

Stories from the
Stewardship Report 2007

Who is my neighbour?



• SISTERS OF CHARITY •
HEALTH SERVICE

Comprising

St Vincent's & Holy Spirit Health, Queensland • St Vincents & Mater Health, Sydney
St Vincent's and Mercy Private, Melbourne • St Vincent's Health Melbourne

Who is my neighbour?

But the man was anxious to justify himself and said to Jesus: 'And who is my neighbour?'

In answer Jesus said:

'A man was once on his way down from Jerusalem to Jericho and fell into the hands of bandits; they stripped him, beat him and then made off, leaving him half dead.

Now a priest happened to be travelling down the same road, when he saw the man, he passed by on the other side. In the same way a Levite who came to the place saw him, and passed by on the other side.

But a Samaritan traveller who came on him was moved with compassion when he saw him. He went up to him and bandaged his wounds, pouring oil and wine on them.

He then lifted him onto his mount and took him to an inn and looked after him.

Next day he took out two denarii and handed them to the inn keeper and said: "Look after him, and on my way back I will make good any extra expense you have."

Which of these three, do you think, proved himself a neighbour to the Man who fell into the hands of the bandits?

He replied: 'The one who showed pity towards him.'

Jesus said to him: 'Go and do the same.'

(Luke 10:29-37)



• SISTERS OF CHARITY •
HEALTH SERVICE

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1. Introduction

It is with much pleasure that we are able to present to you some of our stories, our parables that have come from our Stewardship Report for 2007. Each year the Sisters of Charity Health Service contributes a considerable amount of money back into the community for the financing of programmes that otherwise would not be funded and therefore would be unable to occur. Our contribution is also measured in volunteer hours and by giving 'in kind' donations.

For us as a Catholic Health Service, our Stewardship relates to the Gospels.

This requires us to use our God given talents, gifts and resources for the common good of all people according to our values of justice, excellence, compassion and human dignity. Exercising our value of unity, we do our best to form good relationships with others in dialogue with all levels of society. As a 'just' healthcare system we must be concerned with the promotion of equity of care so that the rights of each person are respected. (SCHS Mission Framework 2006-2010)

Working for the common good of all people is core to our Mission and is

central to Catholic social thought and teaching. As a Catholic health care provider we are therefore challenged to examine our work practices, our ethical perspectives, our commitment to those who are disadvantaged and marginalised and our commitment to the environment. We must be responsible for whom we say we are in the light of our Gospel Values.

This publication attempts to capture some of our stories which reflect the Gospel. These are our parables as we look to serve our neighbour in our society today.



2. Who are we?

The Sisters of Charity Health Service (SCHS), together with its partners, forms one of Australia's leading Catholic, not-for-profit, diversified healthcare providers

Our health service is founded on a firm commitment to our Mission and Values, based on the Gospel and Catholic social teaching in the spirit of Mary Aikenhead, founder of the Sisters of Charity.

Our broad ranging health services span across the public, private and aged care health sectors in: New South Wales - St Vincents & Mater Health Sydney (SV&MHS); Queensland - St Vincent's and Holy Spirit Health (SV&HSH) and in; Victoria – Public: St Vincent's Health Melbourne (SVHM); Private: St Vincent's and Mercy Private Hospital (SV&MPH).

Our health services include:

- tertiary referral centres,
- adult acute health services,
- sub acute care,
- diagnostic services including pathology & radiology services,
- public and private rehabilitation,
- extensive allied health services,
- inpatient and community mental health,
- public and private emergency centres,

- inpatient and community based palliative care,
- correctional health,
- community health,
- a full range of aged care services, including acute, residential and community care and,
- research institutions.

These services are enhanced through medical, nursing and allied health education, a strong commitment to research and continued growth in both outreach services and social accountability programmes.

Jointly our facilities comprise 4 public hospitals, 7 private hospitals and 10 aged care facilities, totalling over 2,500 hospital beds across both the public, private and aged care sector. Additionally we provide over 1100 aged care places throughout New South Wales, Victoria and Queensland. Our services employ approximately 13,000 staff, are affiliated with over 2500 Medical Practitioners and Specialists, with over 1300 volunteers also providing support services. Each year our health services provide over a million occasions of service through inpatient and day only

admissions, whilst over a million episodes of care are accessed through our outpatient services.

Research is a fundamental component of our health services with extensive research facilities across our public health services. The Sisters of Charity Health Service includes three major research facilities namely: Victor Chang Cardiac Research Institute), Sydney; St Vincent's Institute, Melbourne and; Bernard O'Brien Institute of Microsurgery, Melbourne. We also have a close association with the Garvan Institute of Medical Research, Sydney.

Central to our success is our vision of "Working together for healthier communities...for the love of Christ" and our commitment to ensuring the long term viability of Catholic healthcare in Australia.

Our vision is enriched by working together with others. SCHS has formed constructive partnerships with the Missionary Sisters of the Holy Spirit and the Sisters of Mercy and are committed to working with others to provide the best possible care to the community within the resources available to us.



Mary Aikenhead,
Foundress of the Sisters of Charity.

3. Volunteering

What is the most important thing in life? Clearly it is not so much what we do but the spirit with which we do it that counts. The only thing worth spending my life on is something that makes life richer, warmer, fuller, happier...

These words of Joan Chittister are certainly true for those who volunteer.

The Sisters of Charity Health Service (SCHS) is very fortunate to have hundreds of volunteers working with us in our health ministry. Our volunteers are people who want to give something back to the community. Their motivation is a philanthropic one. Volunteers generously donate their time and energy and commit themselves to our Mission and Values. They are not paid staff, their reward is in knowing the pleasure and support they bring to others and this motivation impacts positively on our Health Service. Our Volunteers generally have very good personal skills and come from a variety of backgrounds ranging from professional to non-professional.

Many of our volunteers have an affiliation with our Health Service, through Church and school. Some have worked in our hospitals before or have had a family member who has done so. Our volunteers can be found in all of our facilities, visiting patients with shopping and library service, sitting with patients who may be at risk of falling out of bed,

playing music, attending to patient's flowers and offering to feed patients when they are having difficulty. They provide administrative support in patient services and medical records. We find them supporting staff and families in our palliative care services and work in many areas in our outreach and community services working with refugees, the aged and disadvantaged in the community. At the moment we have approximately 1026 volunteers contributing 111,876 hours.

Another important group of volunteers are our Board Members. These are highly professional people who selflessly give of their wisdom, guidance and knowledge. They take on the huge responsibility of the Governance of our Health Service and ensure that our Mission in health is viable while maintaining our Catholic Identity. Besides attending our monthly Board meetings they serve and contribute on a number of Board Committees. Currently we have 109 Board Members contributing approximately 13100 volunteer hours.

Our youngest volunteer is Alistair MacGavin, 14. Alistair has been playing piano for our residents in the Ellerslie Unit at St. George Hospital in Melbourne since he was eight years old. We owe a big thanks to Alistair and his parents, Catleya and Alan who transport Alistair to St. George's each week. He brings so much joy to our residents who enjoy a range of musical styles, together with his unique banter.

Liz is a volunteer at Port Philip Prison, helping patients in the St. Vincent's-run St. Paul's psychosocial unit to read and communicate. Liz travels more than 60 kilometres each week from her home to the prison on the other side of Melbourne. "I value the effort the boys in St. Paul's put into our time together... their sense of humour. And I have no trouble telling them to belt up when necessary."

