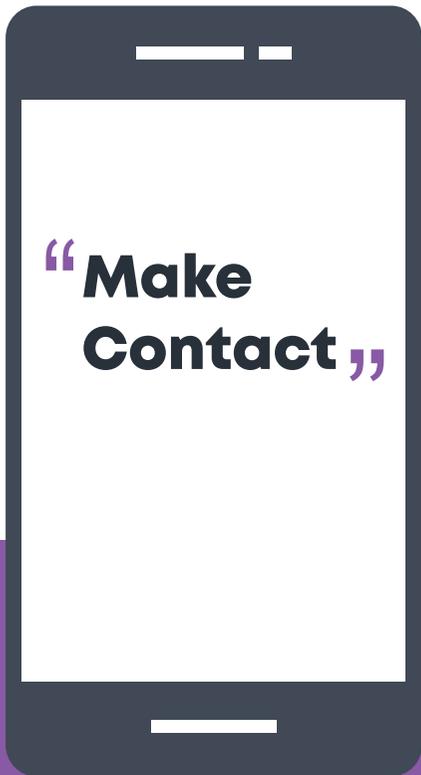


A photograph of a marina at night. The water is dark, but it is illuminated by numerous bright blue lights that create a shimmering, glowing effect across the surface. In the background, there are several boats docked at a wooden pier. The sky is dark, and the surrounding trees are silhouetted against the night. The overall atmosphere is serene and modern.

Gippsland Lakes Community Health

2019 Annual Report & Quality Account and 2020 Calendar



- 03 5155 8300
- contact@glch.org.au
- glch.org.au
- Gippsland Lakes Community Health
- @GLCH1975
- @GLCH1975
- Gippsland Lakes Community Health
- @GLCH1975

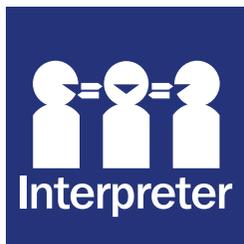
Tell us what you think of our report

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. Our marketing and communications would love to hear from you. You can send them a note at marketing@glch.org.au or PO Box 429, Lakes Entrance VIC 3909

Here's what happened...

1 July 2018 to 30 June 2019



Providing access to accredited interpreters

To ensure access for everyone, including those from culturally and linguistically diverse backgrounds, we provide a range of language and interpreting services whenever they are required. GLCH has an interpreter policy that describes the need to use professional interpreters whenever a client has difficulty communicating their needs or understanding information.

Over the last 12 months, we have updated our policies and procedures to meet all funded client requests for Interpreting Services – this most recently includes NDIS participants and Home Care Package clients. Please talk to a staff member if you, or someone you know needs assistance.

Cover photo by Geoff Stanton Photography. Pictured is the bioluminescence at Chinaman's Creek in Metung.

We are GLCH

Our purpose

We exist so that people in our regional, rural and remote communities are supported to LIVE WELL.

Our role

Our role is to develop and deliver accessible health and support services that:

Are of the highest quality

Are innovative and adaptable

Meet the health and support needs of our communities

Integrate with the services of others

Can attract and allocate resources to deliver

Can deliver efficiently and offer value for money

Allow us to attract and develop a talented workforce and be a local employer of choice

Strengthen our ability to influence policy-makers and funders

Intervene early and promote best outcomes

We work with people in our rural, remote and regional communities to:

- Build and maintain greater independence
- Strengthen family relationships and community connections
- Self-manage their health and lifestyle



We value:

Equity, Quality, Integrity, Respect,
Collaboration & Compassion



We acknowledge our work in the community takes place on the traditional lands of the Gunaikurnai people of Gippsland, and we respectfully recognise elders both past and present. We are committed to inclusive practice and welcome feedback on our services, in particular from Aboriginal, LGBTIQ+ and Disability communities.

CEO & CHAIR REPORT

This 44th report will be the last one under the banner of Gippsland Lakes Community Health if a proposal to change our name is accepted at the Annual General Meeting on 31 October 2019.

We have spent some time reviewing our brand, considering the importance of a name and a recognisable, trusted brand, as well as the impact that any change may have. It's now time to bring on the change and welcome Gippsland Lakes Complete Health – still the GLCH that is trusted by the community, but with a name that reflects the range of services that GLCH provides in East Gippsland. And the new logo? It is bright and colourful and reflects the connections between physical, mental and social health services that are required for a healthy community.



Financial performance for the reporting period has again been strong. Considering capitalisation, depreciation and loss on disposal of assets, the end of year result was a surplus of \$2,113,804. This surplus will be invested back into services and facilities to meet the growing needs of our communities.

A full copy of our financial position is available towards the back of the report and our audited financial statements are available on-line at www.glch.org.au.

As well as the contemplation of a new brand there have been a number of achievements and some challenges against our 2017–2022 strategic directions.

Services for our communities now and into the future

- Our additional building and redevelopment in Bairnsdale has changed the look of both our premises and of the streetscape on McCulloch Street, putting a modern front onto the existing building at number 66. Staff are currently enjoying the refurbished build as we continue to complete the link between Main Street and McCulloch Street, redesign reception and some of the front of the existing building.

This build, jointly funded from the Victorian Department of Health and Human Services, the Commonwealth Building Better Regions Fund and self-generated funds from GLCH, will provide us with more modern and more comfortable facilities when completed. There will be increased space for the growing number of services being offered for individuals and families, increased space to provide allied health therapies for children, a Women's Health Hub and additional group work spaces.

- GLCH is a registered provider of National Disability Insurance Scheme (NDIS) services. Eligible clients started to register for these services in October 2018 and the number of clients that we now provide services to has increased beyond our expectations.
- Victoria is experiencing a shortage of General Practitioners, particularly in rural areas and Lakes Entrance and Bairnsdale have not escaped the impact of this. We have felt the challenge of recruiting medical and allied health professionals to East Gippsland, and our medical clinic has been unable to expand to take any new clients again this year. We are continuing to try new recruitment strategies and have some plans for the new financial year.

A reputable and influential organisation

- Walk to Change the Story was an event to highlight the effect of violence against women and children in the community, during the international 16 Days of activism. Local schools of all levels, and health and welfare organisations took part in the Walk and the follow-up event at the All Abilities Playground. The Bairnsdale Business community also came out in force with their show of orange shop-front décor.

