



Quality of Care Report 2015
and 2016 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 2015 Quality of Care report for Gippsland Lakes Community Health (GLCH). This report showcases how we ensure that our services are safe, appropriate and accountable to our clients, the community and the Department of Health and Human Services. It highlights initiatives and examples of our programs that you may be interested in.

Once again we are presenting our report in a calendar format, making it useful to record important dates. Last year we used local images provided by staff member, Geoff Stanton. This year we have revisited this concept because your feedback was favourable and we decided to invite all of our 300+ staff to contribute their favourite photographs. The results speak for themselves.

Your feedback on this report is an important element to the development of future Quality of Care reports. Please take a minute of your time to complete the evaluation form at the back of this report and help us to get it right for you.

I hope you enjoy the report.



Sue Medson OAM
Chief Executive Officer



Bairnsdale
281 - 285 Main Street



Lakes Entrance
18 - 28 Jemmeson Street



Nowa Nowa
Halls Road

Our locations



Bruthen
Main Street



Metung
Cnr Metung & Hardy's Road

Service Coordination

Every person who accesses our service, regardless of their age, geographic, social or economic situation, will have easy access to quality wellbeing services that are well coordinated and appropriate to their needs.

GLCH has four service access streams, they are medical reception, aged and community health service access, nursing intake and family, youth and children's intake.

Our customer service staff at all GLCH sites (including telephone) support consumers by listening as they explain their initial need for information or service provision and by referring them to the appropriate service access point. Our service access and intake workers further assess consumer needs and plans are developed for service delivery and referral to relevant service/s identified within GLCH and outside of the organisation if required.

We support access to services and programs by making sure they are available at the times, locations and venues that suit the needs of the targeted consumer group.

Demand for access to services is managed by clinical triage, risk and other tools used to determine a consumer's priority. Where appropriate, we may also suggest providing individual therapy within a group setting to avoid a waiting period. The important rules that support our service coordination are:

- Focus on the consumer
- Partnership and teamwork
- The social model of health
- Our duty of care
- Consistency in practice standards
- Common client identification numbers
- Needs of consumers
- Qualified staff

We provide our services and programs in a coordinated fashion to:

- Ensure consumers receive timely, well planned and appropriate services, supporting the best possible outcome
- Eliminate duplication of effort and resources and the need for the consumer to re-tell their story
- Ensure consumer data that is collected, is used to map unmet needs, identify service gaps, and determine funding agreements and requirements.



How we make sure we get it right

- We regularly review and evaluate processes that apply to all plans at all levels of the organisation from strategic down to individual client care plans
- Accreditation reviews (see Quality and Safety page in this report) enable us to assess our compliance with safety and systems aimed at achieving positive outcomes for our consumers and community
- We regularly undertake audits throughout the organisation including client record and other clinical audits
- Our services and programs collect data to monitor suitable levels of service delivery in line with pre-determined targets
- The achievement of a consumers identified goals triggers closure of case or discharge from the service
- We captured and evaluated consumers experiences during and after services via established consumer feedback mechanisms and surveys, which is used to improve or modify our service delivery in line with expressed needs.

Healthy Lifestyle Groups & Education Programs

- Anaphylaxis Management Course
- Art Therapy (Power of the Mark)
- Asthma Emergency Management Course
- Boys' Friendship Group
- Brainbags, Life and Living Skills Program
- Bruthen Women's Craft Group
- Cancer Support Group
- Caution with Cannabis
- Children's Centre programs including:
 - Full time, part time and casual child care
 - Before and after school care
 - Three year old Kinder
 - Four year old Kinder
 - Vacation Care
- Community Arts Group (pictured below in Nowa Nowa)
- Creative Respite Groups including:
 - Sunset Jamboree (Dementia Respite)
 - My Time Respite Group
 - Time Out Respite Group
- Contenance - no laughing matter
- Fitness programs including
 - Active Kids and Teen Gym
 - Blokes Gym
 - Cardio-pulmonary Rehabilitation
 - Core Concept
 - Gentle Exercise Program
 - Healthwise Gym
 - Health Moves
 - Hydrotherapy
 - Keep Active
 - Keep Moving at Home (Falls Prevention in Home)
 - Keep Well
 - Kinder Gym Programs (Lifting Weights at Lakes)
 - Men's Gym
 - Outpatient Rehabilitation
 - Pilates
 - Staff Gym
 - Stay Safe (Falls Prevention)
 - Tai Chi
 - Thursday night ladies gym
 - Walking Group
 - WELL for women diagnosed with breast cancer
- Golden Delicious (healthy eating for HACC clients 65+)
- Health Aging Options Information Sessions
- Healthy Together Victoria Achievement Program
- Homebased Library
- LIFE! Program (Diabetes Prevention)
- Life after Loss
- Men's Shed (Bruthen, Lakes Entrance and Nowa Nowa)
- Paediatric Therapy Groups including:
 - Active Lorikeets
 - Busy Bees
 - Handwriting Group
 - Little Wrens
 - Lyrebirds
 - Moving Meerkats
 - Parent Child Mother Goose
 - Phonological Awareness for Literacy
 - Proloq2go
 - School Readiness
- Parenting Groups including:
 - Bumps to Bubs
 - FAB Tuesday's
 - New Parents Group
- Parkinson's Support Group
- Planned Activity Groups including:
 - Café Connect
 - Leisure and Laugh
 - Middy at Lakes
 - Socially Active
 - The Café
 - The Lounge
 - Thursday Group
 - Wednesday Roast
- Pre Advance Care Planning (Making the last chapter reflect the whole book)
- Rock and Water Group for Children and Youth
- Wheels to Meals
- Your Choice Program



