

Annual Conference Day 2 Branch Forums

HHSS Training

Forum Facilitator Rex Oram
Rex expressed the view that HHSS retraining every two years is unnecessary as the service keeps in touch by constant hospital visits. Hospital visits have changed over the last couple of decades when rehabilitation services have expanded. Hospital staffing is better and Rex finds too much depth of discussion for a new patient is stressful. Rex also believes that HHSS training can be condensed and also modified for regional areas. Gilbert Neilson sought clarification of the limitations on service workers and how not to overstep boundaries or get too involved. His sister Cecil is the HHSS trainer but needs training support. Cecil wants retraining in a shortened version and clarification on some sections of the training. Les and Betty Reading would like a refresher course and indeed talk every month with the HHSS coordinator but find they are getting too involved with patients.

They need to know where to draw the line and to be better acquainted with the services in their own town or area. Fred finds extra training very helpful but thinks the refresher should be spread out to every 3 to 5 years.

Pat trained as a hospital chaplain for two and a half years and has a post graduate qualification. Some hospitals also have rules regarding induction.

Pat queried if we are professional enough and asked how we may be perceived by paid staff. At the Caboolture Hospital, they have OH&S rules for infectious diseases and emergency procedures require three courses to be undertaken every year for professional counsellors. At her local hospital the service delivery is undertaken in front of a rehabilitation provider or a nurse.

Brian believes the counselling language in the manual is more than the language needed to help the volunteers. Rex suggests that any changes should be made by a redraft. Cecil says that Caboolture wants to make suggestions as the arrangements with their hospital are different. Rex finished the session and Tony Arvidsson responded raising insurance issues. We all need to have rules and regulations checked with the regulators. Most government hospitals and insurance schemes require training every two years. Heart Support must have one shared training manual for compliance with our indemnity insurer. Tony agrees that the manual can be revised and suggests that the Board appoints a sub committee to review, revise and update the manual.



Michael Johnson
Ipswich

Membership Growth
New Blood for Branch Executives
Forum Facilitator Pat Laugher

Pat reports a new satellite group at Redlands has doubled the membership of Brisbane. She says it is important to make presentations entertaining and light hearted to encourage participation. Back up professional staff at the hospital can provide some information but we should be there to help motivate people. Pat emphasises that it is important to look the part and promote health and being healthy. Pat also speaks to service clubs about HS-A and recommends we make up business cards like hers to hand out with leaflets while encouraging us to make HS-A membership sound like fun. Arthur Duke says we need recruitment on a national level and with a national campaign, because no one knows what HS-A is, and rebranding because we are too parochial and need a national focus with our brand. We are still often confused with the Heart Foundation. Heart Support looks after people.

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Brian Dooley
ACT

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Membership Growth continued

Fred says that in Bundaberg they have a blue shirt embroidered with HS-A and these 'uniforms' advertise HS-A for free. It is clear that Heart patients are helping other patients. Fred wonders if there should be a new name such as Heart Patient Support. This would be a costly process and it would be too hard to change the name. Les Reading talks about Dr Hanley Stanton at Bundaberg Heart Start. Dr Stanton is an ex World Health

Organisation person. Their Treasurer is proactive in recruiting along the walking track. They go to shopping centres and stores where an HS-A representative can answer questions. Les suggests we source free air time on radio and look for photo opportunities with the media. Pat was reading from a patron profile of another club showing the person today compared with wearing their World War II uniforms. Pat wants to do something like that showing her now and before when she was a Nun. Pat thinks we

should be promoting HS-A in clubs.



