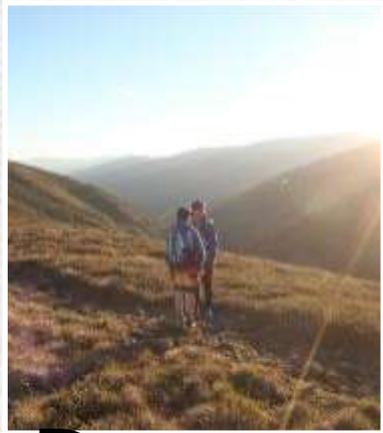


Get out there and get active!



**B** Greetings from  
Mount Feathertop



Gone fishing 

Quality Account 2016  
& 2017 Calendar



Exploring on the  
school holidays 



 'onya bike!

Dear Community Member

Welcome to the 2016 Quality Account (formerly known as the Quality of Care Report) and 2017 calendar 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. This year we have themed the calendar images around 'healthy lifestyle' and getting 'out there and active'. Once again we invited all of our 300+ staff to contribute their favourite photographs from either their workplace or personal adventures and here are the results.

Your feedback on this report is an important element to the development of future Quality Account 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

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 from our website  
[www.glch.org.au](http://www.glch.org.au)

## WHERE YOU'LL FIND US...



**Bairnsdale**  
281 - 285 Main St



**Bruthen**  
Main St



**Lakes Entrance**  
18 - 28 Jemmeson St



**Lakes Entrance**  
Children's Centre, 45 Coates Rd



**Metung**  
Corner Metung & Hardy's Rd



**Nowa Nowa**  
Halls Rd

Talk To us on **5155 8300**

# Who we are and what matters To us...

Gippsland Lakes Community Health has been based in East Gippsland since 1975, providing a comprehensive range of wellbeing services and health promotion activities to the people of East Gippsland. Our focus is on improving the wellbeing of people and the communities we live in.



We're also committed to the wellbeing of our staff and have a team (some pictured left) of staff from across the organisation who have created a number of successful wellbeing initiatives that promote a healthy workplace culture, increase employee morale and improve productivity.

## Our Mission

Our mission is to develop and deliver quality services to the people of East Gippsland.

## Our Values

**EQUITY** | Providing access to all community members

**QUALITY** | Aiming for excellence in everything we do

**INTEGRITY** | Treating everyone in an ethical manner

**RESPECT** | Treating everyone with dignity

**COLLABORATION** | Working together with local service providers and communities to achieve positive results

**COMPASSION** | Treating everyone with compassion



*Everybody who accesses our services, 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.*

## Our workforce @ 30 June 2016

# 361 staff

**63** male | **298** female

+ **1** therapy dog

**19** is the age of our **YOUNGEST** staff member

**75** is the age of our **OLDEST** staff member

**66** work **FULL TIME**

**268** work **PART TIME**

**27** work

**CASUAL**



# Our healthy lifestyle & education programs

- Anaphylaxis Management Course
- Art Therapy (Power of the Mark)
- Asthma Emergency Management Course
- Boys' Friendship Group
- 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
  - Four year old Kindergarten
  - Vacation Care
- Community Arts Group
- Continence - no laughing matter
- Creative Respite Groups including:
  - Sunset Jamboree (Dementia Respite)
  - My Time Respite Group
  - Time Out Respite Group
- Drumbeat for adults, children, and young people
- Fitness programs including:
  - Cardio-pulmonary Rehab
  - Community Rehab
  - Core Concept
  - Gentle Exercise Program
  - Healthwise Gym
  - Health Moves
  - Hydrotherapy
  - Keep Active Gym
  - Kinder Gym Programs (from various locations throughout East Gippsland)
  - Lifting Weights at Lakes
  - Men's Gym
- Staff Gym
- Stay Safe (Falls Prevention)
- Tai Chi and Pilates
- Walking Group
- Golden Delicious (healthy eating for clients 65+)
- Health Aging Options Information Sessions
- Healthy Together Victoria Achievement Program
- Homebased Library
- LIFE! Program (Diabetes Prevention)
- Life Matters – Living Skills program
- Men's Behaviour Change
- Men's Shed (Bruthen, Lakes Entrance and Nowa Nowa)
- Mindful Meditation
- My Body My Thoughts (art therapy/dietetics)
- Paediatric Therapy Groups including:
  - Active Lorikeets
  - Busy Bees
  - Handwriting Group
  - Little Wrens
  - Lyrebirds
  - More than Words
  - Moving Meerkats
  - Paddling Penguins (paediatric aqua therapy)
  - Parent Child Mother Goose
  - Phonological Awareness for Literacy
  - Proloq2go
  - School Readiness
- Parenting Groups including:
  - Bumps to Bubs
  - FAB Tuesdays
  - New Parents Group
  - Circle of Security