- GLCH was awarded Most Outstanding Community Health Service in Australasia 2019 by Disability Update.
- Our Health Promotion Team have been working with schools and workplaces to develop policies to help students and employees to be healthy at work. This includes opportunities to be active, take care of mental wellness and promotion of healthy eating.
- During the year we have received additional funding for speech therapy and other allied health services for school readiness and to improve the capacity of pre-school and primary school teachers to identify and work with speech and movement issues in children.

A highly capable organisation that prospers

- Throughout the year we have assisted staff to undertake training that expands their scope of practice and also meets the needs of consumers and communities in East Gippsland.
- The Board and Senior Executive Staff undertook training in clinical governance in community services. This has then flowed on to service provider staff.
- We have developed an online training package for cultural awareness, using locally informed material, and input from our Aboriginal consumers and our partner agencies. This is mandatory training for staff.
- The GLCH scholarship program assisted staff to access formal training in business skills, chronic condition management, counselling, human resource management, health and human services.
- GLCH has dedicated supporters who volunteer in many ways to help others in the community. Their work is vital in providing the many services that we provide.
- The Board of GLCH are key among the many volunteers that support our work. We were fortunate to recruit Andrew Stuart Murray and James Mulcahy as appointed Directors during the year. Unfortunately Phil Bogle and Patricia Bryce have been unable to continue on the Board. They will both be missed. Elected and appointed Directors and our two independent Committee Members, Jason Hellyer and Mathew Scott ensure the steady governance of the organisation.



Pictured: GLCH Board President, Carol Ross and Chief Executive Officer, Sue Medson OAM

- Two long servicing Executive Managers have left GLCH this year. Executive Manager of Family, Youth and Children's services (FYCS), Ailsa Carr, retired to spend more time on personal pursuits. We were pleased to recruit Kathy Dickinson to this position. Additionally, Leah McFadzean resigned to take up a new position in Melbourne, and we are recruiting for a new Executive Manager of Corporate Services. Cheryl Bush, Angela Ellis, Chris Tipa and Kathy Dickinson will continue to lead our talented, multi-disciplinary team of more than 400 staff to build the range of services that are needed by our communities.

We thank our partners and funders who continue to support us to work towards our vision. We are proud to present this report to you, and we look forward to continuing to work with our consumers, community, partners and other key stakeholders to work towards our vision of supporting people in our regional, rural and remote communities to Live Well.

1



To provide services for our communities now and into the future

- We established the NDIS Team in preparation for the transition of participants to NDIS from January 2019. In the first six months of operation 150 participants contracted with GLCH to provide 35 different service items funded under their plans with the NDIA.
- Our allied health team started delivering School Readiness services to 17 East Gippsland Kindergartens, and have incorporated speech therapy in six East Gippsland Primary School programs.
- In line with master planning strategies, GLCH procured and on-boarded two additional properties in Lakes Entrance and commenced works on the multi-million dollar capital works project in Bairnsdale. Activities continue to focus on ways in which GLCH can meet client service demands, office requirements and pressures on existing car parking facilities.
- Improved access to health care for teenagers continues to be achieved through the Commonwealth-funded Doctors in Secondary Schools program, which delivers a weekly nurse and GP service to Swifts Creek and Bairnsdale Secondary Colleges during school terms. Demand at Bairnsdale has warranted extended GP clinic sessions, which has been approved.
- A new role has been piloted between Clinical & Nursing, and Family Youth & Children's Services to establish the influence of a clinical-focused role, working in collaboration with Drug & Alcohol workers and GPs, to provide a team approach towards meeting clients' health and wellbeing needs.
- A major project was undertaken to migrate networking systems from Gippsland Health Alliance to Telstra Network (included phone system upgrades). This has enabled GLCH to leverage cloud services, improve connectivity for clients and staff, upgrade our security systems and install infrastructure for emerging technologies.
- Allied health professionals have started using remote service delivery models to support clients who are unable to attend onsite appointments. This also includes flying to Mallacoota once a fortnight.
- We successfully advocated with Family Safety Victoria to modify the 'Family Violence After hours Crisis Response Program' to better meet the needs of rural and remote clients via services delivery and support.
- GLCH provided leadership and resources to research, plan and develop a major local event that would send a very clear message that violence in our communities is not okay. Working in partnership with several other local health and wellbeing agencies, Walk to Change the Story held in November 2018 was a huge success, attended by an estimated 1,500 people.

Our progress on the 2017-22 Strategic Plan



In 2019 the Enablement Awards Panel awarded us with the epithet: "The Most Outstanding Community Health Provider in Australasia in 2019".

The annual Enablement Awards were created by the NDIS Update news media platform to recognise, celebrate and reward excellence, innovation and exemplary achievements in the disability care sector.

Pictured above receiving the award at a ceremony in Melbourne are Executive Manager of Aged & Disability Services, Chris Tipa and NDIS Manager, Shelley Wormald.

2



To be a reputable and influential organisation now and into the future

- Promotion of dementia-friendly environments and general dementia awareness has been led by our Dementia Nurse Consultant. This has included an environmental audit of our Lakes Entrance site and organised training for frontline, support and clinical staff. External advice and education has also been provided to a local bank and health care providers.
- Our Aged and Disability Unit extended how they consult with their clients. In addition to collecting feedback through the usual channels and questionnaires, they have hosted a series of focus groups involving Home Care Package, disability and Commonwealth Home Support clients. Results were compiled and actions created as part of the Unit's quality improvement process.
- GLCH became the only organisation east of Melbourne to have an accredited practitioner registered to deliver the GLA:D exercise program for clients with hip or knee osteoarthritis symptoms.
- GLCH worked closely with Yoowinna Wurnalong Aboriginal Health Service (YWAHS) Board and Management to ensure a smooth transition to independence. Corporate functions such as human resource management, environmental services, financial management, quality and compliance, facilities etc have now been successfully transferred.
- Our Health Promotion team partnered with Lakes Entrance Aboriginal Health Association and the Tackling Indigenous Smoking team to talk with children in local primary schools about the dangers of smoking.
- We supported community connections for older community members by hosting two Old Time Dances in partnership with local aged care facilities. The dances provided an opportunity for social support clients and residential clients to come together, socialise and reminisce.
- The FYCS Consumer Participation Plan 2018-20 was implemented and all actions identified for the first year were successfully completed, in partnership with local agencies, including active participation in awareness campaigns highlighting youth issues, homelessness, children's wellbeing, and mental health.
- Organisational rebrand identified. Rebranding strategy and implementation plan developed with a view to roll out externally in late 2019 / early 2020.

