

Health matters

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Queensland
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to better
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QHEPS

Staff saved my baby's life, says mum

Donna Ward, Director, Southern Zone Mental Health Education Service, tells the story of the birth of her son, Matthew.

Just 12 hours after his birth at the North West Hospital in January this year, Matthew Ward was urgently transferred to the Royal Women's Hospital intensive care unit.

Diagnosed with transposition of the great arteries, Matthew received preliminary treatment for several days and then was transferred to The Prince Charles Hospital where he underwent lifesaving open-heart surgery at eight days old.

As Matthew's mum, and a Queensland Health employee for the past 13 years, I would like to share a few personal memories of what I saw from my baby's bedside.

Not only did I watch my brave little boy fighting the biggest battle of his life, I also watched the people helping him to do so, by upholding the Queensland Health values; values which for me suddenly became a matter of life and death, not just a list of politically correct words.

The performance, professionalism and quality of the clinical care that Matthew received was world class and was delivered by medical, nursing and allied health specialists who were highly skilled and obviously devoted to their chosen field.

The commitment to multi-disciplinary teamwork and carer involvement in the children's ward at The Prince Charles Hospital meant that not only Matthew's medical needs, but also the practical, emotional and spiritual needs of our family, were fully met.

The amazing professional



Four month old Matthew Ward sends a big 'thank you' to everyone at Queensland Health who played a part in the wonderful service he received during his time of need.

work of the front line clinicians is crystal clear, but sometimes in unexpected and traumatic situations like this, it's the smallest and often intangible things that also mean a lot.

I remember the orderly who pushed me in a wheelchair from the car park to the ICU at the Royal Women's Hospital.

Did he realise that he was taking me to hold my baby for the first time after being separated for two days?

I also wonder whether each person who took an extra minute to call Matthew by his name, to give him a smile or a soothing stroke, really understands that

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Professor's work lauded

Brisbane medical researcher, Professor Alan Mackay-Sim, is this year's Queenslandlander of the Year, for his research which has the potential to help paralysed people walk again.

Professor Mackay-Sim and fellow Griffith University scientist, Dr Francois Feron, have pioneered a method of harvesting and cultivating nerve cells from inside the nose, which could ultimately see the transplantation of cells from a patient's nose to repair spinal cord damage.

A clinical trial on the research, the Queensland Spinal Cord

Regeneration Project, is a collaboration between Princess Alexandra Hospital, clinicians and Griffith University scientists and is supported by a \$200,000 grant from the Princess Alexandra Hospital Foundation.

The trial is currently under way at Princess Alexandra Hospital with three patients who have been paralysed from the waist down. The work will potentially benefit the 300-plus Australians who suffer a spinal injury resulting in paraplegia or tetraplegia each year, most of whom are aged between 15 and 3 years.



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Staff saved my baby's life, says mum

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they will be in our hearts forever.

When I feed my baby and watch his blissful face, I think about each of the midwives in all three hospitals who took the time to help me successfully breastfeed under complex circumstances.

I also sometimes wonder who the theatre nurse was behind the mask and gown, the one who had the fortitude to look me straight in the eye, when I forced myself to put my long awaited baby into her arms.

As a final example, I really do hope that the surgeon who saved my child knows that to me his brilliance was equally matched by his openness and compassion.

It's all these little things which demonstrate the calibre and values of people who work for Queensland Health, and who were just doing the amazing things they do every single day, including the days that my baby Matthew needed them most!



Matthew at the height of his ordeal.

Speedy scan

A new, state-of-the-art \$1.4 million CT scan technology at Ipswich Hospital will significantly enhance patient care and diagnostic services.

The Multi-Slice scanner will be able to collect data up to 32 times faster than before, acquiring 16 CT slices in one 0.5 second rotation of the x-ray tube compared with 1 CT slice acquired in 1.0 second by the previous scanner.

The Government has delivered its sixth consecutive record health Budget - up \$300 million or 6.9 per cent on last year.

The funding will provide more than 200 extra front-line professionals to be employed in hospitals and community health services and there is a \$210 million, four-year investment in technology so more Queenslanders can benefit from life-saving Smart State medical treatment.

Funding increases are needed to serve the health needs of Australia's fastest growing population, deliver excellent care to an ageing population and fund new and improved technologies. By 2006-07 the Health Budget will be about \$5.4 billion - more than \$1 billion more than in 2002-03.

This amount is staggering, yet how do we judge whether increased funding is delivering better health care for Queenslanders?

An independent assessment by the Productivity Commission

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Research gains award

Professor John McGrath has been awarded a 2003 Smithsonian Fellowship Award for his work linking vitamin D and schizophrenia.

A scientist from the Queensland Centre for Schizophrenia Research - based at The Park - Centre for Mental Health, Wolston Park - Professor McGrath demonstrated in 1999 that pregnant rats deprived of vitamin D produced offspring with anatomical and other brain abnormalities similar to those in people with schizophrenia.

The award was presented to Professor McGrath by Premier Peter Beattie.

"The Fellowship program, now in its third year, is giving Queenslanders the opportunity to expand their knowledge through research at the prestigious Smithsonian Institution in the USA," Mr Beattie said.

"By working with scientists at the Smithsonian and sharing expertise, this year's Fellows will enhance Queensland's knowledge base, making the Smart State even smarter."

Professor McGrath will be able to continue his investigations into a possible link between vitamin D deficiencies in pregnant women and the development of schizophrenia in their teenage children.

In collaboration with the Neuroscience Institute of Schizophrenia and Allied Disorders, in NSW, Professor McGrath is carrying out research on white mice using drugs to mimic some of the symptoms of schizophrenia.

Professor McGrath received the inaugural 2002 Premier's Biomedical Research Award for the Senior Postdoctoral category in recognition of his pioneering work linking prenatal vitamin D and brain development.

from the Minister

Wendy Edmond
Minister for Health and
Minister Assisting the
Premier on Women's
Policy



found that Queensland has the best elective surgery figures of any state and the most efficient health service in Australia. Queensland Health spends less on management and administration and more on patients than any State.

We also have positive findings in our first statewide report on the quality of hospital services: *Queensland hospitals in the twenty-first century: leading the way*.

We are the first jurisdiction in Australia to develop a way to measure the quality of our health services and report the results to the public.

The report focuses our clinical performance, patient satisfaction, efficiency and capacity to respond to changing community needs.

What we have achieved will now help to set the agenda nationally for measuring health care performance.