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

- Parkinson's Support Group
- Planned Activity Groups including:
  - Café Mix
  - Hidden Treasures
  - Memory Lane
  - Monday Mingle
  - Relax and Unwind
  - Social and Active
  - The Lounge
  - Wednesday Roast
- Pre Advance Care Planning (Making the last chapter reflect the whole book)
- Protective Behaviours for Children and Young People
- Rock and Water Group for Children and Youth
- Wheels to Meals
- WISE (Women Inspired Supported and Empowered)
- Your Choice Program

# BeaTing a paTh To healThier relaTionships



The Holyoake DRUMBEAT program was designed to engage children and young people resistant to talk based approaches. The program uses hand drumming to foster improved levels of personal and social confidence and develop social skills. Over the past 12 months, we have drummed with hundreds of participants across East Gippsland aged from 5 to 90+. Our staff have drummed as part of their team building days and for recreation during lunch breaks. Our team have now delivered 6 x 10 week programs in primary schools with some amazing success stories. Read on...



## **A TEACHER'S PERSPECTIVE:** What has been the most significant change from your involvement in the Drumbeat program?

I initially heard of Drumbeat training for facilitators last year, which sparked my interest. Then Gippsland Lakes Community Health approached me with an offer to run a program in Term 2 of this year. I was involved in choosing the students to participate and attended each session of the 11 weeks. I drummed and joined in to all the activities.

The students that were chosen had something quirky going on for them. Some had dysfunctional home lives and recently one child had been removed from his home. This child really got into the program and I feel he got a sense of fun and belonging out of it. It gave this child time to be a kid without worries and just be in the moment with the rhythm and keeping the beat.

The students didn't always want to go and there were times that different kids turned up in a mood. Jane and Andrea (from GLCH) were good at managing this and bringing them (the kids) back into the group dynamic. Andrea and Jane were great and inclusive. They kept the group together and worked well, bouncing off each other and keeping the group focused.

After some weeks I could see the students were quite proud of themselves and the drumming skills really improved. By the final performance we had got it and everyone sounded great. The performance went really well with the students drumming for their invited friends and for a new family that happened to be touring the school. There was no embarrassment doing this, just pride.

For me, I loved it. It was hard though as I'm not musical and I had to concentrate on keeping the beat and not drifting off. The most significant change I witnessed involved a student that constantly had the grumps. Often in the sessions we would focus on a particular beat that had words that went with the beat. She really responded to this particular beat and it seemed to uplift her.

*"The program was very successful with students focusing on respect for each other and improving communication skills. Students were focused during the sessions and when a student would come in and struggle to participate due to issues at home, all participants in the group were supportive. It was a brilliant outcome.."*

# How do we know **IF YOU DON'T TELL US...**

Your 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.

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 you can share your experiences...**

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](mailto:contact@glch.org.au) or you can complete our online feedback form at [www.glch.org.au](http://www.glch.org.au) or speak to our Consumer Feedback Coordinator.

