

Message from CEO

Christmas draws near once again allowing us to reflect on quite a successful year.

Highlights include winning three national and state healthcare awards, and the official opening of the Lakes Entrance Aboriginal Health Association.

Thanks to all staff, board members and volunteers whose tireless efforts keep GLCH running smoothly. Thanks also to the local individuals and organisations who donate generously to GLCH.

Have a healthy, happy and safe Christmas and New Year.

Sue Medson OAM,
Chief Executive Officer

Quality of Care & Annual Reports

GLCH's Quality of Care report comes as a handy 2014 calendar that showcases our services and achievements. It contains stories from staff and clients and describes how we monitor service quality and continually work towards improving the level of care we provide.

Our Annual Report also provides a comprehensive overview of our activities for the year and includes our audited financial statements.

Both reports are now available on online at www.glch.org.au and at our reception areas.

Christmas 2013



Sue Medson CEO presenting Kathy Dear (left) with flowers



Available at reception areas and online at www.glch.org.au

Annual General Meeting

Sue Lowe and Kathy Dear were recognised for their 20 years of service with GLCH at this year's Annual General Meeting.

Special mentions were made for a further 66 staff whose service exceeds ten years. GLCH's scholarship program was also acknowledged for developing the professional skills of nine staff.

Guest speaker Dr Craig Clarke – geriatrician with Bairnsdale Regional Health Service – spoke on the changing needs of aged care with an emphasis on enjoying life and avoiding over-medication.

Resignations from the Board were accepted from Paula Morgan, Anne Mwagiru and Harvey Bates and the election of Jeffrey Wilson, Sohan Gunasekera and Darryl Andy as Board Directors was confirmed.

Accreditation

GLCH achieved excellent results in accreditation and quality improvements during 2013:

- the Medical Clinic was successfully re-accredited with AGPAL until 2016
- the Home and Community Care program and the Community Aged Care Package program met all review standards.

Of particular note was introduction of the Gemba compliance system and improvements to the OHS system.

[AGPAL - Australian General Practice Accreditation Limited]

Healthcare award for excellence

The 2013 Arts and Health Australia Award for Excellence in 'Arts and Health in Regional and Rural Australia and Health Promotion' has been awarded to GLCH's Health Promotion team.

Jane Christie and Andrea Farley accepted the award for their work in promoting health initiatives in the East Gippsland region. They also presented a session on using the 'most significant change' method to evaluate a program's success and outcomes.

The awards recognise and acknowledge outstanding and innovative contributions in the field of arts and health around the world.



Left to right: Margret Meagher, Arts and Health Australia;
Glen Murray, MADE (Mature Artists Dance Expression);
Andrea Farley and Jane Christie, GLCH, Health Promotion;
Pamela Bruder, Emmy Monash Aged Care.
PHOTO: Arts and Health Australia

Excellence in service provision

GLCH's Active Lorikeets program won the 2013 Victorian Public Healthcare Award for Healthcare Innovation - Excellence in Service Provision for its work around early intervention paediatric allied health services.

Active Lorikeets has been designed and developed at GLCH with funding assistance from Communities For Children and provides allied healthcare for pre-schoolers with speech and fine motor difficulties.

The program has been shown to increase service accessibility to paediatric clients while reducing waiting lists.



Allison Ferreira (Allied Health Assistant), Lyn Nicol (Speech Pathologist), Angela Ellis (Community Health Services, Executive Manager), Danielle Clifford (Allied Health Assistant).
PHOTO: Victorian Department of Health

Aboriginal health award

Dr Elisabeth Wearne, General Practitioner at GLCH, has been awarded the 2013 Victorian Rural Health Award for her work in the area of Aboriginal Health.

Elisabeth joins 35 other doctors, nurses, allied health professionals, practice managers and Aboriginal health workers who were recognised for more than 750 years of combined service to regional and rural communities in Victoria.



Dr Elisabeth Wearne



*LEAHA opening:
Aunty Eileen Gordon, Aunty Phyllis Andy, Paula Morgan
(LEAHA, Executive Officer), Joanne Booth (GLCH, Chair)*

LEAHA opening

The official opening of the Lakes Entrance Aboriginal Health Association (LEAHA) was celebrated with the unveiling of a dedicated mural and performances by traditional and local school dancers.

It is thanks to the outstanding efforts of local Aboriginal elders, in partnership with GLCH and interested residents, that the new LEAHA facilities are able to provide Aboriginal people with access to services in an environment where they feel comfortable. LEAHA also offers a vast range of culturally appropriate services and a place to get together.

LEAHA and GLCH are proud to continue a strong and ongoing partnership.

East Gippsland forums

GLCH has organised and presented at several local forums over the past few months:

- **Labour Market** – exploring the local labour market and future growth trends. Speakers included Ailsa Carr, Executive Manager of Family Youth and Children's Services.
- **East Gippsland Early Years** – on the specific education needs of young children, showcasing local work in this field with the opportunity to identify future areas for improvement.
- **GELLEN careers information day** – attended by East Gippsland secondary students to learn about careers paths within the community health sector.