I was very pleased with the initial report finding that: "Gen-

erally, Queensland public hospital clinical indicator rates were as good as, or better than, the rates for public hospitals throughout the rest of Australia".

I commend this report to all clinicians and managers and encourage you to use this process to look at trends over time and continuously improve patient care locally and in an integrated, system-wide approach.

That report together with the Productivity Commission report and yet another record health Budget, clearly indicate that we are well-placed in health to meet the challenges ahead.

Wendy Edmond
Minister for Health and Minister Assisting the Premier on Women's Policy



Directions

Dr Steve Buckland
Acting Director-General
Queensland Health

Over the past decade there has been increasing interest in, and focus on the quality of health care in Australia.

This interest arose out of studies that showed very real concerns about the safety and quality of health care services nationally and internationally.

The increasing size and complexity of the health care system, the tyranny of distance and our diverse population bring a range of challenges.

Queensland Health is undertaking a large program of activities under the Quality Improvement and Enhancement Program (QIEP) that concentrates on particular areas of safety and quality of health care in Queensland.

A vital part of this program was the release last month of *Queensland hospitals in the twenty-first century: leading the way*.

The report provides the community with a snapshot of the performance of its public hospitals and the activities Queensland Health is undertaking to address issues identified.

It is the first time any Australian State has released a public report measuring the quality of its health services.

This report was carried out under the 20-year development framework for public sector health services in Queensland - *Smart State: Health 2020*.

Queensland's health care system ranks among the best in the world.

It requires a range and mix of services and a balanced approach to their delivery. This document highlights the need to look at how we provide and plan for those services system-wide.

Queensland Health is committed to a process of continuously monitoring and improving its performance.

I encourage all staff to read this report and use the information to participate in the ongoing public discussion over the quality of health services and the decisions required to improve them.

Dr Steve Buckland
Acting Director-General

Hi-tech surgery link to NZ

In a world first, a Brisbane surgeon assisted in an operation in New Zealand via a 2500km link-up using advanced telecommunications technology.

Dr David Nicol, a urological surgeon at Princess Alexandra Hospital was linked to his New Zealand colleague and acted as a "virtual assistant" during a delicate surgical procedure in May.

Using advanced digital video conferencing technology, Dr David Nicol, in "real-time", virtually interacted and collaborated with urological surgeon, Dr Pete Davidson, in Christchurch to assist with the laparoscopic or 'key hole' removal of a poorly-functioning kidney.

As the 'virtual' Dr Nicol appeared live on a large plasma screen in the operating theatre in

New Zealand, the 'actual' Dr Nicol was at his desk in Brisbane, equipped with a joystick to control four strategically placed cameras in the New Zealand theatre, enabling him to see different views of the procedure and patient.

This procedure to remove a diseased kidney was a rehearsal for the removal of a live donor kidney for transplantation, using the same technological links between Doctors Nicol and Davidson.

Dr Davidson had not previously performed this specific surgical technique, and was happy to have an expert in the theatre with him—although the expert was on the other side of the Tasman thousands of kilometres away. He commended the process and said how impressed he was with the technique and applica-

tion of technology.

"There is no question about it, having the expert come into your theatre just makes it a hell of a lot less stressful," he said.

Dr Nicol said the technology ultimately meant surgeons in rural and remote areas could have instant access to top-of-their field surgeons in their theatres. He also hoped surgeons who had become experts in the latest techniques overseas would provide assistance with operations in Brisbane.

"Historically, to provide surgical advice, surgeons would have to travel to their colleagues for each case, which can be expensive and time consuming," he said.

Princess Alexandra Hospital is a world leader in renal transplantation and performs more live donor kidney transplants than any other Australian hospital.

The technology is part of New Zealand's Mobile Surgical Project, a state-of-the-art program to provide additional medical services to rural and remote areas.

Dr Nicol was linked to remote control cameras in a \$5 million bus which has a state-of-the-art mobile operating theatre, with \$1 million worth of communications equipment. The bus is used in hospitals throughout New Zealand, particularly in small country towns.

Princess Alexandra Hospital nursing and medical staff used the telecommunications network to link up with their colleagues in New Zealand on a number of occasions for x-ray conferencing and clinical liaison sessions.



Dr David Nicol with the equipment used during the operation. Photograph by David England, Courier-Mail.

Good response to survey

An overwhelming response has been received from Queensland Health staff to the Health Matters readership survey published in the May edition and on QHEPS.

The results of the survey are being collated and will then be submitted to a team of highly qualified statistical analysts.

Their findings will be used as the basis for review of the effectiveness of Health Matters and future improvements.

This will help Health Matters to meet its primary aim, to keep staff informed of the programs and

changes being made continually to meet the challenges of the State's health care services.

Queensland Health staff are encouraged to submit current, timely articles and pictures to provide information to other staff.

Staff input, both from submitted articles and the survey results, will help ensure Health Matters remains one of Queensland Health's most valuable communications tool.

We would like to thank all those who took the time to fill out the survey. Your opinions are much valued.

Record \$4.6b health Budget for future growth

A record \$4.63 billion, an increase of \$300 million, part of an additional \$1 billion over four years, has been allocated in the 2003-2004 Queensland Health Budget.

Health Minister, Wendy Edmond, said the Budget would strengthen Queensland's public health system to meet challenges brought about by strong population growth, new technologies and rising health care costs.

"Our strategic vision for the future is a safe, high quality health care system that is sustainable—a health system for Queenslanders that ranks with the world's best," Ms Edmond said.

