Central Coast Health (CCH) is an integrated health service comprised of three hospitals, a healthcare centre and nine community health centres serving the Gosford and Wyong Local Government Areas of the Central Coast of NSW. Our mission is to promote and enhance the health and well-being of the people of the Central Coast. We provide quality health care in partnership with the community and other health care providers and our goals include: Healthier People, Fairer Access, Quality Health Care and Better Value.

Skilled staff and a supportive community have again provided the basis for CCH to achieve its goals in transforming health this year. All patient healthcare services were provided even though activity levels increased and major redevelopments continued at our two largest facilities. Expenditure was contained within budget.

Feasibility planning commenced on the City Link Project which may involve the construction of a pedestrian link-way between the Gosford CBD and Gosford Hospital. The link-way could incorporate Community Health facilities and other health services.

The NSW Government has announced the amalgamation of CCH with Northern Sydney Health to take place on 1st January 2005. The objective of the amalgamation is to better integrate clinical services across the combined area and redirect savings from streamlining administration into clinical services.

Programs have targeted the strategic areas of immunisation, childhood obesity, alcohol abuse and smoking. As a result, immunisation rates on the Central Coast have been maintained at levels above the state average and also resources have been developed and distributed to the other target groups. The resources included interactive activity materials encouraging healthy eating and exercise habits for primary school children, television and cinema advertising on the supply of alcohol at private locations and ‘quit smoking packs’ for pregnant women and their partners.

CCH recognises the importance of carers and assists them through Carers Support Groups.

The Carers Support Group at Woy Woy has been running for 11 years. The members meet monthly and offer each other support, friendship, share experiences, access to resources as well as strategies to help people in their caring role.

‘By supporting carers,’ said Social Worker Sandra Hall, ‘we hope to ease the load a little. It gives them a chance to replenish their emotional energy through learning coping skills, laughter and friendships.’

Staff at the Woy Woy Rehabilitation Unit identified the need to explore if carers were adequately informed and prepared to assume the role of carer once the patient was discharged home. The ultimate aim of the project was to reduce carer stress and patient readmission rates. It is also expected that the staff will achieve a greater level of work satisfaction by closer involvement with family and carers.


Library Services
Central Coast Health

RN Karen Dobbs from the Woy Woy Rehabilitation Unit, preparing both patient Robert and wife Barbara for Robert’s discharge.

2 Year in Review
Families First targets fatherhood

Coming from the very successful Families First Initiative is a project that targets fatherhood and has produced a range of programs for fathers, emphasising their unique role in their children's development. Fatherhood is one of the most rewarding experiences in life and this program assists men to confidently fulfill their responsibilities and enjoy that important role.

Celebrate Safely

Celebrate - do it Safely is a project aimed at reducing youth alcohol related harm on the Central Coast. The focus of the campaign (and the website) is on the issues related to safe partying. The website contents page and links were developed to ensure easy access to up to date information. Topics include a safe party checklist, safe driving, standard drinks, safe sex and protection from violence. Games and competitions emphasise the safe party message.

The web site was promoted by distribution of postcards throughout the school network. A radio promotion and posters raised the profile in the wider community. Key-rings were given to young people along with free 'mocktails' at community events to reinforce the message of safe partying.

The program's Steering Committee has representation from key stakeholders including: Department of Education, Police, P&C Network, Local Councils, Premiers Department and CCH services including the Alcohol & Other Drugs Service, Health Promotion Unit, HIV/Sexual Health, Youth Health, VAN Services and Mental Health.

Arielle, winner of Celebrate Safety Drug Action Week with Fiona Duignan, Alcohol & Other Drug Service Manager and Helen Astolfi, Health Promotion Officer.
Pink Ribbon Day

Many women joined together for an inspiring day to celebrate and commemorate women who have been touched by breast cancer.

Well known comedian and actress Barbara Wyndon gave a humorous version of her brush with breast cancer and doctor's surgeries at the NSW Cancer Council and CCH jointly run pink ribbon day event held at Mingara in October.

Belinda Henry also gave an emotional speech on her battle with breast cancer at such a young age. The day was filled with laughter and tears as the entertainment and special talks were greatly appreciated by clients and staff.

