



RECOGNISING DIVERSITY:

GLCH recognises, accepts and respects that each individual, family, or community presents with a diverse and unique set of characteristics and circumstance.

Because of our location and our service delivery requirements, we have a particular focus on the following groups:

- Aboriginal and Torres Strait Islander backgrounds
- Culturally and linguistically diverse backgrounds
- Lesbian, Gay, Bisexual, Trans and Intersex (LGBTI) people
- People living with dementia
- People with disabilities
- People living in rural and remote areas
- People experiencing financial disadvantage
- People at risk of homelessness.

People within these groups may experience particular difficulties in gaining access to services so it is important to always take into consideration their individual characteristics, such as age, sexual orientation, ability, gender identity, religion and socio-economic status, when planning and delivering our services.

We also make sure that we Implement positive employment strategies to attract a diverse workforce (including volunteers) and routinely provide diversity-related training for staff.

Photo: The Lounge Crew [Loch Ard Gorge, W Tree]

JUNE 2019

MON	TUE	WED	THU	FRI	SAT	SUN
					1	2
3	4	5	6	7	8	9
10 <small>Queen's Birthday</small>	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29 <small>Winter School Holidays commence</small>	30

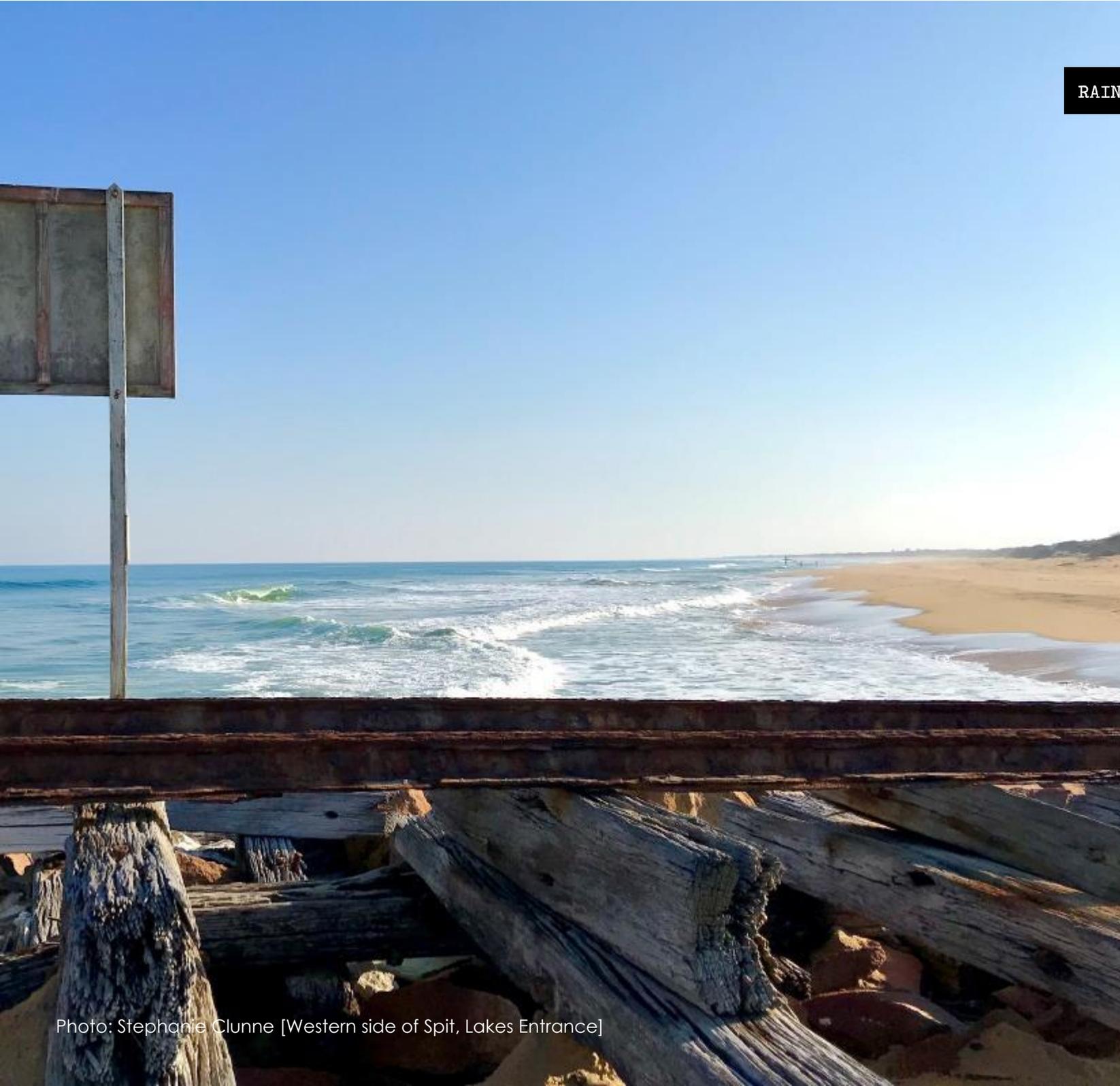


Photo: Stephanie Clunne [Western side of Spit, Lakes Entrance]

RAINBOW BALL:

Funding from the HEY Project and the Victorian Government enabled a group of enthusiastic young people to plan and host the Rainbow Ball - the first "inclusive formal" in East Gippsland for LGBTIQ+ young people and their allies.

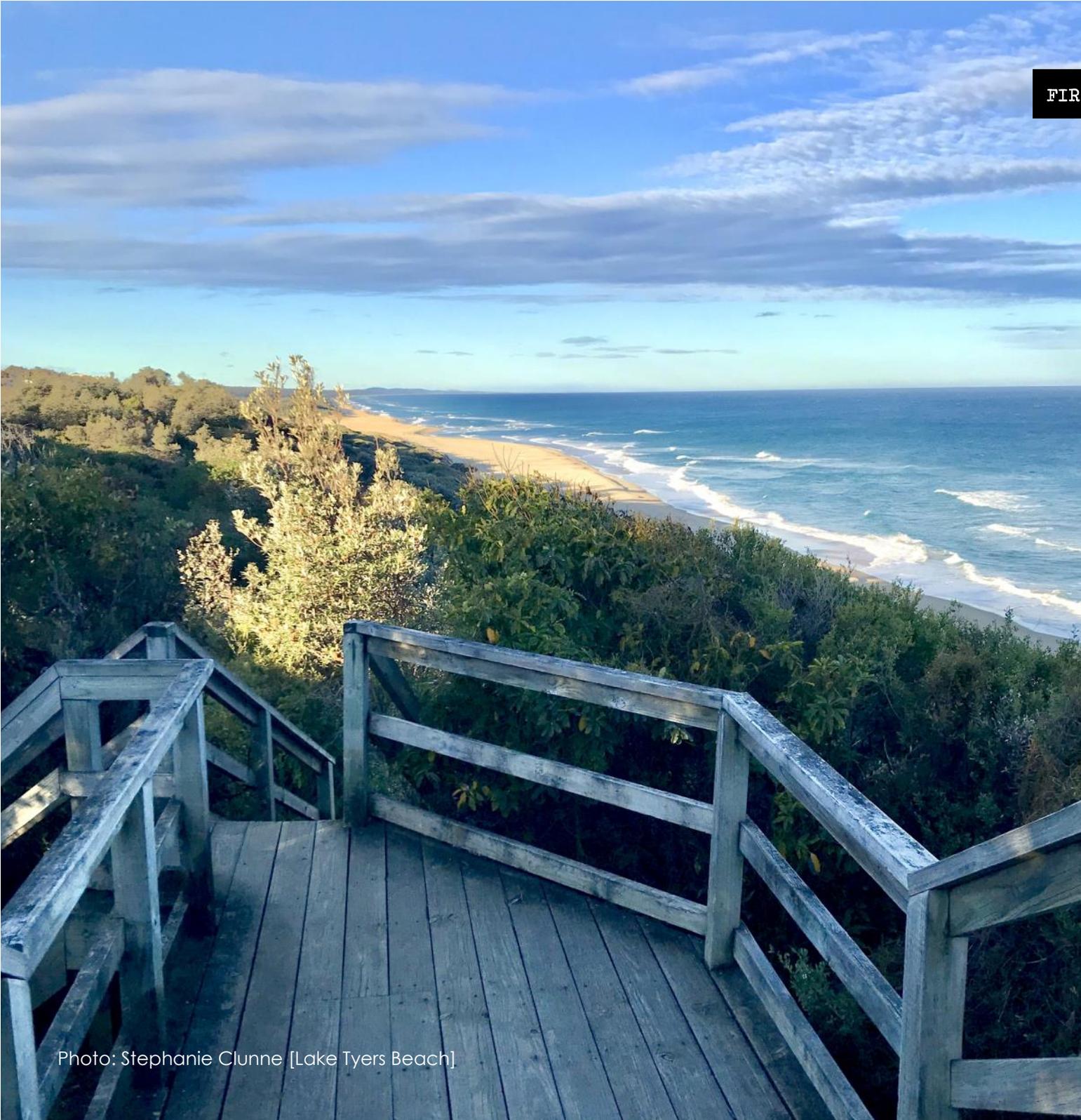
Under the guidance of Warren, our Reconnect and Creating Connections worker, this project gave the young workgroup an opportunity to tackle small scale event planning and management, and pull together a special night of celebration for their peers in a safe and supportive environment.

