



# Quality of Care Report 2014

## 2015 Calendar

# Gippsland Lakes Community Health Client Charter of Healthcare Rights

The Australian Charter of Healthcare Rights in Victoria • Australian Commission on Safety and Quality in Healthcare

## access



You have a right to the health care you need

## safety



You have a right to safe and high quality care

## respect



You have a right to be shown respect, to be treated with dignity and consideration and without discrimination

## communication



High quality health care is based on open and effective two-way communication between you and your healthcare provider

## participation



You have a right to take an active role in your health care and be included in decisions and choices about your care

## privacy



Australian and Victorian laws protect the privacy and confidentiality of your personal health and other information

## comment



You have a right to comment, ask questions and make complaints about your health care

Dear Community Member

Welcome to the 2014 Quality of Care Report for Gippsland Lakes Community Health (GLCH), the report where we showcase the way that we have been working to develop and deliver quality health and wellbeing services that meet your needs.

Two key events for GLCH in the past 12 months have been our merger with Nowa Nowa Community Health and the acquisition of the Gippsland Lakes Community Health Children's Centre. Both of these services add value to GLCH in completely different ways:

- The Nowa Nowa community will have access to a greater range of services and the reach of GLCH extended further into East Gippsland
- The GLCH Children's Centre enhances and complements the early childhood services that we currently provide through paediatric allied health and the Active Lorikeets programs and allows us to work with the youngest members of our community.

The Quality of Care Report describes the rationale for the service and quality activities that we undertake throughout the year. We have maintained the calendar format, making it useful to record your appointments and special dates, and have included some stunning photographic images of the local area, captured by one of our staff members, Geoff Stanton.

I hope that you enjoy reading about GLCH and our services and encourage you to 'let us know what you think' using the feedback form at the back of the report.



Sue Medson OAM  
Chief Executive Officer



# Our Locations

**Bairnsdale**  
281 - 285 Main Street



**Bruthen**  
Main Street



**Lakes Entrance**  
18 - 28 Jemmeson Street



**Metung**  
Cnr Metung and Hardy's Road



**Nowa Nowa**  
Halls Road

## Our Mission

To develop and deliver quality health and wellbeing services to the people of East Gippsland by:

- Prioritising program and service delivery to people in the region with greatest need
- Serving and responding to diverse community needs, according to scope of professional practice
- Working with other community service agencies to ensure integrated and coordinated services
- Developing and maintaining a reputation as an influential, action orientated, innovative and value based organisation
- Being an employer of choice and a community services agency of choice
- Ensuring resources meet existing and emerging needs.

## Our Values

- **Equity** - providing equal access to all community members
- **Quality** - aiming for excellence in everything the organisation does
- **Integrity** - treating all people in an ethical manner
- **Respect** - treating all people with dignity
- **Collaboration** - working in partnership with other service providers and communities to achieve positive outcomes
- **Compassion** - treating all people with compassion.

## Leaving your FEEDBACK

Consumer feedback is an integral part of the quality improvement approach that has been adopted by GLCH, and provides us with information that can influence operational activity and help refine and improve service delivery.

We encourage consumers to provide feedback on our services and programs, and in doing so provide an easy, accessible and where required, anonymous process in which to do so.

Anyone can provide feedback - client, carer, relative, support person, health professional, individual or group. Consumer feedback brochures are available in reception areas at all five of our locations, or alternatively you can send us an email at [feedback@glch.org.au](mailto:feedback@glch.org.au) or complete our online feedback form at [www.glch.org.au](http://www.glch.org.au).

Other ways we collect consumer feedback include:

- Client surveys
- Care planning
- Program and project evaluations
- Community group forums
- Consumer Registry (Family, Youth and Children's Services)
- Annual client questionnaire - Home and Community Care (HACC)
- New client questionnaire - HACC - six weeks after service commencement
- Volunteer forums
- Quality of Care Report feedback form.

We also use focus groups to review and monitor program outcomes as well as design new initiatives. All feedback is handled according to the requirements of the Health Records Act (2001) and the Privacy Act (1988).

## VALUING YOU and YOUR OPINION

The Family Youth and Children's Services (FYCS) Consumer Registry is a new initiative offering the opportunity for service users to provide input and feedback around current and potential programs. Feedback and input received from Registry participants provides us with valuable 'firsthand' information that will in turn influence ongoing service planning and delivery.

Nine people with a 12 month tenure are currently representing the majority of FYCS program areas on the Registry. Their responses to the Registry's 'Initial Questionnaire' have been overwhelmingly positive, and reflected the high regard most participants have for their worker and the program in which they participated.

Most participants reported that their service expectations have been exceeded. Approximately half of the group said they didn't have a clear understanding of what services would be like upon referral, however once their service commenced they were pleasantly surprised by the level of support for them and their families.

Seven of the nine respondents also reported they felt listened to when their care plan was being developed, and there were many positive comments about the way their services evolved out of the initial appointment.

One consumer commented **"It's good to have the Intake appointment to tell your story and get all the services you need."** Another described some initial confusion around 'who was doing what' due to the involvement of multiple services, however this person went on to report a well coordinated approach once things settled and services were in place.

What was particularly satisfying is that six of the nine participants - who were at risk of harm, abuse, neglect, violence or preventable injury before accessing services - all reported feeling safer from this potential harm after working with the FYCS team.

Progression from services was also a common theme with many participants feeling they needed to stay connected in order to support continued growth and development at the conclusion of services. They found that linking in with GLCH health promotion programs e.g. Bubs Swim Program, has "Kept the positive changes growing in their lives."

Moving forward, FYCS will use the Registry as a priority in order to maintain the participants' momentum and enthusiasm as they are keen to improve service delivery for not only themselves, but others within the community. All participants reported feeling valued and acknowledged.