Highlights of the Budget include:

- an additional \$13.2 million to manage demand for cancer treatment services
- an extra \$13.1 million to realign and expand renal dialysis services for hospital in-patient and home-based care
- an extra \$6.2 million to manage increased demand in intensive care services
- \$10 million for the Elective Surgery Enhancement Initiative to reduce waiting times for elective surgery in Queensland

hospitals

- \$7.3 million to establish a state-wide Skills Development Centre at Herston
- an additional \$8 million in a full year (\$2 million in 2003-2004) for extra inpatient medical services, to manage demand on emergency departments at Logan and Caboolture hospitals
- \$210 million health technology investment over the next four years for medical equipment
- \$272 million in capital initiatives in 2003-2004, including expansion of community health networks, continuing rebuilding of State Government residential aged care facilities, and information technology projects
- an extra \$3.6 million to assist with management of patient travel arrangements
- an additional \$3.2 million to manage demand on cardiac services, including \$2.5 million for services at The Prince Charles and Princess Alexandra hospitals

Other funding includes:

Quality Services

- an extra \$3 million for blood and blood products to manage the

increasing costs of providing a safe supply for treatment of injury and disease

- a \$4.2 million package to enhance rehabilitation services, including \$500,000 for a dedicated rehabilitation unit at the Cairns Base Hospital
- An extra \$8.4 million has been allocated for enhanced mental health services, including:
 - \$2 million for 40 new community mental health positions commencing in 2003-04 to manage the increasing demands on mental health services
 - increased funding of \$3 million to meet the full year-effect funding for 77 new community mental health positions which commenced in 2002-03
 - \$540,000 to improve staffing levels in the high dependency units at the Nambour and The Prince Charles Hospitals to ensure the safe management of highly disturbed patients
 - \$390,000 to staff the 10-bed psychogeriatric unit currently under construction at the Townsville Hospital, and \$1.2 million to manage enhanced inpatient capacity at the Princess Alexandra Hospital acute inpatient unit
 - \$5 million extra for oral health services, maintaining Queens-

land's position of providing the most comprehensive public oral health services in Australia

- \$2.2 million allocation to emergency departments to help manage existing demand pressures

Healthy Communities

Increased funding to a minimum of \$7.5 million brings total funds for the Home and Community Care Program to about \$224 million in 2003-04.

Additional funding of \$1.2 million will assist non-government organisations to meet increasing costs of service delivery, while caring for people in their own home.

- an extra \$1.5 million is allocated in this budget toward the increasing costs of medical aids provided by the Medical Aids Subsidy Scheme
- \$250,000 allocated in 2003-04, with \$0.1 million recurrent funding from 2004-05 to 2006-07, to continue the private-government partnership to reduce the threat from marine stingers along the State's tropical coast
- \$2.7 million is allocated in 2003-04 to continue the Drug Court pilot program in South-East Queensland and expand the pilot to North Queensland
- an additional \$1 million in

2003-04 to enhance promotion of healthy weight, nutrition and physical activity to prevent obesity, with a particular focus on children

Infrastructure

• \$2 million allocated recurrently to support the development of Queensland HealthLinks, a new patient information system which will promote patient-focused and integrated care.

In addition, \$29.8 million in capital funding is allocated to commence the introduction of replacement clinical and patient administration systems.

People

More than 60 per cent of health expenditure is allocated to attract, retain and develop a dynamic workforce.

- an increase of \$175 million in 2003-04 to meet additional employee costs including new enterprise bargaining agreements and awards for nursing, non-nursing and visiting medical staff
- \$330,000 to support clinical career pathways for allied health professionals, as part of continued implementation of the findings of the Allied Health Taskforce.

Complete details of the Budget are on QHEPS.

Quality survey targets resources

The first statewide report on the quality of Queensland's hospital services has been released by Health Minister, Wendy Edmond.

Ms Edmond said Queensland was the first health jurisdiction in Australia to develop a way to measure the quality of its services and report results to the public.

"You can't manage what you can't measure. No other report in Australia goes this far in putting hospital performance under the microscope," she said.

Ms Edmond said *Queensland hospitals in the twenty-first century: leading the way* would indicate where to target resources and make systemic changes, such as service location and networking, and referral and treatment guidelines.

"It shows we are focussed on patient care, meeting future demands, and informing our community so we can receive feedback through district health coun-

cils or local forums," she said.

"Providing health care is complex and will always carry a degree of risk. This is a serious step in addressing concerns about safety and quality that have emerged internationally.

"This report in itself is not a cure. It is our first real step towards looking at the symptoms.

"We have worked with our dedicated clinicians and managers and learnt from international best practice to measure clinical performance, patient satisfaction, efficiency and capacity to respond to changing community needs across inpatient services."

Ms Edmond said clinicians and managers would use this process to look at trends over time and continuously improve patient care, locally and in an integrated, system-wide approach.

She said it was pleasing that the major finding of this initial study report was: Generally, Queensland public hospital clinical

indicator rates were as good as, or better than, the rates for public hospitals throughout the rest of Australia.

"We have worked with the Australian Institute for Health and Welfare to refine data and are now trying to set the agenda nationally for measuring health care performance," she said.

"The Queensland Government is pursuing these improvements under the strategic direction of *Smart State: Health 2020*, and through negotiations with the Commonwealth to secure funding under the Australian Health Care Agreement.

"*Queensland hospitals in the twenty-first century: leading the way* confirms we are the Smart State," Ms Edmond said. "It proves our hospitals are safe, efficient, effective and equal to the best in the country."

The report can be viewed on the Queensland Health website at www.health.qld.gov.au



Dancers from the Aboriginal and Torres Strait Islander Community School at Acacia Ridge performing at the official opening.

Inala centre a boost for mental health services

Mental health services in the southern suburbs of the Princess Alexandra Hospital Health Service District have been boosted with the official opening of the refurbished South Sector Community Mental Health Service premises at Inala.

The service will provide integrated community mental health services to the area's consumers and carers as part of a new direction in mental health services provided by the Princess Alexandra Hospital Health Service District.

The service was officially opened by Health Minister Wendy Edmond.

The refurbished service will give consumers and carers access to:

- consumer-focused mobile assessment that aims to provide treatment in the least restrictive environment
- case management
- coordinated care
- recovery and rehabilitation services
- advocacy, prevention, education, and health promotion
- inter-agency partnerships

The opening ceremony,

attended by more than 100 guests, was held in a marquee in Cormorant Street Parklands near the facility. They were welcomed by Years 1 to 4 dancers from the Aboriginal and Torres Strait Islander Community School at Acacia Ridge.

Members of the local Vietnamese community provided morning tea for the opening.

Among the guests were members of the local Aboriginal, Cook Island, Samoan, Vietnamese and Spanish-speaking communities, district staff and community service providers.

Ms Edmond said: "These services will be delivered by staff who are consumer focussed, skilled, and dedicated to working with consumers to maintain or attain optimal quality of life.

"All of these initiatives are in response to the needs of the community and reflect the importance of providing consumer focussed mental health services that help to break down the barriers and stigma associated with living with mental illness in the community."

Involvement key to health delivery

Mental health consumers and carers would be more intimately involved in their future mental health care and service delivery, said Deputy Director-General (Policy and Outcomes), Norelle Deeth.