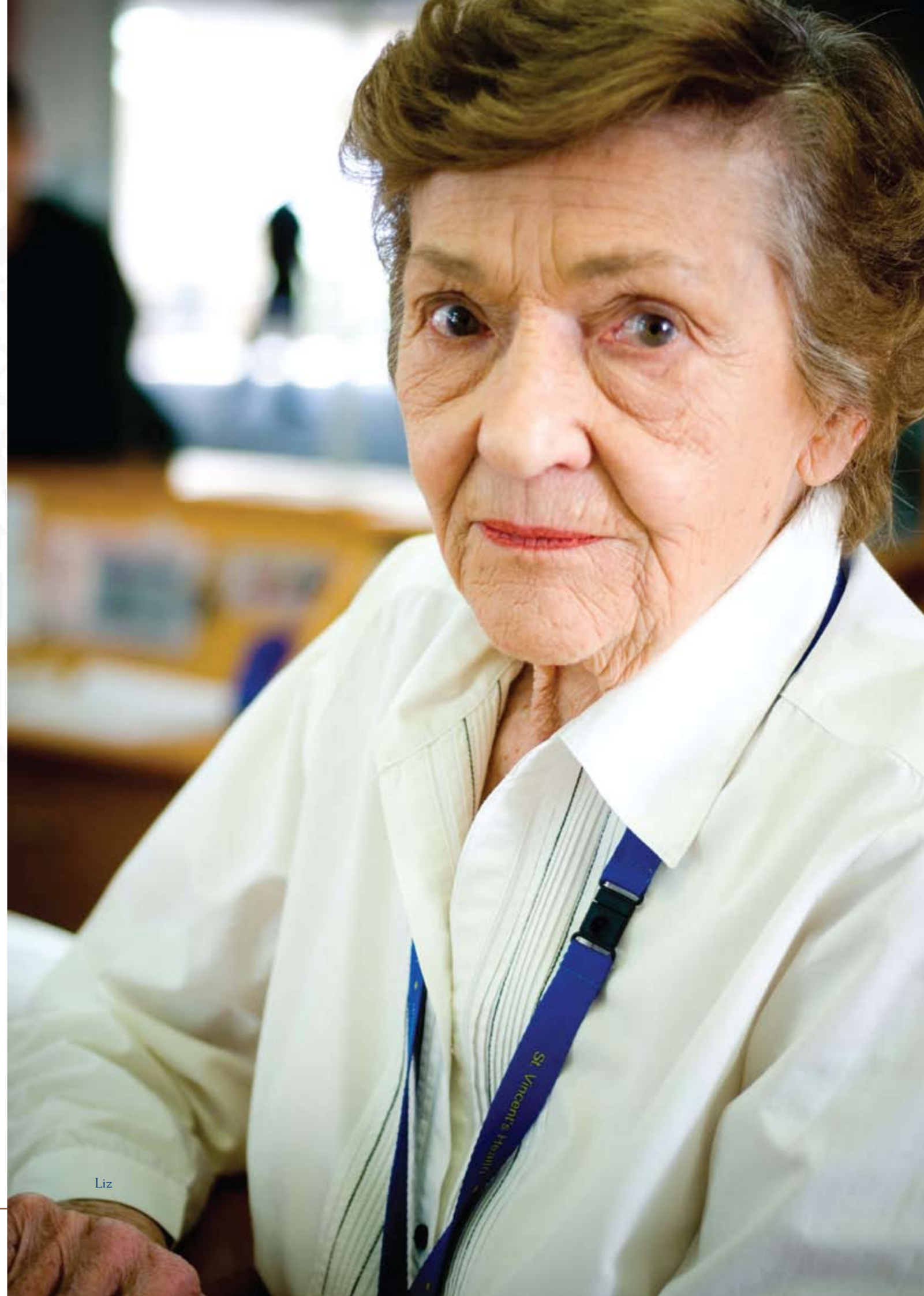
Our volunteers plus our Board members make up 1135 volunteers contributing 124976 hours.



The SCHS National Board.



Alistair MacGavin



Liz

4. Engaging our Community

All our services and facilities contribute to the service of the poor and marginalised in a variety of ways – both organisationally and through the efforts of individual staff. Whether it is in the course of their day to day roles, or in a voluntary capacity in the community, our staff and volunteers make our Mission and Values live in all that they do. We acknowledge here some of the ways they respond to community need both in a professional and personal capacity.

Recognising the disadvantage that accompanies financial hardship, our health services support a number of dedicated charitable trust funds for various purposes that include: accommodation; food; clothing; medicine and travel costs; as well as to assist in the care of overseas patients; patients with HIV/AIDS; renal conditions; cancer and; for patients who have had a transplant.

Our Health Services offer support for the needy by forgoing rent and other income on land occupied by our public hospitals and writing-off patient expenses in special cases of need where patients have no, or inadequate, insurance cover. In some instances medical provisions such as ostomy supplies, medications, as well as free medical services e.g. Lithotripter Services, for financially disadvantaged patients are other forms of assistance provided.

In some instances it is necessary to collaborate with community agencies to purchase basic necessities or to subsidise meals for impoverished clients. The St V's Good Samaritan Fund

provides funds to patients in direct need of financial assistance, including taxi and petrol vouchers as well as cash donations.

In addition to provision of excellence in patient care and material support, our staff strive to assist the community through education. As a good example the staff of our Cancer Services team at St Vincent's Hospital Melbourne (SVHM) work in association with the Cancer Council of Victoria to engage and educate the community. Additionally, free lectures to the community on a variety of health related matters such as nutrition and promoting awareness of topical issues eg: World Elder Abuse Awareness Day, men's health, ageing and continence, are further examples.

4.1. Christmas Giving

Christmas is a special time of year that should be a time of celebration and of giving thanks. However, for many people, this time of year may accentuate their isolation and extend their marginalisation. There are many examples across our health services of efforts to minimise feelings of separation and to deliver the true spirit of Christmas.

At St Vincent's Hospital, Melbourne (SVHM), each department across the health service participates in a Christmas hamper programme conducted by the staff of St Vincent's at Home Nursing Service and the Volunteer department. Over 100 individually tailored hampers are delivered to patients who would otherwise receive very little at

Christmas. Staff take great pride and care in contributing goods to the hamper, reflecting their appreciation for the dignity of each recipient. The SVHM Board also make generous donations at Christmas for the less fortunate.

SVHM makes two annual donations to targeted charities in lieu of sending Christmas cards and giving gifts to Heads of Units. In 2006 the recipients were DOXA School West Melbourne – a school which supports those students 'at risk' of being excluded from mainstream schooling because of behavioural problems – and the St Vincent de Paul Society Christmas Appeal.

The Giving Tree is a programme supported by the Darlinghurst Campus of St Vincents & Mater Health Sydney (SV&MHS) and provides Christmas presents for underprivileged children around Sydney. Similarly, Eastern Area Visit Programme (a service of Sisters of Charity Outreach) provides gifts for the elderly who would otherwise not receive anything at Christmas. Additionally, the SV&MHS Board Directors buy gift parcels for CARITAS (a Catholic agency for international aid and development) to distribute to underprivileged children.

Our National Office expresses the giving spirit at Christmas by providing a hamper of non-perishable goods to St Canice's Kitchen - a charitable organisation providing care for homeless people in Sydney – and by making a donation in lieu of Christmas cards to CARITAS Australia.