## **In addition, we collect feedback via:**

- ▶ Client surveys
- ▶ Client questionnaires - annual and new client (aged care)
- ▶ Care planning
- ▶ Program and project evaluations
- ▶ Forums - community and volunteer
- ▶ Consumer feedback groups

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

**89** COMPLIMENTS  
[9 more than previous 12 month period]

**65** COMPLAINTS  
[19 more than previous 12 month period]



## The value in evaluating...

Simply put, we evaluate our programs to see if they work. By collecting and analysing participant feedback we can see if our programs have been worthwhile; if they met their intended goals; and if they need improvement. Recently, our Maternal and Child Health team started a new eight week group aimed at first time parents. Participants completed an evaluation when the group finished. What they each told us was very similar and included:

- ▶ They were more confident in their parenting skills
- ▶ They liked the staff who facilitated the group; and shared some suggestions on how we could improve some of the sessions
- ▶ They were very happy about the new friendships they made
- ▶ They felt reassured that they weren't the only one feeling the highs and lows of the new parenting journey. *"It has definitely helped me understand that I am not the only one experiencing all the different changes and challenges."*

A six week parenting program for *men only* called 'Pizza & Parenting' also commenced. By evaluating this program, we discovered that the majority of participants enjoyed talking to each other and sharing stories and experiences; and they felt they were overloaded with information in some of the sessions. All surveyed said they would like to be part of an ongoing group, so staff are now looking at finding long term funding options.

# Listening To our sTaff

In February/March this year, GLCH surveyed its staff to obtain their views on various aspects of the organisation and working conditions. The results of the survey will be used to identify what is important to staff, what they think the organisation is doing well and where they would like to see change.

## On a positive note, GLCH staff are feeling...

- ▶ That GLCH provides high quality services to the community
- ▶ That they make a contribution to achieving the organisation's objectives
- ▶ That age nor cultural background are barriers to success in the workplace
- ▶ That management listens to them
- ▶ That they strive to achieve customer satisfaction
- ▶ That the organisation is committed to their wellbeing
- ▶ That they are proud to tell people where they work.

## But they feel there could be some improvement when it comes to information, tools and resources such as...

- ▶ Uniform options
- ▶ Office space
- ▶ Client areas
- ▶ Staff common areas
- ▶ Availability of fleet vehicles (home visits, attending external meetings)
- ▶ Information technology.

# 86%

of staff recommend GLCH as a great place to work. That's up 41% on our previous survey!



So they look a little odd...point is they're HAPPY!

This photo may also explain the interest in uniforms this survey?

Pictured left are some members of our fabulous community health team at their annual planning day.

## So what do we do with survey feedback...?

- ▶ Survey results are compared to data collected from previous years to see how we are tracking i.e. what areas have improved and what areas have taken a dip
- ▶ Executive managers and leadership groups review the results and look at ways to address the shortfalls and make positive changes if necessary
- ▶ The results of the survey are shared with staff so they too can get a picture of how we're travelling.

Already we can report work being undertaken by a group of staff representing all areas of the organisation on uniforms. We have created new working environments for our aged and disability, IT and environmental services teams in Lakes Entrance with the purchase of a neighbouring property. We are looking forward to starting work on 66 McCulloch Street in Bairnsdale which we envision will improve both staff and client areas. Our new Carpool software system has had huge impacts on the availability of fleet vehicles, and our IT team are frantic with software upgrades and a new client management system.

# JusT add basil! animal assisted Therapy

The therapeutic use of animals in the health setting is an emerging approach, which is largely grounded in what is referred to today as the “human-animal bond”. Long has this bond been acknowledged and referred to, and many pet owners today will unequivocally say that their dog or cat is a “part of the family”, something to which they feel a strong emotional and sometimes spiritual attachment. But more recently, research has been conducted to determine how this concept might be used to facilitate greater therapeutic change in some of our most vulnerable clients.

At GLCH we have developed an animal assisted therapy program to assist our speech pathology and occupational therapy programs for children with additional needs. Currently, we have one therapy dog called Basil in employ who works with clients with Autism Spectrum Disorder and developmental delay. Together with the speech pathologist and parent, Basil works with these children to achieve specific therapy goals.

For example, for a non-verbal child with poor interaction, Basil might help Cheye, our speech pathologist to work on eye contact or shifting gaze. For a child with developing oral language, Basil can provide strong visual feedback to the child when using spoken/gestural cues such as *sit* or *shake hands*. Basil can provide a calm, reassuring presence to children who are anxious and can provide soothing sensory activities such as brushing, patting or even laying across a child’s lap while they focus on other activities.