3



To be a highly capable organisation that prospers

- GLCH continues to review and replace technology to support service delivery volume and complexity. Activities in the 2018/19 year included but were not limited to: a whole of organisation finance upgrade project going to tender; completion of the final stage of the client data management system installation; review and reinvigoration of a range of human resource management systems; and a continued focus on staff development strategies including seven scholarships being awarded in the areas of fitness, counselling, community services, human resource management and health and human services.
- Our Palliative Care Nurse Practitioner Candidate was endorsed as a qualified Nurse Practitioner and will continue to work collaboratively with nurses, GPs and other providers across East Gippsland to support people with life-limiting health conditions. Two nurses in our Home Based Nursing team have successfully attained their Post Graduate qualification in Palliative Care.
- Our Aged and Disability Unit have increased the efficiency of office support in high growth areas by further specialising roles such as customer service, program support (Home Care Packages), team leaders, and the rostering of home support services and staff.
- The GP Practice gained reaccreditation as a teaching practice. This enables the practice to support doctors who wish to undertake further training in the specialty of General Practice and contribute to the GP workforce.
- The Health Promotion team have set new priorities (2019-2022) in line with State Government Health and Lifestyle priorities of healthy eating and smoke free living.
- The allied health team have expanded services to be more condition-targeted, for example the Hip & Knee program designed to reduce pain and improve mobility, and the Pulmonary Rehabilitation program helping people with Chronic Obstructive Pulmonary Disease.
- Increased occupancy capacity at the Children's Centre to being 100%.
- FYCS client outcomes were evaluated utilising the Outcome Star, indicating that 84% of clients have had some improvement in their outcomes over their period of support.

LEADERSHIP & QUALITY

Gippsland Lakes Community Health is a not-for-profit, non-government organisation operating as a company limited by guarantee under the Corporations Act 2001. We are 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).

Our board of directors bring a diverse range of skills, expertise and experience to GLCH, particularly in areas such as finance, education, health, local government, business administration, information technology, journalism and law. Each board director has strong connections to the local community and volunteers their time to provide the organisation with strong governance and guidance.

The board is made up of nine directors – six who are elected from GLCH's membership and three who are appointed based on their skills and experience.

The board of directors meets approximately ten times per year and has two standing committees – Finance and Quality Governance.

During this financial year, 10 meetings of the board were held.



Pictured: GLCH Board members: James Mulcahy, Jeff Wilson, Robyn Cooney, Andrew Stuart Murray, Carol Ross, and CEO Sue Medson OAM. Not present: Darryl Andy, Patricia Bryce and Glenn Hodges

Gippsland Lakes Community Health has a strong Health and Safety Framework, which includes Executive Management support, a designated Health and Safety Coordinator and a fully engaged Health and Safety Committee consisting of 16 members representing 13 designated workgroups. Progress against our health and safety priorities in 2018/19 include:

- Improved incident reporting rates
- Continued improvement on the number of incidents per annum that required > 2 days off work (3 down from 5)
- 100% compliance with site inspection and emergency response schedules
- Timely responses to Risk Assessment processes including monitoring of subsequent controls.

GLCH values the health and wellbeing of our staff. We participate in the Victorian Government Achievement Program and encourage workplace activities and initiatives to benefit our employees. We provide opportunities for staff to be physically active in the workplace including a fully equipped gymnasium that's available for staff use free of charge on weekday mornings and afternoons. Regular users report improved health and feelings of wellbeing, improved mental health, and reduced stress levels.

GLCH achieved full accreditation against all standards for our community health and support services and programs. Our services are successfully accredited with:

- Royal Australian College of General Practitioners (RACGP)
- Quality Improvement Council (Health and Community Services)
- Department of Health and Human Services
- Department of Health (Home Care)
- Australian Children's Education and Care Quality Authority.

In early 2019 our GP Practice achieved reaccreditation as a Quality Practice under RACGP and as a teaching practice with both RACGP and the Australian College of Rural and Remote Medicine. We also made significant progress on our journey towards Rainbow Tick accreditation, a voluntary set of standards to ensure inclusive and safe practice for the LGBTIQ+ community. Accreditation of the organisation is an opportunity to reflect on what our organisation has achieved and how we are progressing in the work that is so important to our community members.

GLCH is a Victorian Registered Community Health Service under the Health Services Act (1988) and a Registered Community Services Organisation under the Children, Youth & Families Act (2005). We are committed to accountability and quality improvement when it comes to our services and programs.

We think our accreditation summary speaks volumes: **"It is evident that staff are committed, passionate members of the community and provide holistic wrap-around services to meet their needs. Staff are loyal to the organisation and volunteers are proud to be associated with GLCH."**

"The governance of GLCH is robust with very effective Board processes. The Board provides strong leadership and demonstrates a focus on evaluation and practice reflection, to ensure they work effectively to lead the organisation. Planning systems are very well established and integrated across the organisation."