Above: Staff of the SCHS National Office deliver a hamper of non-perishable goods to St Canice's Kitchen for Christmas.

5. Community Outreach

Our Health Services recognise that need is not always on our own doorstep. Caring for communities in need sometimes means going from where we are, to where they are...

5.1. Community Outreach Medical Emergency Team (COMET)

The COMET project was developed to address the needs of homeless people presenting to the emergency department at St Vincent's Hospital in Sydney. In connecting with marginalised people in a variety of locations that includes in crisis accommodation centres and on the streets if there is no other satisfactory option, this innovative model of care responds to the needs of some of the most vulnerable people in society.

The aim of this project is to deliver enhanced acute medical care to the homeless population of inner Sydney and complement existing St Vincent's Community Health Service and non government organisation (NGO) services. The service is funded with donations and was initiated during the sesquicentenary (150th) year of St Vincent's Hospital Sydney.

5.2. Hand to the Land Programme

"I won't be beaten by the black rays of the sun" Quote by a Farmer from Lightning Ridge

In support of families in the remote rural areas of north-west New South Wales who have been struggling financially, emotionally and spiritually as a result of an unprecedented drought spirituality weekends for women in the Walgett region have been conducted on an annual basis for the last five years. This programme initiated by Sr Helen

Clarke (rsc) and a committed team from the Mater Hospital, Sydney has offered much needed comfort, relief and spiritual support. The assistance has included a presentation from a team of medical, nursing and support staff who travelled to Walgett to provide a workshop concerning 'Women's Health Issues' for twenty two participants.

5.3. Sisters of Charity Outreach (SOCO)

"Never doubt that a small group of thoughtful, committed citizens can change the world.

Indeed, it is the only thing that ever has". Margaret Mead

The Sisters of Charity Outreach (SOCO) located in Sydney is committed to supporting people in need within NSW through the active participation of trained volunteers and staff. SOCO is a compassionate, diverse service supporting the vulnerable in society, with an emphasis on women and families. SOCO is committed to providing holistic care and being a human presence through its service of education, hospitality, counselling, visiting, transport and referrals and strives to be a voice for the voiceless". The wonderful work of SOCO is supported by St Vincent's Clinic and St Vincent's Private Hospital in Sydney.

SOCO services include: Court Support - volunteers provide information on court procedures, guide people to relevant community agencies and legal services, and bring a friendly face to

the courts by providing refreshments, directions and support; Eastern Area Visit Programme - volunteers and staff provide in-home respite for carers, companionship to the isolated and socialisation and outings to the more able; Safe Haven - a 24-hour emergency accommodation centre for women and children in domestic violence situations; Parent Support Programme - supports mothers and pre-school children, aiming to empower mothers through improved self-confidence and parenting skills; Lewisham Learning & Living Skills; Counselling; Centre Services - which include telephone and face to face counselling, recruitment of volunteers, referrals information and fundraising activities; Country Care Link - this service aims to assist rural families by providing support and hospitality to country people visiting the city; and Volunteer Education.

In Queensland, the St Vincent's and Holy Spirit Health (SV&HSH) Outreach Coordinator is provided the use of a car and a mobile phone as she undertakes her work which involves visiting Boarding Houses and Aged Care facilities, providing transport for the frail and aged while attending medical appointment, shopping or other needs. The Outreach coordinator is also involved in assisting migrants or refugees with special needs, including teaching English; bereavement counselling; post discharge visiting and attendance at meetings in the city that are convened by many groups providing assistance to marginalised people.



Above: COMET takes to the streets to address the needs of homeless people

Left: It's all about caring: Helen Charters with Sister Helen Clark (right)

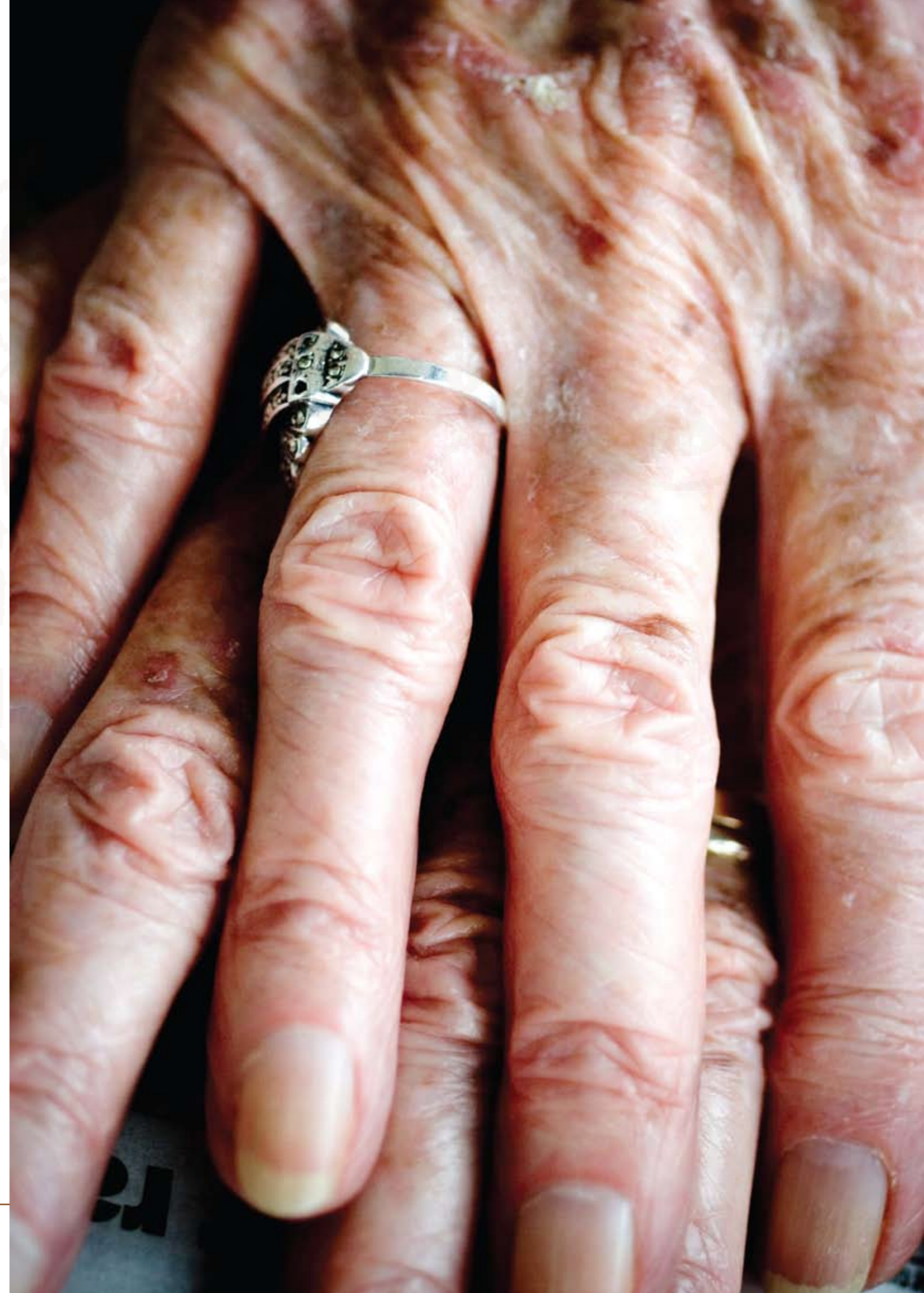
6. Aged Care

Responding to a need in the community, St Joseph's Village and St. Joseph's Hospital extend Christ's healing love by providing a number of charitable services to the community. Auburn Carers Support Group provides education, emotional and social support to carers living within the Auburn area. So too, the Brain Injury Support Group facilitates grieving and adjustment for people with acquired brain injury, whilst the Palliative Care Relatives Support Group enables carers of palliative care patients to have a period of respite and aims to give them a sense of their worth in a time of trauma and sadness.