*"Cheye and Basil are a great team. It has really helped my child."*

So far feedback from parents has been great, with all reporting that they are seeing positive change in their children. And it’s not only the parents who have seen the transformations. Our customer service officers have noted the improved behaviour of some children waiting to see Basil and Cheye.



## ◀ this is Basil

Basil is a qualified therapy animal who can help improve motivation and engagement in therapy; build trust and sense of security; provide social and emotional support; and offer humour and fun and help facilitate play. When not working at GLCH, Basil enjoys hanging out with his humans and long walks...well, anywhere!

*"My child looked forward to the sessions and enjoyed attending them"*



All new employees are reviewed at the end of their probation period and our new therapy assistant Basil was no exception. Feedback to Basil was mostly positive, although it was pointed out that he has been seen laying down between clients rather than offering to help out his busy colleagues. Apart from that slight transgression (and the occasional breath issue) Basil is 'right on schedule' and is proving to be a very valuable asset!

# Working Together To Take care of your needs...



1.

Alice received Post Acute Care to help her around her home for six weeks after a surgical procedure. At the end of the six week period Alice was still having problems with mobility which affected her ability to leave her house to pay bills and grocery shop; and she was also worried about the state of her garden.

Alice contacted the **My Aged Care** call centre on **1800 200 422** to see if she could get further assistance. The My Aged Care team organised for a member of the regional assessment service to visit Alice and discuss her needs.

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

2.

Alice met with the regional assessor. Alice and her assessor agreed that she might benefit from additional services short term. The assessor then made a referral to GLCH on behalf of Alice for subsidised domestic assistance and gutter cleaning.

Alice was provided with information about Centrepay - a Centrelink initiative where bills can be directly debited from her fortnightly payment. Alice, who was reasonably internet savvy, agreed to trial online grocery shopping for heavier bulk items and have them delivered to her home fortnightly.

3.

## SO HOW'S ALICE DOING NOW...?

▶ Alice continued to have difficulty with household cleaning due to her limited mobility, restricted range of movement and chronic pain so we allocated a further eight weeks of help and we will review this again at the end of the period.

- ▶ Alice wasn't keen on Centrepay, so we introduced her to Phone Banking. Alice is now managing her money and paying bills via her phone, causing less anxiety and reducing the amount of errors on accounts.
- ▶ Alice embraced online grocery shopping and loves having her shopping delivered and placed on her kitchen bench, limiting the need for her to lift and carry heavy items. She also looks forward to chatting with the delivery people.
- ▶ Alice's windows and gutters were cleaned at an affordable rate and she now has a private gardener who she adores to assist her with her lawn and weeds.

# YouTh Team Teaching LIFEs lessons...

The youth team at GLCH have had a busy 12 months exploring the topics that matter to our local youth in their pursuit of independence and journey into adulthood.

**Life Matters** is an eight week life and living skills course that supports young people to develop the skills and character strengths needed to contribute to positive change in today's world and discover their own distinctive purpose. Facilitated by our youth team, topics covered included creating group boundaries and rules; exploring money matters; housing and private rental strategies; general health and drug and alcohol education; legal matters; and problem solving in a complex world.

We were very fortunate to have the support from *The Wooden Squirrel* owner Jason Kaczkowski and his barista Peter Blake, who provided the course participants with hands on hospitality and cooking experience. The group of five young people particularly enjoyed learning barista techniques and developing their own beverage styles and flavours with Peter; and being shown how to prepare simple and healthy low cost meals to replicate in their homes with Jason.

Our youth team also facilitated the three day **Life Skills** program with year 9-12 students at Mallacoota P12 College. Together with students they explored relevant topics like budgeting, healthy relationships, drugs and alcohol, 21st century fluencies and self-esteem.

Feedback was positive with some students appreciating new and different perspectives, meeting new people and making new connections in their community. Other's remarked on the skills of the presenters, describing them as engaging, informative and passionate; and some enjoyed the catering!



