

Building Better Communities

a companion document to the

DHHS

Service and
Community Profiles



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Building Better Communities

A companion document to the DHHS Service and Community Profiles

Service and Community Profiles have been prepared by the Department of Health and Human Services for each Local Government area to enhance the Department's service planning and to inform Tasmanians of key health and human services attributes in their community.

The publication of these Local Government area profiles furthers the Government's approach to the Future Health and Future Communities initiatives. One aim of this approach is to foster individuals' control over their health and participation in health decision making. By facilitating open access to community level health and human services information individuals, organisations and communities can make more informed choices.

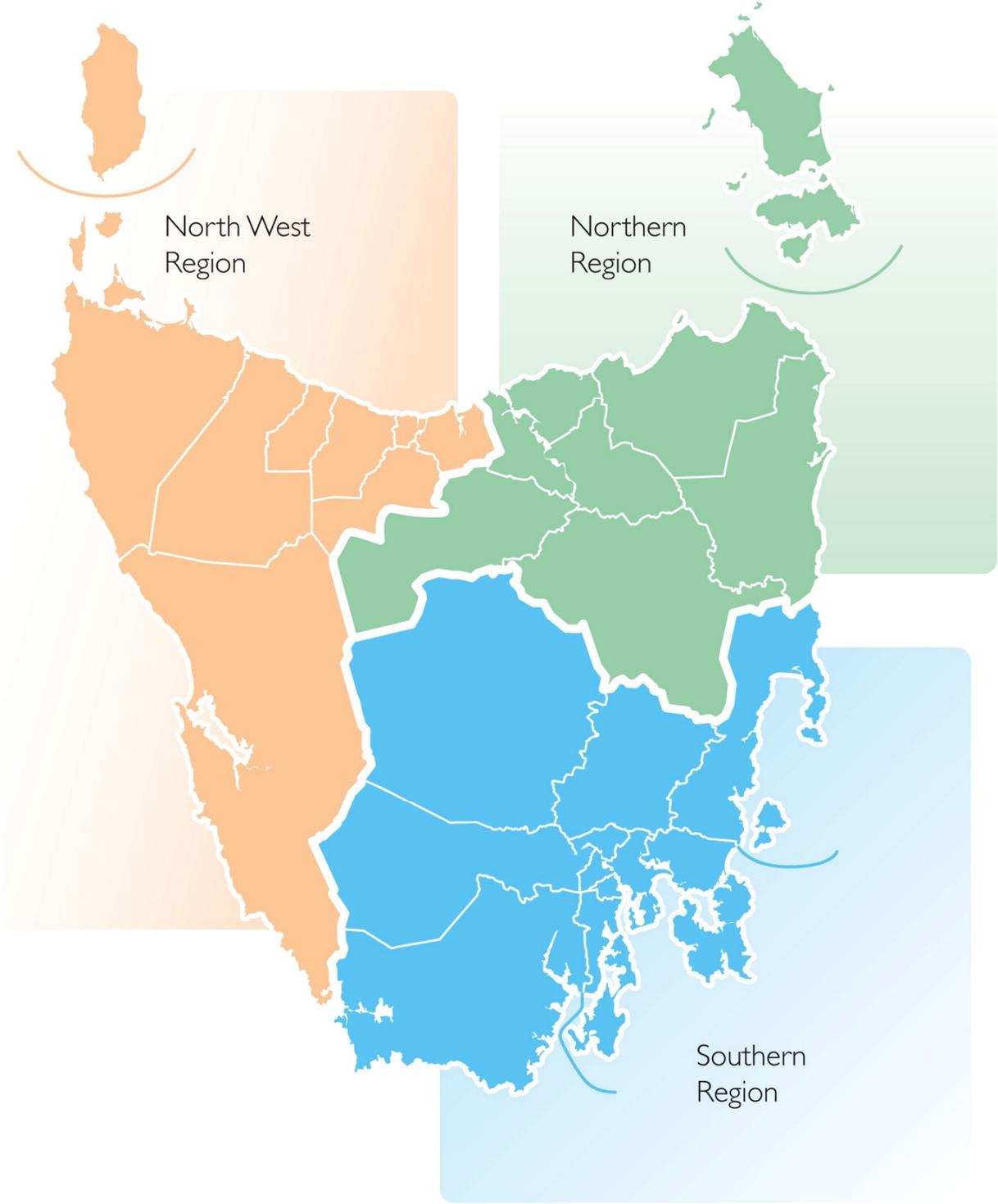
Each Local Government area profile provides a list of services, socio-demographic data and selected service data.

