



Child Protection Information System (CPIS)

Recently, Children and Family Services implemented a new statewide, web-based information management system. It is designed to improve information management processes and provide staff with up-to-date tools to help manage their work effectively.

“The system helps us record and investigate concerns that we received about children at risk of harm or neglect,” said Sarah Lockley, Acting Manager, Child Protection South East. “It allows us to focus on our core business of protecting children across the state and keeping them safe.”

The first release of the CPIS supports the initial recording of notifications, triage, allocation and the subsequent investigation and assessment. Planning is underway to enhance the CPIS to support management and payment of carers, case management and care planning.

The benefits to our clients are:

- Improved safety of children through comprehensive, up-to-date information available to CAFS staff across the State;
- Increased capacity of child protection staff through better management of resources;
- Reduced risks associated with unallocated cases; and
- Improved information and feedback to notifiers.

Key features of the system are:

- A single statewide database with up-to-date information available to all authorised staff;
- Ability to perform advanced searches;
- Review, triage and assign notification from a centralised management console;
- Workflows to support progress of notification from intake to investigation and assessment; and
- Provides managers with up-to-date information to review and manage staff workload.

For more information visit the [CPIS Resource website](#).



From the Secretary

Before visiting the Westbury Community Health Centre for the first time earlier this year, my expectations were high but realistic.

As a Department, we provide the bricks and mortar for community health care centres and aim to provide the best possible services we can to meet their needs.

But after only a few minutes at Westbury, I realised my expectations would be far surpassed.

I found a small group of dedicated staff delivering outstanding patient services, supported by an army of committed volunteers.

The Centre offers around 15 different health and community services – from activities for older people with dementia through to outdoor programs for young people including caving, surfing and bushwalking.

One story told to me during my visit epitomises the Centre's success.

A few years ago, staff took a young intellectually disabled man under their wing. The young man was having a particularly hard time. The Centre's staff worked on a program to meet the young man's needs including English and maths lessons – even classes in the art of making harps! That same young man is now confident, handling his own day-to-day affairs and is excited about the future.

Where in the Department's requirements are our staff asked to provide such support? The answer is they're not – but the staff at Westbury were still determined to play a positive role in this young man's life.

In return, the community has rewarded the Centre with its support – something which should remain paramount to all of us.

The Westbury facility has lower admissions than average and patients return home quicker than average after their stay.

Staff promote a primary health care approach – as well as working with people when they're at their worst, staff work to prevent clients from getting sick in the first place.



Above: Indoor bowls at Westbury Community Health Centre

I came away from Westbury in awe of the leadership being shown.

I raise the achievements at Westbury as an example of the inspiring things that are happening and which can happen across DHHS.

It comes back to my key aim – to care for people and to find the best way of doing it.

I look forward to working with you to ensure patients and clients remain at the heart of the services we provide – a concept demonstrated so well by the Westbury team.

David Roberts

Secretary, DHHS

In my travels around the State, stories similar to this continue to surface about the good work DHHS staff are doing to ensure patients and clients remain at the centre of what we do. I will include another, later in this edition of People Matters.



Exit interview

Have your say!

The Department of Health and Human Services is committed to providing a positive work environment for its employees. The Exit Survey provides a valuable source of information to measure our success in reaching this goal.

Before employees leave the Agency we would appreciate their feedback regarding why they are leaving. The data obtained from the survey will be used to assess the overall work environment within the DHHS in order to enhance our recruitment and retention services.

All responses received are totally confidential. We will only discuss the content with your Manager if you give us your permission. The data is collected centrally within Recruitment Services and the overall results are reported to the Director Human Resources on a quarterly basis.

We recommend that you not only complete the survey, but also book an Exit Interview with your Manager prior to leaving so that you can discuss any issues and/or your reasons for leaving with them. If you do not feel comfortable discussing this with your Manager, you could make a time to discuss any concerns you may have with the relevant Human Resources Consultant.