*LEAHA's new facilities
(Jemmeson Street,
Lakes Entrance)*

Active Lorikeets - CD launch

Healthcare professionals and service providers across Victoria now have access to the Active Lorikeets program on CD.

The award-winning program developed by GLCH increases service accessibility for paediatric clients and reduces waiting lists, through the provision of allied healthcare for pre-schoolers with speech and fine motor difficulties.

A professional development day focusing on effective implementation of this program has also been held for external practitioners.



Active Lorikeets team, left to right:
Angela Ellis, Megan Bourne,
Ainsleigh Whelan, Stephanie Burns,
Lyn Nicol, Alicia Sutton,
Allison Ferreira, Julianne Webb,
Danielle Thomson.



Soup kitchens

Fresh bread and hot soups attracted people to GLCH's free soup kitchens during Homeless Persons' Week with food generously prepared by Advance TAFE's hospitality students. Information on services for homeless people in the local area was also available for those in need.

GLCH's Homeless Support Program organised the kitchens to raise awareness of Australia's 'hidden homeless' – victims of domestic and family violence; householders suffering housing stress; Aboriginal and Torres Strait Islanders; and those staying with other households, or 'couch surfing'.

The soup kitchens were held in Lakes Entrance and Bairnsdale joining over 80 other events across Australia, ranging from sleep-outs and expos, to community art projects and morning teas.



Free soup kitchens were held during Homeless Persons' Week

Parkinson's rehabilitation & support

GLCH staff are now able to deliver a unique rehabilitation program for people with Parkinson's.

The program, designed to help patients deal with everyday actions like walking, swallowing, speaking and getting out of bed, involves neurological specialists, speech pathologists, occupational therapists and physiotherapists in its multi-disciplinary approach to rehabilitation.

Consulting neurologist Professor Robert Iansek OAM helped develop the program and has been training GLCH allied health staff in implementing it locally. Further staff training is planned in partnership with the Kingston Centre in Cheltenham.

GLCH also holds a neurological-specific gym group weekly – 'Health Moves' – and hosts the Lakes Entrance Parkinson's support group.

Donations

Please consider donating directly to GLCH this Christmas at any of our reception desks in Lakes Entrance, Bairnsdale, Bruthen and Metung, or by downloading the 'donations' form on our website. One hundred percent of all donations made will go to the area specified.

African drumming for carers

An afternoon of African drumming and home-cooked treats gave members of *The Café* group a chance to relax with music, laughter, food and good company during Carers' Week.

The Café is one of GLCH's planned activity groups that gives carers and their care recipients a chance to take time out and share stories in a social environment.

Australia's 2.6 million carers are celebrated and recognised during Carers' Week with morning teas, lunches, exhibitions, seminars and concerts held across the country.

The African drumming event was held at Bungalook Studios in Lakes Entrance and was generously funded by Carers Victoria.



Carers' Week: African drumming

Creating age friendly communities

Health, fitness and mental wellbeing for older people was the focus of COTA Victoria's 'Creating Age Friendly Communities' forum, with audience members attending from the fitness and health professions, allied health, local government and seniors' groups.

GLCH Exercise Physiologists Brett Hargreaves and Brooke Palfreyman presented an informative session on 'Chronic Conditions and Physical Activities', and planned activity group the *Wednesday Blokes* took part in the 'Living Well' workshops.

The forum was organised on behalf of the Active Ageing Network, Beyond Blue and the Lord Mayors Charitable Foundation and shows the commitment of large organisations like COTA in bringing their forums to rural areas.



COTA Victoria forum:
Brett Hargreaves & Brooke Palfreyman
(Exercise Physiologists)

Victorian Seniors' Festival

GLCH was involved in several events during the Victorian Seniors' Festival to help celebrate the contributions made by Victoria's older citizens.

'Tell me more, show me more' was hosted by GLCH to showcase the range of local services that support healthy ageing. GippsTAFE and Alzheimer's Victoria presented on the day highlighting the resources available to carers and people with memory issues.

The Bruthen *Men's Shed* held an open day with free barbeque lunch and a stall was held at the Paynesville Community Groups Mini-Expo with local services and activities on display.



Victorian Seniors' Festival:
Narelle Naismith (GippsTAFE, Alzheimer's Victoria)

Children's Week

Children's Week is held annually around Australia to encourage community involvement in activities that bring children and their families together to play, learn and grow.

Several events were hosted by GLCH reflecting this year's theme of 'leisure, play and culture', recognising a child's right to relax, play, and join in a wide range of cultural, artistic and recreational activities.

Integrated Family Services hosted a Bravehearts White Balloon Day to help raise awareness about child sexual assault, with three hours of live music and hand painting of a banner.

Maternal and Child Health Services also organised a Pram Walk around the Mitchell River in Bairnsdale to encourage healthy activity with children.