Service data depicts utilisation of health and human services in each community. Health services deliver hospital, ambulance, primary health and population health services throughout Tasmania and community support services to people in community settings. Human services deliver an integrated range of child and family, youth justice, disability and housing services to all Tasmanians, particularly those who require additional support or assistance to live full and productive lives.

Socio-demographic data provides a context for some of the factors which impact on health and wellbeing, such as the projections for ageing of the population. The Tasmanian population is projected to rise from 510 000 in 2012 to 563 000 in 2032. Over this period the number of people aged 65 years and over is projected to grow substantially, from one person in every six in 2012 to be one in every four people by 2032.

These profiles show variations in socio-demographic characteristics and in the delivery of services across different areas of the State. Individuals, communities and all levels of government share a responsibility to address improvements to health and wellbeing in Tasmania. A few such responses taken in each Local Government area are outlined below. These reflect some of the diversity across the State and, in some cases, the particular area's role in regional and statewide initiatives. Note, some health and human services are regionally located, with outreach and community services provided to smaller centres.

Tasmanian Regions



North West

Burnie

An investment of \$1 million is being made in new equipment for the North West Regional Hospital. The investment, made under stage two of the Commonwealth's Elective Waiting List Reduction Plan, is already helping to deliver increased elective surgery procedures for Tasmanians.

Burnie Lodge, a supported residential facility has provided housing opportunities for up to 30 people on low incomes since May 2005. During 2008-2009 further capital improvements were undertaken at Burnie Lodge in the form of construction of a new garage/recreation room and provision of a covered BBQ area, seating and screening. The exterior facade of the facility was also totally repainted.

The National Rental Affordability Scheme (NRAS) is an Australian Government initiative (jointly funded by the Australian and State governments) to stimulate the supply of new affordable rental dwellings. Successful NRAS applicants are eligible to receive a National Rental Incentive for ten years for each approved dwelling where they are rented to eligible low and moderate income households at 20 per cent below market rates. Joint funding from the Australian and the Tasmanian governments has been allocated under this scheme for 19 properties in Burnie.

Tenders have recently been invited for a theatre and day surgery redevelopment at the North West Regional Hospital. The project is for the redevelopment of theatre number four, expansion of theatre support areas, refurbishment of recovery and day surgery and development of an acute oral health unit within Hospital. The redevelopment is expected to cost more than \$1.5 million and is due to be completed by the end of 2009-2010.

As part of a patient transport and accommodation initiative of the Commonwealth Government, over \$3 million will be spent constructing new low cost patient accommodation in Burnie to assist families who come to Burnie to receive vital medical treatment. The service will focus on those patients who need to travel more than 75 kilometres for treatment.

Central Coast

The Tasmanian Government purchased the former Ulverstone aged care home Levenbank for \$1 million in November 2009. This site will be redeveloped into a homelessness facility offering 20 independent living units, with communal facilities. Total Tasmanian Government funding for the initiative will be \$3 million. The units are expected to be opened at the end of 2010.

Under the Commonwealth funded Nation Building Economic Stimulus Plan (Stage 2) 14 new public housing units will be built in Central Coast. Three units will be in Penguin and 11 in Ulverstone. About \$3.4 million has been allocated to construct these units.

Circular Head

In March 2009, a \$5.2 million redevelopment of the Smithton District Hospital and Community Health Centre was opened. The new hospital brings together a number of important services, including oral health services and child health and parenting services. Four additional consulting rooms were created for visiting services such as physiotherapy, allied health and mental health as well as a spacious meeting facility for education and community use. The redevelopment also included upgrading existing inpatient facilities and relocating 22 aged care beds to Emmerton Park.

