



## NOMINATION FOR RURAL HEALTH AWARD

Award Category: Rural Health Worker Award

Nominee Contact Details: Ms Anne Bates  
PO Box 78, Campbell Town 7210 Ph: 0448 654 466

1. State primary reason(s) candidate should be recognised

- Exceptional leadership in the management of a health service that puts people first, values each one and is committed to quality.
- Contributing to vibrant community life that values its connections and seeks to improve quality of life and health for all.

Has the candidate been informed of his/her nomination? Yes

2. Attach specific information to be considered by award committee (Maximum 2 A4 pages, See Guidelines)

Nominator: Campbell Town Area Community Services Board Inc.  
Address: PO Box 91 Campbell Town, TAS, 7210  
Phone Number: 6381 5451 Raye Chapelle-McSweeney  
Date: 4 September 2009

Closing date for submissions: Monday 31 August 2009  
Tasmanian Rural Health Awards  
University Department of Rural Health  
Locked Bag 1372  
LAUNCESTON 7250  
or fax 6324 4040

## **Rural Health Week 2009 – Nomination**

**Nominee** Anne Bates

### **Background**

Anne Bates has been the Manager at Campbell Town Health & Community Service (CTHCS) since 2001, when the Multi Purpose Service was created from the existing rural hospital and Home and Community Services (HACC) that were being managed by the Northern Midlands Council. During this time CTHCS has become a more client-focused service

### **Community Links**

Anne has been involved in a number of community activities that have provided support for the Campbell Town area including:

- Member of Campbell Town Area Community Services Board Inc – advisory and support group for CTHCS
- Member of Campbell Town Working Together Group, which arranged for Perter Kenyon to conduct a community needs workshop in Campbell Town in 2002.
- Inaugural Chair of About Campbell Town Inc. – a community development group responsible for actions arising from the community workshop eg community newsletter, painting reservoir, river bank beautification, renewing heritage signs around Campbell Town, managing museum, national “Can Do Community” award winner in 2003
- Past member of Northern Midlands Business Association
- Past member of Uniting Church Presbytery of Tasmania
- Past member of Online Access Centre management committee
- Member of Baa-RAM-ewe – community singing group
- Member of Regional Arts Macquarie at Campbell Town

### **High Priorities for the Community**

1. Meeting community needs  
From the Health Map needs analysis held in 2003 there were lots of issues identified for the community. Anne provided leadership through CTHCS to achieve the following:
  - a. Community members involved in workshops to plan specific health services for the area
  - b. Looking at other ways of helping people to access services eg visits by other agencies Centrelink, Anglicare, etc
  - c. Increasing transport services for many people in the community
  - d. Encouraging and supporting Health Promotion projects eg Wellness program, Healthy Dinner Parties series, exercise classes, Creative Group, Magic 6 Winter Challenge
  - e. Encouraging the development of Youth Space in conjunction with the Northern Midlands Council. Various school holiday programs, Pzazz Fashion Parade and weekly after school activities for 12-18 year old young people
  - f. Development of the Integrated Services Team, where all staff meet regularly to share review of clients' complex needs and plan the best, most effective way to meet their needs

- g. Regular community Morning Teas so that everyone can get together and meet new people, catch up with others and share the fun and chatter of a large group
- h. More support for people with cancer and their families, including the development of a Family Room for palliative care, Cancer Support Group and other information and training sessions
- i. Negotiated for a short term Speech Pathology service to address an immediate need among pre-school children
- j. Regular visits by Massage Therapist, Osteopath
- k. Hydrotherapy group travelling to Launceston each week

## 2. Working Together and Community Development

The philosophy of the Multi Purpose Service is to provide flexible services that are directly linked to identified community needs, and involving the local people in everything (community development).

- a. Anne has brought a management style and way of working that puts clients at the centre of health services and the whole operation of CTHCS. She seeks to maintain the independence of clients while supporting them to make their own choices and offering help where it is needed. Transport planning at CTHCS is a good example of this.
- b. Many of the activities above have been achieved through different parts of CTHCS and the community working together to decide what's most important and the best way to achieve it.
- c. Anne negotiated a Letter of Understanding with the Campbell Town District School to work together on activities of common interest. Many staff from both organisations have worked with students, CTHCS clients and community members on various fun activities, catering events, music sessions, history projects, healthy eating, Seize The Day program for Year 9 students on personal development and understanding.
- d. Anne has personally offered support to a number of community organisations including writing letters of support, advice, help with writing Constitutions, advocacy and conflict resolution.
- e. A particular skill that Anne has shown is helping people through conflict and challenging/stressful situations; where she listens well, follows up people's issues and is able to help people to positive outcomes.
- f. Anne has remained true to the MPS philosophy in the face of many challenges. This has meant real sharing and working together of staff, as well as holistic care for clients in a very broad sense.