Delivering a keynote address at the *Partnerships for Recovery* showcase conference for mental health services in Brisbane last month, Ms Deeth said Queensland Health had published new guidelines for consumer and carer participation.

She said the 27-page action plan, *Towards Consumer Centred Services*, included examples of current good practice which had proved to be effective in various health service districts.

The plan, on the Mental Health Unit's QHEPS intranet site for immediate use by service providers and other staff, will be available more widely on the Internet.

"As you will see in the literature here today, there is considerable evidence that consumer and carer participation in health planning, delivery and evaluation really does improve service responsiveness to consumer needs," Ms Deeth said.

"This can only result in better clinical outcomes for patients. It can reduce the incidence of adverse events and, most importantly, increase consumer and carer satisfaction with their health care."

Ms Deeth said Queensland Health in future would place much

greater emphasis on mental health promotion and illness prevention and early intervention strategies – particularly in partnership with other agencies and non-government organisations.

She said mental health services had received funding increases in recent years, including an extra \$8.4 million in the State Budget, and that such big rises would level off at some future stage.

"The public debate around this year's State Budget shows an increasing awareness and concern in many quarters about the ability of governments to meet the ever growing cost of public expectations and likely future trends," she said.

"This is a real issue facing public health systems across the world as they grapple with a combination of rapidly escalating costs, increasing and ageing populations, expensive new technologies and public demands for higher government spending on other areas of public policy.

"The Queensland Health Minister, Wendy Edmond, has pointed out that these factors are amplified by Commonwealth Government policies which transfer resources to the private sector, while simultaneously putting extra demand on the public health system by discouraging visits to general practitioners through Medicare.

"In the area of mental health, we have recent predictions of an epidemic of senility and related conditions in future years.

"It is not being alarmist to say that measures must be taken now to ensure that the very sustainability of the public hospital system can be maintained in the future.

"The reforms that we are undertaking at the moment need to meet the demands of the future as well as addressing the problems of the past."

New guide aids surveys

Districts can receive help conducting their own consumer satisfaction surveys with a new guide available on QHEPS.

The guide was produced by the Patient Complaints and Surveys Program Area of the Quality Improvement and Enhancement Program.

Program Area Manager Carol Hobson said the guide would help provide valid, reliable and meaningful results.

"It is designed to complement standard texts on survey research and provide a consistent overview," she said.

"This should help health services effectively use surveying to collect and use consumer feedback to make improvements. We encourage districts to use the survey tool to make improvements.

"It can be used to broaden the scope of the pilot statewide Queensland Health Patient Satisfaction Survey in 2001."

First year school pain eased

Queensland Health is taking part in a cross-government program to provide support for children and their families in the first years of schooling.

Coordinated services are provided for children aged between four and eight years through the First Years Preven-

tion project for children at risk of poor education and social outcomes.

Nurses, councillors, teachers and other professionals from Queensland Health, Department of Families, and Education Queensland are taking part in the program in conjunction with local communities.

Awards for excellence

Nominations are sought for the fifth annual Premier's Awards for Excellence in Public Sector Management.

The awards provide an opportunity to nominate outstanding projects from teams whose exemplary service to the Queensland community deserve recognition.

They are specifically designed to attract nominations from work units and teams, rather than individuals, which have delivered a positive result for communities throughout the State.

Awards are offered in eight categories: Strengthening Rural and Regional Queensland; Innovation and Creativity; Community

Engagement; Partnership and Reconciliation; Focussing on our People; Sustainable Environment; Growing Queensland's Economy; and Leadership Excellence.

Nominations for the awards, which attracted a record 144 nominations last year, close on Monday, 4 August.

Each nomination must be endorsed by the relevant Chief Executive Officer of the department.

For guidelines and nominations forms contact the Awards Coordinator, Trish Reddy, Department of the Premier and Cabinet, phone 3405 6220, fax 3224 4065 or e-mail: excellence.awards@premiers.qld.gov.au

Surgeon's expertise aids sick koala

A leading surgeon from the Princess Alexandra Hospital assisted Dreamworld's resident veterinarian to perform Australia's first laparoscopic surgery on a koala at Dreamworld.

The operation was a collaborative attempt in May to apply life saving human surgery techniques for use on injured and sick koalas.

Lead by the hospital's Deputy Director of Surgery, Dr Daryl Wall, the delicate surgical procedure was showcased to veterinary surgeons and wildlife carers to demonstrate how to use the equip-

ment, originally designed for human surgery, but now available for veterinary use in South East Queensland.

Dr Wall said that while laparoscopic or 'key hole' surgery had been used in human medicine for many years and in other veterinary surgery, this was the first time it had been used in treating koalas.

Dog attacks and car accidents are the two main causes of koala injuries and often they sustain internal injuries from these incidents without showing any external symptoms.

Until now, the only way to determine the extent of injury was via traditional surgery, resulting in a massive wound and extended healing time, which can be traumatic for any animal.

Dr Wall said laparoscopic surgery was a much less invasive procedure, which meant the recovery period was halved, causing less stress on the animal and a greater chance of survival.

As a result of the success of this Australian first, Dreamworld has had additional surgical equipment donated for use on sick animals.



Orphaned female koala, Lucy (20 months old), who had been diagnosed with reproductive tract cysts, being operated on by Dr Daryl Wall.

Forensic clinician positions filled

Experienced mental health professionals from nursing, social work and psychology backgrounds have filled the 16 district-based forensic resource clinician positions approved recently for district mental health services.

Acting Manager, Community Forensic Mental Health, Lee Strahan, said that to coincide with the appointments, the Integrated Forensic Mental Health Service (IFMHS) developed a five day workshop for the clinicians.

"The aim was to expose them to the broad endeavour of forensic mental health in Queensland and to encourage the development of a network of district based spe-

cialist forensic clinicians," he said.

The workshop was held at Community Forensic Mental Health Service, Brisbane, and at The Park - Centre for Mental Health.

Lee said the training exposed clinicians to a diverse range of topics relevant to forensic mental health.

He said these included forensic provisions of the Mental Health Act and current legislation; an overview of the forensic mental health service structure; clinical issues relevant to consumers with forensic mental health concerns; cultural sensitivity concerns with Indigenous background consumers; victims

of crime issues; and information and advice to policy change and protocol development.

Presenters were drawn from the IFMHS and the Mental Health Unit (Corporate Office) and from external agencies like the Mental Health Review Tribunal, Queensland Police, Community Corrections and the Department of Corrections.