GLCH places consumers at the centre of service and program design and delivery, supporting them to develop self-management strategies to support their overall health.

How do we know if you don't tell us...

Consumer feedback is a valuable part of our quality improvement process, and provides us with information that can influence our operational activity and help improve service delivery.

Who can leave us feedback?

We encourage everybody who uses our services and programs to leave us feedback such as:

- clients/patients
- carers
- relatives
- support people
- other health professionals
- individuals or groups

and we provide a range of easy, accessible and where required, anonymous processes for you to do it.

How do I provide feedback?

Consumer feedback brochures are available in our customer service areas at all five locations. You can also send us your comments in an email to contact@glch.org.au or you can complete our online feedback form at www.glch.org.au or speak to our Consumer Feedback Coordinator.

Other ways we collect feedback include:

- Client surveys
- Client questionnaires - annual and new client (aged care)
- Care planning
- Program and project evaluations
- Forums - community and volunteer
- Consumer feedback groups, i.e. FYCS Consumer Registry



GLCH tracks complaints and compliments through an electronic feedback system. In the last 12* months we received:

80 Compliments | 46 Complaints

What you told us	What we did
That we 'appeared disrespectful, if not arrogant' for starting our calendar on a Monday and not a Sunday.	Accepted the criticism and changed the template.
That our volunteers could not access the parking bay reserved for meal collection.	Existing signage was improved and moved to a more prominent position. Staff were advised not to park in the area between 12 noon and 2pm weekdays.
That the drop off point for our allied health services was unsatisfactory for people with mobility issues.	We did a risk assessment on the area and looked at solutions to make the area safe. Railings have now been changed and the footpath upgraded in-line with disabled specifications.

We distribute this report to the community via:

- Member mail out
- Events such as our AGM
- Reception areas at all our locations

It is also available to download on our website www.glch.org.au

Getting social

Consumer consultation was key in two projects undertaken by our marketing team.

Over the last 12 months we have launched a new and improved website and bravely entered the social media world with a brand new Facebook page. Both projects involved loads of staff hours creating the look and feel of each platform and writing policies and procedures, but there were a number of specific factors like usability (website) and content (Facebook) that we needed help with.

First off our marketing team took to our customer service areas, supermarkets and the streets to quiz people about our new website. Armed with an iPad, marketing staff showed interested community members the website and asked them their opinions on a *group heading* we couldn't decide on. We wanted to ask them what their understanding was of 'older people' or did they prefer terms like aged or senior? The majority of people surveyed supported the use of 'older people' so that's what we choose to use, however it was a mixed response to their understanding of the age group with people suggesting an 'older person' was aged 50, over 55, 70+ and even over 90! Some people surveyed commented on the text size being a little small, so we talked to our website developers and they added a feature to increase font size. We also slowed down the panel of moving pictures on the home page based on feedback from the survey.

Among those surveyed were members of the Family, Youth and Children's Services Consumer Registry (the Unit's 'direct line' to consumers) with the benefits two-fold. Not only did we get their valuable insight in to the development of our website, it was later reported that we had made the registry members feel respected and empowered just by asking for their opinion.

For the Facebook page, the marketing team conducted a survey on our consumers social media habits. The survey was promoted in all areas of the agency to cover all demographics and was also posted on our website. Over half of the 293 people who choose to participate in the survey reported that they use Facebook. We asked them what time of the day they checked their Facebook accounts and found that while most checked in regularly throughout the day, a significant number checked in after 5pm, therefore influencing the time we schedule our daily posts. We provided a list of 23 topics based on the services we provide and asked them to indicate what they were interested in. The most popular response was food and nutrition followed closely by general health and medical, staying physically active and children's health. These topics influence the majority of content we post and we have even included a weekly food and nutrition post called 'Friday Food 4 Thought' where we post interesting facts about the things we eat. As social media is a fast changing environment we plan to survey our Facebook followers regularly to make sure we are posting relevant content from relevant social media channels. If you haven't already 'Liked' our Facebook page, head to facebook.com/GippslandLakesCommunityHealth and stay in touch.