## What is CONTINUITY of CARE?

GLCH provides a comprehensive range of services to clients, some of whom are experiencing a variety of complex issues. These services are inclusive and collaborative, and ensure continuity of care by working with individuals and families to make sure their care and support meets their identified needs.

Continuity of care occurs across all program areas of GLCH, for example, our Clinic encourages continuity of care for patients by:

- Checking with a patient who their regular General Practitioner (GP) is when they request an appointment
- Offering an alternative GP if the patient's usual GP is unavailable
- Forwarding a copy or summary of a patient's health record to the new practitioner when a patient leaves our practice or transfers to another practice (with the patient's written consent)
- Referring a patient to another GP or health care provider if the patient's medical condition requires management not within the capacity of our practice
- Referring a patient to another GP or health care provider if the patient is unable to be effectively treated by a GP at our practice.

## CHANGING IT UP to suit YOUR NEEDS

Another example of continuity of care happens in the Aged Care Unit. The Aged Care team supports clients to maintain independence and remain in their own homes for as long as possible. When the need arises, the Assessment team can provide clients with information and assistance to transition from basic Home and Community Care (HACC) services to more tailored Home Care Packages (HCP), facilitating a change from low level to high level care.

Providing this continuity of care maintains relationships between our support staff and the client and their family. It also ensures clients do not have to start over with different service providers as their need for support and assistance changes, which is often confusing.

All our aged care services take on a holistic focus when assessing a client's support needs, their health issues, well being, and quality of life. Both the HACC and HCP invite and encourage clients and their family members to participate in the planning of care delivery and in quality review processes.

## INVOLVING consumers in DECISION MAKING about THEIR CARE

Staff throughout all areas of GLCH work with their clients to determine goals and other priorities that are documented in their care plans. Other elements of a care plans include strategies and services, responsibilities, timelines and measurable outcomes.

## Helping YOUNG PEOPLE with LIFESKILLS

Two examples of continuity of care in the Family, Youth and Children's Services Unit are '**Brainbags**' and '**Rock and Water**'.

**Brainbags**, is a life skills based program for young people aged 15-25 who are interested in exploring different issues that may be affecting their lives. The **Rock and Water Program**, which uses physical activities and group discussions, helps children become more self-aware and develop skills to manage difficult social situations. Both programs are facilitated by our Youth team, with Rock and Water run in partnership with staff from across the Unit and local schools.

**Brainbags** aims to introduce participants to new and innovative ways of solving some of life's problems and challenges in an informal setting.

Meeting weekly, **Brainbags** tackles important issues relevant to its target group such as drugs and alcohol, education and employment, housing, money, and daily living skills and enhances knowledge and skills that are applicable in the real world.

The **Rock and Water Program** starts from simple self defence, boundary and communication exercises to a strong sense of self-confidence. The program offers a framework of exercises and ideas about students and manhood to assist boys to become aware of purpose and motivation in their life.

Topics include: intuition, body language, mental strength, empathic feeling, positive feeling, positive thinking and positive visualising. Discussion topics include bullying, sexual harassment, homophobia, life goals, desires and following an inner compass.

The popular program teaches participants practical Anti-Bullying strategies, alternatives to aggressive verbal and physical responses to fear and doubt, thinking and being in control through grounding, centeredness, mental focus, and self respect, self control and self confidence.



## CONVERSATIONS about ANXIETY and DEPRESSION

**FAB Tuesdays** is a group for women who suffer from mild to moderate anxiety and depression. The group is held over eight weeks and is facilitated by a skilled member of our Maternal and Child Health Nursing team in partnership with a Peri Natal Emotional Health Practitioner.

Each week the group explores different topics such as the myths of motherhood, dealing with worry and negative thoughts, anxiety and depression, and child development.

To assess the women's progress throughout the eight weeks, we ask them to complete the Edinburgh Post Natal Depression Scale upon commencement and at the conclusion. Referrals to additional service providers are made if necessary.

## PARTICIPANT FEEDBACK

Rock and Water is awesome and I got to meet people ● I liked Rock and Water because it was fun and interesting, we also did different things every week ● I learnt how to stand up for myself ● It was really, really fun and I learnt how to be grounded and stand up for myself ● Best program ever ● Now I can speak to people in a nice way and ground myself.



## How we keep YOU in the 'LOOP'

At GLCH we have an extensive range of information products about our services and programs that are available at all our customer service areas, service access and initial response points, and our website.

We provide clients with information about their rights and responsibilities and confidentiality when accessing our services for the first time, and all of our customer service areas promote the Australian Charter of Healthcare Rights in Victoria.

Other ways we inform the community about us include:

- Our Annual Report - available from reception areas and our website [www.glch.org.au](http://www.glch.org.au)
- Digital information screens in our waiting areas
- Various newsletters we produce for our members, volunteers, and general community that include important updates and program access information
- Editorials and advertisements in East Gippsland newspapers
- Helpful and knowledgeable customer service staff (pictured) who are able to assist people with enquiries in person or over the phone.

To make contacting us easier, GLCH has one central number **5155 8300** for all five of our locations throughout East Gippsland. Press '1' for medical and nursing services, or '2' for all other services and general enquiries.

## VOLUNTEERING OPPORTUNITIES

GLCH has a dedicated team of volunteers who provide much valued support to the health and wellbeing of the East Gippsland community. Without our volunteers many services we provide to the community would not exist.

There are a number of opportunities to volunteer at GLCH including - but not limited to - Meals on Wheels delivery, volunteer transport, palliative care, and creative respite.

Volunteers receive basic training in organisational requirements and each service provides additional training required for the role.

To find out more about volunteering at GLCH visit our website [www.glch.org.au](http://www.glch.org.au) or contact our Volunteer Coordinators in Bairnsdale or Lakes Entrance.