Launching the nutrition manual was Sydney University's Emeritus Professor of Human Nutrition, Mr Stewart Truswell (right), pictured with CCH Nutrition staff Rudi Bartl and Carolyn Bunney.
CCH's Youth Health Department launched its Under 18's Safe Entertainment Guidelines for the Central Coast as part of the Youth Week activities and celebrations.

The guidelines provide specific recommendations for youth events, with a particular emphasis on music events including dance parties and band slams. The aim of the guidelines is to enhance the safety and well-being of young people who attend these events.

At Erina for the launch of the guidelines were Constable Rachel Garland, Superintendent David Cashway and student Donna from Erina High School, pictured with Kate Keogh from CCH's Youth Health Department.

Students Kerry and Alexandra from Gorokan High School receive their vaccination from Jackie Robards, School Immunisation Coordinator, while the NSW Minister for Health, the Hon. Morris Iemma looks on.

Good nutrition is important for everyone, especially our young children. To make that point, CCH nutritionists launched a nutrition manual to promote healthy eating habits for children who are in Out Of School Hours (OOSH) care. The manual not only recommends the right foods for kids, it also covers issues such as basic food preparation and food safety.
Implementation of the Health Access Plan continues with significant progress being made on the $212m redevelopment of Gosford and Wyong Hospitals and the opening of new facilities and services.

The new Wyong Mental Health Centre, a 50-bed state-of-the-art facility was officially opened on 27 May. This represents a significant enhancement to inpatient services for people on the Central Coast with a mental illness.

Hospital enhancements included 14 additional Emergency Department beds and funding approval for a Stroke Unit at Wyong Hospital, completion of a multi-storey carpark, and funding approval for $2.8m Magnetic Resonance Imaging (MRI) equipment at Gosford Hospital. Community Health Services were advanced with the opening of the new Erina Community Health Centre.

It was Health Minister Morris Iemma’s first official visit to CCH (second from left) when he joined with Chairman David Chandler OAM (left), MP Marie Andrews, Member for Peats and Area Director of Medical Services Dr Vasco de Carvalho (right) to open the new Centre.

Wyong Mental Health Centre

Mental Health services on the Central Coast commenced a period of major expansion following the opening of the $10 million Wyong Mental Health Centre at Wyong Hospital.

When fully operational, the new 50-bed state-of-the-art facility will triple the number of mental health beds available on the Central Coast.

Opened in May by NSW Minister for Health, the Hon. Morris Iemma, Wyong Mental Health Centre features a 25 bed adult acute area (Tamarind), 10 bed high-level observation area (Gunyah) and a 15 bed older persons area (Miri Miri).

The dedicated older persons area enables older people with mental illness to be accommodated with other patients of similar age, separate from adult acute mental health patients. Each patient area has its own lounge, dining area and courtyard for social interaction or quiet contemplation.

Bringing healthcare closer to the community

Continuing the expansion of health services in the community, NSW Minister for Health, the Hon. Morris Iemma opened the $3.78 million Erina Community Health Centre in July.

Located close to public transport, Erina Community Health Centre serves an area that has seen significant commercial and housing development in recent years and has one of the highest populations of young people on the Central Coast.

Catering to the needs of the young population, services such as youth health, paediatric speech therapy and early childhood services have been established at the new Centre. The Centre also provides community mental health care through specialty clinics and outreach services.

Improving access to GPs for the local population has been enhanced with the opening of the Bridges GP After Hours service within the Erina Community Health Centre.

Hospital in the home

This year saw a name change for the ‘Ambulatory Care Unit’ to ‘Hospital in the Home’.

Activity levels continue to grow at a rate of 15% per year over the last two years and positive feedback from patients illustrates the continuing popularity of the program and the high quality of care provided.

The appreciation that comes from the patients keeps the team highly motivated and challenged. The twenty-four hour telephone advice line provides the patients with a sense of security.

The provision of intravenous antibiotics at home rather than in hospital has made available an additional 3,350 bed days in Gosford & Wyong Hospitals.