The Tasmanian Government, in partnership with the Commonwealth and the community, has invested over \$14 million in the past two years into health and aged care services in the Circular Head region. This includes the \$8 million aged care home in Smithton (Emmerton Park) which opened in April 2008.

Devonport

In accordance with Tasmania's Health Plan, the Department of Health and Human Services is working with the successful tenderers in the development of the new Commonwealth funded GP Super Clinic.

Under the Commonwealth funded Nation Building Economic Stimulus Plan (Stage 2) 37 new public housing units will be built in Devonport. Five units will be in East Devonport and the remainder in Devonport. Over \$10 million has been allocated to construct these units.

The Tasmanian Government's purchase of the former Levenbank aged care home in Ulverstone (described further above in the section on the Central Coast) will be redeveloped into a homelessness facility that will service the Devonport community (as well as the Central Coast).

The Tasmanian Government has re-affirmed its commitment to establish up to 30 Child and Family Centres across Tasmania. The initial eight communities were identified on the basis of demographic and social indicators and are areas of high need. East Devonport, in the Devonport municipality, was selected in the initial round. The East Devonport Child and Family Centre aims to provide early intervention and support services for parents with young children and to assist in developing pathways to education and greater community engagement. Initial planning and consultation has commenced with the community and local service providers in the East Devonport area. The centre will be built in the grounds of the East Devonport Primary School. Child and Family Centres are a joint initiative of the Departments of Health and Human Services, Education, and Premier and Cabinet.

Kentish

Tandara Lodge has been funded to construct two new units of accommodation for older people with low to moderate incomes in Sheffield. Funding was provided through the Community Housing Program which is administered by Housing Tasmania.

The Tasmanian Government's Quick Build Affordable Home Ownership Program will see the construction of 49 new homes across Tasmania for sale to eligible low to moderate income households. These properties will be available for sale under the Tasmanian Government's affordable home ownership programs, HomeShare and Streets Ahead. Four quick build homes are being constructed in Sheffield and are expected to be completed by early 2010.

King Island

The Royal Flying Doctors Scheme is improving access to mental health services by flying clinicians in to King Island.

The 2009-2010 State Government Budget allocated \$1 million to complete building works at the King Island Hospital and Health Centre.

King Island Council has been funded through the Community Housing Program to construct two new units in Currie for older people with low to moderate incomes.

Latrobe

An ambulance first responder group was set up at Port Sorell in 2006. This provides a medical care level response to a person suffering a cardiac arrest and who is waiting for an ambulance to arrive.

The Mersey Community Hospital has increased oncology services and the number of patients receiving chemotherapy has increased by around 50 per cent, to more than 30 per week. There has also been a 50 per cent increase in eye surgery, to 48 patients per month, which is helping to reduce the waiting list.

A new wound clinic was opened at the Mersey Community Hospital in December 2008 to give wound patients specialised care and reduce the pressure on the Emergency Department. The clinic will eventually be relocated to the Devonport Community Health Centre and is expected to treat approximately 5 000 patients per year.

Waratah/Wynyard

The National Rental Affordability Scheme (NRAS) is an Australian Government initiative (jointly funded by the Australian and State governments) to stimulate the supply of new affordable rental dwellings. Successful NRAS applicants are eligible to receive a National Rental Incentive for ten years for each approved dwelling where they are rented to eligible low and moderate income households at 20 per cent below market rates. Joint funding from the Australian and the Tasmanian governments has been allocated under this scheme for 15 properties in Wynyard.

The Tasmanian Government's Quick Build Affordable Home Ownership Program will see the construction of 49 new homes across Tasmania for sale to eligible low to moderate income households. These properties will be available for sale under the Tasmanian Government's affordable home ownership programs, HomeShare and Streets Ahead. The construction of two quick build homes in Wynyard and six in Somerset was completed during the latter part of 2009. Three of the eight properties have already been purchased through the Government's affordable home ownership programs.