## From 2013 to 2014...

- Our **Meals on Wheels Volunteers** delivered **14,708** meals
- Our **General Practitioners** had **37,618** client contacts
- We ran **8,019** hours of **Planned Activity Groups**
- We had **4,190 Aged and Community Health** service access referrals for 39 different services - an increase of **15.5%** from the previous year
- Family services and **Child FIRST** continued to over deliver, posting an additional **4,911.5** hours above their annual target of **10,264**

## Recognising DIVERSITY

GLCH recognises, accepts and respects that each individual, family, or community presents with a diverse and unique set of characteristics and circumstances, and delivers equitable and accessible services regardless of race, ethnicity, gender, sexual orientation, socio economic status, age, physical abilities, mental abilities, religious beliefs, political beliefs, or other ideologies.

Our workforce accepts and supports diversity, and identifies and incorporates an individual or a family's unique set of characteristics or circumstance in any process. For example, additional resources such as aides and equipment, advocacy services, language interpreters, Aboriginal liaison officers etc. can be accessed to ensure maximum participation in any decision making process.

Due to our location and service delivery requirements we have a particular focus on:

- Aboriginal and Torres Strait Islander backgrounds
- Culturally and linguistically diverse backgrounds
- People living with dementia
- People with disabilities
- People living in rural and remote areas
- People experiencing financial disadvantage
- People at risk of homelessness

Our services comply with the Charter of Human Rights and Responsibilities (the Charter) Act 2006, and are provided in a safe, and culturally appropriate environment.



## HOMELESSNESS Support Program RAISE AWARENESS Locally

Each year Homelessness Australia coordinate Homeless Persons' Week to raise awareness of people experiencing homelessness. This year their focus was on how homelessness significantly impacts society, causes devastating personal harm, and costs the government.

Over 105,000 people in Australia are considered homeless, with 42.6% of them living in Victoria. Nearly 94% of these people don't actually live on the streets. Most of them live in severely overcrowded houses, supported accommodation and boarding houses, or stay temporarily with friends and family. Only 6% of homeless people are visible, sleeping on park benches or under rustic shelters.

This year, the Homelessness Support Program at GLCH teamed up with the Bairnsdale Lions Club to offer a free BBQ as part of Homeless Person's Week. Members of the Homelessness Support Program team chatted with the public, providing insight on the work they do with homeless people on a local level, and information regarding services relating to homelessness.

The Homelessness Support team also created an art installation (pictured below) to highlight the issue of "couch surfing", one of the many strategies homeless people and families use when they are unable to find a permanent residence.



## What is MSC?

With the health and social services sector's focus on outcomes we are often looking for qualitative tools which can tell the story of outcomes from a human perspective – what changes have we made? How important have our programs been in improving people's lives?

The Most Significant Change (MSC) technique is a participatory monitoring and evaluation technique ideally suited to providing qualitative information on project outcomes. MSC is based on collecting stories of change in peoples' lives as a result of a project intervention and allows the participants and partners to explain what made the difference from their perspective. MSC supports data capture of unexpected outcomes and is an excellent tool for fostering organisational learning and program improvement.

GLCH is committed to working with disadvantaged groups and communities and believes in equity in health. The public housing area in East Bairnsdale has very few resources to draw on and no education or health facilities other than a kindergarten. The area has high unemployment, low income and many single parent families.

The strategies we implemented to strengthen access and services for vulnerable and disadvantaged individuals and families in East Bairnsdale included:

- Working with the East Bairnsdale Neighborhood House, a service that many vulnerable and disadvantaged families are using
- Offering 'no cost' activities to families
- Using friendly, easy English and inclusive marketing resources
- Using building blocks to build a strong foundation. For example: we started working with a few key women which helped build trust, confidence and credibility.

Since commencing work in 2005 we have experienced significant change including parent involvement:

- Parents participated with their children in holiday programs
- Parents drop their children off to programs and stay and have a chat, fostering improved communication
- Activities are valued by parents
- Stories are being shared, increasing family activity outside of our programs
- Parents have taken on more responsibility and are keen to work with our community partnerships in respect to planning activities and transport
- Parents now have a better knowledge of what services they can access for their children
- Parents have created their own support network



Surfing at Cape Conran



Anyone for Tennis?



Kayaking in North Arm



Horse Riding Activity



Focus Group participants were asked to take part in a pictorial evaluation of how they see their community now and in the future. Their brief was not limited by cost or practicalities.

Above is their vision for East Bairnsdale that includes an unmistakable focus on outdoor recreation and physical activity. The focus group explains their vision as 'A community that is safe and happy for families', and includes...

- Parks with trees, safe play areas, BBQ's and rotundas
- Walking tracks with drinking fountains, exercise equipment, cycle paths and seats
- A river that provides a healthy environment for fish and other creatures and included a swimming pool in the river, and seats to fish from
- A Hall and Recreational Facility.

From our observation we believe that participants are now more focussed on physical activity for themselves and their children due to their involvement in our program - Engaging East Bairnsdale.

Moving forward we need to find opportunities to give these participants a voice and create a pathway for change by linking them to other community organisations and local Government.

## DANNY'S STORY

Since I started doing kayaking it's much more fun - it's worth getting out of bed. I started doing some walking with friends along the river circuit. Even if the others couldn't make it, I just went anyway.

Then I started training for the kayaking marathon, I'd do my walk home, have breakfast and then get on the river for two hours. It's got me more active than I was. I'm not used to sitting around doing nothing no more.