Pictured above L to R at the 2015 Life Matters Course graduation held at the Wooden Squirrel in Bairnsdale are Warren Adair (GLCH youth team); venue owner and head chef, Jason Kaczkowski; Jenna Langlands (GLCH youth team); course participants Ben Vucic, Corey Gischus, Jayden Westhorpe, Zach Gischus, Naomi Gordon (GLCH youth team) and participant Stephanie Walsh.



Both Life Matters and the Life Skills program included several representatives from local businesses and community services to talk to students about legal, housing and health matters. To find out more about these programs and how you can participate, please contact the youth team manager on 5155 8300.

# MY Body MY ThoughtS

In May 2016 we launched our six week art therapy program to explore thoughts around body, weight and food.

Called **My Body My Thoughts**, the program is targeted at adults with concerns about their weight for a variety of reasons including physical illness or struggles with self-discipline.

Together, our experienced art therapist and dietitian designed a program of exciting activities that are non-threatening, self-explorative and fun. Their aim was to help participants develop skills that will promote positive self-awareness and self-esteem in a supportive environment. They achieved this way beyond their expectations!

This is one participant's story. It shows the impact the program has had on both physical and mental wellbeing; and shows personal growth and development and self-acceptance.

*Art therapy is used to help people manage their physical and emotional issues by using creative activities to express feelings.*

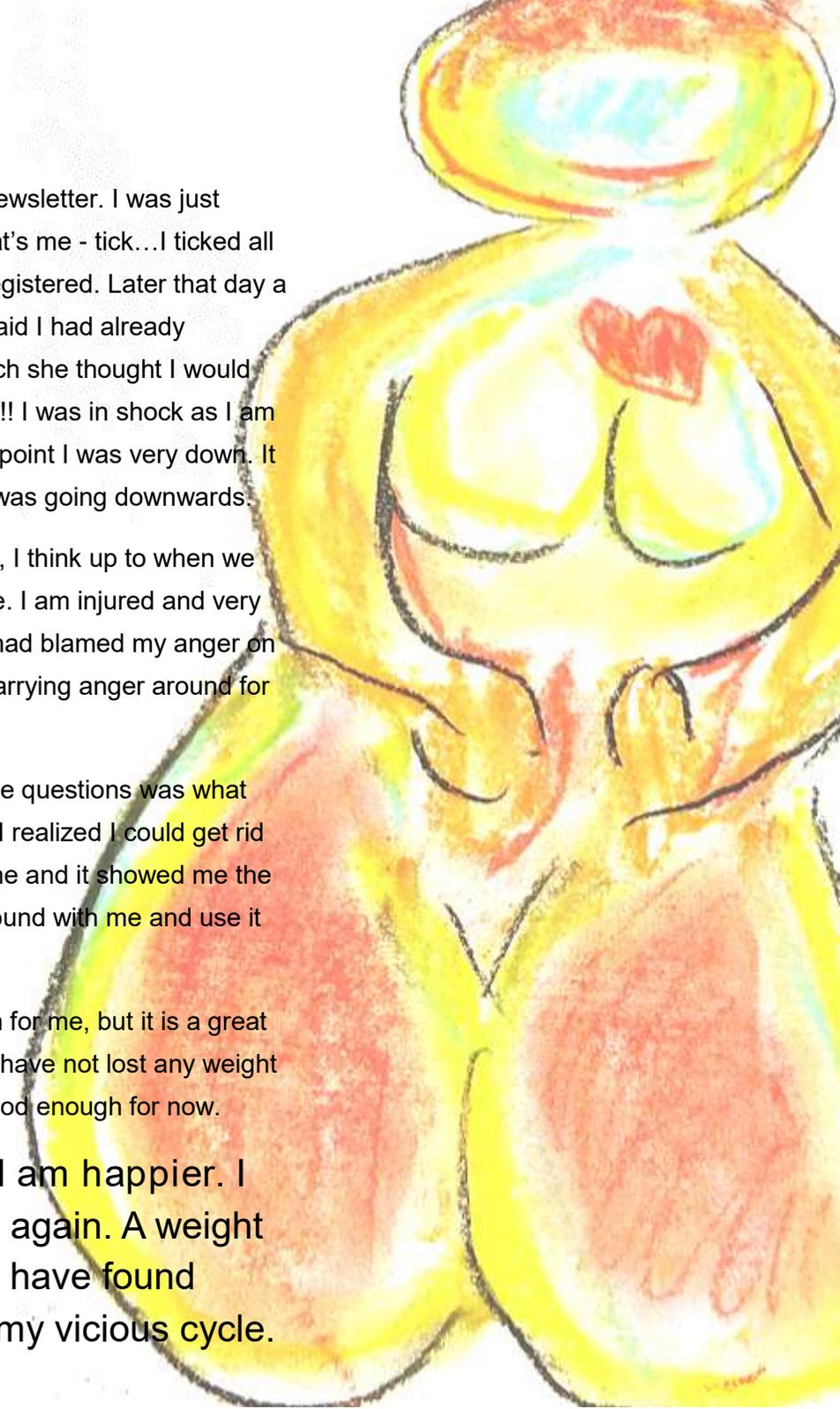
I read about the program in our school newsletter. I was just going that's me - tick, that's me - tick, that's me - tick...I ticked all the boxes, so I rang straight away and registered. Later that day a friend told me about the program and I said I had already registered. Then when she said how much she thought I would enjoy the 'art therapy' I was like WHAT!!!! I was in shock as I am not arty, but I needed something, at that point I was very down. It was like being in a negative spiral and I was going downwards.