West Coast

As part of Tasmania's Health Plan, in June 2009 an \$800 000 redevelopment of the Rosebery Community Health Centre was opened. The project is stage two of an upgrade to health services to improve GP facilities, nursing clinic rooms and the security of the building. Oz Minerals has also supported an additional 70 hours a week of on-duty after-hours nursing cover at the Rosebery Community Health Centre, as well as an observation bed and a disaster response capacity of up to four beds. There will now be two staff, including a registered nurse, on-duty overnight seven days a week, with back-up from an on-call GP as required. That means there will be a round-the-clock clinical response to people presenting at the emergency centre, 365 days a year. In addition the new facility is delivering: frail, aged community care, including a day centre; regional health services, including mental health, youth health and visiting; Allied Health services; Meals on wheels; and social respite.

Queenstown, along with seven other communities, was selected for the initial round of the Tasmanian Government's commitment to establish up to 30 Child and Family Centres across Tasmania. The Queenstown Child and Family Centre aims to provide early intervention and support services for parents with young children and to assist in developing pathways to education and greater community engagement. Initial planning and consultation has commenced with the community and local service providers to ensure it is coordinated with other local human services initiatives (e.g. LINC). Child and Family Centres are a joint initiative of the Departments of Health and Human Services, Education, and Premier and Cabinet.

Northern

Break O'Day

In 2007-2008 the HACC Program allocated \$11 000 per annum to Family Based Care North to operate a wheelchair bus.

Mental Health Services and Alcohol and Drugs Services are planning to jointly fund a co-morbidity worker to work in the Break O'Day Council area to assist people experiencing mental health and addiction issues.

A new eight-seater vehicle was provided to the St Helens Neighbourhood House in December 2009 through the Tasmanian Government's Cars for Communities program. This program is part of the Government's preliminary response to *A Social Inclusion Strategy for Tasmania*. The vehicle will be used to ex St Helens and services and improve access by residents of the nearby towns and communities to services offered by the St Helens Neighbourhood House.

Dorset

Ambulance services in the North East will be transformed with the addition of 24-hour paramedic services. The enhanced Scottsdale ambulance service will include ambulance vehicles and equipment and be staffed by a full-time paramedic, supported by volunteers. The new services are expected to be operational by the second half of 2010.

The Department has established a new Gateway Services initiative to provide a single, well publicised access point for individuals, agencies, services and other professionals, such as teachers, community agencies and general practitioners – to refer clients for services and to obtain information and to advise in relation to family support and specialist disability services. An Integrated Family Support Services (IFSS) network has been established with the Gateway Services, bringing together a range of service responses to vulnerable children, young people and families in a coordinated and integrated manner. In 2010 a corresponding service response will be implemented for disability services, whilst in the interim Gateway Services is utilising pre-existing Disability Service arrangements.

Gateway Services aims to improve access to services by providing services to both people within the population centres and an outreach service to people outside the main population centres, for example, the Dorset municipality. Similarly, the Integrated Family Support Services network is utilising the existing local networks, established through currently funded community organisations, to focus on reaching out to vulnerable children and families where they live rather than providing centre based services.

Flinders Island

The Royal Flying Doctors Scheme is improving access to mental health services by flying clinicians in to Flinders Island.

The Tasmanian government has committed \$6 million over three years to redevelop the Flinders Island Multi Purpose Centre. The redevelopment of the Centre is expected to be completed by 2011-2012.

George Town

The Tasmanian Government's Quick Build Affordable Home Ownership Program will see the construction of 49 new homes across Tasmania for sale to eligible low to moderate income households. These properties will be available for sale under the Tasmanian Government's affordable home ownership programs, HomeShare and Streets Ahead. The construction of two quick build homes in

George Town was completed last month and a further two homes in George Town will be completed before the end of 2009.

The Tasmanian Government has re-affirmed its commitment to establish up to 30 Child and Family Centres across Tasmania. The initial eight communities were identified on the basis of demographic and social indicators and are areas of high need. George Town was selected in the initial round. The George Town Child and Family Centre aims to provide early intervention and support services for parents with young children and to assist in developing pathways to education and greater community engagement. Child and Family Centres are a joint initiative of the Departments of Health and Human Services, Education, and Premier and Cabinet.