Lee said strong support came from the participants for the development and maintenance of a statewide network between all district forensic clinicians and specialist forensic services throughout Queensland.

He said a number of strategies were put into place to ensure this.

Burns pioneer's award a 'first'

By Karyn Thomas
QUT intern

Esteemed burns surgeon at the Royal Brisbane and Women's Hospital's, Professor Stuart Pegg has done what no other Australian has done before - he has won the prestigious and highly coveted Guiseppe Witaker International Burns Prize.

The prize is run by the G. Witaker Foundation, based in Italy, and recognises outstanding burns related scientific activity.

Despite the high standards of entrants from around the world, the adjudicating committee unanimously declared Professor Pegg the winner.

The committee praised his treatment of burns patients across Queensland and north east Australia. He has contributed significantly to improving patients' prognosis, treatment and rehabilitation.

Professor Pegg said he was honoured to receive such a prestigious international award, which he will receive in Italy in November. This award will not be presented again until 2005.

Professor Pegg was recently honoured with the Royal Brisbane/Women's Hospital burns unit being renamed after him.



Health Minister Wendy Edmond unveils Professor Pegg's commemorative plaque.

"It was very kind of the hospital, especially as people don't tend to name things after you until you're dead," he said.

The Professor Stuart Pegg Adult Burns Centre was officially renamed by Health Minister Wendy Edmond with former patients present to acknowledge his achievements.

The Royal Children's Hospital Burns Centre has also been renamed the Stuart Pegg Burns Centre in acknowledgment of his distinguished career and contributions to burns treatment.

He received a Member of the Order of Australia (AM) in the 1995 Queen's Birthday Honour list, which he considers one of his greatest achievements.

Professor Pegg pioneered burns treatment in Australia, establishing the first Australian burns ward and the multi-disciplinary team approach, which was revolutionary at the time.

An era was ended last month when Professor Pegg retired.

"I'm 71 and they tell me I need to be thinking about retiring so I can live life," he said.

"I don't really want to go but you have to at some time and I'm looking forward to getting some rest."

He will maintain links with the hospital and stay on until the new director and assistant are settled in.

Coordinated planning aims to fight isolation

A new cross-government project is tackling the problem of social isolation, identified by all participants as an important issue affecting older people.

Major funding is from the Home and Community Care and Mental Health Units of Queensland Health and the Commonwealth Department of Veterans' Affairs.

The Queensland Department of Families is the lead agency and project manager.

Families Seniors Interests Unit has successfully negotiated funding for the project, described by the unit manager, Peta Jervois, as an exciting opportunity to work together and pool resources.

"Factors that put older people at risk of social isolation include leaving the workforce, loss of transport options, disability and ill health, loss of relationships and social networks," Peta said.

"A strong association exists between communication and interaction with others and physical and mental well-being.

"This project will identify innovative, sustainable and transferable models that can

reduce social isolation."

The Australasian Centre on Ageing has conducted a literature review and the project is moving into its second phase: the mapping of local responses to social isolation.

Senior Policy Officer Susan Chisholm said that this phase would involve meetings and forums in communities throughout the State.

"We will then implement and evaluate demonstration projects," Susan said.

"There is a high level of interest in the project at both national and State levels and dissemination of the project findings will be a priority."

Other departments providing significant 'in kind' support are the Ministerial Advisory Council for Older Persons, the Commonwealth Department of Health and Ageing, Queensland Transport, the Australasian Centre on Ageing, the Aged and Community Care Reform Unit of Queensland Health, and Multicultural Affairs Queensland and the Office for Women from the Department of the Premier and Cabinet.

Stroke survivors sought

People who have had a stroke affecting their arm are needed for a University of Queensland study.

The aim of the study is to assess the effectiveness of a new form of therapy that, when applied to an arm muscle, retrains the arm to reach.

The therapy is designed to promote arm recovery in stroke survi-

vors with some movement but little or no use of their arm

Participants, who must live in Brisbane, will receive therapy sessions in their home and be required to attend the university at St Lucia for three tests over four months.

Contact: Ruth Barker, on phone 3365 4567 or by e-mail: r.baker@shrs.uq.edu.au

Workshops foster a healthier Roma

The eight health facilities in the Roma Health Service District (RHSD) have held workshops in Creating a Healthier Roma Health Service District since the initiative was conceived in December last year.

Health Promotion Officer, Sharon Thompson, said participants were impressed with the quality of the workshops and the timeliness with which it fitted into the current district's strategic direction.

"The program fits in with the district's vision of being a 'truly great place to work', where staff are valued as individuals and recognised by the organisation, their peers, and colleagues," she said.

"As part of this vision, the district is aiming to increase staff morale, decrease absenteeism and injury, and reduce workplace stress.

"Creating a Healthier RHSD is just one of the district's approaches.

"It is initially focusing on health staff, demonstrating that they are the district's most valued resource.

"Once staff are implementing the messages presented in the workshops, the health flow-on effects to the



Staff from Injune enjoying one of the workshop's practical activities.

community should be substantial."

Sharon said the Creating a Healthier Queensland workshops provided the opportunity for staff to brainstorm and start introducing ways to initiate healthy nutrition and physical activity practices into the workplace.

She said each health facility has the support of local facility management and the district manager and was implementing initiatives that

were quite revolutionary.

Examples include healthy lifestyle groups, pilates and yoga at lunch time, regular healthy lunches, walking groups and taking clients for a walk, daily stair walking, and the provision of healthier choices at staff social get-togethers.

For more information contact the Creating a Healthier RHSD team at the Roma Primary Health Care Unit, phone 4622 2277.

Workplaces targeted in men's health campaign

A mobile van will visit workplaces and provide men with access to information about a range of specific health issues in a 12-month trial by Queensland Health to improve men's health.

The Better Health for Working Men project was developed in partnership by Queensland Health and Rotary International following data showing Queensland men have a shorter life expectancy than females, and higher rates of hospitalisation from injuries, circulatory and respiratory conditions.

Queensland Health has allocated \$95,000 to engage a project team specialising in men's health promotion, and \$10,000 to employ an officer to staff the van during its workplace visits.

The initial project will be a 12-month trial in the northern Brisbane area and Fisherman Islands.

Rotarian Len Deverall, Chairman "Concern for the Aging" said Rotary was proud to be involved with the project, which was a first for Australia.