Other programmes such as POOPs, Kamberra and SPARKS provide much

needed assistance in the form of pet care; reducing isolation and inactivity and providing Christmas gifts for disadvantaged people, respectively.

St Joseph's village assists the financially disadvantaged through the provision of Independent Living Units in some very special and needy circumstances. So too, St Vincent's in Melbourne does not charge accommodation bonds for any person admitted to its residential aged care facilities, regardless of their income. And in Queensland, in especially needy circumstances, concessional residential aged care is provided over that which is stipulated by the Commonwealth government.



7. Caring, here and abroad

Our Health Services recognise that need is not always on our own doorstep. Caring for communities in need sometimes means going from where we are, to where they are...

Mindful of the additional disadvantage experienced by some overseas people, St Vincent's and Mater Health Sydney (SV&MHS) and its staff provide varied assistance to people from overseas. All fees were waived for a patient who suffered a stroke and for a Fijian patient who could not access life saving dialysis in his own country. Hospital administrative and clinical staff offer their time and skills to facilitate free treatment in needy circumstances including waiving the fees for a Nepalese patient with Acute Pancreatitis and for a student whose health cover lapsed during a lengthy stay in hospital after a horrific fall. All fees were waived for a Nigerian patient with post operative infection requiring further surgery and an overseas visitor who had suffered a stroke was provided care by St Joseph's Hospital despite being unable to pay for this care.

SV&MHS also reduced accommodation fees and offered a payment plan to an overseas patient who presented to the emergency department with a bowel perforation and for a patient suffering a heart disorder.

The SV&MHS staff have contributed donated funds from the purchase of soft drinks to the third world via a world vision programme and a donation of five computers to the Macedonia Cultural Social Society, Bitola for an orphanage in Macedonia.

Mt Olivet Hospital staff donated funds via a World Vision programme to "buy a goat" for a small third world country and the emergency centre at St Vincent's Hospital Toowoomba has committed to provide free care to refugees and migrants who use the

services of the local refugee and migrant service.

St Vincent's Health Melbourne (SVHM) and its staff at times write-off charges relating to overseas patients who have no insurance. St Vincent's renal department assisted in the establishment of a sister renal unit in Solo, Indonesia and overseas health services benefited from the hosting of an Indonesian doctor, Bambang Purwanto for one week of education and exchange of knowledge.

In 2007, SVHM provided on-site work experience and training to mental health clinicians from Asia and the Pacific through the Post-graduate Overseas Training (POST) programme. SVHM has also encouraged mental health reform in Asia (China, Malaysia and Korea) by hosting delegations and providing training and support in Australia and in Asia to policy makers and mental health leaders. Specialist carers have conducted training for Indian medical staff utilising SVHM surgical theatres, via a live video link from Melbourne to Mumbai.

Individually SVHM staff assist needy overseas people in many ways. Dr Andrew Rosengarten and his family fostered a Singaporean child whose mother was an emergency admission. Plastic surgeon, Dr Jamie Burt recently donated his time to Interplast, to train local medical staff and to treat patients in Asian Pacific countries. Dr Burt cared for patients in Indonesia and Tanzania, operating on people with cleft lips and palates, burns and other conditions requiring microsurgery. This type of life-changing treatment enables patients to return to their villages and live more productive and full lives.

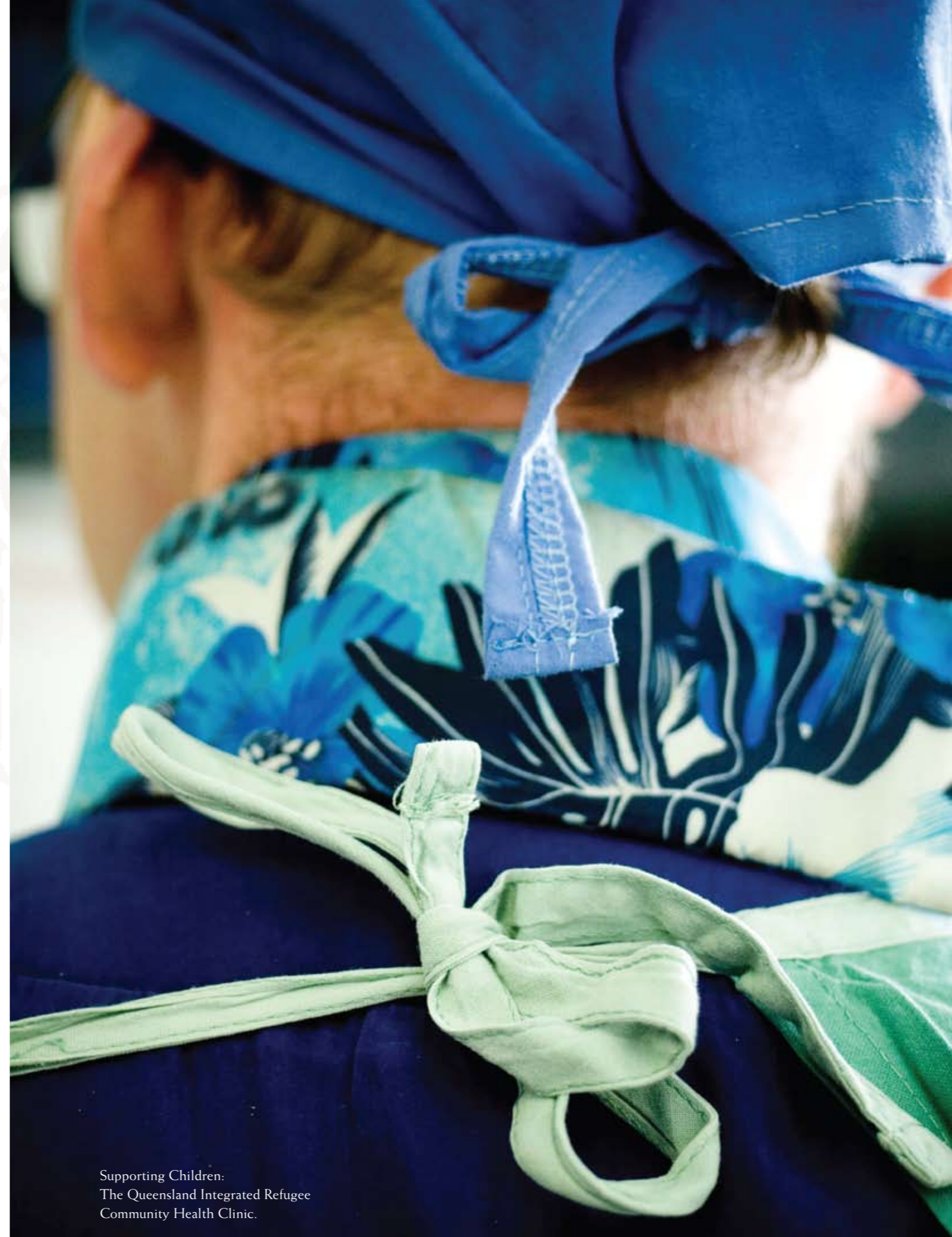
Prof Wayne Morrison provided care via Interplast, conducting an overseas teaching programme on microsurgery. Ear, Nose and Throat and Plastics teams, headed by microsurgeon Tony Pennington, treated an Albanian woman who endured a series of major operations to remove a life-threatening malformation around her neck. Prof Hamish Ewing undertook a two week surgical secondment in East Timor.