Les Reading
Bundaberg

Heart Event Related Depression

Forum Facilitator
Frank Dobosi



Patients have known or an unknown conditions such as high blood pressure, cholesterol and diabetes. High stress and anxiety lead to depression. This causes the whole world to change for a patient and makes it hard to work and maintain lifestyle. Frank believes letting people vent is best non medicated assistance. At the Concord Hospital, working with Heart Support it is compulsory for people to join Heart Support or have a life style change

and commitment is needed to be a volunteer. Every group has a local newspaper and we should make sure the community is aware of Heart Support by writing short articles for the paper. Pat takes up Frank's point that patients want to be heard and we must just stop and listen. We can ask questions but we should not make judgments. Tony Arvidsson says in education sessions we get feedback after asking "how many believe stress anxiety is a problem". Tony says 90% answered stress is a problem.

David McAndrew says it is often 18 months to 2 years after a trauma (i.e. death or loss) that a person can suffer a coronary event. It is good to ask patients what events have occurred in the last two years. Frank asked whether the group wants depression in the manual. Cecil agrees and says don't

offer own opinion but ask questions only. Frank wants articles put on the Internet. Les Reading supports Pat's idea but says if there is a stress event he says goes back with this to the clinical nurse. John Bishop from Ipswich says the Indigenous and illiterate patients provide a challenge the medical professions are not very helpful. Ruth says National Office can supply generic business cards where HHSS workers can add their own contact details. We could also print book marks and consider the iron-on embroidered logo. Fred says we should have telephone numbers for both male and female members.

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Threatened Branch Closures Forum Facilitator Gilbert Neilson

We discussed that problems with executive recruitment can be solved by having satellite branches if the numbers are small. Les Reading says that Betty was the Secretary for 15 years and Kay is the new Treasurer. Some roles go on for too long. Is the job description too heavy? Frank says we need to delegate jobs within branches. Gilbert says **it's difficult to recruit new executives**. People are happy to help out but threatened when you give them positions. Can National Office stop closures? Pat suggests satellites are a good idea and Cecil says get involved with other branches. Gilbert likes to visit the **Sunshine Coast** and says **it's a good way to nurture the branches**. Fred says members can clash and can split branches that then lose members. Disputes between members should be brought to the executives. Regular meetings of branches should always be held in the same time and the same place for reliability.

David McAndrew talks about Perth and whether it could be a satellite of Adelaide. Gilbert suggests that there needs to be a letter for Cecil endorsing her as the HHSS manager and asked if the Board can verify this.

Cardiac Connections Forum Facilitator John Bishop

John says that GPs are integral and we need to get into GP super clinics for referrals. Ipswich has morning tea at completion of Cardiac rehabilitation and **that's when HS-A becomes involved**. Gilbert says that he contacted the Cardiac rehab unit at Caboolture which invited them into the Hospital and they speak to groups every two months. Les says cards are given out at the Heart Start programme and members are gained during the walking **track**. **Les says it's a revolving door... for every twenty that come in, twenty leave**. They do however have interesting meetings and good speakers. Chemists are good for information and he has the local chemist as a patron. John Bishop says Melanie distributes the DVD in rural areas. Tony says the DVD is to be used with Cardiac rehabilitation. A suggestion is made to give copies to the local library and school **libraries**. **Cecil says it's hard to get into hospitals and believes we need structured systems and referrals**. Dawn Wilson from the Brisbane Branch says the Heart Health Support people need a representative on the Board. Tony talks about Skype as a communication tool.

David McAndrew seeks more detail on charges with Skype but understands you can contact anyone anywhere in the world as long as you are both **on line and can access 'VOIP' Voice over Internet Protocol**.

Sales and Marketing Forum Facilitator Pat Laugher

Pat talked about Heart Hugers which are pillows. Using profession signage we need consistency in marketing. Perhaps we can bulk purchase banners which Adrian Laugher can get for around \$299. Les Reading says you can make your own banner and that you can have a sandwich board at which you sell raffle tickets. The Flying Doctor has a bear mascot. We need a consistent marketing approach to the product. Gilbert says shopping centre signs need to look professional. They use these at Caboolture for raffles. Companies are happy to donate. Les from Bundaberg says the IGA have a community chest worth \$3000. A percentage of all purchases go to HS-A. (cont. Page 11)



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In Ipswich they have four major raffles. The bus trip yields a \$1000. This leaves from the Brisbane warehouse and they receive 7% of sales. Ruth says that in Adelaide there is a big fundraising dinner which raises a couple of thousand dollars. If you have a good product you can do cheap tickets on a raffle and sell them for a week.

