



CONSUMER VOICE
Your Words, Your Voice



RESIDENTIAL AGED CARE

“ I came to live at Bindaree in Mansfield in August this year. I was living in my own unit in Brisbane, my son and daughter in-law were also in Brisbane but they needed to move north

My name was on the waiting list for Bindaree for a few years and I knew my family was moving north and I was anxious to get to Mansfield. I had lived at Burnt Creek Inlet for 40 years and wanted to come home to my husband who is buried in the Mansfield Cemetery. I also knew I needed help with shopping, cooking and doing my washing. I was suffering from a painful back.

Since moving to Bindaree I feel safe, everybody is very pleasant, the Nursing staff are very helpful.

I love doing the quizzes with the activity staff. I also enjoy a yap and yarn as I used to love to knit. I also enjoy going for regular walks by myself and with other residents.

The best bus trip I've been on was when we drove towards Mt Buller and stopped for a cup of tea at Mirimbah. We went recently on a bus trip to Tolmie and got out of the bus for a picnic with singing and dancing. I didn't join in but I still really enjoyed it. ”

- Bindaree Resident



Mansfield RESTART.

“ I was admitted into the Mansfield Hospital for detox on the morning of the 6th January suffering from signs and symptoms of severe delirium tremors. I was admitted to the emergency department barely able to walk or move or do anything for myself. I informed the Doctor that my alcohol consumption had been quite severe for a very long time and had already been through rehab two times on the Gold Coast in the past year. My addiction was so severe that my times in rehab weren't effective and weren't enough. I was desperate to break the addiction and achieve sobriety I was desperate to find a way to achieve my goals and the Doctor suggested to me the Restart Program.

At the start I had no idea what to expect, the change I was experiencing was that I was able to see a light at the end of the tunnel

where as previously I had never felt this. It felt like I would stop alcohol for a little while and then I would start drinking again. I noticed a change within the first 12 hours of being at the hospital,

I was recognised as a patient with a high level of need, treated with respect and professionalism by the nursing staff who cared for me hourly throughout my treatment.

After the first 48 hours I sighted improvement and believed my hope towards an alcohol-free life might become a reality this time.

My expectation of my time with Restart was that I would be receiving counselling and positive support, constant assistance of my feelings, emotions and health as I progressed towards breaking the addiction. The easy part is breaking the addiction to the substance the hardest part is life without those substances. Breaking the rituals and learning to live your life again as a normal person.

I now recognise that amongst other things I was self-medicating with alcohol in the absence of prescription drugs. If I drank enough I would forget about being unmedicated and I feel I was then able to cope just as well as being on medication which was not the case.

A primary stress for me was constantly being concerned if I had drunk enough in a day to avoid withdrawal, these thoughts dominated my mind. Nothing was being addressed, I was really just covering it up. My alcoholism was like spraying deodorant on a bad body odour. When you spray cheap deodorant you just cover up the smell. My lack of medication was making me dirty and alcohol was just a deodorant, getting clean was the only real solution.

Since starting my journey with Restart I have found hope for the future in all aspects of my life and have been able to realise some of the aims and desires I had always had.

I'm financially better off caus I'm not spending all my money on alcohol. The way I spend my spare time has changed dramatically to, I spend my time volunteering, seeking new work avenues and career paths and being activity involved in sports and community organisations, my relationships are also more fulfilling and I feel like I can concentrate more on interactions with people. I feel I can think more clearly and logically and live a more stress-free existence.

I would highly recommend Restart as a start to finish service of community rehabilitation and my case was assessed individually and personally from a highly trained professional. If other people's journey of rehabilitation and recovery post rehab could be like mine then I would see a lot more people in the society learning how to break their addictions. ”

- Mansfield Restart Participant





URGENT CARE

“ My family and I were holidaying at Mt Buller, first snow trip...yeah! But disaster struck when we all ended up getting gastro, now normally gastro is ok but my daughter has a rare endocrine disease called Addison’s Disease which gastro can create lots of complications and actually in some cases fatal without medical intervention. So we called an ambulance, the ambulance staff were phenomenal, they got to the hospital, it was in the middle of the night, they’d work a really long shift but they were just so helpful and so wonderful but we got to the hospital and the second that you walked in you could just tell that people just cared, there was this level of feeling of warmth and you know when we were being ushered into the room nothing was too much, whatever I needed just ask for it, can I help, how can I make you comfortable, so you can make your daughter comfortable. How can we make her more comfortable like it was...

it was really beautiful holistic and personalised approach.

The nurse, oh my gosh, she was really beautiful, she as really helpful in such a hard time. She was overwhelmingly kind and she’ll always have my thanks and gratitude for the level of care, she treated us like people, like humans we weren’t just a condition to treat or a patient to serve, she treated us like you know human beings.....let me help them, she’s obviously found her calling in life just phenomenal and the Doctor I’d never....I’ve spent a lot time in a number of different hospitals I have never come across a Doctor who has been so invested in making sure that her personalised experience of Addison’s Disease was considered.