Nurse Unit Manager, Jill Dickinson also worked with Interplast during the year, educating and helping to treat Indonesian children with cleft lips and palates and adults with burns. ICU nurse Janet Chan spent three months as a volunteer in China, supporting nursing education and helping to establish an intensive care unit in regional China.

7.1. Helping our closest neighbours

Kundiawa General Hospital in Papua New Guinea received a donation of hospital beds, lockers, curtains, refrigerators and other ward equipment from SV&MHS whilst five thousand dollars was provided by our Queensland health services to the Sepik Centre of Hope in Papua New Guinea (PNG), which is a training centre for HIV and AIDS related programmes and a counselling and Care Centre for those infected and affected by HIV and AIDS.

St V's Nurse Anna Boyd volunteered her time and spent two weeks in West Papua, coordinating a children's programme during the annual conference of the World Team Mission Organisation and visiting health clinics in the Wamena region (central highlands). Our SVHM Emergency Department consultants provide



Supporting Children:
The Queensland Integrated Refugee
Community Health Clinic.

education and clinical support to medical staff in Papua New Guinea and have conducted a Primary Trauma course and give support for emergency trainees on an ongoing basis.

Assistance is provided to the Solomons, Fiji and Papua New Guinea (PNG) by St Vincents & Mercy Private Hospital (SV&MPH) in the form of medical assistance and the donation of unused or surplus medical equipment such as beds and IV poles. SV&MPH also supports Children First - a Foundation that helps children who are in need of medical or emotional support - by donating staff time, theatre usage, supplies, pharmaceuticals and accommodation at both of its campuses. The generosity of Doctors accredited to the Hospital make this outreach possible. In 2007 the Hospital welcomed two children for care; one from Tanzania and the other from Papua New Guinea.

7.2. Refugee and Asylum Seeker support

In addition to free health and specialist services, diagnostic services and prescription medicines provided to refugees and asylum seekers not covered by Medicare, St Vincent's Community Health Service in Sydney has been assisting people through recreation and health education programmes. Community Health is involved in a water activities group focussing on health, exercise and social interaction, and provides transport to and from this activity, and has also supported health education sessions at the Community Health Centre.

Our Sydney staff provide practical and in-kind support to asylum seekers donating clothes, toiletries, household

supplies and furnishings and personally delivering Christmas gifts to asylum seekers and families in need. Pastoral Care staff in Sydney provided support for several Sudanese women during their recent pregnancies, accompanying them to medical appointments and providing other material assistance.

Former asylum seekers have even been provided assistance in developing English language skills, gaining employment and accessing community supports, resettlement services, health care and schools.

In 2005 St Vincent's Health Melbourne (SVHM), in association with the Brotherhood of St Laurence, commenced an employment programme called 'Given the Chance' designed to assist former refugees and asylum seekers gain employment, interview experience and assistance with resume preparation.

SVHM is also represented on the Refugee Health Reference Group conducted at Foundation House by physician Dr Tim Lightfoot and Director of Mission Ms Marcelle Mogg. This committee works to determine the specific health needs of refugees and asylum seekers and makes recommendations to government and health providers (both primary, secondary and tertiary).

Through a partnership with the Brotherhood of St Laurence's Ecumenical Migration Centre, St Vincents & Mercy Private Hospital has given seven long term unemployed refugees work experience in the Hospital. Five are now regular employees or have moved into full time employment elsewhere; two are in the work experience period.

The TRAMS (Toowoomba Refugee and Migrant Service) project provides support for refugees and migrants in Toowoomba that is not met by other services. These include training volunteers to offer transport, assistance with filling in forms, English classes, child minding and women's and men's support groups. The Emergency Centre at St Vincent's Hospital Toowoomba provides free care to refugees and migrants who use the services of TRAMS. Support is also provided for the Queensland Integrated Refugee Community Health Clinic (QIRCH) in partnership with Mater Health. The QIRCH Clinic aims to provide culturally appropriate healthcare assessment and management of refugees.

7.3. Augustino

Augustino arrived in Australia with his family from the Sudan. Augustino has been employed at the Mater Hospital in Sydney and is being assisted to undertake studies in accountancy by St Vincents and Mater Health Sydney. From time to time Augustino works in the Sisters of Charity Health Service, National Office assisting our finance managers while gaining valuable on the job experience.



Above: At Work – Augustino.



A girl with a dog at Island of Wagifa in Papua New Guinea Photographed by Mila Zinkova (Wikipedia)

8. Aboriginal and Torres Strait Islander Peoples

The Otolaryngology Department of St Vincent's Clinic in Sydney provides a regular free clinic in partnership with the Aboriginal Medical Service in Moree which includes education and support as well as a focus on care of Aboriginal children.

St Vincent's Hospital in Melbourne is Victoria's largest metropolitan provider of acute, adult Aboriginal and Torres Strait Islander healthcare. St Vincent's believes that for Aboriginal patients and families, cultural safety is linked to

the strength of relationships between the health service and Aboriginal organisations. This means that multifaceted consultation with local Aboriginal organisations is a central part of our care provision. Cultural training sessions are conducted for all staff at St Vincent's so that they better understand the health and wellbeing needs of Indigenous people.

The Sisters of Charity Outreach, supported by St Vincent's Hospital in Toowoomba has provided funding for

the "WHADDUP" Indigenous Youth Programme in Queensland which has been catering for approximately eighty young Indigenous people between the ages of ten to seventeen since 2005. "WHADDUP" has a dedicated band of Indigenous volunteers who give their time each week to offer diversionary activities along with leadership and cultural experiences.



Left: At the launch of an Aboriginal Adolescent Peer Support Programme in collaboration with Whaddup are: Left to Right - Hon Kerry Shine MP, Guest speaker Darby McCarthy, Hon Di Thorley Mayor of Toowoomba, Hon Ian MacFarlane MP
Front: Neenah Gray "Whaddup" dancer

9. The Poor and Marginalised

Reflecting the spirit and compassion of both the Sisters of Charity and the Mercy Sisters, St Vincent's and Mercy Private Hospital (SV&MPH) provides charitable support, donations and other in-kind services that benefit the poor and marginalised.

Even simple gestures such as supplying Christmas hampers to the St Vincent De Paul Society and Mercy Care are important demonstrations of the hospital's care and consideration of the poor and marginalised.