Currently, return rates are low – mainly due to the fact that people don't know this service is available. We would like to increase the number of survey responses in order to improve our reporting ability.

The survey can be completed in two ways:

- a) by going on line at **Exit Interview** and following the simple steps; OR
- b) call People, Policy and Performance on 6233 4889 to obtain a hard copy and return to:

Exit Survey at DHHS

Human Resources – Recruitment Services
12 Murray Street, Hobart TAS 7000

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Occupational Therapist, Sally Sauer works, with Mitch Howe at the ADSS water confidence program.

New day programs showing positive results

People who have a significant disability do many different things on a weekday, but they may require some additional supports to fully participate in their chosen activities.

Mitch Howe attends a day program at Disability Services' Adult Day Support Service (ADSS) in Launceston. The ADSS offers day programs to people with severe physical and intellectual disabilities, including older participants.

For 2008 the people who attend the ADSS can choose from a much wider range of experiences. There's now a swimming program, led by a qualified instructor and lifeguard. For many of the participants, including those like Mitch Howe who have profound physical disabilities, just being in the water provides a terrific sense of freedom of movement.

At first, Mitch needed quite a bit of support to feel confident in the water, but by the end of the 16 week program he was walking independently in the pool, developing water safety skills and initiating much more of his own activity.

The second program for 2008 has just started, and Mitch is now involved in gardening, pottery, physical, cooking, drama, and music and movement.

Allan Barton is Mitch's key worker at the ADSS. Alan says Mitch is showing a lot more interest in activities, and his attention span has noticeably increased. He also says Mitch is really enjoying the mix of activities and getting involved with the other participants.

People with a disability need to attain a sense of achievement, personal growth and fulfilment – just the same as everyone else. The new programs at the ADSS are supporting people who have a significant disability to achieve these basic needs.

If you would like to know more about any of the programs offered by the Adult Day Support Service, please call: 6336 7600 or email: disability.adss@dhhs.tas.gov.au

RHH Endocrinology staff recognised for achievements

Congratulations to the RHH Endocrinology team which continues to strive for professional excellence. Recent team achievements include:

- Laboratory scientist, Lisa Diggle, successfully completed a Graduate Diploma in Medical Laboratory Science at the University of Tasmania. Lisa was one of the first graduates of the course and was awarded her Diploma, with high honours in December 2007.
- Dr Venkat Parameswaran, scientist in charge of the laboratory was an invited speaker at the Biochemists of India Conference and the Continuing Medical Education workshop recently held in New Delhi. Venkat has provided ongoing input through lectures at these meetings since 1998 and his ongoing sharing of knowledge and expertise in the area of endocrinology laboratory medicine was acknowledged and warmly appreciated by scientific and clinical peers. At the recently conference, Venkat spoke on "incidence and diagnostic aspects of neuro endocrine tumours" and also presented on current practice and the application of evidence based approach in diagnosis of thyroid disorders. Venkat has also participated in research and scientific presentations at St Johns National Academy of Health Sciences in Bangalore, India, where, in recognition of his ongoing academic role, he is a Visiting Professor.
- Also late last year, Associate Professor John Burgess, Clinical Endocrinologist and Director of the Diagnostic Endocrine Laboratory, successfully completed a PhD research program studying the epidemiology and aetiology of a rising incidence in papillary thyroid carcinoma in Tasmania. John examined the causes underlying the significant rise in thyroid cancer during the past two decades.

Volunteer Ambos – An asset to our health system



In my opening message, I highlighted the dedicated and motivated staff at the Westbury Community Health Service.

In my travels around the state, similar stories continue to surface about the good work DHHS staff are doing to ensure patients and clients remain at the centre of what we do.

Today I want to focus on front line emergency workers – the Tasmanian Ambulance Service and the critical role volunteers play in making the system work.

On my first visit to ambulance HQ in Hobart, I was impressed with the quality of our facilities and equipment. In fact, new additions to the ambulance fleet were being delivered that very day, and very smart they were too.