Nurse Unit Manager Matthew Single provides hands on care at Hank’s house at Copacabana.
Extra beds for Wyong Emergency Department

Wyong Hospital's Emergency Department received a boost with an additional 14 beds that went into service in May. While the beds are a temporary measure until the Wyong Hospital redevelopment is complete, they were a welcome additional resource, especially as they were commissioned in time to assist with the traditional busy winter period.

Transformation underway

"Walter" was his name. Having watched over progress at the Gosford Hospital site for almost a year, it was time to farewell the hospital’s tallest landmark, "Walter" the Crane.

Children at the nearby Cubbyhouse Childcare centre got the paintbrushes out to say their fond farewells to Walter and his crew.

The departure of "Walter" heralded the next stage of construction with interior fit-out work shifting up a gear at both the new Gosford and Wyong Hospitals.

No longer just a concrete slab, both hospitals were finally taking shape. Staff swapped their uniforms for hard hats, safety boots and fluorescent vests as they seized the opportunity to look inside the hospitals and inspect the progress of their new wards.

Providing a welcoming and friendly environment for patients, visitors and staff has been an important aspect of the design process. The new hospitals include several courtyards where people can get together or have time on their own. Patient rooms feature large windows to maximise natural light and external views for those who are less mobile.
The Interactive Medical Terminology Training Module was not only launched during the year, it went on to win an award in both the CCH Quality Awards as well as in the Baxter Better Health Awards.

Produced by the Learning and Development Service, the training package consists of basic and advanced modules in medical terminology and has been designed for non-clinical personnel who work in a health environment.

Quality Winner

One of our staff employee of the year winners, Physiotherapy Assistant Michael Tooth, at work.

Wyong Staff Employee of the Year

Wyong Hospital has concluded the 2003 employee of the month awards by naming two of its staff, Physiotherapy Assistant Michael Tooth and Obstetrics ward clerk Cheryl Sainsbury as Employees of the Year 2003.

Greg Flint, Wyong General Manager, said at the presentation, "It is an opportunity for all of us to acknowledge and celebrate the achievements and dedication of our staff. We are a team here at Wyong and we are here today to honour the whole team, and in particular those team members whose performance has been outstanding," said Greg.
School based traineeships

Eight Central Coast high school students are currently undertaking Assistant in Nursing training at COH through the VETAS accredited School-based Traineeship.

These students are training for the Certificate III in Community Services (Aged Care Work) which will provide them with the opportunity to seek employment in a nursing field once they have completed Year 12. Three Health Service Aides are also undertaking this two-year course to upgrade their qualifications.

Student Heidi from Erina High School attends to Moya at Long Jetty Healthcare Centre while Enrolled Nurse James Johnson supervises.

Professor Val Robertson looks forward to helping the Central Coast make its mark in Allied Health clinical research.

Kim, Ibthal & Debra join forces to create one of several major artworks for the new Wyong Mental Health Centre.

Professor Val Robertson commenced in the position of Allied Health Professorial Chair in April. This position is a joint appointment with Newcastle University and represents the only such position in NSW. The role of the Professorial Chair to facilitate research, support postgraduate study and promote graduate and undergraduate clinical training and professional development opportunities.

Art benefits healthcare

The Arts for Health program uses a myriad of artwork to enhance the experience of visitors, patients and staff within our hospitals.

One of the first areas to benefit was the new Wyong Mental Health Centre with a series of artworks created by carers and consumers of mental health services. Paintings, water features and photographs are displayed throughout the Centre and local historical photos provide a sense of familiarity for patients in the Older Persons Unit.

Central Coast images including waterfalls and isolated beaches are focal points of the Delivery Suite thanks to a photographic competition that generated a collection of images.

Our amazing staff showed some of their artistic talents with exhibitions in the newly created Arts for Health galleries at Gosford and Wyong Hospitals while other staff had their portraits drawn for another hospital exhibition by University of Newcastle Fine Arts students.
Woolies Bandaged Bear Donation

Every year Woolworths staff and customers support the Bandaged Bear Appeal, an event that is organised by Woolworths to support Children's Services in hospitals throughout Australia.