A woman with long blonde hair, wearing a maroon floral dress, is smiling and holding a blue speech bubble sign that says "Thanks for asking". She is standing against a light green background.

Thanks for asking

Quality and Safety

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 Quality Innovation Performance (QIP)
- 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.

Staff qualifications and credentials

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 staff 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, environmental services (pictured above right), nurses and General Practitioners.



ABOVE: The GLCH Environmental Services team monitor and maintain the organisations facilities and security across our five sites in Bairnsdale, Bruthen, Lakes Entrance, Metung and Nowa Nowa.

Accreditation

GLCH is currently accredited with:

- Australian General Practice Accreditation Limited (AGPAL)
- Quality Innovation Performance (QIP), which includes:
 - Quality Improvement Council Standards (QIC)
 - Home and Community Care (HACC)
 - Department of Human Services Standards (DHS)
- Department of Social Services (DSS) which includes:
 - Community Common Care Standards (CCCS)
 - Home Care Packages (HCP)

Recognising diversity in our community

At GLCH our services and programs are provided in a culturally safe and appropriate manner.

Via our mission statement and values (social justice, respect and participation) we place a high priority on providing a culturally safe and appropriate environment where our services can be delivered in a sensitive manner. From our five locations in East Gippsland we are currently servicing a significant Aboriginal demographic, with the Culturally and Linguistically Diverse (CALD) population being a far smaller, but no less significant, component.

All of our planning processes are informed by research. Data is gathered from multiple sources, for example: we source some of our demographic data from the Australian Bureau of Statistics, local data from the East Gippsland Shire Council, other data from Gippsland Multicultural Services; and GLCH service usage data and staff profile data.

Key partnerships and collaborations with local Aboriginal communities, the peak body for CALD in Gippsland (Gippsland Multicultural Services) and other relevant committees such as the project steering committee for the Dala Yooro Aboriginal Children and Family Centre and other regional and state-wide bodies also ensure cultural safety.

The team at GLCH supports diversity and incorporates an individual or family's unique set of circumstances or characteristics in all working processes. For example, we may include additional resources such as aides and equipment if we are working with someone who has a disability; or we may use language services for someone who doesn't speak or understand English all that well to make sure they can participate in any decision making processes.

Taking our location and service delivery into consideration, we have particular focus on some areas including:

- Aboriginal and Torres Strait Islander backgrounds
- Culturally and linguistically diverse backgrounds
- Family violence and youth and child wellbeing
- People living with dementia
- People with disabilities
- People living in rural and remote areas
- People at risk of homelessness.



The Lakes Entrance Community Services Precinct in Jemmeson Street includes cultural landscaping and community arts features which provide outside areas that encapsulate local reconciliation, the physical beauty of the area and provide meeting and recreational settings, a child play area and garden.

A loss of who I am Life with Parkinson's



This case study highlights the importance of providing activities that are outside of mainstream. Activities which can assist in improving emotional wellbeing, giving individuals the opportunity to express what is important to them in a supported non-judgemental group environment. It illustrates how art therapy can improve an individual's emotional wellbeing and the positive health benefits of being part of a group.

Adjusting to change: Di was an active 47 year old with a passion for intricate tapestries when she was diagnosed with Parkinson's disease. For the first few years of her illness Di was living in a community that knew her as an independent and capable mother, partner, family member and friend. When Di made the move to a country town she came with her disability, which isolated her. Her oral communication was poor and it was difficult to make new friends and to be part of a group. Di was in need of a way to express her thoughts, emotions and feelings. Di found a way back to her love of art through art therapy.

A new approach: The art therapy group was welcoming. Di found friendship, new skills and a way to express herself again. One of her new found skills was the process of 'Zen doodles', which is a form of pictorial meditation.

On a recent trip to the Kingston Centre in Melbourne to have her medication, gait and speech reassessed, Di was able to use this new skill. These days are long and really boring while you wait in between procedures. Her Zen doodles got her through. Di has created a book of her work, 'Di's doodles'. Her brother asked her for a piece of her work which he framed. Di was so proud.

As the group came to an end just before Christmas, Di presented each member of the art therapy group their own 'Di Zen doodle Christmas card', which each person treasures for its thoughtfulness and individuality.

Reflection: This is a key point of change in a person's life – a diagnosis of a major illness, causing loss of independence and self worth. Our art therapy program gave this person the opportunity of self expression and creativity when she thought her creative options were gone. We need to provide a range of program options which are reflective of our clients' needs; these must include programs which address social and emotion wellbeing.

Art therapy is used to help people manage their physical and emotional issues by using creative activities to express feelings. We offer individual and group art therapy sessions. For more details contact us on 5155 8300.