Organisation Chart

Gippsland Lakes Community Health Board

Chief Executive Officer | Sue Medson



Organisational Links CEO responsibility

Lakes Entrance Aboriginal Health Association & Lake Tyers Health and Children's Services



Family, Youth & Children

Kathy Dickinson

- Alcohol and Drug Services
- Assessment and Response
- Child FIRST
- Cradle to Kinder
- Emergency Assistance
- Enhanced Home Visiting Service
- Family Violence Outreach
- Family Violence Support Packages
- General Counselling
- HACC/CHSP Counselling
- Healthy Mums, Healthy Babies
- Homelessness Support Program
- Integrated Family Services (IFS)
- IFS Child FIRST Support Packages
- Diversion Program
- Maternal and Child Health
- Men's Family Violence and Behaviour Change Program
- Reconnect
- Risk Assessment Management Panel
- School Focused Youth Service
- School Nursing
- Women's and Children's Family Violence Counselling
- Youth Justice Community Support Program



Corporate

Leah McFadzean

- Administration Support
- Asset Management
- Budgeting
- Centrelink Agency
- Client Records
- Customer Service
- Environmental Services
- Facilities Management
- Financial Management
- Health and Safety
- Human Resources
- Information Management
- ITC Management and Support
- Marketing and Communications
- Organisation-wide Telephony
- Payroll
- Quality and Compliance
- Statistical Reporting



Community Health

Angela Ellis

- Aqua Therapy
- Art Therapy
- Autism Observation Service
- Clinical Psychology
- Dietetics
- Early Childhood Intervention Services
- Early Education & Long Day Care
- Exercise Physiology
- Four-Year-Old Kindergarten
- Health Promotion
- Medical Equipment and Aids for Hire
- Occupational Therapy
- Paediatric Allied Health Services
- Personal Training
- Physiotherapy
- Podiatry
- Pulmonary Rehabilitation
- School Readiness Services
- Speech Pathology
- Speech Pathology in Schools
- Social Connection Groups



Clinical & Nursing

Cheryl Bush

- Advance Care Planning
- Chronic Condition and Lifestyle Modification Support
- Clinical Alcohol & Drug Nurse
- Clinical Triage and Assessment
- Dementia Nurse Consultant
- Diabetes Educators
- General Practitioners (GP)
- GP Outreach Clinics
Bruthen, Nowa Nowa, Metung, LTHCS, LEAHA, Bairnsdale Secondary College and Swifts Creek Secondary College
- Health Assessments
- Home Based Nursing
- Immunisations
- Lymphoedema Clinic
- Pathways to Good Health
- Palliative Care and Bereavement Support
- Respiratory Clinic
- Visiting Medical Specialists
- Women's Health Service
- Wound Management



Aged & Disability

Christopher Tipa

- Assisted Shopping
- Brokered Home Support (Can Do)
- Carer Services - Creative Respite
- Domestic Assistance
- Flexible Respite
- Home Care Packages
- Home Maintenance
- Meals on Wheels
- NDIS Services
- Personal Care
- Regional Assessment Service
- Volunteer Services – Transport, Meal Delivery and Home Based Library

FINANCIAL PERFORMANCE

Gippsland Lakes Community Health is a financially healthy and viable organisation. The organisation is highly regarded by funding bodies and well positioned to embrace future opportunities as they arise.

Analysis and commentary



Income

The end of year result, including depreciation and gain on disposal of assets, was a surplus of \$2,113,804.

GLCH continues to be supported in seeking and successfully attracting the funding required to build service delivery.

This has been demonstrated over the year with an increase in the operating income of \$4.94m (16.9% increase over 2017/18). Major key factors influencing this amount are increases to Family Violence funding of \$1.82m, Home Support Packages of \$2.29m and Fee for Service income of \$713k (NDIS - \$315k, Allied Health - \$97k, Can Do Services - \$242k).

Capital Grants of \$1.5m relating to the McCulloch Street Project has also been brought to account.



Expenditure

GLCH has a sound financial base, showing strong liquidity and associated ability to meet all employee and program commitments.

Total operating expenditure increased by \$5.9m (21.3%). Salary costs were the main impact on expenditure, representing 72.7% of total operating expenditure. Salary costs increased 17.7% compared to 2018/19 due to the increase in staffing levels (17.2%) and Award Increase. Total non-salary expenditure increased in the period by \$2.2m (32.2% increase). The number of Home Care Packages increased by 38% leading to an increase in Client costs of \$1.7m (52.4%).



Balance Sheet

The Balance Sheet reports an improved position with net assets increasing by \$2.11m (14.9%). Total assets have increased during the period by \$3.6m (13.4%), driven by increases in cash holdings, Debtors and investments of \$1.1m; McCulloch St work in progress, new property acquisitions and IT Equipment of \$2.4m.

Total liabilities increased during the period by \$1.47m (11.7%). Contributing to this are decreases to Unexpended Funds and Prepaid revenue of \$498k, Creditors, Expense accruals and other liabilities of \$1.72m and increases in Salary accruals and provisions of \$248k.

Governance

The Board recognises the importance of a strong governance framework and support this with well-established Finance and Quality Governance that meet bi-monthly. The Finance Committee reviews financial reports, ensures accounting policies are applied, recommends the approval of audited annual financial statements, and ensures that issues raised as part of internal and external financial audits are addressed. The Finance Committee reviews the engagement of external financial auditors, including criteria for appointment, proposed audit scope, and approach. The Finance Committee includes an independent member, previously identified as best practice.

Audited Financial Statements

GLCH prepares financial reports in accordance with the requirements of the Corporations Act 2001 (Cth).

The Financial Statements for the year were audited by Crowe Australasia. Auditors expressed the opinion that the Financial Statements represent a true and fair view of the financial position of the organisation as at 30 June 2019.

A complete set of Financial Statements, notes and Auditor's Report are included as a supplement with this Annual Report. They are available on request from our Lakes Entrance and Bairnsdale sites or visit glch.org.au

Extract from Financial Statements

Comprehensive Statement of Income for the year ending 30 June 2019	2019 \$	2018 \$
Revenue from ordinary operations	34,042,962	29,126,793
Employee expenses	(24,336,572)	(20,677,531)
Other expenses from ordinary activities	(8,488,219)	(6,298,776)
Capital grants	1,524,694	20,600
Depreciation and gain/loss on disposal on assets	(629,061)	(605,865)
Net result for the year	2,113,804	1,565,221

Statement of Financial Position as at 30 June 2019	2019 \$	2018 \$
Current assets	15,353,978	14,217,589
Non-current assets	15,024,508	12,575,019
Total assets	30,378,486	26,792,608
Current liabilities	(13,051,438)	(11,892,756)
Non-current liabilities	(1,020,958)	(707,566)
Total liabilities	(14,072,396)	(12,600,322)
Net assets/total equity	16,306,090	14,192,286

Length of Service

The GLCH Board would like to congratulate and thank the following staff members for their continued dedication to the organisation and the communities that we serve.

