

Introduction

Polio Services Victoria (PSV) was founded in 1998 and is based at St Vincent’s Hospital in Melbourne, Australia. It provides a state-wide service for polio survivors by delivering care over large distances with a small team of health professionals. There are around 1300 individuals known to the service, approximately 70% of whom live in metropolitan Melbourne (*table below*).

Service model

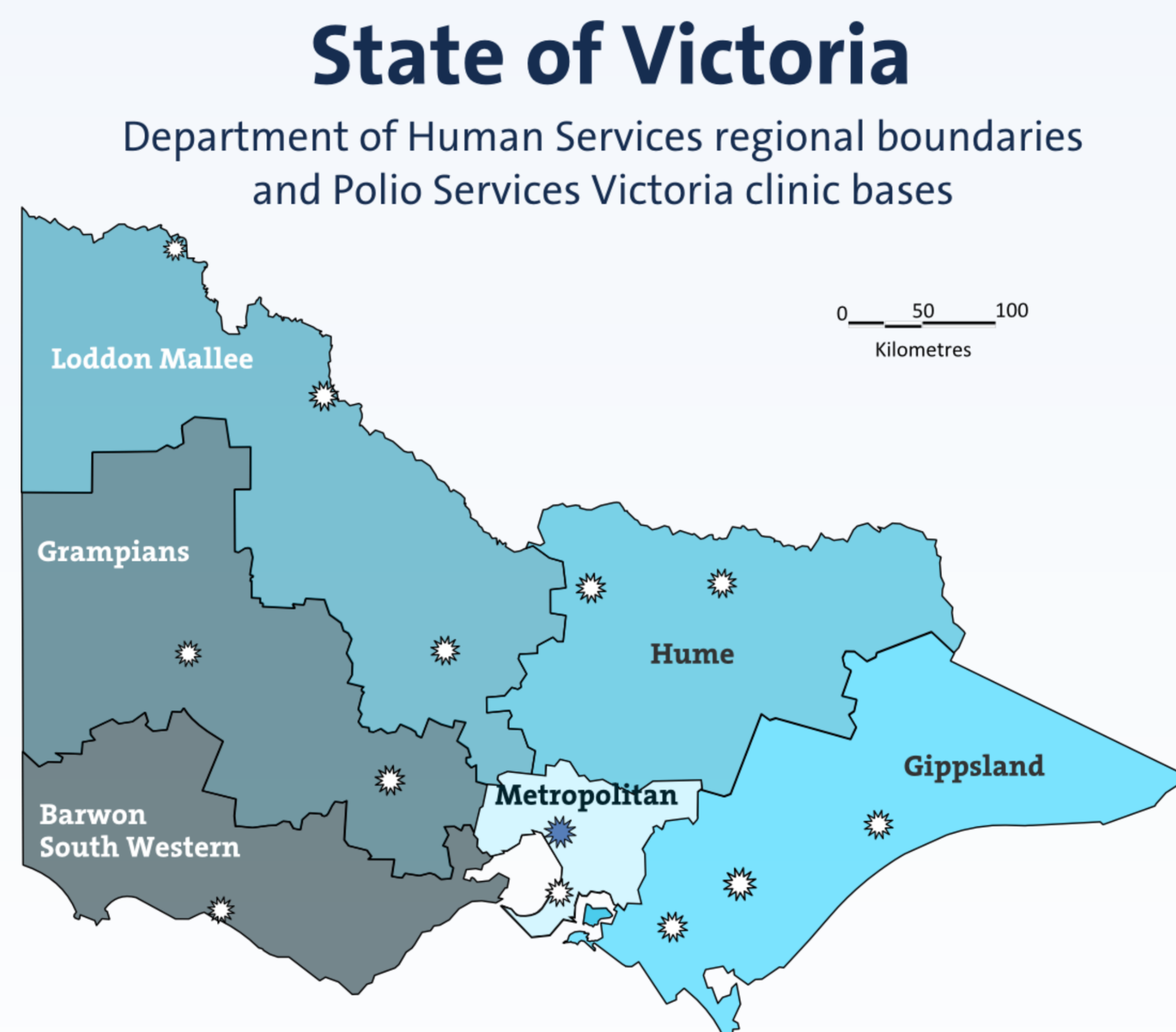
The mandate of the service is to provide:

- Specialist assessment and development of tailored client care plans.
- A collaborative approach with external health service providers to deliver care.
- Good quality information to other health service providers, clients who have had polio and to the wider community.
- Support for the client and external service provider throughout the episode of care.

In addition to facilitating access to appropriate services and resources, PSV liaises closely with voluntary and support organisations across the state of Victoria.

“Hub & Satellite”

Metropolitan clinics occur twice a month (where feasible). There are 12 regional clinics; 6 are visited over any one year (*map below*).



Department of Human Services regional boundaries based on Local Government Areas Australian Standard Geographical Classification 1 July 2006a

Service delivery

The service has four health care professionals:

- The physiotherapist (also the coordinator) and the orthotist are full time.
- The occupational therapist and rehabilitation consultant are part time.
- Clinics involve a comprehensive initial assessment by the team.
- Follow up reviews generally occurring at three, six or twelve month intervals.

The land area of Victoria is approximately five times that of Denmark, and not all clients are able to come to metropolitan clinics.