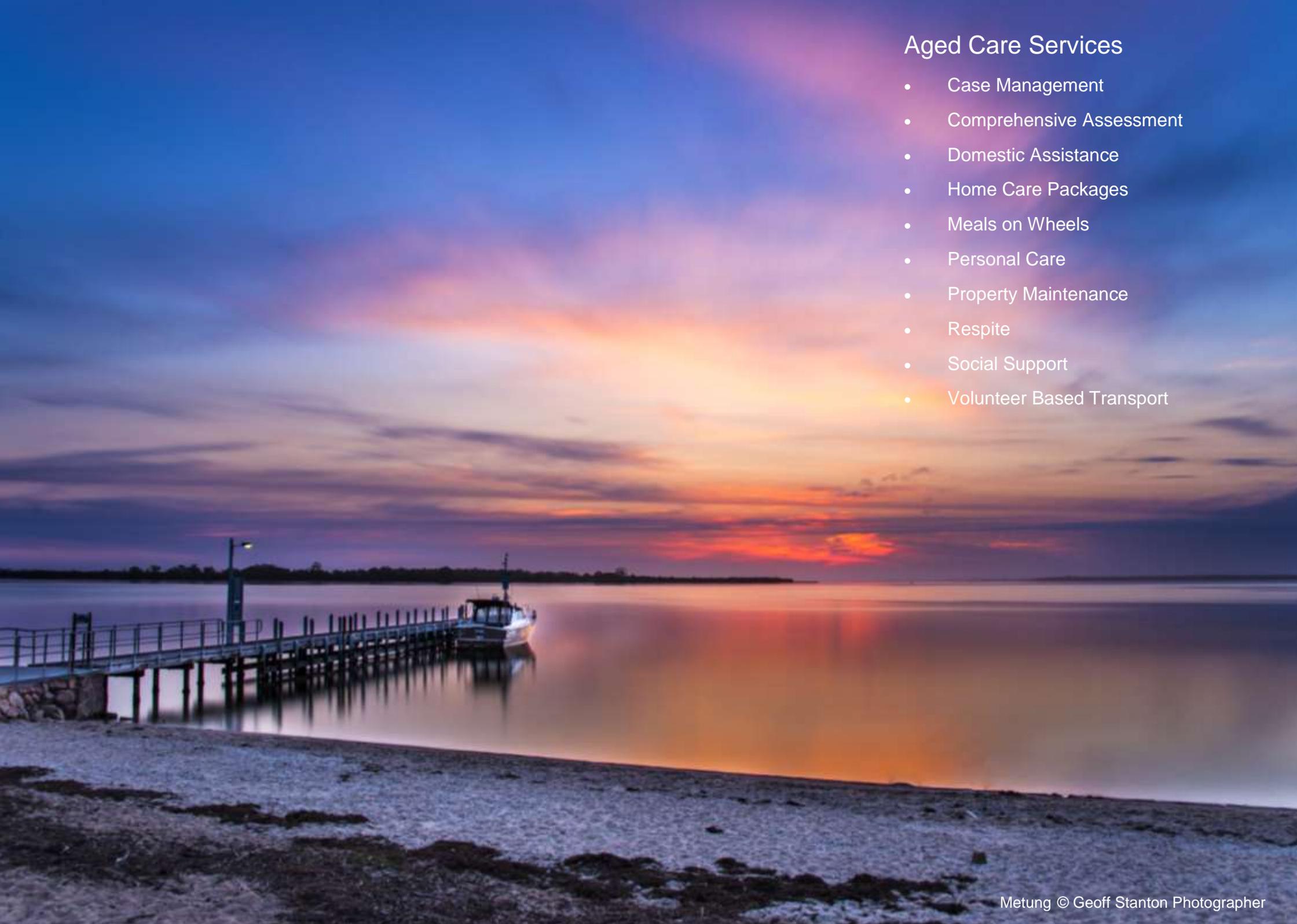
**"I've got more active and I can communicate with people more."**

Now I'm doing course after course with Mission Australia. I'm doing stuff I would have never done before.

It's made me realise there's more stuff out there to do than what I was doing - more getting out and doing stuff with my kids. It's made me appreciate life more. Before I didn't really give a \*\*\*\* - whatever happened, happened - but now I do care.

## Aged Care Services

- Case Management
- Comprehensive Assessment
- Domestic Assistance
- Home Care Packages
- Meals on Wheels
- Personal Care
- Property Maintenance
- Respite
- Social Support
- Volunteer Based Transport



# January

**HEALTHY LIVING TIP:** Eating plenty of fruit and vegetables not only contributes to good health, it also protects us against a number of diseases and helps us maintain a healthy weight. Fruit and vegetables are a great source of nutrients, including vitamins, minerals, dietary fibre and they are also low in fat.

| Mon                 | Tue | Wed                                      | Thu                 | Fri | Sat | Sun |
|---------------------|-----|--|---------------------|-----|-----|-----|
|                     |     |  | 1<br>New Year's Day | 2   | 3   | 4   |
| 5                   | 6   | 7  | 8                   | 9   | 10  | 11  |
| 12                  | 13  | 14                                       | 15                  | 16  | 17  | 18  |
| 19                  | 20  | 21                                       | 22                  | 23  | 24  | 25  |
| 26<br>Australia Day | 27  | 28<br>Start Term 1<br>(student free day) | 29                  | 30  | 31  |     |



COLLECTIBLES

BRUTHERN BRIC-A-BRAC

COLLECTIBLES & GIFTWARE

# February

**GET ACTIVE AND STAY HEALTHY:** Physical activity contributes to a healthy lifestyle and is critical to the prevention and management of many chronic diseases. Regular moderate physical activity will reduce your risk of type 2 diabetes, osteoporosis, heart disease, high blood pressure and some cancers.