Seamlessly transitioning through aged care



Helen is a 68 year old lady who suffered a severe stroke approximately seven years ago, leaving her with a right-sided weakness. After the stroke she commenced services with GLCH under the Home and Community Care program (one hour of domestic assistance per week) and continued to be supported by her husband and daughter.

Helen's husband was diagnosed with melanoma in October 2011 and subsequently passed away in January 2012. Helen's services under Home and Community Care increased at this point to include assistance with meal preparation and social outings. Helen expressed a strong desire to continue living in the community with extra supports in place. Helen was referred for an Aged Care Assessment to determine eligibility for a Community Aged Care Package (now known as a Home Care Package).

Helen was approved for a Home Care Package in December 2011 and she was offered and accepted a low level package with GLCH in February 2012. Helen's services remained the same with the only difference being the funding source. She was able to continue with the home support staff who she was familiar with and this provided her with a sense of comfort and continuity of care. In addition Helen had the support of a Case Manager who was able to assist with the coordination of services and develop a plan of care that included extra services such as podiatry, occupational therapy, equipment, transport and facility based respite.

Helen remained on a low level package until a change in circumstance required her to be reassessed for a high level package in December 2014. Helen now had a need for a higher level of care but still expressed a desire to continue living in the community. A high level package was allocated to Helen in January 2015 with GLCH. She was able to remain working with the same Case Manager and her base line services remained unchanged. The Case Manager was able to build on the services already in place with the additional funding that came with the high level package.

Throughout Helen's journey she has experienced the multiple levels of aged care services with a seamless transition from one funding source to another. She has also been involved with respite activities that are conducted in partnership with a local residential aged care facility, further enhancing her journey and experiences with multiple levels of the aged care service system.

GLCH provides a comprehensive range of services to consumers, 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.

All our staff work with consumers to determine goals and other priorities that are documented in their care plans. Other elements of a care plan include strategies and services, responsibilities, timelines and measurable outcomes.

Making the last chapter reflect the whole book

We know that in our culture many of us will avoid talking about death and dying, which is why this topic is challenging for everyone involved. However it is also known that life can present us with challenges and sometimes we need to talk about what is important to us. Making the last chapter reflect the whole book is a introductory education session for people wanting to learn more about planning for future life decisions.

In establishing this project we formed a Steering Committee of interested volunteers who guided the entire project from storyboarding and filming of a supporting DVD to community workshop facilitation where they help to tease out people's thoughts about writing their last chapter and how they can communicate their wishes to others.

So far, the project has been presented to numerous community groups in Lakes Entrance and has received mostly positive feedback including:

- I was loathe to attend but found the presentation thought provoking
- Very informative and helpful
- It has given me something to think about
- Made me think about talking to my children
- [I will] document things I like and want and definitely talk to family and choose who to look after my affairs

Some people weren't as accepting of the concept and said "if we decide to do death letters we will be disappointed." Another participant was accepting of the concept but suggested we keep in mind that the age group we're presenting to are hard of hearing and purchase a microphone!

This project has gathered loads of interest from other regions, prompting us to package our resources so we can share them in the future.

Bookings for small community groups are available by request.

WANT TO BE PART OF THIS PROJECT? We are looking for volunteers to deliver workshops to local community groups under the auspice of GLCH. Training will be provided. Expressions of Interest to Barbara Phillips.



What would happen if you were unable to make decisions as a result of an illness or accident? Who would make decisions for you? How would they know what you really wanted?

Advance care planning is the process of planning ahead for your future health and personal care needs in the case you become unable to make decisions for yourself. Advance care planning allows you to consider and influence your future life decisions while you are still able.

An Advance Care Plan (ACP) can help identify what is important to you, such as your personal values, beliefs and preferences. It also gives you an opportunity to nominate a person you trust to make decisions on your behalf if you are unable to do so. An ACP provides guidance if decisions need to be made by the people you nominate. It also provides support and peace of mind to your nominated decision maker.

A Registered Nurse who is trained in advance care planning is available by appointment to talk to you and your family, either in the comfort of your home or onsite at GLCH. The nurse will provide information, resources and guidance to help you create your ACP.

For further information about advance care planning, including Making the last chapter reflect the whole book education sessions, please contact Nursing Intake on 5155 8300.

Managing unacceptable behaviour

At the end of 2013 we noticed incidents of aggression were trending up. To address this we formed the Management of Unacceptable Behaviour Working Group (MUBWG) to review and refresh the current systems we had in place to support staff and clients where instances of challenging behavior exists.

The working group included representatives from across the organisation and the Health and Safety Committee. The brief was to review:

- Policy, procedure, infrastructure, security and alarm systems
- Identification of the staff skills required and the means to maintain them
- Reporting and Governance requirements (including incident reporting and roles and responsibilities of various staff; and committees linked to this risk)
- Revised response and debriefing systems
- Communication strategies

In October 2014 we surveyed staff regarding their knowledge and understanding of unacceptable behaviour; and also asked if they had had any experiences in the last 12 month period. Of the 81 who participated, over half (43) had experienced unacceptable behavior: 27 face-to-face, 7 via phone and 9 witnessed incidents. They reported having experienced multiple incidents, with two staff indicating their involvement in excess of 10 incidents.