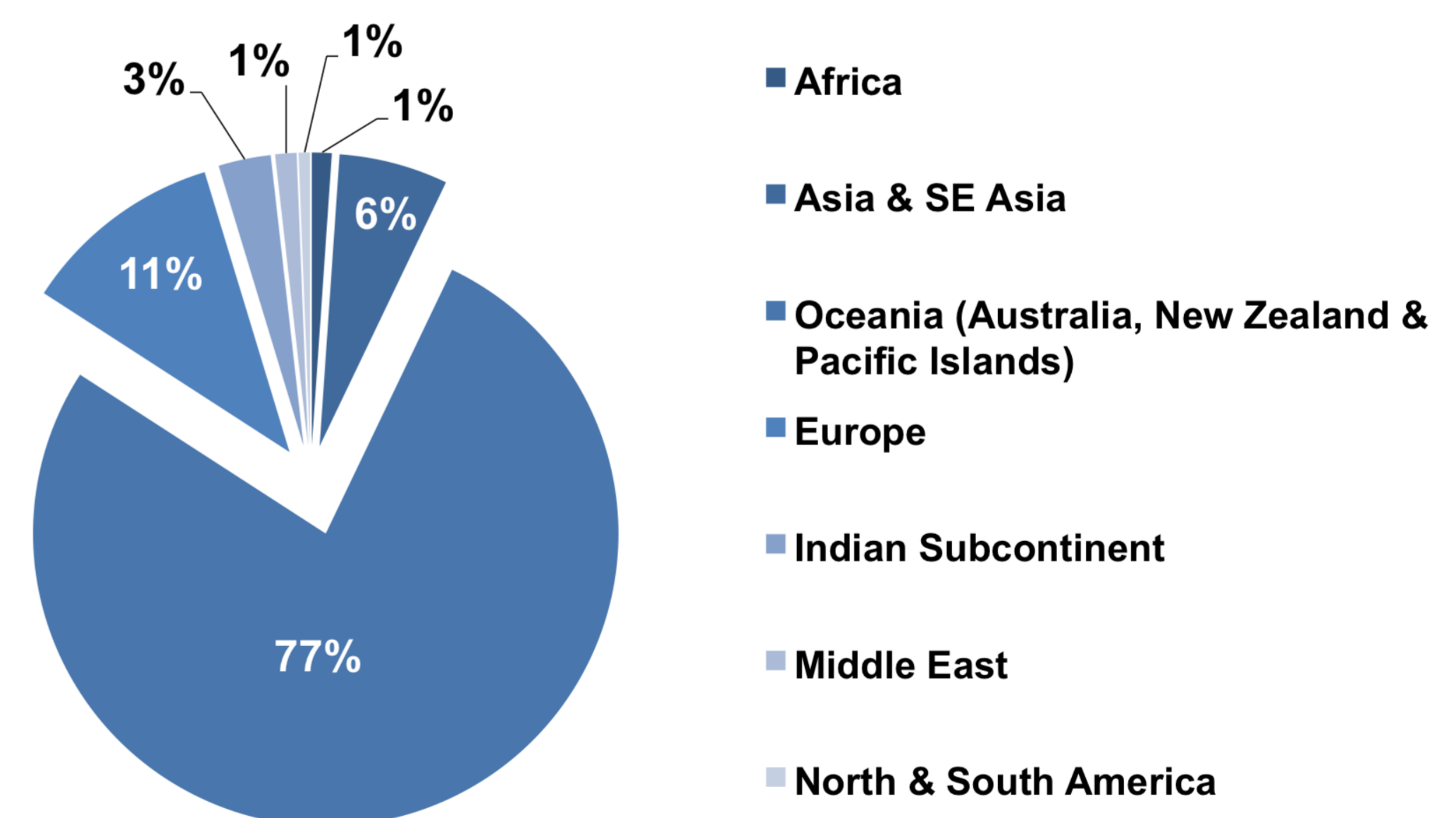
To overcome this the “Hub and Satellite” model is used. The venues alternate biennially between 12 regional centres.

Table showing regional distribution of population and active Polio Service Victoria users

Region	Estimated resident population in region ¹	Polio Survivors known to PSV*
Hume	271,200	92
Gippsland	260,800	88
Barwon Southwestern	357,900	84
Grampians	216,000	56
Loddon-Mallee	355,400	70
Metropolitan	3,853,000	873
Interstate	-	17

*PSV = Polio Services Victoria

Service Users Regions of Origin



Planned improvements

- Improved access and information to new migrants, asylum seekers and refugees based on increasing referrals for these groups (*pie chart above*).
- Investigating the effectiveness of solely allied health led clinics in regional centres.
- Use of telehealth to improve access for regional service users.

Conclusion

A “Hub and Satellite” model of care has been effectively used since the inception of PSV. For Australian polio survivors, this form of service provision is unique to the state Victoria.

Nonetheless, effectiveness of service delivery may be based on potentially low numbers of registered users (*table above*).

References

¹Regional population profiles - Department of Human Services, Victoria, Australia. 2011. *Regional population profiles - Department of Human Services, Victoria, Australia*. [ONLINE] <http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/reports-publications/regional-population-profiles>. [Retrieved: 11 August 2011]