The first couple of weeks were very hard, I think up to when we did the clay, then it really hit home for me. I am injured and very angry. I learned that I had to accept it. I had blamed my anger on my injury but I realized that I had been carrying anger around for a long time, from way before my injury.

We did an exercise with beads, one of the questions was what are you going to do, I chose a bead and I realized I could get rid of my anger, I had been blaming everyone and it showed me the way to release it. I still carry my bead around with me and use it all the time.

Six weeks was probably not long enough for me, but it is a great program and I have told others to do it. I have not lost any weight but I have stopped putting it on, that's good enough for now.

**Most significant change?** I am happier. I didn't think I could be happy again. A weight has been taken off me and I have found acceptance. It has stopped my vicious cycle.



# We value our volunTeers

We appreciate the amazing contribution made by our dedicated and committed volunteers over the past 12 months.

Volunteers are a significant and integral part of the work we do and services we provide; and bring a wealth of experience and expertise to assist in a range of roles within our organisation, enabling the smooth and efficient running of many of our programs and groups. The assistance provided by our volunteers allows workers valuable time to facilitate programs and gives clients more staff support.

The variety of roles undertaken by volunteers includes meals on wheels delivery, assisting with social activities, delivery a book as part of our home based library service, reading to children at our children's centre and driving people to medical appointments.

We are always eager to recruit new volunteers. Individuals can volunteer as much or as little as they are able - once a week, once a fortnight or once a month - whatever suits the individual. For more information about how to get involved please telephone **5155 8300** or visit our website [www.glch.org.au](http://www.glch.org.au).



**Did you know that volunteering comes with health benefits?**

**Associate Professor Thomas Nielsen from the University of Canberra is quoted as saying** *"One of the healthiest things we can do is to volunteer. Volunteering leads to healthier, happier, and longer lives. Sustainable wellbeing comes not from money or consumerism, but from having meaningful happiness in our lives. Studies show intimate links between generosity and our immune systems. We now know that volunteering is not just good for our physical health, but for our psychological and emotional health too."*

*"Our volunteers are an invaluable asset to GLCH, our clients and our community. They help make our services stronger and we are truly grateful for their tireless support."*

*Christopher Tipa, Executive Manager, Aged & Disability Services*



Each year we treat our awesome volunteers to lunch (100+ pictured above) during National Volunteer Week to celebrate the hard work and generosity of our volunteers, and to let them know how much we value their commitment to our organisation and clients.