The majority of staff reported seeking assistance (debriefing and support) from their managers and colleagues post incident, with a few opting to self-manage. The working group noted that this debriefing and incident follow up was a very important space as a means of decreasing the risk of post traumatic stress and supporting staff in general. Investigation found that some areas had little understanding of debriefing, including how to access our Employee Assistance Program which is designed to support staff at times of crisis both professional and personal.

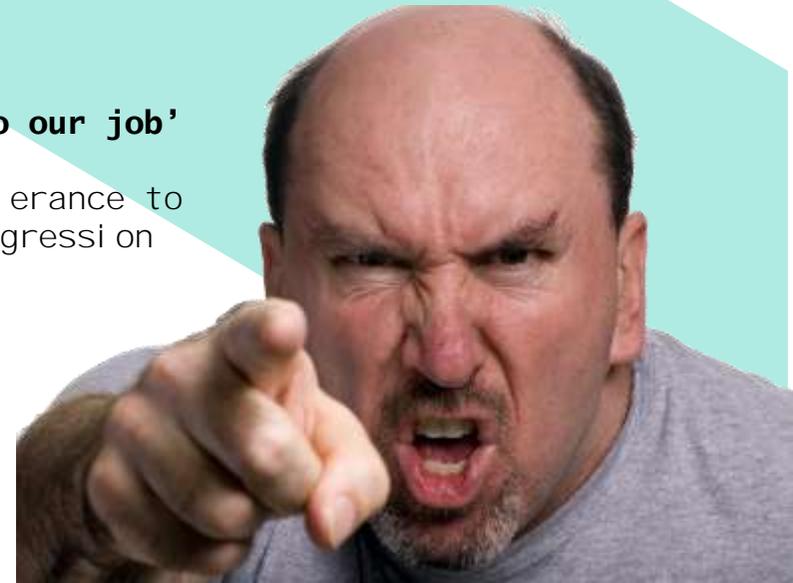
What the MUBWG has achieved so far...

- Major change to 4 existing policies
- Minor tweaks to 3 existing policies
- 1 new policy, 1 new procedure and 1 modified procedure
- 12 site specific MUB Safety Audits (infrastructure and resources) were undertaken and reviewed by the Health and Safety Committee with follow up actions identified
- Preferred staff skill levels and ways to facilitate were identified
- Incident reporting including feedback loops were enhanced
- Ongoing communication strategies were identified
- Ownership at various levels of the system were identified and communicated.

Senior staff have been identified as main drivers of our new MUB system. This means we need to ensure they are aware of the entire system from start to finish as they are a 'go to' person for their staff when they need clarity or support. Among other key responsibilities, senior staff must also promote incident reporting, post incident processes such as debriefing and education needs for their staff.

'Please let us do our job'

GLCH has zero tolerance to violence and aggression



Aged Care Services

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



01/16
January

While it might feel like a nuisance, a yearly examination is a must if you hope to maintain your overall health and wellbeing. Going for a health check can help spot potential problems before they arise and take preventative action to stop any issues that may lurk.



Sun	Mon	Tue	Wed	Thu	Fri	Sat
					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						



02/16
February

Did you know it takes 12,000 steps to counteract the toll on your health after you've had a soft drink? Fructose, a sweetener used in many processed foods and soft drinks, can increase the risk of developing conditions like insulin resistance and type 2 diabetes. Put the can down...



Sun	Mon	Tue	Wed	Thu	Fri	Sat
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28	29					



03/16
March

Dairy fights cardiovascular disease. Just one serve of dairy a day could lower your risk of heart disease and stroke, shows a study from Monash University. One serving contains 8g of protein, which is equivalent to a cup of milk or 45g of cheese.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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27	28	29	30	31		

Clinical and Nursing Services

- Advanced Care Planning
- Cancer Support Nurse
- Chronic Disease Support (prevention and intervention)
- Clinical Nurse Consultant Aged Care - Dementia
- Chronic Condition 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 Consultant
- Primary Triage and Assessment
- Visiting Medical Specialists
- Women's Health Service
- Wound Management



04/16
April

Researchers believe that many of the supposed age-related changes affecting the mind, such as memory loss, are actually lifestyle related. Make sure you stay involved! Reach out to the world around you for fun, a sense of achievement, social contact and mental stimulation.