'A $25,000 donation this year from the Bandaged Bear Appeal has brought the total donated to the Children's Fund to $85,000 with many items of medical equipment purchased for the Children's Ward at Gosford Hospital,' said Children's Ward Nurse Unit Manager Chris Moffitt.

Wyong Hospital Auxiliary

The Wyong Hospital Auxiliary continued their tradition of support for Wyong Hospital. The Auxiliary was successful in their submission for a grant from local clubs and the funds were used to purchase a special shower chair for stroke patients in the Wyong Rehabilitation Unit.

CCH has the support of 6 local Hospital Auxiliaries who assist by fundraising for medical equipment and special patient furniture for our hospitals. Together they have raised more than half a million dollars in the last five years.

CCH enjoys valuable community support in many ways. There are over 750 volunteers who wonderfully supplement the work of CCH staff and who enhance the daily experience of our patients. There are also fundraisers and donors including the Hospital Auxiliaries, Radio 2GO and many others, whose funds enable the purchase of additional state-of-the-art medical equipment and special furniture for patients. CCH gratefully acknowledges the generosity of our community.

Wyong Auxiliary members Molly Whittle (seated) and Teresa Oswald (right) with Jay Rogan from Wyong Council and Nurse Unit Manager Collette Bell with the shower chair.

Central Coast Taxis Golf Club

Central Coast Taxis Golf Club members show how much they care for sick and injured children on the Central Coast by organising a Charity Golf Day every year at the Everglades Country Club, Woy Woy.

Through this successful event, the Club has been able to donate many thousands of dollars to areas within CCH such as the Special Care Nursery and the Children's Ward.
Community Gatherings

Working together, CCH's Nunyara Aboriginal Health Unit and the Eleanor Duncan Aboriginal Health Centre held a Community Gathering in which to promote Indigenous health and culture. The event, *Know Yourself, Know Your People*, took place at the Brisbane Water Secondary College in Umina and featured information on health services as well as sporting events, craft activities and entertainment.

One of the highpoints of the day was the traditional dancing.

There were plenty of smiles on the faces of young patients in the Children's Ward when a collection of reptiles from the Australian Reptile Park at Somersby paid a visit.

Denika was delighted to touch some of the interesting reptiles brought along to visit the sick children.

West Gosford Rotary also supported the Burns Fund with President Tony Myton presenting NSW Fire Brigades Commander Keith King with a cheque for $8,000. The funds were used to purchase 'burns trolleys' (pictured).

Firefighters support Burns Fund

A partnership that is well on its way to being one of our strongest is that between CCH and the Central Coast NSW Fire Brigades. The Fire Brigades have now donated $40,000 to the Burns Equipment Fund. This fund was established to purchase medical equipment for use by our Emergency Departments for the treatment of burns patients.

Strange visitors to the Children's Ward

While there is never a shortage of visitors to the Children's Ward, it isn't often we get reptiles paying a visit. On this occasion, the visitors were from the Australian Reptile Park at Somersby and sponsored by the staff and management of Sara Lee Bakery.
Volunteers Lola (right) and Wendy from the Hospital Volunteer Service as they assist with flowers in the wards.

Volunteer Booklet
Maintaining a strong volunteer force is important for CCH and the booklet, Become a Volunteer, has proven to be a very effective way to recruit new volunteers.

Launched by the CCH Chairman David Chandler OAM at the Volunteers Day Out, the 2nd edition of the booklet provides information on the many different ways in which to volunteer at CCH.

Volunteers Day Out
More than 125 CCH volunteers had the day off from volunteer duties to attend the Volunteers Day Out at the new community centre located at Erina Fair. The Volunteers Day Out is a day set aside each year to recognise the vital contribution that volunteers make to our Health Service.

The tributes came from Chairman of the Board, David Chandler OAM, CEO Dr Stephen Chiesley and Gosford Hospital Director of Nursing Ronnie Croome. Ms Croome summed it up best when she said, I can't imagine what we would do without our volunteers.

The entertainment was provided by musician and singer Ross Hamilton, whose true blue Aussie style brought out the best in Aussie patriotism from those present.