There's no doubt the quality of Tasmania's Ambulance Service is excellent, but we must not forget the integral role volunteers play in keeping the system working in rural and remote areas.

This point was illustrated clearly to me on a recent trip to Bruny Island. I was initially shocked to learn that one of our ambulance vehicles travelling past me, with no apparent emergency in sight, was going to a local shop.

In fact, it was a box of cheese being unloaded instead of a sick or injured patient.

But explaining the facts, the staff informed me that such use of a vehicle was indeed part of the Ambulance Service's policy.

There are two ambulances based on the island, one in the north and one in the south.

The Island normally only has one duty ambulance and it can be stationed at either end.

If an emergency occurs the ambulance service needs to respond as fast as possible.

So to avoid unnecessary delays, duty volunteers are asked to take the ambulance home and around the island as they go about their daily business so they are less inconvenienced by their volunteer role and so that they are ready to respond immediately to a crisis.

Under the policy, the volunteer can drop what he or she is doing and respond immediately – cutting down response times and ensuring the patient has the best possible chance.

We are indebted to the hundreds of volunteers who give up hours of their time to train and provide a service to the community for no financial gain- ordinary Tasmanians doing an extraordinary job.

Forty out of the fifty ambulance locations across Tasmania have some form of volunteer involvement – a stark reminder of how important it is that we take care of the volunteers we've got and recognise how much they contribute to public safety, as well as our regular paramedic ambos who do such a fabulous job.

It all comes back our core aim– patients and clients should always be at the centre of what we do.

The Bruny Island story is an excellent example of how the DHHS can be flexible to ensure this happens even in the most remote and rural areas of our state.

Dave Roberts
Secretary, DHHS



“Amazing” response to online Flu Survey

A senior Public Health Physician from the University of Newcastle has described DHHS staff response to an important influenza surveillance project as “amazing”.

An invitation was sent to all DHHS email addresses on Monday afternoon, and by the close of business on Wednesday, 556 people in Tasmania had signed up. The number of Tasmanian participants is expected to grow, and we anticipate having at least 800 participants by the end of winter.

“People – especially our staff – are starting to realise what an under-stated disease influenza is.”

Dr Roscoe Taylor, Director of Public Health, says the excellent sign-up rate shows the messages about flu are starting to get through. “People – especially our staff – are starting to realise what an under-stated disease influenza is.” Dr Taylor said. “The fact that over 550 people signed up for this survey within two days of the email going to DHHS email addresses shows people recognise the importance of this web-based surveillance project. The project will give us early warnings of an outbreak of influenza-like illness, including where and when the outbreak has occurred and the severity of the flu strain. It could also help us detect pandemic influenza so we can better protect the community.”

All DHHS staff are invited to take part in this project. It will require you to spend about **10-15 seconds per week** responding to an email about symptoms of influenza-like-illness you may have had in the previous week. The email will be sent weekly during the influenza season (May to October). You can choose to use your private email address or your workplace email address.

This project is being conducted by researchers from Hunter New England Health and the University of Newcastle in cooperation with the Communicable Disease Prevention Unit (CDPU) within DHHS. Participation is voluntary and all information is kept strictly confidential. You may refuse to answer questions or end your participation at any time.

Participation by DHHS staff and the use of our email system and internet resources has been approved by the Agency Executive Committee and has ethics approval via Hunter New England Research Ethics Committee of Hunter New England Health, Reference No: 06/03/22/4.03

To register, log onto www.flutracking.net. If you have any queries, contact Nicola Stephens, Epidemiologist, CDPU, by email or phone 6222 7627; or David Coleman, Scientific Officer Disease Surveillance, CDPU, by email or phone 6222 7727.

Office for the **Community Sector**

It is well accepted that community organisations are an essential part of the Tasmanian community. They make a contribution to the everyday lives of practically everyone – from birth through childhood, adulthood and into retirement, community organisations provide support, opportunities for engagement and participation. Neighbourhood houses, community centres, support services, outreach, personal care, rehabilitation and training – it is hard to imagine a society without them.