*Bravehearts White Balloon Day:
Jennifer Richardson
(Integrated Family Services,
Case Manager)*

Metung community art project

A community art project to improve the appearance of Metung's Lions Shed has been funded through GLCH's School Focused Youth Service.

Eight panels were created by Metung Primary School students under the creative eye of local artist Kate Shone. The panels reflect the area's maritime connections and have been installed on the shed's side where visitors to Metung village can see them.

The project is a great example of the community working together for a common goal with generous contributions also made by Mitre 10 Pakenham (paint), Bunnings Bairnsdale (ply-board) and Bashford Painters.

GLCH's Health Promotion team – who have been working with the school on building community connectedness – coordinated the project.



*Metung Lions Shed:
Kate Shone (artist), Metung Primary School students*

Promoting health

'Eat Well, Drink Well, Clean Well' has been GLCH's recent health promotion message.

Several hardy souls braved the wild and woolly weather at the Bairnsdale Show, juggling holding down an airborne tent with promoting water as an alternative to sugar-laden drinks.

Thankfully the Seafarers Festival provided kinder weather with staff, volunteers, clients and children taking part in the Seafarers Parade. Everyone looked fantastic including Water Boy and his trusty assistants – Water Boys, Munch Girls and Defenders of the Tooth – who helped hand out water bottles, apples and children's toothpaste.

A big thank-you to all involved!



*Seafarers Festival:
Water Boy with his helpers and Andrea Farley*

Mother Christmas appeal

GLCH is proud to be one of several community service organisations helping provide food hampers and gifts for East Gippsland families in need at Christmas through its community partnership with the Mother Christmas appeal.

Mother Christmas has a long tradition that began in Bairnsdale 20 years ago. Last year the appeal delivered over 600 hampers and 1000 toys to families across East Gippsland, including in remote areas.

GLCH encourages you to support this year's appeal by donating food items, toys, gifts and money. Gifts can be placed under Wishing Trees at Kmart or Target, or left at UnitingCare Gippsland in McCulloch Street, Bairnsdale. Cash donations can also be made online at www.ucgipps.org.au



Christmas opening hours

	Bairnsdale (Office)	Homecare (Lakes)	Community Health (Lakes)	Service Access (Lakes)	GP Clinic (Lakes)	GP Clinic (Metung) *	Clinic (Bruthen) *
TUE 24 DEC	8.30 - 3.00	8.30 - 3.00	8.30 - 3.00	8.30 - 3.00	8.00 - 5.30	9.00 - 12pm	CLOSED
WED 25 DEC	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
THU 26 DEC	CLOSED	CLOSED	CLOSED	CLOSED	8.00 - 5.30	CLOSED	CLOSED
FRI 27 DEC	8.30 - 5.00	8.30 - 5.00	CLOSED	CLOSED	8.00 - 8.00	CLOSED	CLOSED
SAT 28 DEC	CLOSED	CLOSED	CLOSED	CLOSED	8.00 - 5.30	CLOSED	CLOSED
SUN 29 DEC	CLOSED	CLOSED	CLOSED	CLOSED	8.00 - 5.30	CLOSED	CLOSED
MON 30 DEC	8.30 - 5.00	8.30 - 5.00	8.30 - 5.00	8.30 - 5.00	8.00 - 8.00	CLOSED	CLOSED
TUE 31 DEC	8.30 - 5.00	8.30 - 5.00	8.30 - 5.00	8.30 - 5.00	8.00 - 5.30	9.00 - 12pm	CLOSED
WED 1 JAN	CLOSED	CLOSED	CLOSED	CLOSED	8.00 - 5.30	CLOSED	CLOSED
TUE 2 JAN	Normal hours resume						reopens 6 Jan 2014

* **Please note:** Outreach sites are not open every day, please call to check days available.

FOR EMERGENCIES outside the above hours, call:

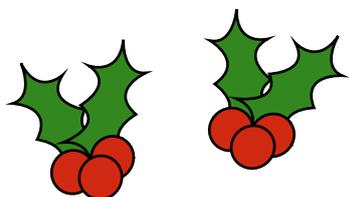
Ambulance – 000

Nearest hospital* – 5150 3333

* Bairnsdale Regional Health Service

FOR ALL APPOINTMENTS, call 5155 8300.

GLCH wishes you
a safe and happy
holiday time!



NORMAL OPENING HOURS		
Bairnsdale (Office)	Mon-Fri: 8.30 - 5.00	
Homecare (Lakes)		
Aged & Community Health Service Access (Lakes Entrance)		
Lakes Entrance	GP Clinic Mon-Fri: 8.00 - 8.00 Sat & Sun: 8.00 - 2.00	Other services Mon-Fri: 8.30 - 5.00 Thurs evening
Bruthen	GP Clinic Wed: 9.00 - 12pm	Office Mon, Wed, Thu: 9.00 - 3.00 Tue, Fri: 9.00 - 1.00
Metung	GP Clinic Tue: 9.00 - 12pm	Other services Mon-Fri: 8.30 - 4.00