Launceston

A supported residential facility, Indigo Lodge, became operational at Prospect in November 2006, providing housing opportunities for up to 30 people on low incomes. Supported residential facilities provide communal accommodation for low income Tasmanians.

In March 2009, a \$4 million expansion of rehabilitation services at the Launceston General Hospital was opened.

The Headspace Youth Project – formerly known as ‘The Corner’ is a project in northern Tasmania that has brought together a number of key stakeholders to provide integrated care for young people aged 12 to 25 years. Help is provided for a range of issues including health, education, work, mental health and drug and alcohol use. Outreach services are provided right across northern Tasmania including Flinders Island.

A new ambulance station was opened at Mowbray in April 2009. There is a crew based at this station 24 hours a day, seven days a week. This location will potentially shorten response times to northern suburbs.

In August 2009 the Launceston Community Health Centre at Kings Meadows was confirmed as the site for the North’s new Satellite Renal Unit. The new renal unit triggers phase one of the development of the joint Commonwealth-State funded Launceston Integrated Care Centre, and is the start of the statewide reform of renal services under Tasmania’s Health Plan.

Funding was also committed for the new \$12 million Launceston General Hospital Emergency Department (scheduled to open in early 2011) and the \$40 million Acute Medical and Surgical Unit.

In the recent State Government Budget, funding of \$17.3 million over the next two years was announced for development of the new Launceston Integrated Care Centre (ICC), in partnership with the Australian Government. A result of Tasmania’s Health Plan, the ICC will collocate and streamline health service delivery for northern Tasmanians and reduce demand on the Launceston General Hospital.

Meander Valley

An ambulance first responder group was set up at Westbury in 2005. This provides a medical care level response to a person suffering a cardiac arrest and who is waiting for an ambulance to arrive.

In the past two years the HACC Program has funded the Westbury Day Centre to operate a wheelchair accessible bus between Westbury and Deloraine (\$12 000 per annum) and the Deloraine Day Centre to enable access to the Deloraine Men’s Shed (\$60 000 per annum).

The 2009-2010 State Government Budget provided funding to upgrade the Westbury Community Health Centre to increase service delivery capacity and improve client access. The improvements are expected to be made by mid-2010.

Northern Midlands

The 2009-2010 State Government Budget also provided funding to develop a new purpose built community health centre at Longford to serve the Northern Midlands community.

Ambulance first responder groups were set up at Longford in 2006 and Poatina in 2007. These groups provide a medical care level response to a person suffering a cardiac arrest and who is waiting for an ambulance to arrive.

West Tamar

The Beaconsfield Child and Family Centre is one of eight in the first round of up to 30 Child and Family Centres to be established across Tasmania. It aims to provide early intervention and support services for parents with young children and to assist in developing pathways to education and greater community engagement. The centre will be built on the site of the Beaconsfield Primary School and initial planning and consultation has commenced with the community and local service providers to ensure it is coordinated with other local early childhood initiatives. Child and Family Centres are a joint initiative of the Departments of Health and Human Services, Education, and Premier and Cabinet. In Beaconsfield, the Australian Government is supporting the provision of child care on the site.

Southern

Brighton

Housing Tasmania actively targets the Brighton area to reduce the density of public housing stock and ensure a greater range of tenure types. At the forefront of this is the intent to retain dwellings in Brighton as affordable homes. This is done through targeted home purchase assistance programs including the Streets Ahead Incentive Program and HomeShare that assist Tasmanians receiving low incomes to move into affordable home ownership.

Access to additional services are to be provided closer to home or via outreach through development of the Glenorchy Integrated Care Centre (ICC) over the next few years. The aim of this initiative is to reduce the need for local residents to travel through to the Royal Hobart Hospital for some services, and to provide capacity for service deliverers to travel to the Brighton area from Glenorchy.

The Gagebrook Community Centre was rebuilt in 2008, after the previous centre was lost due to fire in 2006. The Centre provides a number of services both within the centre and the broader community. The Family Support Service also operates from the centre and provides support, information, advocacy and referral to any family living in the Brighton Municipality.