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|-----|-----|-----|-----|-----|-----|-----|
|     |     |     |     |     |     | 1   |
| 2   | 3   | 4   | 5   | 6   | 7   | 8   |
| 9   | 10  | 11  | 12  | 13  | 14  | 15  |
| 16  | 17  | 18  | 19  | 20  | 21  | 22  |
| 23  | 24  | 25  | 26  | 27  | 28  |     |



# March

**GET A HEALTH CHECK:** The main aim of a health check is to detect illness in early stages, or better still to prevent illness occurring in the first place. Medical conditions such as diabetes, breast lumps and elevated blood pressure are just some of the conditions picked up in health checks. Health Checks also provide an opportunity to discuss lifestyle factors such as smoking and stress.

| Mon             | Tue | Wed | Thu | Fri              | Sat | Sun |
|-----------------|-----|-----|-----|------------------|-----|-----|
|                 |     |     |     |                  |     | 1   |
| 2               | 3   | 4   | 5   | 6                | 7   | 8   |
| 9<br>Labour Day | 10  | 11  | 12  | 13               | 14  | 15  |
| 16              | 17  | 18  | 19  | 20               | 21  | 22  |
| 23              | 24  | 25  | 26  | 27<br>End Term 1 | 28  | 29  |
| 30              | 31  |     |     |                  |     |     |

## Clinical and Nursing Services

- Advanced Care Planning
- Cancer Support Nurse
- Chronic Disease Support (Intervention and Prevention)
- Chronic Pain Management Nurse
- Clinical Nurse Consultant - Aged Care Dementia
- Clinics:
  - Diabetes - Review, Education and Prevention
  - Lymphoedema
  - Respiratory - Assessment, Quit Smoking and Asthma
- Comprehensive Health Assessments
- General Practitioners
- Home Based Nursing
- Hospital in the Home
- Immunisations
- Palliative Care and Bereavement Support
- Palliative Care Clinical Nurse Consultants
- Visiting Medical Specialists
- Women's Health Service

# April

**DID YOU KNOW?** Antioxidants are compounds in foods that neutralise chemicals called 'free radicals' produced by oxidation in the human body. These chemicals have been linked to disease such as heart and liver cancer. Plant foods are rich sources of antioxidants and are most abundant in fruits and vegetables, as well as nuts, wholegrains and some meats, poultry and fish.

| Mon                | Tue | Wed | Thu | Fri              | Sat                  | Sun |
|--------------------|-----|-----|-----|------------------|----------------------|-----|
|                    |     | 1   | 2   | 3<br>Good Friday | 4<br>Easter Saturday | 5   |
| 6<br>Easter Monday | 7   | 8   | 9   | 10               | 11                   | 12  |
| 13<br>Start Term 2 | 14  | 15  | 16  | 17               | 18                   | 19  |
| 20                 | 21  | 22  | 23  | 24               | 25<br>Anzac Day      | 26  |
| 27                 | 28  | 29  | 30  |                  |                      |     |



# May

**HAPPY RELATIONSHIP - HAPPY DAYS!** A good relationship means different things to different people. A major factor in creating a happy, healthy relationship is the willingness to work at it. Communication, flexibility and spending time together can help build and sustain a good relationship.

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |
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|     |     |     |     | 1   | 2   | 3   |
| 4   | 5   | 6   | 7   | 8   | 9   | 10  |
| 11  | 12  | 13  | 14  | 15  | 16  | 17  |
| 18  | 19  | 20  | 21  | 22  | 23  | 24  |
| 25  | 26  | 27  | 28  | 29  | 30  | 31  |



# June

**STAY ACTIVE ALL SEASONS:** Don't let Winter stop you from staying active. Head to your local swimming pool or gym to exercise indoors; keep some exercise equipment at home such as DVDs, a stationary bike, a skipping rope or fitness ball; go dancing; or just get stuck into the housework to burn calories.

| Mon                   | Tue | Wed | Thu | Fri              | Sat | Sun |
|-----------------------|-----|-----|-----|------------------|-----|-----|
| 1                     | 2   | 3   | 4   | 5                | 6   | 7   |
| 8<br>Queen's Birthday | 9   | 10  | 11  | 12               | 13  | 14  |
| 15                    | 16  | 17  | 18  | 19               | 20  | 21  |
| 22                    | 23  | 24  | 25  | 26<br>End Term 2 | 27  | 28  |
| 29                    | 30  |     |     |                  |     |     |

## Community Health Services

- Aged and Community Health Intake
- Art Therapy
- Aqua Physiotherapy
- Carers' Days
- Children's Centre
- Dietetics
- EveryBODY's Different
- Exercise Physiology
- Foothold on Safety - Falls Prevention Program
- Health at Every Size
- Health Promotion - Activities, Training and Advice
- Heart Foundation Walking Groups
- Language Development Groups
- Living Well with Diabetes
- Men's Shed
- Occupational Therapy
- Paediatric Therapy - Individual and Group
- Physical Activity Groups
- Physically Active Kids
- Physiotherapy
- Planned Activity Groups
- Podiatry
- Speech Pathology
- Rehabilitation

# July

**FACTS ON FATS:** Fats are an important part of a healthy balanced diet however regardless of the type, they're all high in kilojoules. You shouldn't cut all fat from your diet, but you should choose fats wisely and try to choose the poly and mono unsaturated types found in oily fish, seeds and nuts, and avocados.

| Mon          | Tue | Wed | Thu | Fri | Sat | Sun |
|--------------|-----|-----|-----|-----|-----|-----|
|              |     | 1   | 2   | 3   | 4   | 5   |
| 6            | 7   | 8   | 9   | 10  | 11  | 12  |
| 13           | 14  | 15  | 16  | 17  | 18  | 19  |
| Start Term 3 |     |     |     |     |     |     |
| 20           | 21  | 22  | 23  | 24  | 25  | 26  |
| 27           | 28  | 29  | 30  | 31  |     |     |



# August

**DID YOU KNOW?** Various studies show that is never too late to get fit. The human body responds to exercise, no matter what age, and there are many health benefits. If you are over 40 years, obese, suffer from a chronic disease or have been sedentary for some time, it is a good idea to check with you doctor before embarking on any new exercise routine.