"Local Rotary Clubs worked very hard to raise \$135,000 to

finance the project," he said.

"Port of Brisbane Corporation contributed \$25,000 to the project as part of their commitment towards their mainly male workforce."

Men view their own health differently to women and the *Better Health for Working Men* project is deliberately designed to take men's thinking into account.

Traditionally, men do not seek advice from health professionals as often as women, and the mobile van will serve the important purpose of taking the information to them.

The van has audiovisual displays and computer software which informs men about how heart disease, stroke and cancer develop and positive steps which can be taken to address these diseases, as well as information on mental health issues and injury prevention.

The display encourages men to take responsibility for their own health, and seek the advice of a general practitioner on their health status and how they can make healthier choices in the future."

Schedule for services

Queensland Health, through the BreastScreen Queensland Program, provides dedicated and accredited breast cancer screening services through a statewide network of screening and assessment services.

Scheduled services are:

Mobile Services

Toowoomba: 3-6 July, Cunnamulla; 8 July, Thargomindah; 10 July-early August, Charleville.

Townsville: 2 July, Cloncurry; 4 July-10 October, Mt Isa; 13-17 October, Julia Creek; 20-24 October, Richmond; 27 October-7 November, Hughenden; 10-12 November, Pentland; 14 November-23 January, Charters Towers.

Rockhampton: 7-9 July, Rockhampton Indigenous Health; 11-16 July, Alpha; 18-30 July, Winton; 31 July-27 August, Longreach; 29 August-2 September, Tambo; 3-16 September, Blackall; 17 September-1 October, Barcardine; 6-17 October, Sap-

phire; 20-29 October, Springsure; 30 October-7 November, Capella; 10 November-11 December, Yeppoon.

North Brisbane: until 11 July, Brighton.

Relocatable Services

Gold Coast: until 31 July, Robina.

Bundaberg: until 12 September, Harvey Bay.

Cairns: 3-9 July, Mornington Island; 14-18 July, Karumba; 22-24 July, Doomadgee; 25-28 July, Burketown; 29 July-6 August, Normanton.

Statewide Service

Until 2 July, Maleny
Women can arrange a free breast screen by calling 13 20 50, for the cost of a local call, and will be connected to their nearest BreastScreen Queensland Service. Individual and group bookings are also available.

Contact: Women's Cancer Screening Services on 3234 1596.

Accuracy key to personal records

Information sessions by the Privacy Project Team are continuing throughout the State ahead of the 8 September implementation date for Information Standard 42A.

The Team is in the process of completing the targeted privacy compliance reviews at 11 Queensland Health sites.

This month the focus is on National Privacy Principle (NPP) 3: Data Quality, which states:

"An organisation must take reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up-to-date."

Information Standard 42A does not go into detail on quality requirements, but the following information may be helpful.

Under NPP 3 Queensland health must take reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up-to-date.

The principle recognises that all decisions departmental officers make (whether clinical or administrative) should be based on accurate and complete facts.

In terms of health service delivery, maintaining quality health information is necessary for informed decisions about health care and treatment. Maintaining quality health information also facilitates

continuity of care.

This does not mean that departmental officers are required to check all data held continually.

Rather, reasonable steps should be taken when the data is collected to ensure that it is accurate, complete and up-to-date.

Reasonable steps should also be taken to check data before use or disclosure.

Factors to consider in determining "reasonable steps" include:

- the likelihood that the information in question is complete, accurate and up-to-date

- whether the information is likely to change over time (For example, date of birth will not change but address and contact details may change frequently and should be regularly checked)

- the need to maintain quality health information (For example, at each episode of care officers should verify the individual's nominated general practitioner and/or other referring health provider, and the individual's emergency contact person and contact details)

- how recently the information was collected
- how reliable the information is likely to be (This may include professional judgements about whether, or what, clinical information requires verification);

- who provided the information (If the information was collected from a third party the need to confirm its integrity may increase)
- how the information will be used, or under what circumstances it is being disclosed.

The most reliable way of checking is to consult the original source of the information. However, sometimes it may not be reasonable to do so because, for example, the original source may no longer be available; checking back with the original source may be unreasonably expensive; or the consequences of the information being incorrect are not considered to be serious.

If it is not reasonable to check with the original source, other methods of ensuring data quality may need to be applied. For example, when doing a bulk mail out it would not be reasonable to check name and address details with each individual at the time. However, it would be reasonable to make sure that changes of address are processed quickly and accurately in maintaining the contact database. If the database is to be used on an ongoing basis, individuals could be periodically reminded to advise of changes in contact details.

Contact: the privacy website on QHEPS at <http://qheps.health.qld.gov.au/privacy/home.htm>

Major points of new Award

A Full Bench of the Australian Industrial Relations Commission handed down its final decision on 16 May following arbitration to establish wage increases and conditions of employment for nurses employed in the Queensland Public Health Sector.

The award will replace the Interim MX Award 2002 and the former certified agreement, EB4.

Full details and copies of the awards will be provided as soon as possible, however the significant points from the decision are:

Wage Increases

- nurses will receive wage increases on the basis 3.8 per cent or \$25 a week whichever is the greater with effect from the first pay period on or after 25 October 2002
- subsequent increases of 3.8 per cent or \$25 a week whichever is greater per 13 months period ie; first pay period on or after 25 November 2003; first pay period on or after 25 December 2004.

Salary Packaging

- nurses will be allowed to sacrifice up to 50 per cent of salary payable in line with all other Queensland Health employees.

New Career Structure

- the Nursing Officer (NO) career structure will be implemented with the new wage rates applying from the first pay period on or after 16 May 2003

Attraction and Retention Payment

- an attraction and retention (A&R) payment will be made to Nursing Officer Level 1 (NO1) and Nursing Officer Level 2 (NO2) with effect from first pay period on or after 16 May 2003

PEOPLE MATTER

- the A&R percentage increases are 4 per cent (payable to NO1) and 2 per cent (payable to NO2).

Business Planning Framework

- as per the Interim Award (dated 25 October 2002).

Casual Employment

- casual nurses will be entitled to payment at the appropriate overtime rate for working in excess of 32 hours in any week.