I find that there seems to be this text book, like here’s the disease this is what you do and these are the outcomes when you put this medication and that’ll do, but he was so in tune with making sure that the presentation in the patient was considered and that is huge, he listened to us again treated us like humans and took in the fact that I had done a huge amount research on it and so he was talking to me about what I knew and checking to make sure what was happening I was comfortable with and that what was happening was accurate in previous experiences, it was just beautiful to be included in the care because I’ve/we’ve got all the experience from all previously and on her personalised condition so it was just really appreciated that he took the time to treat us like a human and treat us like that everything does present differently in different people and he took the time to listen...

he took the time to listen, I can’t express how much of a difference that made and honestly the management should be extremely proud of their staff and the culture that they have been creating in that hospital because honestly I’ve never come across anything quite as beautiful as that

and they will always have my gratitude because from what was a horrible experience from a holiday has actually left a lasting positive impact in my memories like forever, I’m going to remember that hospital and those staff with a positive feeling from that holiday for the rest of my life and I have them to thank for that.”

- Urgent Care Patient



VICTORIAN RURAL HEALTH AWARDS

Outstanding Contribution by a Rural Health Consumer Advocate

Nola Andrews

“ Hello I’m very grateful to have received this awardbut I can honestly say it’s been absolutely a joy thus far working with the team at the Mansfield Hospital they’re an inspiration to us all.

The hospital is a godsend to everybody and we’re extremely fortunate to have this facility here in our neighbourhood.

Obviously, I would like to thank who ever nominated me, I think it’s a great honour although there are a heck of a lot of people that are very deserving of awards and I’ve attended meetings and certainly enjoyed doing it and am inspired every day by the work of the hospital. Thank you very much! ”

- Ms Nola Andrews





VISITING NURSE SERVICE

“ My name is Lorraine Corpe, I am 74 years old. On the 24 September 2024 I had a bilateral mastectomy in Mitcham Private Hospital which is over two hours away from my home in Mansfield.

I came home with three drain tubes, two on one side and one on the other. The dressings were fitted with Pico devices. The Visiting Nurses team came to my home three times a week during the two weeks post-surgery. In that time they assisted my with draining the blood from the tubes into bags where the blood was measured. A few issues developed and the nurses had to add surgical plastic to the dressings that were leaking air causing the Pico to send an alarm.

After ten days, in consultation with my surgeon, the nurses came to my home and removed the tubes from both sides and dressed the wounds. They were able to check the breast wounds and were found to be ok at first, however, over the weekend an infection developed and I attended Mansfield Urgent Care. The following Monday the nurses visited again and helped with marking where the infection was spreading as I was travelling down to see the surgeon for a check-up the next day.

I was kept in Mitcham Hospital for 5 days with IV antibiotics and returned home. The Visiting Nurses came and checked on the infection site during the following week to ensure it was settling down and not flaring again giving me a lot of reassurance.

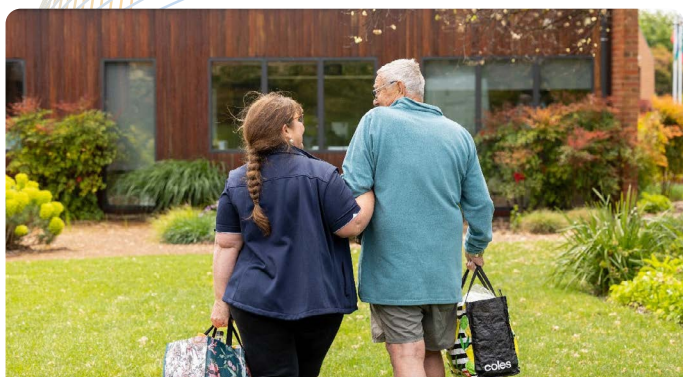
For me I felt that without the visits from the Mansfield Nurses I would have become extremely anxious and quite terrified when each incident occurred. They were available at the end of the phone whenever I needed it.

I also appreciated that the nurses were able to empty the tubes saving me a journey to Mitcham.

On my return to home the Visiting Nurses organised meals on wheels for my husband and myself as I was not yet able to carry out home duties.

They talked to my husband on each occasion on each visit checking he was ok as he was suffering mild dementia due to cancer of the brain. ”

- Lorraine Corpe



COMMUNITY HEALTH

“ Ok G'day my names is John Beasley I'm a type two diabetic, I've been using this system for the last couple of months now working with Katrina to improve my sugar. I've had a lot of trouble over the years with losing educators and I'd fall behind.

I think it's a great system I've tried the new button system to the phone which sends my information to my educator and I find its good like abit of a watch dog, one to keep me on track and I can find out what effects different foods have and I can just sorta perfect that kind of thing.

I've found it very helpful I've not only had medical support and advice but some emotional support too that you go through with all these different kinds of things and I just think that it's a very invaluable way to do things.

All the staff reception my diabetes educator and communication with my doctors I think it all pretty terrific and everything is all going well I've improved, I've still gotta improve but it certainly has helped me in the last couple of months and hopefully we'll keep going forward and beat this thing.

So that's about all I can say about it but I think it's very very important we keep these sort of things going. Thank you. ”

- John Beasley