The Department of Health and Human Services provides funding for a large number of community based services – over \$140 million is committed to over 230 individual organisations through over 550 service agreements. This allocation, which represents about 10 per cent of the total DHHS budget, makes service provision through the non-government sector one of the largest components of the health and human service system in the State.

In March 2008 the Secretary formed an Office for the Community Sector, recognising the important role community based organisations play in achieving health and social outcomes for Tasmanians – especially the most vulnerable and disadvantaged in our community.

The Office will be responsible for developing a more strategic approach to working with the sector in developing its capacity to respond to current and future needs of Tasmanians. This will include workforce development, improving quality and safety, industry planning, and improving the financial and performance management framework. This will be done in close collaboration with all operational units in the Department, and in partnership with the community sector itself.



Associate Professor Des Graham has been appointed Director of the Office for the Community Sector.

Associate Professor Des Graham (pictured) has been appointed Director. He is currently consulting with all Operational Units regarding a draft strategic framework for community sector development, prior to publication of an exposure draft for external consultation in June. It is planned that the Strategic Framework will be finalised by October 2008, and launched at the TasCOSS Conference.

Associate Professor Graham welcomes any comments or questions on the role of the Office for the Community Sector, and can be contacted at desmond.graham@dhhs.tas.gov.au or 03 62338524. The Office for the Community Sector is located at 188 Collins Street, Plaza Level, Hobart.

Intensive care **support to Fiji**

RHH staff have recently completed a review of intensive care services for the Fijian Ministry of Health including an examination of existing services at three major hospitals in Fiji. Skilled intensivist, Professor Tony Bell and intensive care nurse Rachel Boughton, have submitted their final report to the Fijian Government outlining recommendations resulting from their three visits in September and November 2007 and March this year.

Spending time at hospital's in Suva, Lautoka and Labasa, Tony and Rachel provided education sessions to nursing and medical staff including small group sessions involving both theoretical and practical activities such as bedside teaching. During the final visit, Tony was the guest speaker at a grand round at the Colonial War Memorial Hospital in Suva while fellow RHH ICU equipment nurse, Michael Sullivan joined them to assess equipment needs and provide education on appropriate equipment use and handling.

A range of recommendations have been submitted to strengthen intensive care services in Fijian hospitals including recruitment of critical care nurses and medical staff, ongoing effective management and maintenance of equipment and development of a clinical governance and risk management model.

The contract was awarded through AusAID.



Facilities Management's top executive assistant

Personal initiative to the fore! In late January 2008, Facilities Management's Erin Dodge entered a national competition for Executive Assistants and Personal Assistants.

To be included for consideration in this competition, Erin was required to respond to seven selection criteria, provide a short personal biography together with referee reports and past/present employer testimonies as well as personal/office photographs. The final stage involved a phone interview with the head judge.

Awards were presented at the inaugural Executive Assistant & Personal Assistant 2008 Conference & Awards event conducted by the International Quality & Productivity Centre at the Sydney Rydges Hotel on 19 February 2008.

Erin received a call a week ago from the conference organisers advising her that she was a finalist and asked if she was planning to attend the conference. When she informed them that she may not be able to attend, the organisers then offered Erin a complementary one day conference pass and dinner ticket. A hint of things to come!

With encouragement and support from the Director, Facilities Management, Erin flew to Sydney at short notice on Monday 18 February to represent the Department of Health and Services at the conference. Erin was successful in achieving an Honourable Mention in the High Flyer – Up and Coming Executive/Personal Assistant category. One of only two categories recognised in the Awards.

Congratulations on a well deserved achievement!