The event was a great success with over 100 people attending, including at least 85 LGBTIQ+ young people from different parts of East Gippsland. It was fantastic to see people making new social connections and dancing the night away. The event ran smoothly, thanks to the hard work of the organisers, who have already started work on making next year's event bigger and better.



JULY 2019

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14 Winter School Holidays end
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



FIRST TIMES AT 78:

Annie (not her real name) is 78 years old and was diagnosed as profoundly deaf in both ears as a child. She is socially isolated, as without an interpreter she is unable to join conversations or take part in activities.

Communication with workers visiting Annie in her home is extremely difficult, and we were unsure if her needs were being fully addressed until recently when a new worker with sign language skills visited her.

After a few visits, the worker thought that Annie might have a slight hearing in her right ear. So we made her an appointment to see a hearing specialist who performed some tests and confirmed what our worker had suspected.

A member of our office team accompanied Annie to have her hearing aid fitted. She says it was amazing when they finally turned the hearing aid on, to see Annie hear sound again.

On the drive home Annie pointed to the radio and gave our worker a signal to turn it on. Music filled the car, and Annie's head swayed to the music.

When they entered her home, she smiled and pointed to her cat - it was the first time she had heard it meow. She giggled.

Annie's home support workers are now able to communicate with her, and can already see the difference the hearing aid is making to her quality of life.

Annie's future has been enhanced. She can now attend social outings, share experiences with other people, and have more fabulous first times at the age of 78!