**In 2015/16, over 879 hours, our volunteers...**

- ▶ Delivered 13,876 meals
- ▶ Travelled 23,785 kilometres

# THE IMPORTANCE OF STAYING social...

Our Planned Activity Groups (PAG) provide an opportunity for social interaction through group and community based activities outside the home; and play an important role in providing respite and support for carers of people who are frail, aged or with a range of conditions including dementia, Parkinson, MS and acquired brain injuries. The PAG team at GLCH design group activities to meet individual needs of clients and enhance the skills required for daily living by providing physical, intellectual, emotional and social stimulation. **Here's what one of our participants recently told out health promotion team....**

I have been coming to the PAG sessions on Mondays and Tuesday for probably the past two years. Before that I was pretty depressed (which is not like me). I saw Doctor Tom Alwyn as I had lost my husband, and although I struggled, I wasn't going to give in to living on my own.

Tom suggested that I go to this group, and first I thought, yes I'll go, but I'm always nervous meeting new people, not that it bothers me other times, but it did this time. I found the group very helpful and I've come a long way since then. I've made friends. My husband and I shifted here from Croydon and we never did really make friends, we weren't socialising, so when he passed away I was left in the lurch with no one and I wasn't going to give up the home. I've never really looked back since I started coming to the PAG programs. I don't really socialise with people outside of the group, I see them shopping, but when I'm home I'm happy doing my own thing. I enjoy coming here and I enjoy being on my own at home. I have a balance now of a bit of socialising and time for myself.

When I come to PAG we usually chat and do board games and we have a meal together, which is good because I don't have to cook when I go home. I do enjoy that shared meal with people, I really don't like eating on my own. I do cook for myself, but it is lovely sharing a meal, you do enjoy your food more and I haven't had to cook it. Or wash the dishes!

On Tuesday it's almost the same thing, but it's a different group of people, so you see I've made friends with the Monday group and I've made friends with people in the Tuesday group. We also have outings on both days, usually places that are about an hour away, like Bruthen or Paynesville, we have lunch. I don't drive anymore and it's nice to go on outings with people. The staffs at PAG are really nice, they care and they look out for me.



## **The most significant change?**

Is that I now have somewhere to socialise and also someone to help me with my shopping on a Friday. They organise a volunteer through here to pick me up and go with me.

We offer a wide range of groups each week, which focus on the interests our group members. Transport can be provided.

**To find out more** about our Planned Activity Groups, please contact our Aged and Community Health Service Access team on **5155 8367**

# Managing Risky business

The safety of our staff, clients, visitors, volunteers is very important. We have invested in robust risk management systems, training and embedded practice and understanding throughout our business.

We provide clear procedures for staff to follow in the event of an incident including ensuring all mandatory reporting requirements are met.

**All staff** are responsible for:

- ▶ Incident reporting on their own behalf, or on behalf of clients, volunteers, visitors and contractors they are responsible for. This is to occur as soon as possible or at a minimum within 48 hours of the incident.
- ▶ Notification of all identified incidents, including near miss and no harm incidents, to their manager and completing an incident report immediately.
- ▶ Documenting the event in the client record when a clinical incident occurs.
- ▶ Participating in the investigation of incidents as required.

Managers have additional responsibilities such as checking on the welfare of the client or staff member; notifying external organisations where applicable; and signing off on the incident once they are satisfied with all investigations and documentation. The Executive Managers and Audit and Risk Committee are provided with bi-monthly reports from our Quality team.

## Accreditation

We are currently accredited with the 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 Home Care Packages (HCP).

## Staff Qualifications

We make sure we employ qualified and experienced staff to provide the range of health and wellbeing services you receive. We encourage our staff to commit to ongoing professional development including higher degrees; and our Board offer annual scholarships to staff to assist with the cost of education and training.

Our Human Resources team make sure current registration is maintained in professions where registration is applicable.



## Incidents reported 30.06.2015 to 01.07.2016

**36**

Clinical

**76**

Health & Safety

**35**

Other

Total **147** incidents down **30** from our last reporting period.

**A clinical incident is** an event or circumstance that could have, or did lead to unintended and/or unnecessary harm to a person receiving care.

During this reporting period our clinical incidents included slips, trips and falls both on location and out in the community i.e. client falling while out shopping with a support worker.

**A health and safety incident is** an event or circumstance that did or could have resulted in unintended and/or unnecessary harm to a staff member, contractor, visitor or other non health care recipient.