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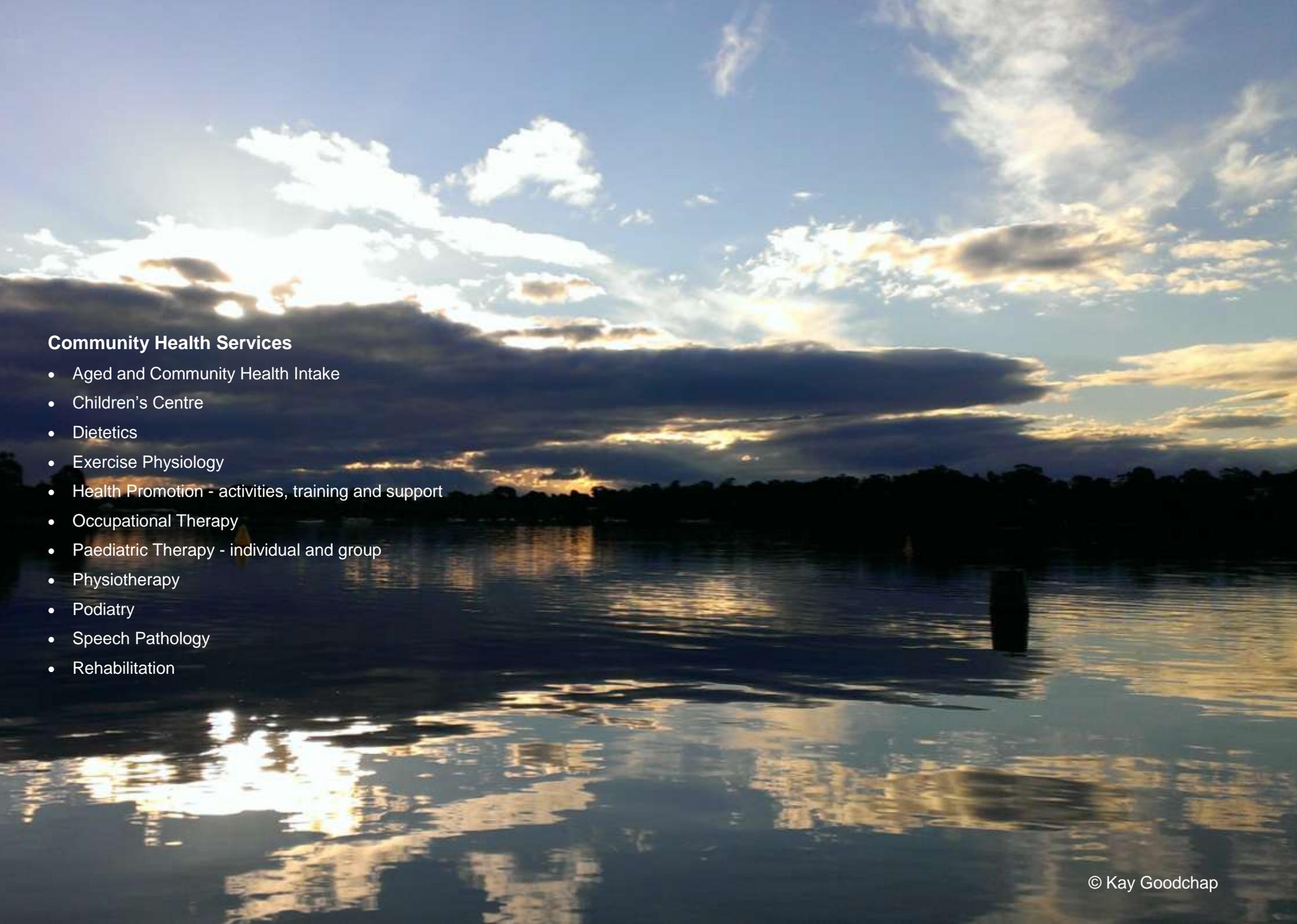


05/16
May

Just 30 minutes of moderate activity each day can improve your health and reduce the risk of developing certain conditions or diseases. If you can't make the time to exercise for yourself, do it for your family. Check out our exercise groups for all ages in the front of this report.



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A scenic sunset over a body of water. The sky is filled with large, dark clouds, some of which are illuminated from below by the setting sun, creating a dramatic play of light and shadow. The sun is low on the horizon, casting a bright, golden glow across the sky and reflecting off the water's surface. The water is calm, with gentle ripples. In the foreground, a dark silhouette of a tree or bush is visible on the right side. The overall mood is peaceful and serene.