AUGUST 2019

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	

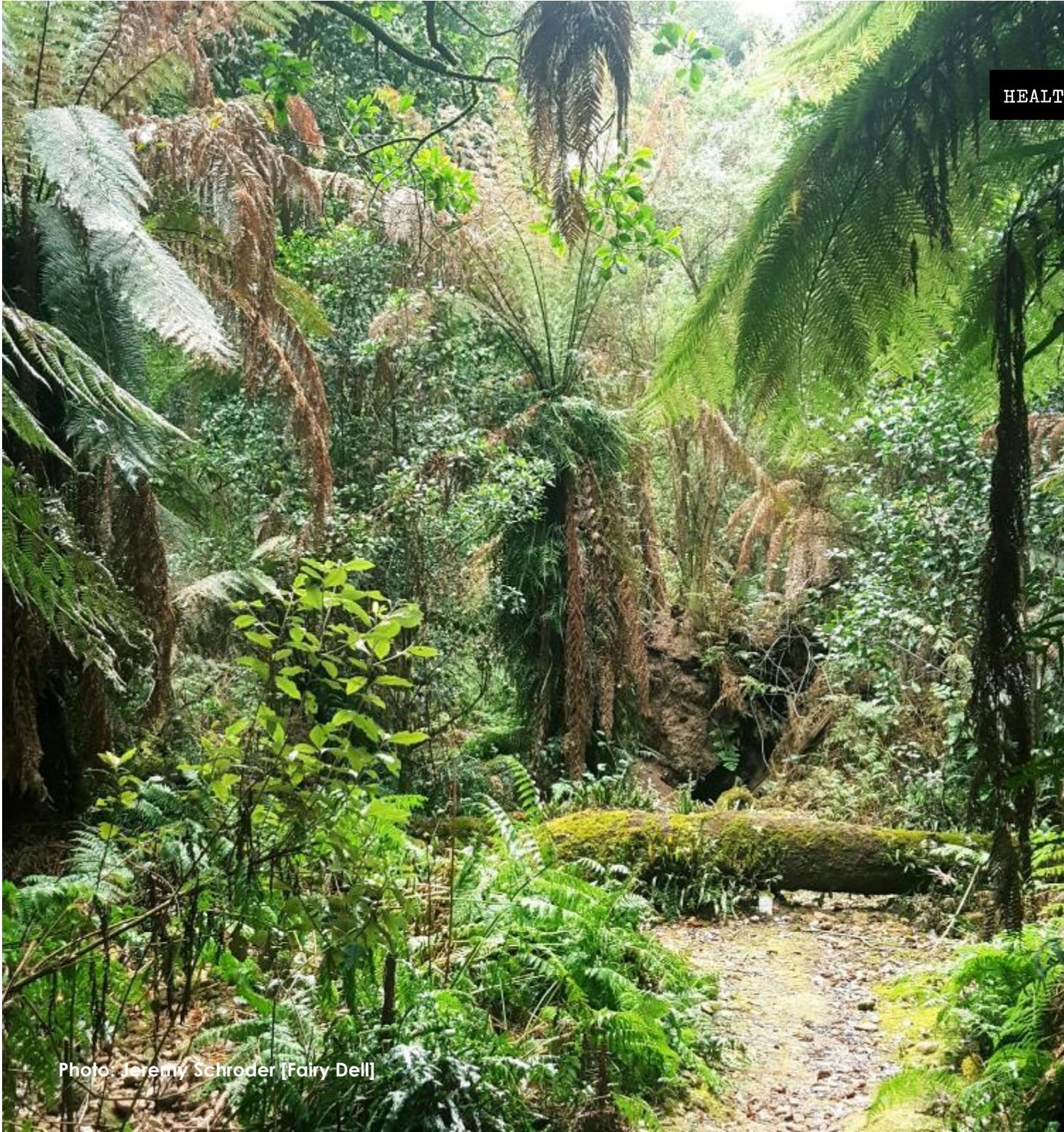


Photo: Jeremy Schroder [Fairy Dell]

HEALTHY EATING WORKPLACE:

Did you know that GLCH is the first organisation in East Gippsland to be awarded a “Healthy Eating Workplace” under the State Government’s Achievement Program? It has been a challenging but rewarding process and worthy of celebration – without the cake!

We wanted to walk the talk about healthy food and drink, by encouraging a new food culture within the organisation. We spend a great deal of our time advising clients how to be healthier and this made us look at our own behaviours around catering and access to healthy food in the workplace.