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|-----|-----|-----|-----|-----|-----|-----|
|     |     |     |     |     | 1   | 2   |
| 3   | 4   | 5   | 6   | 7   | 8   | 9   |
| 10  | 11  | 12  | 13  | 14  | 15  | 16  |
| 17  | 18  | 19  | 20  | 21  | 22  | 23  |
| 24  | 25  | 26  | 27  | 28  | 29  | 30  |
| 31  |     |     |     |     |     |     |



# September

**STAYING ON YOUR FEET:** Falls are a major cause of injury for older people and cause hip and wrist fractures, dislocations, head injuries and bruising. Falls can be prevented with simple safety measures in and out of the home. Managing medications, foot care and regular eyes tests can also minimise the risk of falls.

| Mon | Tue | Wed | Thu | Fri              | Sat | Sun |
|-----|-----|-----|-----|------------------|-----|-----|
|     | 1   | 2   | 3   | 4                | 5   | 6   |
| 7   | 8   | 9   | 10  | 11               | 12  | 13  |
| 14  | 15  | 16  | 17  | 18<br>End Term 3 | 19  | 20  |
| 21  | 22  | 23  | 24  | 25               | 26  | 27  |
| 28  | 29  | 30  |     |                  |     |     |

## Family, Youth and Children's Services

- Alcohol and Drug Services
- Assessment and Response
- Child FIRST
- Counselling - Generalist and Family Violence
- Disability Services - Early Childhood Intervention
- Emergency Assistance
- Family Violence Outreach
- Homelessness Support Program - Creating Connections
- Integrated Family Services
- Maternal and Child Health Services - Enhanced Home Visiting
- Men's Behavioural Change
- Needle Syringe Program
- Reconnect/LINX
- School Focused Youth Service
- School Nurse
- Youth Justice Community Support Services
- Youth, Pregnant and Parenting Support Group

# October

**BE MEDICINEWISE:** Being 'Medicinewise' will help you make better health decisions and get the most benefit from your medicines. Always ask 'why' before taking any medicine. It is important to know what you're taking and how it could affect you - and whether a medicine is the best option for you.

| Mon               | Tue | Wed | Thu | Fri | Sat | Sun |
|-------------------|-----|-----|-----|-----|-----|-----|
|                   |     |     | 1   | 2   | 3   | 4   |
| 5<br>Start Term 4 | 6   | 7   | 8   | 9   | 10  | 11  |
| 12                | 13  | 14  | 15  | 16  | 17  | 18  |
| 19                | 20  | 21  | 22  | 23  | 24  | 25  |
| 26                | 27  | 28  | 29  | 30  | 31  |     |



# November

**DON'T FORGET TO DRINK WATER:** Your body is 65% water. That shows how important water is to your body. Try to drink a total of eight (8) glasses of water each day to maintain optimum health.

| Mon | Tue                | Wed | Thu | Fri | Sat | Sun |
|-----|--------------------|-----|-----|-----|-----|-----|
|     |                    |     |     |     |     | 1   |
| 2   | 3<br>Melbourne Cup | 4   | 5   | 6   | 7   | 8   |
| 9   | 10                 | 11  | 12  | 13  | 14  | 15  |
| 16  | 17                 | 18  | 19  | 20  | 21  | 22  |
| 23  | 24                 | 25  | 26  | 27  | 28  | 29  |
| 30  |                    |     |     |     |     |     |



# December

**STAY HEALTHY OVER THE HOLIDAY SEASON:** A healthy diet can include a moderate amount of alcohol for example: men should drink less than two standard drinks per day and women, less than one standard drink per day. One standard drink is 375 ml mid strength beer, 100 ml wine or 30 ml spirits. Alcohol should not be given to children.

| Mon                      | Tue | Wed | Thu | Fri                 | Sat              | Sun |
|--------------------------|-----|-----|-----|---------------------|------------------|-----|
|                          | 1   | 2   | 3   | 4                   | 5                | 6   |
| 7                        | 8   | 9   | 10  | 11                  | 12               | 13  |
| 14                       | 15  | 16  | 17  | 18<br>End Term 4    | 19               | 20  |
| 21                       | 22  | 23  | 24  | 25<br>Christmas Day | 26<br>Boxing Day | 27  |
| 28<br>Boxing Day Holiday | 29  | 30  | 31  |                     |                  |     |

## The focus of our work is on promoting good health and preventing ill-health

Today, we have a better understanding of health. How much you earn, your social position, your level of literacy or your ability to be involved in sporting clubs that help link you to others in your community, are as vital to determining your health and wellbeing as the medical treatment you receive when you're unwell. We also recognise the importance to connect with other organisations and individuals to work more effectively to promote the health and wellbeing of the community.

Along with a healthy diet and not smoking, regular physical activity plays a major part in helping prevent chronic disease. In fact, physical activity is ranked second only to tobacco control as the most important factor in disease prevention in Australia. This is why we invest strongly in getting the community more active.



## CLOSING the GAP

At GLCH, partnerships are important to closing the gap between mainstream health and the health of local Aboriginal community members.

GLCH acknowledges the Gunaikurnai people as the traditional custodians of the land on which we stand, and invites community members to perform 'Welcome to Country' at significant events.

All our staff have cultural training as part of professional development to improve the way we work with Aboriginal clients, communities and organisations this assists communication for better health outcomes.

The **Lakes Entrance Aboriginal Health Association** (LEAHA) which shares GLCH's Lakes Entrance site was developed in partnership with the local Aboriginal community to improve access to health care. LEAHA operates as a Aboriginal Community Controlled Health Organisation and provides it's members with access to a medical and chronic disease clinic, health promotion, welfare support, and local and youth justice services. The close relationship between LEAHA and GLCH allows for a supportive transition for clients between organisations.

GLCH auspices and works closely with **Yoowinna Wurnalung Healing Service** (YWHS), who develop and implement education and prevention programs that increase awareness and empower East Gippsland Aboriginal communities to respond to and address family violence. The service provides strength based counselling and support for families and individuals, as well as group activities that raise awareness of the impact and issues associated with family violence. This empowers individuals and communities to respond to family violence to keep their families safe. Both activities and individual work are available to all community members with approaches designed specifically to help men, women, young people, children and Elders prevent violence in all situations, especially the family.