In the future we need to submit forum topics before the AGM and make sure ideas are on the agenda. Some want a member services official.

Ruth talks about the University of New South Wales developing a new website for NFPs to attract sponsors. We also talk about the 25th Anniversary (2012) and fundraising generally for the national office.

Branch Responsibilities
Forum Facilitator
Tony Arvidsson

Tony talks about Executive training and how to report. There should be regular branch meetings with strong executives looking after finan-

cial and minutes. The database needs to be extended to identify the expertise we have in our organisation. Fred talks about the quarterly report system and each branch should attract its own pro bono auditor. Graham has left the Board but the branches need auditors. If they need equipment, they can get depreciation and that needs to be included. **There's talk about this job being a National Office task and keeping an equipment register noting when, where and how much?**

National Office can only do so much. There is talk about quarterly returns and bank statements. Executives need to be proactive and help the branch treasurer. For the future we have a hard year ahead. Ruth is acting CEO for 3 months.

We need more dollars and we need to get more support from branches. We need at least \$25,000.00 more in the following year to manage the National Office budget.

Directors need to step back in their duties and stop being executive directors so they can focus on growing the organisation. We need about \$95,000.00 for an adequate CEO.

Final Ideas
Forum Facilitator
Ruth Carter

Ruth says insurance is expensive and membership fees do not cover it or nor does the levy on branches. Frank wants an 1800 number for HS-A for people to be able to call and get support but we have to find money for those costs. Other ideas include growing the membership, the database, financial returns, management of minutes and agendas of meetings, the big audit and the HS-A year of the auditor, a consistent branding system, projects committees etc. We agree that communications should be clarified and better structured throughout HS-A.

Web Based Conferencing with Martine Heales

The uniqueness of HS-A relies on the strength of our network of branches throughout the country. This has also posed a problem for regular meetings and communications between branches. The Board of HS-A is scattered throughout the various states and the cost of gathering for a face to face

meeting every time an important issue needs to be discussed is beyond our financial capacity. During 2009 the board met via teleconferencing in between face to face meetings. We will be trialing the use of web based conferencing for future face to face meetings with the Board during 2010

which are facilitated by ACT conferencing. All that is required is a webcam. With all branches being linked via a computer network, I would like to send regular email updates to the branches and hopefully open up web conferencing with branches for some great ideas and collaboration.

News from Martine

Happy 2010 to all! As we enter a new decade we have time to reflect on past experiences and changes and improvements for the future. We aim to improve communication between National Office and also between individual branches with regular updates and emails. With all branches equipped with computers we can now reduce the amount of paperwork and will work with the branches to establish this practise. The website is currently undergoing a revamp and will provide a virtual noticeboard relating to all branches of Heart Support within Australia.

This year has been a huge learning curve having stepped in initially for a 6 month contract I am still here 18 months later. During this period there was a lot to discover about how the company operated, getting to know the directors and people at the branches. It

has been a great experience to work with dedicated people who voluntarily share their skills with their community. Heart Support is a one of a kind organisation, so may people giving their time and energy to help others find their way back from cardiac events. I am expecting 2010 an edifying experience as we work toward change and gain much needed exposure for Heart Support.

The AGM and Conference at Ipswich was a great success with a lot of enthusiasm, great energy and fabulous ideas coming from all who attended. The Ipswich Branch hosted the event and we were all treated to some of the delights their city has to offer. We were welcomed by Mayor Paul Pisasle who regaled all with statistics of 'Australia's fastest growing city' as well as hearing from Dr Micahel Batzloff of the Heart Foundation and

Melanie McAndrew from the Ipswich Cardiac Care Unit. The speakers were informative and very entertaining, and interaction from the delegation fantastic.