10 YEARS

Brian Brackley Jane Gannon
Andrew Vines Ann-maree Robinson

15 YEARS

Gill Wheeler Sandy Bendall
Les Hunter Mandy Rathjen
Nicole Lewis Annette Grant
Paula Morgan

20 YEARS

Dale Porter Ailsa Carr
Natasha Hammarstom

25 YEARS

Sue Lowe

“

How was your experience?

”

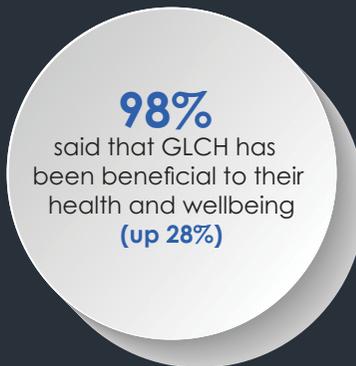
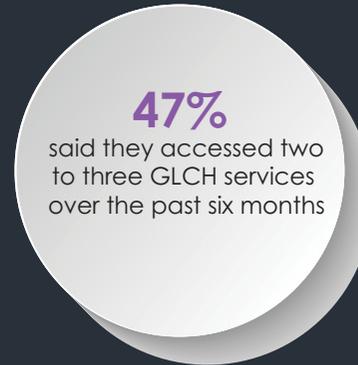
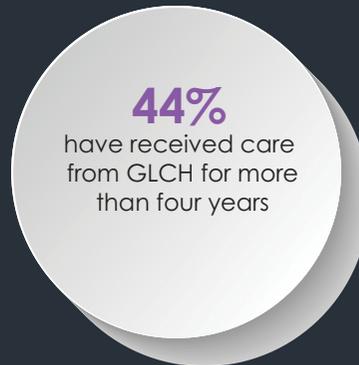
From October through to December 2018, we collected feedback from our Lakes Entrance and Bairnsdale clients using the **Victorian Healthcare Experience Survey**. The statewide survey is used to learn about people's experience of receiving healthcare in Victorian hospitals. It gives clients the opportunity to tell us how they think we're doing, and it gives us the opportunity to improve our services if necessary.

Who completed the survey?

The majority of respondents identified as female (60%). The average age of respondents was 70 years. Although our response rate was 5% less than the same time last year, you can see from the highlighted data, we've had some wins. People are now more aware of our complaint process (up 8%), and that our staff have taken more consideration of other concerns impacting their health care (up 13%).



This Victorian Healthcare Experience Survey is conducted by IPSOS for the Department of Health and Human Services each year from October to December. To have your opinion of our health service counted, and to give us an opportunity to improve our service to you make sure you fill out our survey and return it within the time frame.



96% of people surveyed said that our staff provided them with very good or good care

100% satisfaction rating for

- the support provided to carers by our Palliative Care Team
- the politeness and helpfulness of our Customer Service team

LISTENING TO OUR STAFF

In early 2019 we invited staff to 'have their say' in an employee satisfaction and engagement survey. The survey focused on 10 areas:

- The Organisation
- Management
- My Work
- Remuneration & Benefits
- Training & Development
- Leadership
- Communication
- Opportunities
- Recognition & Acknowledgment
- Quality of Worklife

A detailed report containing the survey results was distributed to our Senior Staff Group (SSG) to take the results back to their teams for discussion.

Guided by the HR Manager, the SSG discussed the areas identified as needing improvement. The HR team then made the following recommendations to address the identified areas, and these were presented to and endorsed by our Executive Management Team (EMT):

- **Opportunities for advancement:** The development of an 'Acting Up' and Secondment Policy.
- **Remuneration/Benefits:** Create marketing material for staff about organisational benefits, for example salary packaging, purchased leave, right to request flexible work arrangements, training options and scholarship program.
- **Communication:** Encourage information sharing among teams/units via guest speakers from other teams/units. Encourage knowledge sharing, communication and collaboration.
- **Recognition and Acknowledgement/Training and Development:** Review length of service and associated recognition. Managers are reminded to acknowledge individual or team performance which goes above and beyond the requirements of the role.



“

GLCH is a fantastic place to work. They do a good job in supporting their employees. The culture is something that GLCH should be commended for.

– Anonymous staff member

”

Tell us what you think...

Consumer feedback helps us make meaningful improvements to our services and programs. Anyone who uses our services and programs can leave us feedback using a range of easy, accessible and where preferred, anonymous processes. Feedback forms are available in all our customer service areas.

You can also send us comments via email to contact@glch.org.au or you can visit our website and complete our online feedback form.

What we do with your feedback:

- All the feedback we receive is uploaded to Riskman, our quality and safety software system.
- It is then forwarded to the right member of our Executive Management Team for their attention and follow up.
- Managers will respond with a written letter or email, they may phone you for further details, or make a time to meet with you, if necessary.
- A summary of feedback is presented to our Quality Governance for their review. The Quality Governance includes representatives from our Board.



Compliments 54
(+12 from 2017/18)

Complaints 65
(+13 from 2017/18)

Going straight to the source

Our Aged Care team invited our Commonwealth Home Support Program clients to a Consumer Feedback Forum. At the forum they asked participants for their feedback in areas identified as problematic such as rostering mistakes, communication problems, lack of training and, on occasion, workers not showing appropriate respect for the client - such as one instance where a worker was smoking in close proximity.

Participants talked openly and honestly with staff, providing valuable feedback that has helped them make lasting changes to address the problems our clients face. They also told staff about the times they received excellent customer service, and highlighted the broad range of services that GLCH offers to people of all ages and circumstances.

The Aged Care team developed a 'to-do-list' of actions from the forum including:

- Making their new App available to any client who would like to know who their worker is and what time they are coming.
- Inviting clients to talk to community support staff about their experiences – positive and negative. One forum participant has already offered to present to the staff.
- Sharing client care goals and plans with community support staff in a practical and simple way that means everyone is in the loop.
- Provide specific customer service training to our community support staff.



We moved to Lakes Entrance 35 years ago and have always used the clinic. It was different then, just a clinic. I recently broke my hip and I have been coming into rehab gym and it has really helped my mobility. I had chronic fatigue and to be honest after coming to gym for my hip it is probably the best I have been in a long time.

The staff are great, always friendly, they remember your name. It is a very friendly place to visit and they don't make you feel like you are sick.