Community Health Services

- Aged and Community Health Intake
- Children's Centre
- Dietetics
- Exercise Physiology
- Health Promotion - activities, training and support
- Occupational Therapy
- Paediatric Therapy - individual and group
- Physiotherapy
- Podiatry
- Speech Pathology
- Rehabilitation

06/16
June

It is easy to eat a healthy diet on a budget. You can buy more food if you spend most of your money on basic healthy foods like bread, cereals, fruit and vegetables. This way you can feed more people and keep both your wallet and your body healthy.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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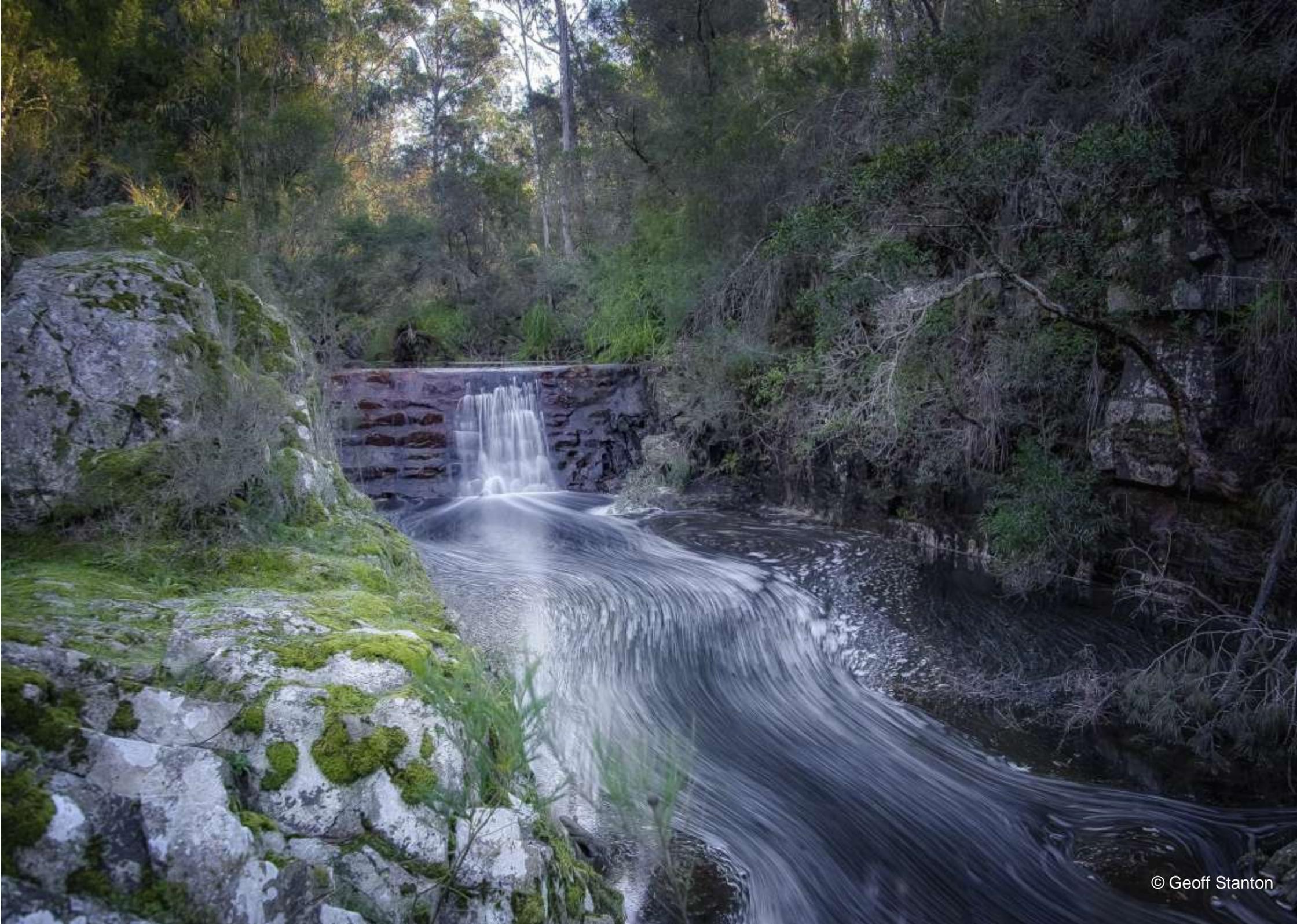


07/16
July

Random acts of kindness are good for givers and receivers alike. It could be a quick call or text to someone you care about or have lost touch with, or showing a fellow motorist some consideration, or giving up your seat on a train or bus, or buying someone lunch or giving a spontaneous bunch of flowers.