For the volunteers it was a fun filled day of entertainment and tributes.

Give Me Five!
Now in its 8th year, Radio 2GO's Give Me Five for Kids Appeal continues to be one of the most popular fundraising appeals on the Central Coast.

Led by the Radio 2GO morning show team of Dwayne and Sarah, the Appeal is supported by tens of thousands of people from virtually every street and every suburb on the Coast. The popular Appeal generates plenty of enthusiasm and interest from the community, so much so, that many people save their five cent pieces throughout the year.

This year the Appeal raised a total of $110,000 for the Children's Fund, or to be precise, 2,200,000 five cent pieces.

Members of the Long Jetty Volunteer Garden Club in one of the lovely gardens they care for at the Long Jetty Healthcare Centre.

Long Jetty Volunteer Garden Club
The Long Jetty Volunteer Garden Club have added a touch of beauty to the Long Jetty Healthcare Centre with their lovely gardens.

'We are just delighted to have the support of the Garden Club' said Director of Nursing Ms Sue Bruce. 'Their beautiful gardens add colour and beauty for our patients, visitors and staff to enjoy.'

Patient Georgia gives Dwayne from Radio 2GO a check up while Sarah also from 2GO, looks on. Dr Rashmi Dixit checks all is well with Georgia.

LIBRARY SERVICES CENTRAL COAST HEALTH
Gosford Hospital
Holden Street, Gosford 2250
PO Box 361, Gosford 2250
Telephone: (02) 4320 2111

Wyong Hospital
Pacific Highway, Hamlyn Terrace 2259
PO Box 4200, Lakehaven 2263
Telephone: (02) 4394 8000

Long Jetty Healthcare Centre
Wyong Road, Killarney Vale 2261
PO Box 88, Long Jetty 2261
Telephone: (02) 4336 7700

Woy Woy Hospital
Ocean Beach Road, Woy Woy 2256
PO Box 183, Woy Woy 2256
Telephone: (02) 4344 8444

TTY
Telephone (for the deaf)
(02) 4325 2747

Area Executive Unit
Holden Street, Gosford 2250
PO Box 361, Gosford 2250
New South Wales, Australia
Telephone: (02) 4320 3219
Facsimile: (02) 4325 0566
Office Hours: 8.30am – 5.00pm

Public Relations
Telephone: (02) 4320 3221
Facsimile: (02) 4320 2500

Mental Health Central Intake
Telephone: (02) 4320 3500

Consumer and Community Participation Officer
Telephone: (02) 4349 4905

Community Health Centres
Hours of Operation:
8.30am – 5.00pm, Monday to Friday

KINCUMBER
Rear of Kincumber Shopping Village
Kincumber 2251
Telephone: (02) 4369 2355

LAKE HAVEN
Stratford Avenue, Lake Haven 2263
Telephone: (02) 4393 7777

LONG JETTY
Wyong Road, Killarney Vale 2261
(adjacent to Long Jetty Healthcare Centre)
Telephone: (02) 4336 7800

ERINA
169 The Entrance Road Erina 2250
Telephone: (02) 4367 9600

MANGROVE MOUNTAIN
RMB 1640 Nurses Road,
Mangrove Mountain 2250
(Restricted Hours)
Telephone: (02) 4373 1249

TOUKLEY
Hargraves Street, Toukley 2263
Telephone: (02) 4396 5111

WOY WOY
Ocean Beach Road, Woy Woy 2256
(Adjacent to Woy Woy Hospital)
Telephone: (02) 4344 8432

WOY YOY
Pacific Highway Hamlyn Terrace 2259
(Adjacent to Wyong Hospital)
Telephone: (02) 4394 8229

WOY CENTRAL
38A Pacific Highway Wyong 2259
Telephone: (02) 4356 9300

To Newcastle
To Sydney

KEY
- Hospital with Emergency Dept
- Hospital
- Healthcare Centre
- Community Health Centre
- Northern Railway
- F4 Freeway

KILOMETRES FROM GOSFORD
WOY YOY - 32km north
LONG JETTY - 25km north east
WOY WOY - 14km south