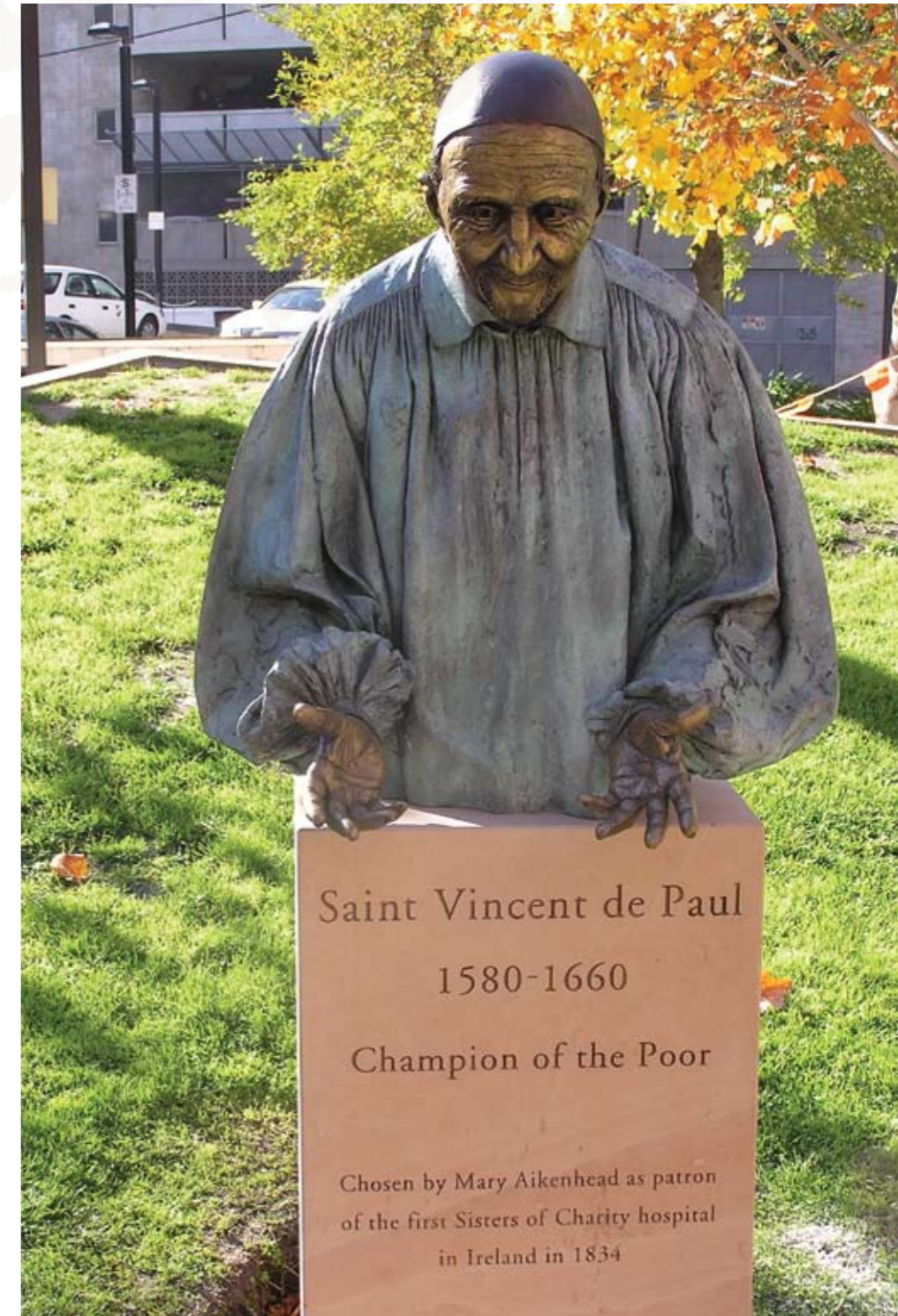
9.1 St Vincent de Paul – Champion of the poor

Each year on the feast of St Vincent de Paul (27th September), staff of St Vincent's Hospital Toowoomba are provided with a free lunch and asked to make a gold coin donation to the St Vincent de Paul society. Staff of Holy Spirit Northside Private Hospital (HSN) donate to the St Vincent de Paul Society family sponsorship with non perishable goods plus toys and gifts. The hospital's management routinely provides a discount of scheduled fees for disadvantaged community members, pensioners and the poor suffering financial hardship.

The staff of SV&MHS also celebrate the feast day of St Vincent de Paul, – collecting and distributing non-perishable food items for the poor and disadvantaged.

9.2. Ozanam Community Centre

The Ozanam Community Centre is a facility of the St Vincent's De Paul Society and provides a place for homeless and marginalised people to participate in the life of the community in a way suited to their unique lifestyle and circumstances. St Vincent's and Mercy Private Hospital (SV&MPH) supports Ozanam Community Centre by supplying up to two hundred lunches per week as well as ongoing donations of surplus stock and purchases made at a discounted price from its suppliers.



9.3. St Mary's House of Welcome

St Mary's House of Welcome is a Day Centre for homeless people providing nutritious meals, amenities, activities and other services. It also provides psychiatric disability support, recreation, pastoral care, nursing and social work services. SV&MPH supports St Mary's House of Welcome by supplying over a hundred lunches per week as well as ongoing donations of surplus stock and purchases made at a discounted price from its suppliers. The hospital also makes a cash donation to St Mary's House of Welcome annually.

9.4. The Way, Briar Terrace and The Cottage

The Way is an independent community-run accommodation service for men with a history of homelessness, many of whom have active and multiple addictions. This service receives significant help from SV&MPH in supporting its day to day operations such as providing meals, maintenance services and waiving rent for the two buildings it inhabits on Gertrude Street in Melbourne.

In 1997 Briar Terrace - a small house in Fitzroy St - was established to provide a place for homeless men and women of the area to experience social contact, a listening ear and genuine concern. Briar Terrace is staffed by one part-time manager and a number of volunteers. St Vincent's Health Melbourne (SVHM) waives rental fees for the use of the facility and for overseeing the employment of the facility's manager.

The Cottage admits homeless people, or those at risk of homelessness, whose illness requires nursing care but not acute hospitalisation. It assists homeless people to move into more appropriate accommodation and access community support services. The Cottage has thus effectively assisted many of these patients to avoid readmission to hospital and achieve better health outcomes.

Understanding the important role that The Cottage plays, SVHM (in conjunction with the Department of Human Services and the City of Yarra) provides base level recurrent funding for the service. Securing recurrent funding to continue developing the service and maintain sufficient staffing levels

remains a challenge, as does securing funding to provide targeted staff development and training that reflects the holistic nature of the service and changing social trends.

Liturgical celebrations and Communion and memorial services are conducted by members of the SVHM Pastoral Care team for members of The Way, Briar Terrace and the Cottage for which the health service is not funded.

9.5. Good Grub

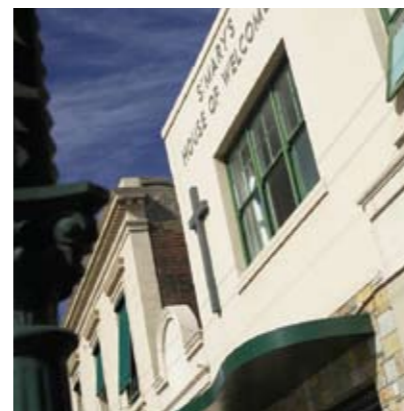
Hawthorn Community Mental Health Service in Melbourne collaborates with a number of participating agencies and small businesses in the Boroondara area in the 'Good Grub' programme. This programme allows access to subsidised meals to disadvantaged residents of the community who otherwise would have inadequate access to nutritious food.