The Healing Service also works with men, women and children who are perpetrators of violence and abuse, providing them with alternative tools for dealing with anger and aggression.

GLCH is one of several members of the **Djillay Ngalu** (Healthy Together) consortium of Aboriginal Community Controlled Health Organisations in East Gippsland, through its partnership with LEAHA. Djillay Ngalu funding is distributed amongst its members for treating and preventing chronic disease conditions and for promoting healthy lifestyles through improved nutrition and increased physical activity. The Department of Sport and Recreation supports the Djillay Ngalu consortium by providing interesting and challenging activities for young people, which are well attended and highly anticipated throughout the year. Coordination of both *Healthy for Life* and *Sport and Physical Activity* programs by the consortium ensures attention to detail, planning and access to the latest research, based on statistics from those programs.



**Family Day at Cape Conran**

## Occupational HEALTH and SAFETY

At GLCH we take all reasonable precautions to protect the health and safety of its staff, clients, visitors and other persons lawfully entering or upon Service premises. We comply with the legislative requirements of the Occupational Health and Safety (OHS) Act (2004) and all other related Acts, regulations and codes in relation to OHS.

GLCH has safe work practices to minimise the risk of injury to employees and visitors. It is the policy of this organisation that work practices are assessed for risk and where risks are identified, they are minimised or removed. At all times the ultimate safety and well being of employees and clients will be an overriding consideration in determining the appropriate response to a hazardous situation.

OHS application in the workplace is a continuous process which involves four recurring stages:

- **Consultation and Identification** of the OHS risks
- **Assessment** of the importance of different OHS risk factors
- **Control** of the risks through work redesign, use of appropriate mechanical aids and the provision of training and information to supervisors and staff
- **Monitoring** programs and systems to ensure ongoing continuous improvement and compliance is recorded and acted upon in relation to OHS.

GLCH has an active OHS Committee who represent all areas of the organisation and locations. They continually review items as they arise including policy, environment, and incidents; and provide regular reports to GLCH management and Board.



## Managing RISK

GLCH operates within a Risk Management Framework which aims to reduce the frequency and effect of adverse events by identifying, analysing, managing, monitoring and reviewing risks within the organisation.

All staff are responsible for identifying risks which may affect the organisation as a whole, or could do harm to clients or staff. New risks identified are assessed as they arise, and added to the Risk Management Framework.

Key to the monitoring of risk at GLCH is the Audit and Risk Committee. The purpose of this committee is to assist the Board to meet its responsibilities for internal control structures, internal audit functions, quality, clinical governance and risk management systems.

Monitoring may include internal or external audits, performance reviews, reviews of incident and investigation reports, review of organisational strategies and policies, and program evaluation. The internal review takes place annually as part of the annual planning process.

All risk registers and plans are maintained in the electronic database and reporting software RiskMan. This master risk register and risk management plan is monitored by the Quality Improvement Coordinator. Executive Managers receive automatic updates when reporting or review of risks owned by their Unit is due.

## CLINICAL GOVERNANCE

GLCH is a Victorian Registered Community Health Service under the Health Services Act (1988) and a Registered Community Services Organisation under the Children, Youth and Families Act (2005). We support accountability and quality improvement in service delivery, and are committed to continually assessing our business and efficiently delivering high quality, safe, and responsive services.

Quality improvement elements that are integrated throughout GLCH include:

- The employment of a Quality Improvement Coordinator who ensures the coordination and implementation of a three year organisation-wide Quality Improvement Plan and monitoring the plan's progress against goals which are reported to the Quality Improvement Council (QIC)
- Integration of Continuous Quality Improvement principles in strategic planning documents, operational plans, integrated planning models, position descriptions, planning, review and reporting
- Systematic internal and external auditing in the areas of client records, finance and occupational health and safety
- Demonstrated application, practice and review of clinical governance throughout the organisation.

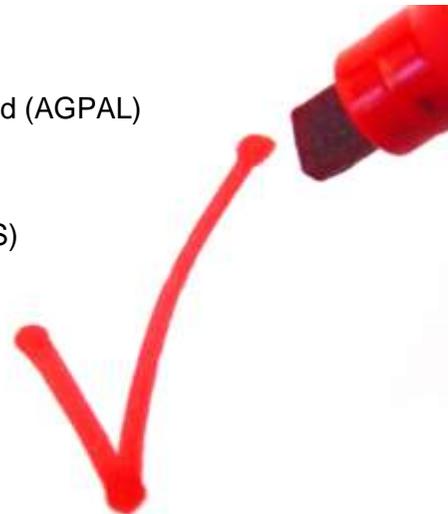
## ACCREDITATION

GLCH is accredited with:

- The Australian General Practice Accreditation Limited (AGPAL)
- Quality Improvement Council (QIC)
- Home and Community Care (HACC) Quality Review
- Homelessness Assistance Service Standards (HASS)

GLCH is reviewed by:

- Department of Health and Ageing
- Department of Human Services
- Department of Veteran Affairs



## Staff QUALIFICATIONS and CREDENTIALING

GLCH ensures quality in practice by employing suitably qualified and experienced staff to provide the range of health and welfare services we deliver.

We encourage our staff to engage in suitable professional development that benefits service delivery, and offer a number of scholarships to reduce training costs.

Our human resources team ensures that all current registration and legislation compliance is maintained in professions where registration is applicable e.g. health professionals, (such as the allied health Home Front Team pictured above) nurses and General Practitioners.

## Controlling INFECTION

Infection control refers to procedures and activities which aim to prevent or minimise the risk of transmission of infectious diseases.

Successful infection control is critical to maintaining a safe work environment. Identifying hazards, classifying the associated risks and implementing relevant control measures are key steps to successful infection control management.