– happy client



Fostering inclusion across GLCH

GLCH acknowledges that individuals, family and communities all present with diverse and unique characteristics and circumstances. These varying needs require us to focus on specific populations such as: Aboriginal and Torres Strait Islander backgrounds; culturally and linguistically diverse backgrounds; lesbian, gay, bisexual, transgender, intersex, queer/questioning, asexual (LGBTIQA+) people; people living with dementia; people with disabilities; rural and remote area residents; people experiencing financial disadvantage; and people at risk of homelessness.

To overcome the typical difficulties for these people to access services, we remain proactive in the planning and delivery of our services. We implement positive employment strategies to attract a diverse workforce (including volunteers) and routinely provide diversity-related training for staff.

Projects and programs supporting disadvantaged people and communities include:

Aboriginal Health: GLCH directly supports Aboriginal health through its partnerships with YooWINna Wurnalung Aboriginal Healing Service (YWAHS) and Lakes Entrance Aboriginal Health Association (LEAHA). For the past 13 years, GLCH auspiced YWAHS in Lakes Entrance. Thanks to this support, in July 2019 YWAHS commenced operating as a fully independent Aboriginal Community Controlled Health Organisation (ACCHO). GLCH is also a key partner in the East Gippsland Aboriginal Health Consortium, which consists of four East Gippsland ACCHOs including LEAHA. LEAHA is situated on our Lakes Entrance site and was developed in partnership with the Aboriginal community of Lakes Entrance.

Anti-tobacco: Our Health Promotion team worked with the Tackling Indigenous Smoking team from LEAHA, to deliver a creative approach to smoking prevention. This project saw 180+ students from 10 local primary schools engage in digital storytelling, which culminated in every student submitting an entry into the Moran Photographic Prize, a national photographic competition.

Family Violence: See feature story 'Going orange for change' on the next page.

Homelessness Support: Our Homelessness Support team assist people who are homeless or at risk of homelessness. Services include help to access and/or maintain housing including public, Aboriginal and community housing; assistance addressing issues that brought about homelessness; advocating on their behalf; and providing crisis response to homelessness through the 'Opening Doors' program.

In-Home Help: Our Aged & Disability Unit provides home support services to frail aged and disabled people via Home Care Packages, the Commonwealth Home Support Programme, Meals on Wheels and our fee for service initiative - Can Do services.

NDIS: The rollout of the NDIS in January resulted in GLCH receiving 20 new participant plans per week, totalling 131 NDIS clients to-date, with service agreements totalling \$1.8M. This has required recruitment of an additional 50 staff members, who are now accommodated in the facility expansion in Bairnsdale, which is due for completion late 2019.



Rainbow Tick

In support of our LGBTIQA+ community, GLCH is working towards achieving a 'Rainbow Tick' for the organisation. The Rainbow Tick is a national accreditation program for organisations that are committed to safe and inclusive practice and service delivery for LGBTIQA+ people.

We are building inclusive services, reviewing our principles and standards, connecting with our LGBTIQA+ population by seeking consumer feedback and participation in our service delivery to improve our responsiveness to their needs, and working with specific groups such as the HEY (Healthy Equal Youth) Project workgroup.

The HEY Project is about improving the quality of life of same sex attracted, sex and gender diverse young people, aged between 14 and 25 years. GLCH are coordinating this program and working in partnership with Headspace and local schools. The HEY Project team held their 2nd annual Rainbow Ball in Bairnsdale in July 2019 (pictured above), which was a huge success!

Going **ORANGE** for change

Walk to Change the Story (WTCTS) was developed as part of the **16 Days of Activism Against Gender-Based Violence** campaign and aimed to highlight local support services available to those impacted, and how our community can help prevent future violence against women. The WTCTS was organised and lead by Nicole and Brea from our FYCS team, with support from Uniting, Gippsland Centre Against Sexual Assault, GEGAC, Save the Children, Respectful Relationships, Yoowinna Wurnalung Healing Service, Bairnsdale Regional Health Service and the East Gippsland Shire Council.

Our Health Promotion team worked with local schools and the Respectful Relationships program to explore issues around violence and produce artwork. This was used in the Walk, including the event's official logo, and one school's original rap music video was featured on the main stage at the Walk.

Hundreds of local businesses and other organisations from within the community supported the event by displaying posters in shop windows, turning their displays orange and/or participating in the actual Walk on the day of the event. Ten local schools (secondary and primary) attended the event, and today there are more schools engaging with the Respectful Relationships program, or at minimum, more open to exploring the topics of respectful behaviours and violence.

It was estimated that between 1,000 and 1,500 total participants walked down the main street of Bairnsdale and culminated to listen to guest speakers and participate in activities – and all in support of the "Say 'no' to violence" message. As a direct result of this innovative and community-leading event, our residents including students, have become more aware about what is and is not acceptable behaviour towards women. And this is how significant change begins.

In the lead up to the event, the East Gippsland Shire region was ranked #13 out of 79 local government areas for reported incidents of family violence. Post-event the updated statistics ranked our region as #3. While this may sound alarming, due to the high prevalence of family violence in our area, the suggestion that reported incidents have risen could be considered a positive result, if it reflects an increased number of people reporting their situations, who previously may not have. By highlighting the existing support services within our region, and by letting those impacted by violence know - very clearly - that the community says "no" to violence, we hope that incidents (both reported and unreported) - will ultimately decrease significantly.

The fact that so many of our locals came together to reinforce this important message, means the community itself has become strengthened and united as a result of the Walk. It also sends a clear message to those impacted by violence that they are not alone, that there is support, and that it is not alright for violence to be perpetrated in our community.

The legacy from last year's Walk to Change the Story is an inaugural event that provides an ongoing annual opportunity for the community to come together and take a stand against violence; to change behaviours and attitudes; and to raise a new generation who understand that violence is not acceptable. **Walk with us again on Wednesday 27 November 2019. Check our socials for details.**



“

It raised awareness in the whole school with students who didn't take part in the walk asking what it was about. It has raised the profile of family violence in the school with teachers requesting resources for classrooms.

– School teacher involved in the event

”

MAKING A WORLD OF DIFFERENCE

The Board and staff appreciate the awesome 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. They 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.