9.6. SERV Award

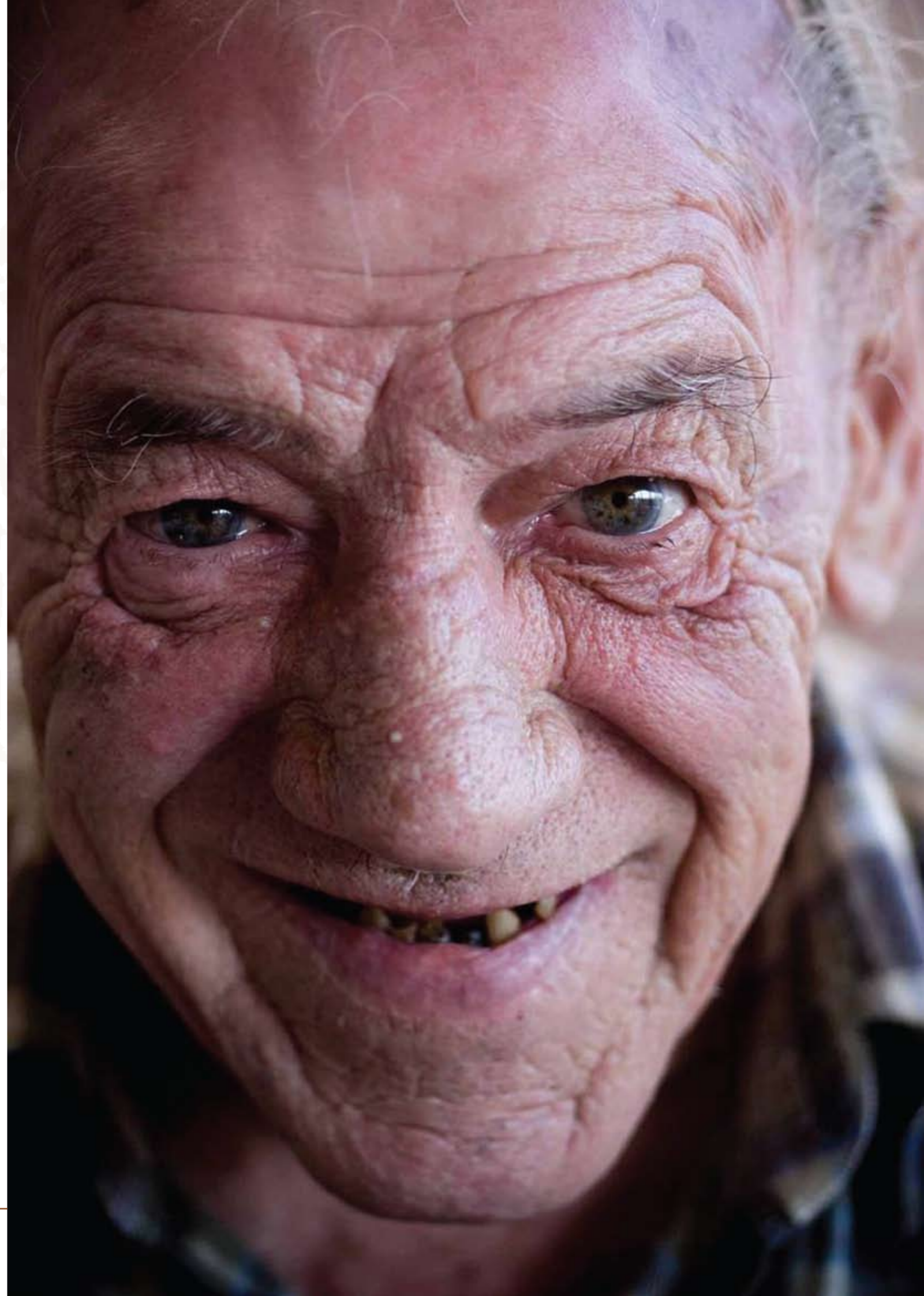
The SERV award is an initiative of the Service of the Poor Committee at SVHM. It is awarded to a St Vincent's employee who, in the last twelve to



Above: Ozanam Community Centre



Above: St Mary's House of Welcome



9. The poor and marginalised

eighteen months, has promoted the mission and values of the health service, outside of their employed position. The award supports hands-on work to improve the health of those people beyond our everyday core business. This can be locally, nationally or internationally. SERV is a loose acronym for supporting staff who 'Serving Externally, Recognising our Values.'

The 2006 recipient was Dr Tim Lightfoot, a senior physician at St Vincent's who has worked for several years in advocating for the health and well being of asylum seekers on Temporary Protection Visas. Among his many achievements was Tim's success in lobbying the state government to recognise TPV holders as eligible for free health care in public facilities (they were previously ineligible for Medicare) and the establishment of the Refugee and Asylum Seeker Health Network (RASHN).

9.7. Blake Cottage

Blake Cottage is a Sisters of Charity initiative located in Castlemaine set up to assist the families of inmates at the Castlemaine Men's Prison. The cottage provides accommodation for families so they can visit family members who are in prison. By paying the Cottage's utilities bills, St Vincent's & Mercy Private Hospital demonstrates material support for Blake Cottage.

9.8. Manna House Support

SVHM entered into a partnership with Manna House women's refuge via "CEO Challenge", an organization that assists women and children affected by domestic violence. St Vincent's continues to support this project through the provision of household

goods. Goods-drives are organised and staff respond by bringing household goods that they no longer need. At special times, such as Easter, Mother's day, Christmas an extra effort is made to provide these goods. The hospital kitchen provides a cooked Christmas dinner for the residents and the children who attend the lunch.

9.9. ME/CFS/FM Support

ME/CFS/FM Support is a Queensland based support group for patients with Chronic Fatigue and associated conditions. They are given the use of rooms in the Outreach Centre where their members can come for meetings, education and support. The Queensland Newsletter for the group is also compiled and sent from the Outreach Centre. Provision of these rooms enables the Support group to 'have a home' which is close to public transport, has good meeting, office and library space as well as a functional kitchen.

9.10. Gorman House

Gorman House in Sydney offers a population, largely consisting of severely disadvantaged alcohol and drug dependent persons, with an opportunity to detoxify from alcohol

and other drugs in a safe and supportive environment. Gorman House provides shelter, food, beds, laundry, and socialising without drug use. Sharing a common commitment to assist those in need, particularly the sick and the poor, St Vincent's Hospital Sydney and the Knights of Malta have formed a special relationship with the aim of supporting Gorman House and its clients.

9.11. Children First Foundation

The Children First Foundation was established in July 1999 to support the humanitarian work of Moira Kelly AO. The Foundation provides care and support for children from all over the world brought to Australia for life saving/changing surgery and rehabilitation.

St Vincent's & Mercy Private Hospital supports Children First, donating staff time, theatre usage, supplies, pharmaceuticals and accommodation at both of its campuses. The generosity of doctors accredited to the Hospital make this outreach possible. In 2007 the Hospital welcomed two children; one from Tanzania and the other from Papua New Guinea.



Above: Dr Tim Lightfoot 2006 SERV award recipient.

10. Our care for the earth

"The universe is a communion of subjects, not a collection of objects."