Sun	Mon	Tue	Wed	Thu	Fri	Sat
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24	25	26	27	28	29	30
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08/16
August

Sleep has the ability to optimise mental and physical energy, and optimal levels of sleep (about eight hours a night) are linked with the reduced risk of chronic disease and improved longevity. Shutting down the computer or turning off the TV early in the evening is often all it takes to create the time and space for earlier sleep.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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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			



09/16
September

Let a little sun shine down. Natural sunlight is a great way to boost your body's vitamin D levels. Vitamin D helps ensure that bones are formed properly and can also help ward off depression. Try to soak up 15-20 minutes of sunlight daily.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Family, Youth and Children's Services

- 0 - 2 Program
- Alcohol and Drug
 - Counselling
 - Non Residential Withdrawal
 - Koori Diversion Worker
 - Care and Recovery
 - Youth Outreach
- Assessment and Response
- Child FIRST
- Counselling
 - Generalist
 - Family Violence
 - HACC
- Early Childhood Intervention
- Emergency Assistance
- Family Violence Outreach
- Homelessness Support Program, including Creating Connections
- Integrated Family Services
- Maternal and Child Health Services, including Enhanced Home Visiting
- Men's Behaviour Change Program
- Needle Syringe Program
- Reconnect
- Services Connect
- School Focused Youth Service
- School Nurse
- Youth Justice Community Support Services
- Youth Pregnant and Parenting Support Group

10/16
October

Cycling is low-impact exercise that can be enjoyed by people of all ages. Regular cycling has many physical and mental health benefits. It is one of the best ways to reduce your risk of health problems such as stroke, heart attack, some cancers, depression, diabetes, obesity and arthritis.



Sun	Mon	Tue	Wed	Thu	Fri	Sat
						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					



11/16
November

Fruits are a plethora of vitamins and minerals. Do you know that oranges offer more health benefits than Vitamin C pills? Taking in synthetic supplements is not the same as consuming the foods direct from nature. Fill your plate with nutritious fruits like watermelon, apricots, avocado, apple, cantaloupe, grapefruit, kiwi fruit and strawberries.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		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			



12/16
December

Laughter might really be the best medicine. One study published in the "International Journal of Cardiology" noted that people who were less likely to experience laughter during the day were at an increased risk for coronary heart disease. Laughter's also an excellent mood booster.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				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



Become a member
**JOIN
 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

Name: _____ <small>(full name of applicant)</small>	
Address: _____ _____	Postal Address: _____ _____
State: _____ Postcode: _____	State: _____ Postcode: _____
Telephone: _____ Email: _____	
<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:

Post to: Executive Assistant Gippsland Lakes Community Health PO Box 429, LAKES ENTRANCE 3909	Fax to: (03) 5155 4057	Deliver by hand to one of our sites at: Lakes Entrance, Bairnsdale, Bruthen, Metung or Nowa Nowa
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<small>Office Use Only</small>			
Date Received:	By:	Date of Board Approval:	Date of Member Notification:

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

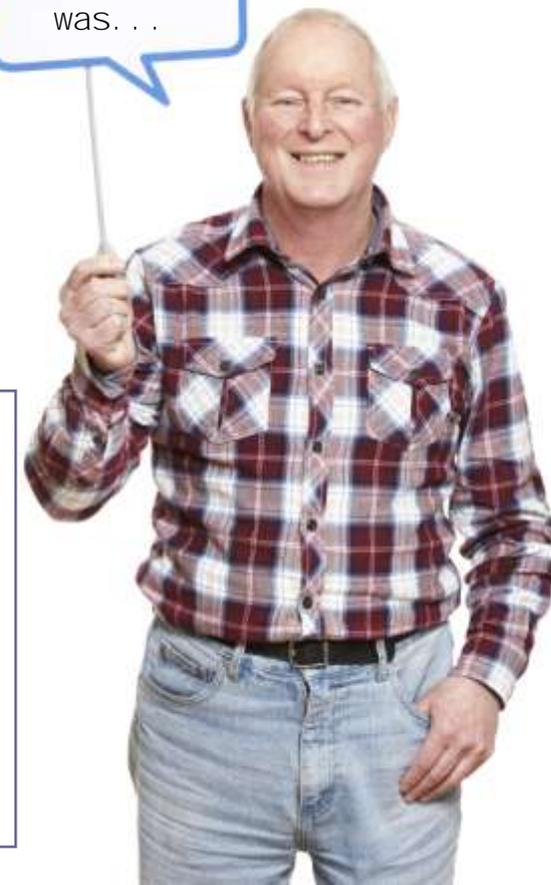
How can we improve the report in the future, or what else would you like us to include? Please comment:

Completed feedback forms can be returned via:

- Any GLCH customer service desk
- Scan and email to marketing@glch.org.au
- Traditional mail to: The Marketing Officer
Gippsland Lakes Community Health
Reply Paid 429
Lakes Entrance 3909

How you can find out more about us:

- Visit our website www.glch.org.au
- Like us on Facebook
- Pick up a service brochure from our reception areas
- Request a copy of our Annual Report from reception staff
- Check out our digital information screens in our waiting areas





We acknowledge our work in the community takes place on the traditional lands of the Gunaikurnai people of Gippsland. Gippsland Lakes Community Health respectfully recognises Elders both past and present.



PO Box 429, Lakes Entrance VIC 3909
T 03 5155 8300
F 03 5155 4057
E contact@glch.org.au
www.glch.org.au