Central Highlands

As part of Tasmania's Health Plan, the Government is investing over \$3 million at Ouse and the Central Highlands. This is to improve and upgrade the Ouse Community and Health Centre site, construct four independent living units for frail aged and people living with disabilities, support additional high need residential aged care beds (in New Norfolk), improve Telehealth facilities at Ouse and provide a new all wheel drive community transport vehicle. Funding will also be provided to Council to enable the redevelopment of five existing independent living units so that they are more accessible and responsive to the needs of residents.

In the past two years the HACC Program has funded the Department of Health and Human Services to provide additional personal care (\$57 000 per annum) and for centre day care at Ouse (\$60 000 per annum).

Clarence

Significant planning progress has been made on the Integrated Care Centre for Clarence, due for completion in 2010. In accordance with Tasmania's Health plan, \$18.5 million has been allocated over the next two years in partnership with the Australian Government to construct a modern care centre to streamline access and service delivery for people living on Hobart's Eastern Shore and reduce demand on the Royal Hobart Hospital.

An ambulance first responder group was set up at South Arm in 2008. This provides a medical care level response to a person suffering a cardiac arrest and who is waiting for an ambulance to arrive.

The Tasmanian Government plans to establish up to 30 Child and Family Centres across Tasmania. Two of the eight centres in the first round of developments will be in the Clarence municipality, one in Risdon Cove and the other in Clarendon Vale. The Risdon Cove Centre is a capital project to provide facilities to relocate the existing Tasmanian Aboriginal Children's Centre. The Clarence Plains Child and Family Centre (at Clarendon Vale) aims to provide early intervention and support services for parents with young children and to assist in developing pathways to education and greater community engagement.

Child and Family Centres are a joint initiative of the Departments of Health and Human Services, Education, and Premier and Cabinet.

Derwent Valley

The Salvation Army have been funded to construct three new units of accommodation for older people with low to moderate incomes in New Norfolk. Funding was provided through the Community Housing Program which is administered by Housing Tasmania.

Two new paramedics commenced work at New Norfolk in September 2008. There is now a 24 hours on duty paramedic with support from Volunteer Ambulance Officers.

Ground breaking mobile phone technology will be trialled in Derwent Valley (and the Central Highlands). This involves using mobile phones for video conferencing during home visits by community nurses.

The number of inpatient sub-acute beds was increased from 10 to 14 at New Norfolk District Hospital in March 2009.

Glamorgan/Spring Bay

Two paramedic positions were filled and a new paramedic service commenced in Triabunna in October 2009. New residential accommodation for the paramedic staff has been secured and plans to construct a new branch station at Triabunna are progressing well.

In 2008-2009 the HACC Program allocated \$20 000 per annum to expand centre day care and for community transport at the May Shaw Health Centre. This is in addition to ongoing funding arrangements with the May Shaw Health Centre for the provision of two sub acute beds to enable people to receive inpatient care closer to home, where it is safe to do so.

Glenorchy

Bilton Lodge, a supported residential facility at Claremont, opened in December 2008. This facility provides housing opportunities for up to 36 people on low incomes.

Access to additional services are to be provided closer to home or via outreach through development of the Glenorchy Integrated Care Centre (ICC) over the next few years. The aim of this initiative is to reduce the need for local residents to travel through to the Royal Hobart Hospital for some services, and to provide capacity for service deliverers to travel to the Brighton area from Glenorchy.

The 2009-2010 State Government Budget allocated \$7.5 million in 2009-2010 – to complete building works at health centres around the State including the planned further development of the Glenorchy Community Health Centre (\$1.2 million).

The Chigwell Child and Family Centre is one of eight in the first round of up to 30 Child and Family Centres to be established across Tasmania. It aims to provide early intervention and support services for parents with young children and to assist in developing pathways to education and greater community engagement. Child and Family Centres are a joint initiative of the Departments of Health and Human Services, Education, and Premier and Cabinet.

Hobart

A new Emergency Department at the Royal Hobart Hospital opened in March 2007 and the Statewide Neonatal Paediatric Intensive Care Unit (ICU) opened in November 2007. In August 2009 a new facility to enhance a range of paediatric outpatient services at the Royal Hobart Hospital was opened.