The screenshot shows the DHHS website interface. At the top, there is a blue navigation bar with the text 'Department of Health and Human Services DHHS' and links for 'contact', 'service list', 'topic list', 'health & wellbeing', 'careers', and 'site map'. Below this is a 'Main Menu' section with a breadcrumb trail 'breadcrumb >> breadcrumb >> breadcrumb'. The main content area is divided into several sections: 'About Us' (News & Media, Health Alerts, Publications, Hospitals, Careers, Contact, Services Information), 'Services' (A-Z List, Aged-Care, Children, Community-Health, Drugs-Alcohol, Disability, Gambling, HAAC, Hospitals, Housing, Mens-Health, Mental-Health, Oral Health, Palliative-Care, Public-Environmental, Sexual-Health, Young-People, Womens-Health), 'Welcome' (Tasmania is a great place to live and work...), 'Acute Health Services', 'Human Services', 'Community Health Services', 'Shared Services', and a search bar. On the right side, there are several image-based buttons: 'careers', 'health & wellbeing', 'news', and 'campaigns'.

New DHHS Website

The DHHS will launch a new website in July 2008, to coincide with the new organisational structure and strategic direction for the Department. The Communications and Marketing Services Unit (CMS) have been busy building the new look for the site, and updating the behind the scenes technology.

"The new site has been updated to reflect the whole-of-Government branding and communications policy," said Karen Toon from the CMS unit, "but it also incorporates feedback from DHHS users of the site and feedback from the community. It will be much easier to navigate and users will also see an improvement in search results. With the new technology the process for managing our information and content online will be much easier and we'll be able to remind operational units when content is due for reviewing, and remove redundant or out-of-date information."

The changes are inline with the long-term objective for the website to become the fastest and most reliable way for the community and stakeholders to access information that is relevant to them. The DHHS intranet is also currently undergoing an upgrade to reflect the new organisational structure.

Communications and Marketing Services request that all internet and intranet staff be patient with information and content upgrades from now until the first week in July – with the current workloads only urgent updates can be made. For more information on this policy or the overall project please contact Karen Toon on 6336 5439.

Leadership and management support available

The Department of Health and Human Services (DHHS) Leadership and Management Development Framework ensures that we continue to support and grow a high performing, motivated and supported workforce. Human Resource Development (HRD) facilitate management learning and development through the following programs.

Explore Program – aimed at team leaders and middle management.

Explore aims to provide team leaders and middle managers with a Diploma in Business (Frontline Management). It has been developed in partnership with Esset, a private training provider. The program has 70 participants undertaking the program across the state covering 12 units of study that will provide participants with the skills, knowledge and attitudes to be effective and efficient Frontline Managers. The cost of this training and development is \$2,600 which needs to be funded by the participant's business unit. Some participants may be able to access Commonwealth funding if they do not hold a VET qualifications. For information on Commonwealth funding contact vicki.dight@dhhs.tas.gov.au

HRD are now seeking expressions of interest for the next round of enrolments with the next intake scheduled for June 08. For further information on the explore program contact: elizabeth.lamond@dhhs.tas.gov.au

Public Sector Management (PSM) – Aimed at SES/Senior Managers and Emerging Leaders.

The PSM provides a tertiary level management education program with a focus on building practical skills. It is a unique program which has been developed by universities, and delivered through local Program Managers. The program has four units delivered over 18 months. HRD are now seeking expressions of interest for the next round of enrolments with the next intake closing in July 08. Expressions of interest should be submitted through the participant's business unit and forwarded on to HRD if supported.

For more information contact:
Craig McShane, HRD Unit 6233 3088; or
email: craig.mcshane@dhhs.tas.gov.au

Image: Matthew Bowden



New Chief Resident

For the next twelve months, Dr Anna Lachowicz will have to deny her passion for sport while she concentrates on her role of Senior Paediatric Resident coupled with the additional task of RHH Chief Resident.

Anna will provide valuable advice and linkages between the junior medical staff and the hospital's executive over the coming year. Anna completed her studies at the University of Tasmania in 2005 and began working at the RHH the following year. Apart from her medical skills, Anna is an accomplished cricketer, representing the State for many years.

Anna said it was an honour to be selected as the new Chief Resident.