During National Volunteer Week we shouted our volunteers lunch to celebrate their hard work and generosity, and to let them know how much we value their commitment to our organisation and clients.

This years National Volunteer Week theme was **Making a World of Difference**. Our volunteers certainly make a world of difference, they are an invaluable asset to the staff, our clients and our community, and they help make our services stronger.



To celebrate National Volunteers Week, we produced our own in-house videos heroing some of our valuable volunteers.

We invited them to meet with us to have a chat on camera, which we recorded, edited and then shared online via our Facebook and YouTube pages.

The response was great, and our volunteers received the kudos they deserved. We hope to be able to profile many more in the future.

Your spare time could change someone's life

Do you have a spare hour here and there? If so, why not volunteer with us - it could change someone's life!

We've been helping community members across East Gippsland live well since 1975 and an integral part of our success has involved the generous donation of time and skill by our dedicated volunteers.

Executive manager of GLCH's Community Health and Services Unit, Angela Ellis says, "People often take for granted the opportunity to have someone to sit down and chat with over a cup of tea; to be able to access library books or resources upon demand; or to just have company – someone to spend quality time with. But thanks to our volunteers, those members in our community who don't have easy access to such opportunities now can – our volunteers can help ensure their lives are more enriched with the activities they enjoy the most."

Currently, volunteer opportunities exist in Bairnsdale, Lakes Entrance and Paynesville, and include roles such as meal delivery, transport to non-urgent appointments, selecting and delivering library books as part of our Home Based Library Service, and roles with our planned activity and social support groups. These types of roles are often best suited to people who like to meet and spend quality time with others; who enjoy a casual cuppa and a chat; or who want to help other community members who seek company or assistance in their daily lives.

What our volunteers say...

Primrose has been volunteering with GLCH's Meals on Wheels program for more than 20 years and she says, "If there's anyone out there who's lonely and wants to meet people, then consider volunteering!"

Lyn is also a volunteer with GLCH; she believes volunteering is the ideal activity for retirees because "you need to do something outside the home, in order to have something to talk about with your partner at the end of the day."

A volunteer from our social support program says "I am studying, doing Certificate IV in Aged Care. Being a volunteer in a social support group helps put it all into perspective. My study makes sense. The staff at GLCH are generous with their time and knowledge, they share their experience with me and give me tips I wouldn't get from just studying. They have all helped me in my journey towards working in aged care. Now I know this is what I want to do."

GLCH has both short and long-term opportunities available, and with so many different roles on offer there's bound to be something to suit your interests. Plus, with GLCH's flexible scheduling you'll rest assured your volunteering can be scheduled around your availability.

To find out more about our volunteering opportunities contact our Volunteer Coordinator, Janet on 5155 8332.

Take back your life!

The Life! program is a free Victorian healthy lifestyle program that helps you reduce your risk of type 2 diabetes and cardiovascular disease. Changing your lifestyle isn't easy, especially on your own. The Life! program gives you the motivation and support needed to make and maintain positive changes and to live a healthier and more active lifestyle.

The Life! group course is seven sessions run across a 12-month period. The introductory session (1 hour) is a one-on-one between you and the Life! facilitator. At this session you have the opportunity to ask questions and learn more about the program. Group sessions are 1.5 to 2 hours. The first four group sessions are run fortnightly, group session five occurs at six months and final session is 12 months after starting the program.

Group courses give you the knowledge, skills, support and expert advice needed to live a healthier and more active life. Sessions are run by health professionals and you learn more about nutrition, physical activity, sleep, managing stress and setbacks and goal setting.

In 2018, 36 participant's commenced one of four Life! group courses offered at GLCH. In May 2019, 5 participant's completed their 12-month session and their results were as followed;

Participant 1: Improved their low fat eating, increased dietary fibre, increased amount of exercise, improved their self efficacy, lost 4kg, lost 20cm from waist and considerably improved their blood pressure (BP).

Participant 2: Improved their low fat eating, increased dietary fibre, same amount of exercise, improved their self efficacy, lost 1kg, lost 8cm from waist and considerably improved their BP.

Participant 3: Improved their low fat eating, decreased dietary fibre, increased amount of exercise, improved their self efficacy, lost 3kg, lost 12cm from waist and considerably improved their BP.

Participant 4: Improved their low fat eating, decreased dietary fibre, increased amount of exercise, improved their self efficacy, lost 8kg, lost 7cm from waist and considerably improved their BP.

Participant 5: Added more fat to diet, increased dietary fibre, decreased amount of exercise, decreased their self efficacy, weighed the same , lost 6cm from waist and showed no change to BP.

It seems those who lost weight and improved their diet, dramatically improved their BP and waist circumference, thus lowering their risk of chronic disease.



Our Chronic Conditions nurse Kate, says the best thing about being a Life! facilitator is that she gets to help people like Averil (pictured above with Kate) improve their health.

The Life! Program has not only improved Averil's health but has also enhanced her husband's. Averil's husband is prescribed Insulin for type II diabetes. Since starting walking with Averil (a Life! goal), he has reduced both his morning and evening insulin doses and he has cut out his lunchtime dose all together!



The Life! Program is supported by the Victorian State Government

GLCH Staff Profile

Meet Harry! Born and raised in Paynesville, Harriet "Harry" Cook recently returned from the big smoke and bright lights of Melbourne city, after having spent the past few years at St Vincent's and Sunshine Hospitals, delivering outpatient physiotherapy services to adults experiencing issues related to dizziness or neurological conditions.

With a Master's degree in Neurological Rehabilitation on top of her Physiotherapy degree, Harry assists people who have problems with the vestibular system that may be causing dizziness, spinning or balance issues that could be causing falls. Most people don't realise that these types of occurrences can often be improved with a physio-designed exercise program. Harry is using her expertise to help locals improve their function and minimise symptoms from certain types of dizziness, as well helping adults with neurological conditions such as multiple sclerosis, Parkinson's disease, stroke and acquired brain injury.

"The brain is such an incredible organ, with so much capacity for neuroplastic change and learning, that through the power of exercise and education, improvements can always be made. I love working with people to achieve their goals, and have helped many people get more out of their life, such as being able to walk on the beach again, dance, run or simply just walk with more confidence," says Harry.