By using the Achievement Program process and the tools provided by the Healthy Eating Advisory Service (HEAS), we have completely altered the food that staff and clients are served in meetings and during programs. Even our board members have led the way with a revamped monthly dinner that no longer contains fatty fried foods or cake.

Local catering suppliers and cafés have supported our decision to change by developing tasty food options including sugar-free desserts. Working together we tweaked some of the old favourites, like sausage rolls, using the online FoodChecker tool on the HEAS website. By changing a few ingredients, we created a healthier version of this classic favourite, which changed its rating from a “red” to an “amber” food.

The traffic light system is a simple, visual system for staff and clients to understand, and this enables us to explain what foods we need to eat less of, and which ones to enjoy in abundance.

We encourage all organisations to have a good look at their own food culture and start making small changes, which can create better health for everyone.

SEPTEMBER 2019

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						

Spring School
Holidays commence

DEMENTIA SUPPORT:

“Dementia” describes a group of symptoms that are caused by disorders affecting the brain. Dementia can affect people’s cognition (i.e. their memory, thinking), behaviour, and their ability to perform everyday tasks.

In 2018, there is an estimated 425,416 Australians living with dementia (191,367 (45%) males and 234,049 (55%) females). Without a medical breakthrough, the number of people with dementia is expected to increase to an estimated 536,164 by 2025 and 1,100,890 by 2056.

We have a Dementia nurse practitioner who provides a specialist nursing service that helps East Gippsland GPs and their patients with concerns about cognition, to assess what is happening and link clients to the support services they may require.

It’s important to remember that not all changes in memory and thinking are signs of dementia. However, if you’re worried about yourself or someone close to you, we offer a free in-home assessment to explore changes and address any issues.

To find out more phone Amanda on 5155 8471

OCTOBER 2019

MON	TUE	WED	THU	FRI	SAT	SUN
	1	2	3	4	5	6 Spring School Holidays end
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			



HEALTH & SAFETY:

GLCH recognises its obligations to take all reasonable precautions to protect the health and safety of its staff, clients, contractors, visitors and others. GLCH's Health and Safety framework includes Executive Management support, a designated Health and Safety Coordinator and a fully engaged Health and Safety Committee (HSC), which has 16 members representing 13 designated workgroups.

Progress against our health and safety priorities in 2017/18 include:

- HSC meetings occurring routinely and with attendance rates high
- Increased resourcing of the Health and Safety Coordinator role from 0.6 to full-time
- As a result of targeted education and training, a 46% increase of incident/near miss reportage on Riskman
- Lost Time Injury Frequency Rates for staff decreased from 1.31 to 0.94.
- Spot audits of 15 personnel files demonstrated a 100% Health and Safety induction completion rate

Other health and safety improvements during the year included whole of system reviews in:

- First aid
- OHS inductions
- Plant and equipment
- Dangerous goods and hazardous substances
- Fire, evacuation and fire warden frameworks
- Vehicle use and management

NOVEMBER 2019

MON	TUE	WED	THU	FRI	SAT	SUN
				1	2	3
4	5 Melbourne Cup Day	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	

REACHING OUT BEYOND OUR COMMUNITY:

At an all-staff meeting back in 2009, staff members suggested supporting a charity outside of the organisation's catchment area with personal donations, fundraising or volunteering, but as part of a GLCH team effort.

Staff were surveyed for charity ideas - one Australian-based and one overseas. Staff then voted for their favourite, which were The Royal Flying Doctors and The Tabitha Foundation.

Over the past 9 years, staff have:

- Personally donated \$29,408 to The Royal Flying Doctors.
- Personally donated \$47,437 to The Tabitha Foundation.
- Have been on 9 house building trips to Cambodia (1 per year).

The number of staff, family and friends directly connected to GLCH that have been house-building is 68. The teams have built 211 houses!



DECEMBER 2019

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	Christmas Day	Boxing Day		Summer School Holidays commence	



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Registered NDIS Provider    