"I'm looking forward to strengthening ties between the RHH Executive and junior doctors and be the link to benefit both groups.

"The job has already provided me insight into the numerous meetings and discussions that take place at the corporate/administration level of the hospital to keep hospital activities on track and strive for improvements," she said.

For the next year, Anna's focus will be on supporting Tasmanian children and families through the Neonatal and Paediatric Intensive Care Unit and the Paediatric Unit.



Our chefs wok'in up a storm.

Launceston General Hospital Food Services Department

Harmony Day 2008

Food Services have celebrated Harmony Day for the past four years and this year was no exception. It's an opportunity for us to decorate the Cafeteria and for our Chefs to show off their talent by preparing a variety of international cuisines that you wouldn't normally see.

Food Services celebrated Harmony Day on Wednesday 19 March where many staff, visitors and patients had the opportunity to enjoy food from around the world and see our staff dressed in traditional clothing from a variety of countries.

The Cafeteria had a variety of dishes on offer for patrons to select from including Italian, India, Chinese, Australian, Greek and Japanese cuisine. The menu consisted of Chicken Marsala and curried lentils served from the mural area, sweet and tangy deep fried BBQ pork and moussaka served from the main race, with sushi, pavlova and brandy snaps for patrons to select from our refrigerated serving unit, as well as cooked freshly in the wok out side while you waited was linguine with prawns in a white wine sauce or a tomato-based sauce depending on your preference. Inside the main entrance of the cafeteria we featured a choir from the Door of Hope who entertained all patrons throughout the whole lunch period. This was enjoyed by all.



*Above: Happy customers from our African community.
Below: Rita displays her belly dancing talent.*





Children and Family Services representative, Bea Beswick, enjoyed the opportunity to help promote careers in the Department.

Working together to promote careers

The DHHS participated with the Department of Premier and Cabinet and other Agency's in the National Careers and Employment Expo at the Derwent Entertainment Centre on 18 and 19 April.

The Expo principally promoted career options face-to-face to school students exploring career alternatives, but attendees also included graduates, general job seekers and those seeking a career change. Typical of the spirit of school excursions there were a number of school students keen to secure as many giveaways and flyers as possible but fortunately there were many more seeking information to help define their career choices.

The expo provided us with general exposure for our diverse careers, and potentially strengthened our supply and increased awareness of our employment options. It also highlighted that people are not aware of the diversity and flexibility that State Service careers can provide. The message we promoted was "Right place, right job, right now" and that we need good people that can help us continue to grow.

With the increasing diversity of career choices for job seekers it is important for the DHHS to explore ways to positively promote our careers and to reach students at the time they are making career choices. We recognise that job seekers are changing and we need to reflect this in our recruitment marketing efforts. The labour market is dynamic, job seekers are more mobile, mature workers are downshifting, Generation Y are more values driven and recruitment relies more on technology and the internet.

We would like to thank our people who attended the event, our success was very much determined by their efforts and enthusiasm. The positive image they presented invited people to our display, and they provided accurate and interesting information on career pathways.

If you are interested in participating in future events or have ideas for proactive recruitment strategies that you would like to discuss contact Lynn Pitt, HR Consultant, Recruitment Strategy by email or on 6233 2857.

news &

announcements

Links:

[New Medication Guidelines for People with a Disability](#)

[Techselect Notebook Expo – Test Drive the Latest Technology](#)

[McMillan Shakespeare Customer Care Centre](#)

[Agency Advice to DHHS Employees – Public Sector Unions Wages Agreement \(PSUWA\)](#)

[Moratorium on Conversion of Fixed Term Employees to Permanent Employment](#)

[Exit Interview Survey – Have Your Say](#)

[Primary Health Services Site Visits Report on Feedback](#)

[Tasmania's Health Plan Newsletter – April 2008](#)

[Youth video competition now open – Gambling Support Program](#)

[New EIMS Intranet site](#)

[Content updates on the DHHS Public web site](#)

[Memo to all staff – DHHS Internet Redevelopment](#)



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