Thankyou to the Board of Directors who provided me with support and direction throughout this year and have been invaluable in 2009. I look forward to meeting many more of the members next year and eagerly anticipate plenty of activity throughout the year. Wishing everyone a really happy and productive 2010.



Martine Heales
National Office

Financials Reminder

Just a small reminder to all Branches. Could you please have your financials ending 30 December 2009 sent to National Office by Friday February 26 2010.

News from Megan

Saturday the 24th October saw long time Wonthaggi resident Arthur Wilson celebrate his 80th birthday at the Wonthaggi Baptist Church Hall with over 100 friends and family attending. Family members came from as far away as Alice Springs to congratulate Arthur.

After retiring in 1992, Arthur moved to Wonthaggi in 1997 only to suffer four heart attacks over a number of years which has given Arthur a deep commitment to healthy heart living and passionate support for the Wonthaggi and District Branch of Heart Support Australia.

In Keeping with his community spirit Arthur requested his guests not to give personal gifts at his 80th birthday celebrations but rather make a donation to Heart Support Australia's **Wonthaggi Branch**, so as to enable their good work in healthy heart education to continue.

Arthur spent his early working years as a motor mechanic in the Brunswick area and after experience in other work areas settled for a maintenance engineering position with the **McDonald's family Restaurant** store in Mulgrave.

In 1951 Arthur met his wife Isobel and four years later wed, today they have 5 children, which are all married. They are also adoring grandparents of

13 grandchildren.

Arthur has always been active in community life having served Meals On Wheels, he is also a committee member of Heart Support Australia Wonthaggi Branch and both Arthur and Isobel are deeply involved with the Wonthaggi Baptist Church.

Their family consider both Arthur and Isobel to be fantastic role models on how to live fulfilling lives as they are very caring to each other, their family and the community.

Arthur Wilson with the walking stick and fellow HS-A members.

THOUGHT THIS MAY BE OF INTEREST

A Message from the Ambulance Service

We all carry our mobile phones with names and numbers stored in its memory. If we were to be involved in an accident or were taken ill, the people attending us would have our mobile phone but **wouldn't know who to call.** Yes there are hundreds of numbers stored but which one is the contact person in case of an emergency? Hence this **'ICE'** (In Case of Emergency) Campaign.

The concept of 'ICE' is catching on quickly. It is a method of contact during emergency situations. As mobile phones

are carried by the majority of the population, all you need to do is store the number of a contact person or persons who should be contacted during emergency under the name **'ICE' (In Case of Emergency)** The Idea was thought up by a paramedic who found that when he went to the scene of accidents there were always mobile phones with patients **but they didn't know which number to call.** He therefore thought it was a good idea if there was a nationally recognized name for this purpose.

In an Emergency situation, Emergency Service personnel and hospital staff would be able to quickly contact the right person by simply dialing **the number stored as 'ICE'.**

It really could save your live, **or put loved one's mind at rest.**

For more than one contact name simply enter ICE1, ICE2, and ICE3 etc.



Conference Dinner

The Conference Dinner was held at 7pm at the Brothers Leagues Club. After a great feed and local entertainment, members rose to the floor for a dance, enjoying the party mood before finding their way back to our nearby accommodation in groups with happy faces.



Pat and Adrian Laugher
Brisbane



Our conference hosts
Members of the Ipswich Branch

AGM 2009 IPSWICH

After the branch presentations we had afternoon tea before commencing the formal Annual General Meeting at 3.45pm. The Agenda for that meeting has been published and the reports tabled. Ruth Carter stood down as a Director to take up the role of Acting CEO for 3 months. Graham Neville stood down as a Director being replaced by our new Chairman and President Peter McIntyre. Graham was awarded life membership and thanked for his work as a Director. Jill Forck resigned as a Director this year. New Directors Frank Dobosi from Sydney and Lynette Boerth from Adelaide were confirmed and welcomed. Details of any other announcements can be obtained from the Heart Support Office.