So now the entire universe is involved in the healing of damaged Earth, more especially, of course, the forces of Earth with the assistance of the light and warmth of the sun. As Earth is, in a sense, a magic planet in the exquisite presence of its diverse members to each other, so this movement into the future must in some manner be brought about in ways ineffable to the human mind. We might think of a viable future for the planet less as the result of some scientific insight or as dependent on some socio-economic arrangement than as participation in a symphony or as renewed presence to the vast cosmic liturgy.

The Meadow Across the Creek (From The Great Work).

By Thomas Berry 1993.



9. Our care for the earth

As a Health Service we are committed to finding ways to minimise the negative impact we have on our environment. We believe that it is part of our Gospel Stewardship to care for God's Creation.

The National Council of Churches statement Sustaining Creation affirms that Christians in Australia can and should be a major force for change towards sustainable development, sustainable communities and a healthy environment.

Development is not sustainable if it steals from future generations. Poverty and environmental degradation are interwoven, and it is the poor who suffer most from this degradation (Australian Conservation Foundation, Changing Climate, Changing Creation). The Sisters of Charity Health Service has a commitment to preserve, protect and respect the environment. The following are some of the ways we are caring for our environment.

St Vincent's Health Melbourne (SVHM) has developed an online waste management education programme for staff who are now required to undertake annual training in this area. The programme is designed to increase staff awareness of recycling opportunities and to assist in achieving benchmark waste segregation practices.

In the past year at SVHM more than 175 tonnes of cardboard and paper were recycled. This is equivalent to 2598 trees being saved. Water audits have been conducted which have resulted in a water management strategy that includes a requirement that all new buildings and refurbishments comply with the Building Council of Australia standards for sustainable design and development. All new buildings have been designed to incorporate water and energy saving features such as water tanks and surplus energy capacity being returned to the power grid.

With the severe drought in Queensland and level 5 water restrictions, our Health Service responded by looking at ways for water use reduction. Initially a Water Emergency Management Plan was developed with a target of an overall reduction of water consumption by 25% by December 2007. Through the installation of dual flush toilets and taps and showers fitted with reduction valves in all facilities, and a number of other measures, the target was easily met ahead of schedule.

In Toowoomba there has been the installation of a water recycling system which recycles water from the Central Sterilising Department to be used for the maintenance of the gardens and grounds. \$250,000 has been budgeted for the next financial year to install a recycling system that will take waste water from the laundry and recycle for use in the toilet cisterns. This will result in a substantial reduction on water.

Similar water saving projects are being undertaken throughout our health services in Brisbane. New electrical generators have been installed which contribute power back to the general grid and help to ensure that there is no wastage of surplus power. A policy has been developed whereby any motor vehicles purchased must be able to accept ethanol blended fuel. Motor vehicle selection is now dependent on fuel consumption rates and carbon emission rates as the main criteria. The travel policy of our Queensland Health Services now includes awareness of the carbon trading system and hotel accommodation is booked with an operator that has a stated policy on carbon neutral trading.

St Vincent's & Mater Health Service (SV&MHS) have embarked on a number of conservation programmes including cardboard and paper recycling, co-mingle and secure paper recycling. A report was commissioned for SV&MHS to determine the carbon footprint of its facilities. The review by CLEANWAY determined that through their recycling programmes SV&MHS had saved in one year the equivalent of 2408 trees, and 5,872,742 litres of water. Total Energy saved was 2501 GJ.

In March of 2008 our annual Board and Executive retreat and conference will this year focus on the environment. The Connecting Spirituality to the Environment retreat will also involve our colleagues from the Sisters of Charity Education and Community Care ministries. This retreat and conference will be informed by presentations from Fr. Denis Edwards on the Spirituality of the Environment and Dr. Grant Blanski regarding Climate Change and the effects on our health. Sr Elizabeth Dodds rsc – Congregational Leader of the Sisters of Charity - will articulate the expectations of the Congregation and lay the organisational directions in relation to this important matter.



Above: View of the Earth as seen by the Apollo 17 crew travelling toward the moon 7th December 1972. Image courtesy of Earth Sciences and Image Analysis Laboratory, NASA Johnson Space Centre. (Wikipedia).

Term	Definition
Common Good	The common good is understood as the collection of social conditions that make it possible for each social group and all of their individual members to achieve their potential. It means that each social group must take account of the rights and aspirations of other groups, and of the well-being of the whole human family. The rights and duties of individuals and groups must be harmonised under the common good. The doctrine of the common good also emphasises that we are connected with other people.
Community Benefit	Community benefit is a planned, managed, organised and measured approach to a healthcare organisation's participation in meeting community need. It is inspired by our Mission and Values and is services which are provided in addition to our core services. (Core Services are those that any health care provider would be expected to provide). It is the excess service or benefit that is delivered to the community beyond that for which the health service is funded. It is evaluated and has a measured benefit to the community, which either improves health status or quality of life. We may collaborate with other groups and people to 'benefit' the community as we work for the common good of all. The cost or equivalent value of this differential is specified where possible. In particular we target: <ul style="list-style-type: none"> • Those who are poor and marginalised • Preventative Health • Wellness and holistic care The activity/service/programme in question should respond to a particular health/aged care need or problem in the community and it should meet at least one of the following criteria: <ul style="list-style-type: none"> • Generate a low or negative margin. • Be a service or programme that would be discontinued if the decision were made on a purely financial or commercial basis. For example providing services to a special needs group where revenue for the service is lower than what could be achieved by providing other services. • Mission based projects or services we initiate for which we receive dollars outside core funding streams (philanthropic contributions, volunteer efforts or an endowment). Services in which we make a conscious decision to become involved in because we believe of our Mission imperative will provide the best possible compassionate care
Donations In Kind	In kind donations are those which are given but incur no immediate direct cost to the organisation. Examples may include the donation of equipment, furniture, excess catering etc.
Service of the Poor	We understand the word 'poor' to encompass people with special needs i.e. those lacking finance, skill, status, in order to meet their needs which may be economic, material, physiological, sociological, cultural, psychological, spiritual or any other impoverishing factor. (Constitutions of the Sisters of Charity of Australia)
Social Accountability	Social Accountability is a planned, documented and evaluated approach to service provision for our core services that is beyond the level of funding provided by key funding providers. Examples include: <ul style="list-style-type: none"> • Funding shortfalls in providing existing care • Opening flexi or over census beds • Rent forgone • Unfunded patient volumes • Replenishment of public hospital capital and equipment
Stewardship	Bishop Roberto Gonzalez refers to Stewardship as 'taking care of and sharing all of God's Gifts.' Archbishop Thomas Kelly, OP, in a pastoral letter, Teaching and Sharing our Faith refers to Stewardship as "a biblical concept based upon our understanding of God as the creator and giver of all things. We are stewards of God's creation, accountable to God for our use of human, physical and financial resources entrusted to our care. We give gifts of time, talent and treasure in order to praise and return thanks to God."
Works of Charity	Works of Charity flow from the Gospels as seen for example in the Good Samaritan story in St Luke's Gospel. Works of Charity are one off responses to identified individuals or community needs. They reach out to care for the marginalised and disadvantaged. They are not part of a planned service. An example would be the care extended to an Asylum Seeker in the Emergency Department.

Rose, David (2000). Brief Introduction to Catholic Social Teaching. www.socialjustice.catholic.org.au/CONTENT/pdf/cst_intro.pdf



• SISTERS OF CHARITY •
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