Continuing Education Accelerated Advancement Entitlement

- Nursing Officers at NO1 to NO4 levels, who hold continuing educational credentials acceptable to the employer and in a relevant clinical field to the employees current position, shall be entitled to accelerated advancement and allowances.
- Eligible employees will be entitled to accelerated advancement by one paypoint within their classification level and upon completion of 12 months service at the top paypoint of that classification, an allowance of 3.5 per cent for Graduate Certificate, Graduate Diploma, or credential of equivalent value, or a second degree; or 5.5 per cent for a Masters or PhD will be payable. The percentage allowance is tied to the eighth paypoint of the Nursing Officer 1 (NO1) rate.

Relieving In-Charge and Special Duty Allowance

- a Nursing Officer level 1 (NO1) where designated by the employer be in charge of a shift shall be entitled to payment of an allowance of \$8.40 for each shift of ordinary hours.

Recognition of Previous Nursing Experience

- employees shall be given credit for all previous nursing experience including time spent in obtaining additional nursing certificates/qualifications

The new award contains a calculation matrix, which has regard to the number of years of absence and previous nursing experience. Based on these criteria, the matrix determines the commencing rate of pay for all nurses.

Night Shift Penalty Rate

- The Australian Industrial Relations Commission has determined an increase in the applicable Night Shift Penalty for nurses increasing the allowance from 15 per cent to 17 per cent payable from first pay period on or after 16 May 2003.

Patient Escorts

- this previously existing provision has been extended to provide for the payment of overtime for hours outside of ordinary rostered hours when the employee is returning on the same day without a patient.

This article is provided for information purposes only. The final Award should be used to apply the provisions.

Contact either Bruce Hayward Team Leader Employment Relations and Strategies on 323 40059 or Liz Piper-Cruickshank Senior Employment Relations Officer, Employment Relations and Strategies on 323 41569.



Carol Mitchell with the hospital's award.

Hervey Bay Hospital is the best employer

Hervey Bay Hospital, in the Fraser Coast Health Service District, won Employer of the Year 2002 at the inaugural Hervey Bay Student Industry Training Experience awards.

District Transition Nurse Educator Carol Mitchell accepted the award on the hospital's behalf.

"Hervey Bay Hospital was nominated as a finalist and I am pleased to say we won," she said.

"We were congratulated as a committed team of health care professionals, administrative and operational personnel who continued to work towards assisting and promoting today's youth in becoming tomorrow's employers and employees."

Carol said the hospital hosted up to 20 students a year on work experience who were placed in all parts of the hospital including clinical areas.

"The hospital is involved in a workplace learning program which helps students gain industry relevant skills."

Carol said through the program students participated in structured vocational placements with monitoring and support.

Nominations for the awards were based on career paths, employment opportunities offered, evaluation and feedback processes from employers, students and teachers.

SSI bulletin now on-line

The first Queensland Health Shared Services bulletin is available on the Queensland Health Electronic Publishing Service.

Shared Services Initiative Steering Committee chair Tony Hayes said the bulletin, also e-mailed direct to the Executives list on GroupWise, complemented a new series of fact sheets recently added to the site.

"This first bulletin is a 'snapshot' of what has happened with Shared Services in Queensland Health to date, and informs staff about coming SSI events," he said.

"It contains a summary of some key points about the recent agreement between Queensland Health and the Queensland Public Sector Union in the Industrial Relations Commission.

"Ideally, managers should spread the bulletin around— either through e-mail or face-to-face at

staff meetings—and talk with their staff about Shared Services.

"While the bulletin will keep staff up to date with new developments in SSI as they come to hand, the Fact Sheets are more of a reference tool for specific SSI topics, such as quarantining and the shared service providers.

"We've also included an expanded list of frequently asked questions on the site.

"I strongly encourage all staff to get hold of the Bulletin—either from QHEPS or their manager—and get some discussion going about this very important initiative."

Tony said staff could e-mail questions to the SSI hotline at QH_SS_Infoline@health.qld.gov.au

"Sure, this is a challenging time for our organisation, and I want to assure people that they have this very direct line of communication available to them," he said.

Hi-tech program for nursing homes

Queensland Health's 21 State Government nursing homes are currently entering a new age of computer information technology with the introduction of the Aged Care Information Management System or ACIMS.

The new computer program consists of four modules that computerise the whole spectrum of aged care from financial management to clinical care, and replace older systems such as HIBCS.

Principal Project Manager, Anne McMahon, said the complex needs of the aged care industry could not be met by previous systems such as HIBCS.

"In this era of revenue retention, we needed to look for specialised programming which can maximise the potential income from our aged care facilities as well as improve the service we offer our aged care residents and their carers," Anne said.

The new system introduces a computerised care-planning module for the more than 300 registered nurses as well as physiotherapists, diversional and speech therapists working in Queensland Health's aged care facilities.

"This new system introduces a more time efficient and standardised approach to meeting the needs of our residents," Anne said.

"It is a big leap into the world of IT for some of our registered nurses who had never touched a computer before the system was introduced.

"They can't wait to show their kids what they have learnt. Most of them are excited about learning this new skill which should make part of their job easier," she said.

The project team, Anne, Principal Project Manager, Leanne Trapnell, Client Team Leader and Stuart Woodley, Sen-

ior Project Officer, are spending most of this year travelling over 100,000 kilometres across the State visiting all Queensland Health aged care facilities to assist with the transition to this new system.

"Its great to see how each different facility is set up to meet its unique needs and working with the nursing home, administrative and finance staff to see how we can best use the system to optimise benefits for residents, staff and Queensland Health," Anne said.

To advertise in **Health Matters** contact **John Treacy and Associates** phone: (07) 3846 0655, fax: (07) 3846 0677 or e-mail: jta@bigpond.com

Address by French expert

Microbes and the Gastroenterologist is the theme of the Australian Gastroenterology Week conference to be held at the Cairns Convention Centre on 7-10 October.

International and national speakers include Jean-Frederic Colombel, a French gastroenterologist, who will present the

Bushell Lecture.

The conference will include workshops on hepatology, endoscopy, paediatrics, and inflammatory bowel disease.

Contact: Ozacomm, PO Box 164 Fortitude Valley, Queensland, 4005, phone 1800 814 611, fax 3854 1507, e-mail: ozacomm@ozacomm.com.au

infomatters

Students given help on career choices

Fourteen Queensland Health staff volunteered to talk to Indigenous high school students about careers in Queensland Health at the 2003 Indigenous Careers and Education Opportunities Convention in Brisbane.

More than 2000 students from schools as far away as Nambour, Dalby and Palm Beach took part in student forums, job search workshops and careers information booths.