GLCH undertakes a range of measures to ensure that the risk of contracting infections is minimised as much as possible for both clients and staff.

These measures include specific environmental management activities including routine cleaning schedules, appropriate disposal of clinical waste and sharp objects such as needles, and processes to deal with spills or infectious situations.

We also undertake monitoring and surveillance activities including undertaking infection control audits, annual validation of the steriliser and communicating health department alerts to relevant staff as required.

In areas where there is risk of infection, GLCH procedures provide a basis for the development of detailed protocols and systems for each specific setting, thereby reducing the risk of exposure and the likelihood of transmission of infection.

Through visual displays and staff meetings, GLCH promotes awareness of the importance of preventative measures such as hand washing and vaccination at both staff and community levels.

## Staying on your FEET with DEMENTIA

Falls are often a problem for many people living with dementia and injuries such as broken bones are a common outcome.

- One in three older people fall each year
- 10% of falls cause serious injury
- Leading cause of injury related hospitalisations among older people in Australia (78,600 fall related hospitalisations 2008-9) (AIHW 2012)
- 10% of bed days for older people attributable to falls (AIHW 2012)
- Direct costs to the health care system in Australia was \$648million in 2007-8
- Other factors related to falls implicated in up to 40% of admissions to residential care.

**Many falls can be prevented.** There are numerous health problems that can increase a person's risk of falls including poor eyesight, poor balance, and taking certain or multiple medicines can sometimes put people at higher risk of falls. Acute health problems such as a bladder infection or chest infection can increase a person's risk of falling, so seeking prompt medical review for these problems can reduce the risk of falls.

Dementia can also increase the risk of falls due to a person's reduced insight about safety, an impaired ability to identify hazards and risks, and wandering and agitation.

**GLCH offers a nine (9) week falls prevention program called 'Keep Safe'.** This program includes an education component; a personal exercise program - tailored especially to participants' needs by our Allied Health professionals including a physiotherapist and exercise physiologist; and a home visit to assess and identify risks at home and provide solutions.

If you, a loved one, or a friend have recently had a fall or a near miss, or you are finding you are unsteady when walking, you should contact Aged and Community Health Service Access at GLCH to arrange an appointment for an assessment. A professional assessment can find out the best way to reduce the risk of future falls.

**TIP:** Keeping fit and physically active is important for people living with dementia, and exercise can help to improve balance and steadiness when walking.

For more information about falls prevention, contact Aged and Community Health Service Access on **5155 8367**

## SUPPORT Us

When you become a member of Gippsland Lakes Community Health, you will:

- Receive regular information about our services, programs and events and a copy of our Annual Report
- Be eligible to vote in our Board of Directors elections and/or nominate to be a candidate
- Receive an invitation to the Annual General Meeting where there will be opportunities to provide feedback
- Be invited to participate in specific focus and advisory groups.



### Application for Membership

|   |   |
|---|---|
| <b>Name:</b> _____<br><small>(full name of applicant)</small>   |   |
| <b>Address:</b> _____<br>_____<br><b>State:</b> _____ <b>Postcode:</b> _____  | <b>Postal Address:</b> _____<br>_____<br><b>State:</b> _____ <b>Postcode:</b> _____ |
| <b>Telephone:</b> _____ <b>Email:</b> _____<br><input type="checkbox"/> I would like to receive regular updates from Gippsland Lakes Community Health via email |   |

Tick the membership category you are applying for:

- Voting Member** (the general public)
  - has the right to receive notices of and to attend and be heard at any General Meeting and has the right to vote at any General Meeting.
  - are entitled to vote for members of your community to be Directors on the GLCH Board of Management.
  - can be nominated for election to the GLCH Board of Management.
  - must be over 18 years of age.
  
- Corporate Member** (business, organisation, etc)
  - has the right to receive notices of and to attend and be heard at any General Meeting and has the right to a single vote at any General Meeting.
  - are entitled to a single vote for members of your community to be Directors on the GLCH Board of Management.
  
- Associate Member** (non-voting member, i.e. GLCH staff)
  - has the right to receive notices of and to attend and be heard at any General Meeting but does not have the right to vote at any General Meeting.
  - must be over 18 years of age.

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**UPON COMPLETION:**

|   |                                  |  |
|---|----------------------------------|--|
| <b>Post to:</b><br>Executive Assistant<br>Gippsland Lakes Community Health<br>PO Box 429, LAKES ENTRANCE 3909 | <b>Fax to:</b><br>(03) 5155 4057 | <b>Deliver by hand to one of our sites at:</b><br>Lakes Entrance, Bairnsdale, Bruthen, Metung or Nowa Nowa |
|---|----------------------------------|--|

|                        |     |                         |                              |     |
|------------------------|-----|-------------------------|------------------------------|-----|
| <i>Office Use Only</i> |     |                         |                              |     |
| Date Received:         | By: | Date of Board Approval: | Date of Member Notification: | By: |
|                        |     |                         |                              |     |

# Consumer Feedback Form

This report is designed to inform our community about the services provided by Gippsland Lakes Community Health.

We value your feedback so we can ensure future reports meet your needs. Please tick the appropriate boxes.

Age: 15 - 18  19 - 25  26 - 35  35 - 45  46 - 55  56 - 65  66 - 75  Over 75

Gender: Male  Female  Other

How much of the report did you read? All  Most  A little  None

Was this report easy to understand? Very Easy  Easy  Not easy, but not difficult  Difficult  Very Difficult

Did you find the report informative? Yes  No

How can we improve the report in the future, or what else would you like us to include? Please comment:

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### Completed feedback forms can be returned to:

- Any GLCH reception desk
- Emailed to [marketing@glch.org.au](mailto:marketing@glch.org.au)
- Post to:  
The Marketing Officer  
Gippsland Lakes Community Health  
Reply Paid 429  
Lakes Entrance 3909





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