In the recent State Government Budget, \$100 million over five years was announced for priority improvements and works for the Royal Hobart Hospital to ensure the safety of essential services until its redevelopment can proceed. This includes development of Tasmania's first specialist inpatient unit for the care of children and young people with acute mental illness.

Planning is well advanced for the construction of a new Communications and Operations Centre for ambulance, patient transport and community transport services. This centre will be constructed on the site of the Hobart Ambulance Station. Funding is from a combination of Australian Government and State Government sources.

The Tasmanian Access Point Demonstration Project provides a central point of screening, intake and referral to Home and Community Care (HACC) Services in the southern region of Tasmania. These services include community nursing, personal care, domestic assistance, home maintenance and the Home Independence Program. This service commenced in March 2009 with a team of health professionals and customer service officers. It is hoped that the service will expand to non-HACC funded services in the future.

Huon Valley

In 2009 the Tasmanian Government launched an ongoing \$250 000 per annum grant program to improve the health and wellbeing of people living in the Huon Valley. Funds were made available through recurrent funding from savings after closure of the Huon District Hospital. To date over 24 grants to various organisations in the Huon Valley have been funded.

Two additional paramedics commenced work at Huonville in June 2009. There is now a 24 hour on duty paramedic with support from Volunteer Ambulance Officers.

Kingborough

In 2007-2008 the HACC Program allocated \$34 000 per annum to the Kingborough Council (Manor gardens) to expand centre day care services.

Construction of a new \$3 million Bruny Island Community Health Centre is well underway and is expected to be completed soon. The new Centre will include: a contemporary clinical environment for emergency care; consultation rooms for visiting practitioners; improved communication, including Telehealth; improved community health facilities along with meeting areas for primary health care and chronic disease management; and short and long-term accommodation for clinical staff. There will be a private visiting GP practice, emergency treatment room, consulting/treatment rooms, a large day centre or activities room for respite clients, physiotherapy services, podiatry, family and child health, and administration and nursing offices. A number of environmentally sustainable initiatives have been incorporated in the design as part of the Department's emission reduction plan. Some of these initiatives include, on site power generation with a 10kW wind turbine, installation of solar hot water, additional insulation, double glazing and heat pump installation.

The May 2009 the State Government Budget allocated a total of \$6.5 million to construct a new purpose built Kingborough Community Health centre, within the central area of Kingston. There has been consultation with the various Government agencies and Kingborough Council in relation to the location of the new facility.

Sorell

Another two extra paramedics started at Sorell in July 2009. There is now a 24 hour on duty paramedic with support from Volunteer Ambulance Officers.

The Department of Health and Human Services is working with the successful tenderers in the development of the new Commonwealth funded Sorell GP Super Clinic. The Clinic is to be located near the existing Community Health Centre and is expected to open in late 2010.

In 2007-2008 the HACC Program allocated \$30 000 per annum to South East Community care to provide personal care and \$35 000 to expand home maintenance.

Southern Midlands

Rural Alive and Well is a not for profit initiative being auspiced by the Southern Midlands Council to raise awareness of and supporting the wellbeing of rural communities. The project began in June 2008 and operates in the Southern Midlands and Central Highlands of Tasmania. It aims to help build the resilience and capacity of men, their families and the community to react to challenging life experiences including mental health issues with a specific focus on suicide.

Tasman

A new two person paramedic service at Nubeena commenced in late 2009. The two new paramedics join the Nubeena volunteer ambulance officers to respond to emergencies in the region 24 hours a day, every day of the year. Construction of a new ambulance station to has commenced and is expected to be completed in February 2010. The new station will provide state-of-the-art facilities for both the paramedics and volunteer ambulance officers while they are on duty. It has also been designed to incorporate training facilities.

In 2008-2009 the HACC Program allocated an additional \$80 000 per annum for domestic assistance and \$40 000 for social support to the Tasman Multi Purpose Centre. The Tasmanian Government also continued joint funding of the Centre with the Australian Government.