Les Reading Bundaberg
and Dawn Wilson Brisbane



Arthur and Shirley Duke
Brisbane participating
in conversation at the AGM

DIABETIC FRUIT CAKE

INGREDIENTS:

500 Grams mixed fruit. 1 teaspoon honey. 1 cup apricot nectar.

METHOD:

Bring these to the boil, and simmer uncovered for 3 minutes. Then add the following.

1 cup of mashed pumpkin. 1 & 2/3 cups of SR flour, 1 Teaspoon Bi Carb Soda. 1 teaspoon mixed spice.

Place in greased line loaf tin, then place in a moderate oven 160deg. Cent. For 1 hour. After taking from oven, cover with tin foil, and leave in tin till cool.



Staff at the National Office



Branches

Queensland	President	Phone
HS-A Brisbane Branch	Mrs Patricia Laughler	07 3349 8204
HS-A Bundaberg Branch	Mr Fred Archer	07 4155 0872
HS-A Caboolture Branch	Mr Gilbert Nielson	07 5499 1907
HS-A Gold Coast	John Miller	07 5520 6241
HS-A Hervey Bay Branch	Mrs Gillian Holdsworth	07 4124 0929
HS-A Ipswich/west Moreton Branch	Mrs Judy Edyvean	07 3281 0928
HS-A Maryborough Branch	Mr Sandy Marment	07 4121 3532
HS-A Sunshine Coast Branch	Mrs Cathy Davies	07 5446 7706
ACT		
HS-A ACT Branch	Mr Rex Oram	02 6281 3654
NSW		
HS-A Bankstown Branch	Mr Dianne Moore	02 9727 8895
HS-A Central Sydney Branch	Mr Grahame Barter	02 9807 2256
HS-A Cowra Branch	Mr Cedric Russell	02 6342 1451
HS-A Croppers Liverpool Branch	Mrs Kay Nasso	02 9605 6170
HS-A Deniliquin Branch	Mr Richie Leetham	03 5881 1062
HS-A Fairfield & District Branch	Mr Arthur Boyd	02 9604 7952
HS-A Macarthur Branch	Mrs Lea Laider	02 9820 1161
HS-A Orange Branch	Mr John Bastick	02 6362 0871
HS-A Port Macquarie & Hastings Branch	Mr Robert Edwards	02 6559 8901
HS-A Southern Highlands Branch	Anthea Young-Whitford	02 4862 4677
HS-A Sutherland Branch	Mr Alan Stevens	02 9520 9888
HS-A Wagga & District Branch	Mr John Yates	02 6931 6082
HS-A Albury/Wodonga Branch	Mr Wayne Kim	02 6056 1371
Victoria		
HS-A Castlemaine Branch	Mr Alex Allen	03 5472 3957
HS-A Horsham Branch	Mr Robert Schmidt	03 5382 2644
HS-A Knox Branch	Mr Nick Pringle	03 9874 4293
HS-A Kyabram Branch	Mr Bill Norman	03 5852 1341
HS-A Mansfield & District Branch	Mr Graham Davies	03 5776 2397
HS-A Monash Branch	Mr Albert Phillips	03 9569 8324
HS-A San Remo Branch	Mr Jim Grimmond	03 5678 5240
HS-A South Gippsland Region Branch	Mr Bill Chivers	03 5658 1242
HS-A Wangaratta Branch	Mr Arthur Crofts	03 5744 1512
HS-A Warrnambool & District Branch	Mr Lindsay Miller	03 5562 3794
HS-A Wonthaggi & District Branch	Mrs Madge Bremmer	03 5672 2351
South Australia		
HS-A Central Adelaide Branch	Mr John Kennedy	08 8336 7783
Perth		
HS-A Perth Metropolitan Branch	Mr Graham Neville	08 9458 6850