre Tammy Dickson and the new practice manager Luke Myers, along with the practice nurse Rosalene Baldwin.



Clifton Community Health Services

Published by Brad Clifton [?] · December 14 at 10:4

Thank you to the Clifton Community Op Shop for their ongoing support. Make sure to pick up a copy of this weeks Clifton Courier.

THE CLIFTON COURIER

Wednesday, December 11, 2019

Hospital replace sanitiser



ABOVE: Clifton Co-op Hospital replaced its old sanitising machine thanks to a grant from the Clifton Community Op-Shop. Pictured are Christine Fiechtner, Pauline Fiechtner and Trish Langford.



Clifton Community Health Services

Published by Brad Clifton [?] · December 12 at 4:28 PM ·

A great big THANK YOU to all the staff team, volunteers, entertainers, directors, families, friends, residents, patients, community members, and in fact everyone who went above and beyond to contribute to our Christmas Parties this year.

THANK YOU all. Three parties in three days.

Clifton Community Health Services is a very special place, thank you for helping us to ensure that it remains so.





VISION

Quality of Life

MISSION

To enhance the quality of life for residents of the greater Clifton area through the local provision of quality personalised health care and aged care services.

Build a sustainable and a scalable technology infrastructure in elevating operational processes and care services;

SA1: Build a cloud enabled technology environment

SA2: Implement productivity and collaboration suite of applications

Develop a forward thinking and an engaged workforce empowered with tools, systems, and processes;

SA3: Develop a digital-literate workforce

SA4: Establish and activate continuous service improvement program

Leverage innovations within the health and ageing sector to enhance the customer experience, engagement and the community focus

SA5: Implement a customer experience platform and adopt customer engagement technologies