Almost half of our reported health and safety incidents for the period involved client aggression (34) e.g. verbal delivered either directly, via phone or email; abusing staff in person and even striking a staff member. Other incidents in this classification include injuries such as strains or sprains; minor vehicle incidents and feeling unsafe in a client's home.

**Other incidents are** incidents relating to environment, equipment - any non person events. During this reporting period our 'other' incidents included a break in at one of our sites; faulty duress alarms and known alarm activation.

# PUTTING SafeTy firSt!

We are committed to complying with, and promoting, safe work practices to minimise the risk of injury to staff, clients, visitors, volunteers on our premises.

This year our Health and Safety Committee's achievements include:

- Evacuation drills were undertaken across all sites and related training attended.
- The Health and Safety Induction documentation was reviewed and a new fact sheet implemented.
- The Health and Safety Framework was revised and relaunched to better support current safety standards.
- The Lakes Entrance car park underwent minor modifications to the drop off zones, pathways, signage, and pedestrian crossings.
- Policies in relation to staff working alone were reviewed. A number of measures were introduced to improve the safety of our staff both in our centres and the community.
- Workplace site inspections have been conducted across all six sites .
- 11 clinical and nursing staff and six environmental services staff completed cytotoxic waste training .

The GLCH Health and Safety Committee ensures that all our staffs' views are heard on health and safety matters. Regular meetings provide a forum for management and staff to identify and resolve health and safety problems and to develop and monitor safe systems and procedures.



*Our committee member Kim was one of three finalists in the 2016 Victoria Worksafe Awards.*

*For 28 years the annual WorkSafe Awards have celebrated the finest examples and innovations in health, safety and wellbeing and return to work from businesses, groups and individuals across Victoria.*

*While all our rep's do a remarkable job, Kim - pictured above with our CEO, Sue and Voowinna Wurnalung Healing Service (YWHS) executive, Daphne - was recognised for her successful work within her designated work area (YWHS) and her willingness to go 'above and beyond' in her health and safety committee role.*

# What did you think of our report?

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

Will you use the 2017 calendar? 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 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](http://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

# Become a member

1. Complete the Membership Application ➡
2. Make sure you sign it (over page)
3. Tear the page out of the report
4. Send it to us (details over page)

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.

## Membership Application

Name: \_\_\_\_\_  
(full name of applicant)

Street Address: \_\_\_\_\_

Town: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Town: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

I would like to receive regular updates from Gippsland Lakes Community Health (GLCH) 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.
- is entitled to vote to elect Directors to the GLCH Board of Directors.
- can be nominated for election to the GLCH Board of Directors.
- 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.
- is entitled to a single vote to elect Directors to the GLCH Board of Directors.
- can nominate a single representative for election to the GLCH Board of Directors.

**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.

*Continued over page...*

**Eligibility Criteria** – please tick all that apply:

- I live, work or study in the community where GLCH provides services.
- I receive or have received services from GLCH.
- I have a demonstrated interest in GLCH which the board considers to be desirable to further GLCH's objects as set out in clause 2 of the GLCH Constitution. The GLCH Constitution can be found on our website at: <http://glch.org.au/about-us/governance>
- I am over 18 years of age.

Please describe how you meet the eligibility criteria that you have ticked:


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

**UPON COMPLETION:**

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

Office use only:

Date Received:	By:	Date of Board Approval:	Date of Member Notification:	By:
Membership criteria met	Y / N			

# Snapshot of Our year...

## 36,816

GP appointments

673 [Bruthen]; 34,402 [Lakes Entrance]

988 [Metung] & 753 [Nowa Nowa]

## 1,824

eggs laid by our Children's Centre hens!

## 78

Drug treatment episodes of care

## 12,497

Hours of family services

## 461

Newborns seen by MCH nurses

## 473

Family violence clients

## 500\*

phone calls our customer service team manage daily from 9 reception and telephony locations

\*average

## 25,416 HOURS

of domestic assistance delivered in client's homes





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](mailto:contact@glch.org.au)

[www.glch.org.au](http://www.glch.org.au)