Coordinated by Charlie Jia, from the Indigenous Workforce Team, the Queensland Health booth was supported by staff from the Indigenous Health Unit at Queen Elizabeth II Health Service District, Corporate Development, Royal Brisbane Hospital, and the Princess Alexandra Hospital Aboriginal and Torres Strait Islander Hospital Liaison Unit.

The Queensland Health booth was designed to provide students with interactive activities and careers information.

Students queued to see the dirt on their hands in the Germ-Buster box, the inside of an eardrum, and watch physiotherapists demonstrate massage and rehabilitation exercises. Students asked questions about the training required for jobs in Queensland Health.

Kirsti Trevor and Nathan Power of the Queen Elizabeth II Hospital Health Service District and other volunteers spent many hours organising handout material and information for students.

The material included information about Careers in Health, Indigenous Health Pathways, Nursing and Indigenous Career Paths at Princess Alexandra Hospital.

The handouts, information and activities were later reviewed and suggestions for improvements for next year were discussed, together with ways to develop an



Physiotherapist Anna Pietzsch with Tamiaka Jones from Redland Bay School.

ongoing communication relationship with schools.

Joint talks

For the first time, the Health Information Society of Australasia (HISA) and the Royal Australian College of General Practitioners (RACGP) will hold a joint conference, bringing Australia's health and technology together under the one roof.

The 11th Health Informatics Conference and the 12th RACGP computer conference will be held at the Sydney Convention and Exhibition Centre, Darling Harbour, from 10-12 August.

Internationally renowned

speakers from the United States, The Netherlands, and England will address the conference, expected to attract more than 1500 leading general practitioners and other health professionals. RACGP President, Professor Michael Kidd, said the aim of the conference was to improve the quality of care that could be provided to patients through the appropriate use of new technology.

"This joint conference opens the door to general practitioners so they can absorb the latest research, practice and industry standards, while researchers and industry can develop links with general practice," he said. Contact: Joan Edgecumbe, Event Manager, phone (03) 9388 0555, or e-mail: www.hic.org.au

Health expo

The Australian Medical Association will hold its International Health Expo at the Brisbane Convention and Exhibition Centre, South Bank, on Friday 25-Saturday 27 July.

The expo will showcase a wide range of health and lifestyle topics, from diet and fitness, well-being and beauty, to traditional scientific and alternative medicine.

Free retinal photography will be performed on Saturday and Sunday between 11am and 2pm by the Australian Medical Association President, Dr Bill Glasson.

Dr Sandra Cabot, author of the book, *The Liver Cleansing Diet*, will present seminars on Saturday and Sunday.

Contact: Health Expo Project Coordinator, phone 3872 2220, fax 3856 4727.

Diary...

July

- To 6** Epilepsy Week
Epilepsy Queensland Inc.
Phone: 3435 5000
- 5-6** Kangaroo Point Jazz and Blues Festival
Paraplegic and Quadriplegic Association of Queensland
Phone: 3391 2044
- 6** Guide Dog Open Day Queensland
Guide Dogs Queensland
Phone: 3264 0226
- 6** Gold Coast Marathon
Multiple Sclerosis Society of Queensland
Phone: 3840 0820
- 6-12** National Blood Donor Recognition Week
Australian Red Cross
Phone: 13 14 95
- 6-13** NAIDOC Week
Aboriginal and Torres Strait Islander Commission
Phone: (02) 6121 4000
- 11** World Population Day
United Nations
Phone: (02) 9262 5111
- 13-19** National Diabetes Week
Diabetes Australia
Phone: 3239 5666
- 14-20** Disability Action Week
Disability Services Queensland
Phone: 3224 8444
- 18** 100%IN CONTROL Rock Eisteddfod Challenge-Toowoomba
Queensland Health Alcohol, Tobacco and Other Drug Services
Phone: 3234 0344
- 20** Terry Fox Run
Queensland Cancer Fund
Phone: 3258 2241
- 20-25** Family Doctor Week
Australian Medical Association Queensland
Phone: 3872 2221
- 20-26** National Glaucoma Week
Glaucoma Australia
Phone: 1800 500 880
- 20-26** Pituitary Awareness Week
Australian Pituitary Foundation
Phone: (02) 9630 7423
- 23-25** 100%IN CONTROL Rock Eisteddfod Challenge-Brisbane Heats
Queensland Health Alcohol, Tobacco and Other Drug Services
Phone: 3234 0344
- 20-26** National Glaucoma Week
Glaucoma Australia Inc
Phone: 1800 500 880
- 25-27** International Health Expo
Australian Medical Association - Queensland
Phone: 3872 2221
- 28** 100%IN CONTROL Rock Eisteddfod Challenge-Mackay
Queensland Health Alcohol, Tobacco and Other Drug Services
Phone: 3234 0344
- 30** 100%IN CONTROL Rock Eisteddfod Challenge-Longreach
Queensland Health Alcohol, Tobacco and Other Drug Services
Phone: 3234 0344

In retrospect...

A review of some articles from previous Health Matters

- December** Emergency disaster skills put to test
Scholarship scheme praised by nurses
Bowel cancer community study in Mackay
- February** Actors add reality to trauma exercise
United effort reunites family
\$510 million hospital redevelopment completed
- March** Healthy heart program gains award
Mother-daughter graduate together
Innisfail district pilots rural project
- April** Healthy heart program gains award
Dynasty of doctors boost Ipswich
Program a magnet for nurses
- May** Rural vaccination campaign targets Q Fever
Indigenous health involved in all planning
New program explores telemedicine
- June** Cairns midwives celebrate caring success
Family connections show change in nursing
Quality project achievements praised

Innovations examined

Two video conferences will be held in September and October by the Independent Living Centre (ILC) as part of its program to offer information, advice and trials on equipment and home modifications for people with a disability, aged related difficulties, carers and health workers.

What's new in recent equipment innovations is the theme of the 17 September video conference, while the 8 October conference looks at wheelchairs under

the new Medical Aids Subsidy Scheme Standing Offer Arrangement. The ILC's mobile outreach schedule for the rest of the year is: 14-19 July, Cairns and surrounding areas; 21-25 July, Cape York; 18-22 August, Townsville and surrounding areas; 1-5 September, Mackay; 13-24 October, Central Queensland; and 10-14 November, Wide Bay.

Contact: ILC, phone 1300 885 886, 3397 1224, fax 3394 1013 or e-mail: mail@ilcqlld.org.au