WORKING WITH YOU TO ACHIEVE YOUR GOALS

At GLCH, we understand how important it is to involve our clients in decisions about their health care. This process is called 'person-centred care' and it puts you at the 'centre' of your health care by providing care that is respectful of and responsive to your individual preferences, needs and values. This process happens across all of our service delivery areas.

For example...

At the beginning of every year, our social support team ask their clients to complete a Care Plan as a way of ensuring their individual needs and goals are being met. As part of this Care Plan, clients are asked to record three or four goals that they would like to achieve during the year. These goals may be achieved individually or together with fellow group members.

Meet Hayden

Ask Hayden about any song lyric from the last 60 years and he can quote it word for word. He is our resident music maestro from The Lounge Crew!

Hayden lives and breathes music of any genre, combine that with his quick wit and sense of humour and it's easy to see why Mondays and Thursdays are always entertaining with Hayden around!

Hayden is a regular presenter at local radio station REG-FM. Back in 2018, Hayden helped us plan a station tour to show fellow Lounge Group members his 'happy place' - where he spins all his favourite tracks. This year Hayden upped the anti and listed visiting the TRFM Radio Station in Traralgon as a goal on his Care Plan.

CHALLENGE ACCEPTED! With the help of Gill and Kaitlin (two of our fabulous social support staff) and the super accommodating Lauren from TRFM, Hayden's little dream become a BIG reality!

Hayden walked the halls of TRFM and even found his future seat in the studio. Keep listening, one day soon it may be him playing his favourite 80's pub rock song on 99.9 as you drive to work in the morning!



Another example of involving our clients in their care comes from our Aged & Disability Services Unit.

Our NDIS team have a client with complex needs. Upon meeting with the client, our staff realised the need to recruit a skilled team of people to provide the high level of care and support this client required. The client requested to be involved in the recruitment process to ensure we matched them with the right people, so that's what we did!

From reviewing and shortlisting applications to interviewing - the client was involved in each and every step, creating the best possible match of staff to their needs.

The Aged & Disability Services Unit will continue to use this successful approach to creating the best care teams for other clients who present with complex needs.

CHANGING LIVES: three minutes at a time

Last year, Latrobe Community Health Service (LCHS) received a \$125,200 grant from the Foundation for Rural and Regional Renewal, to develop and implement the 'Telkaya Project'.

'Telkaya' is an Indigenous word meaning 'to improve, to be peaceful and to be well' and the aim of this program is to train allied health professionals, nurses and Aboriginal health workers from healthcare providers across Gippsland, how to recommend lifestyle changes to their clients in tactful and culturally-sensitive ways.

The project is a collaboration between LCHS, Gippsland Lakes Community Health (GLCH), Monash University Department of Rural Health, and Ramahyuck Aboriginal District Corporation. The online training package is expected to be rolled out around August 2019 and research will be conducted in the future, to assess the effectiveness of the training package

The Telkaya Project will teach healthcare professionals how to have three-minute, non-confrontational 'healthy chats' with clients, which focus on lifestyle changes around smoking, nutrition, alcohol and physical activity.

When it comes to smoking, alcohol use, exercise and healthy eating habits, research suggests that a short, sharp discussion (which includes advice) with a primary healthcare professional can encourage people to make lifestyle changes or access support services.



Community Pride

Our Love EAST project was named the 2018 Winner of the Excellence in Community Engagement award in the prestigious Victorian Public Healthcare Awards.

Nominated alongside some of Victoria's leading public health services such as Melbourne Health, St Vincent's Hospital and The Royal Children's Hospital, we felt honoured to be in the company of such inspiring health professionals.

This project aimed to foster community pride and lift the profile of this disadvantaged locality and involved extensive consultation with the community of East Bairnsdale, to identify and meet their specific needs.

Our Health Promotion team consulted the East Bairnsdale community to identify their needs, which served as a directive for us to refine our service delivery. The results included shade and seating being installed in parks, a promise of drinking water, and a reduction of dangerous dogs on the streets. The consultation report also enabled us to secure funding to provide after-school activities, healthy eating programs and additional staff at the local Community Hub.

Of course, the long-term changes and increased community participation among East Bairnsdale residents, as a result of this project, are as rewarding as winning the Award itself.

Shout out to Communities for Children, Quantum Support Services, Uniting Care Gippsland, the East Bairnsdale Hub and the fabulous families who live in EAST – who without their support, this project would not have been a success.



Pictured with Frank McGuire, Parliamentary Secretary for Medical Research is GLCH staff Sherryn Hewett, Angela Ellis and Kerrilee Kimber

Helping Bill stay on track

Bill is a 68-year-old man with adult-onset Type 1 Diabetes, which he has been dealing with for the past 26 years. Bill moved from Melbourne to Lakes Entrance in September last year, and he lives alone. Since moving to Lakes, Bill has become quite involved in the local community including the local Men's Shed.

Bill struggles to manage his diabetes well. He has an acquired brain injury (ABI) which causes him to forget to regularly test his blood glucose levels and he sometimes misses meals. As a consequence, since September 2018, Bill has had three hospital admissions for severe hypoglycaemia (hypos), one hospital admission for diabetic ketoacidosis, and at least another three other attendances by ambulance for severe hypos. Bill has also experienced numerous other hypo events which, whilst not requiring ambulance attendance, did require assistance from the public or often his neighbours.

Our Diabetes Educator assessed Bill, submitted his case to the National Diabetes Services Scheme and was successful in getting him a subsidy to use a Continuous Glucose Monitor (CGM).

A CGM is a small device that attaches to the skin (usually the stomach) which continuously monitors Bill's blood glucose levels in real time, 24 hours a day. It then transmits the data wirelessly to a device such as a smartphone, so that at any time Bill can check his phone to see if his blood glucose levels are stable, or trending up or trending down. The phone can also be set to alarm, at predetermined high or low glucose levels, so as to alert Bill of an imminent hypo. This is of particular benefit to Bill overnight whilst he is sleeping, as he can be woken in time for him to take necessary action to avoid the hypo. All of this can be done without Bill needing to remember to continually do finger prick tests throughout the day or night.

Unfortunately, the cost of running a CGM is not cheap; including sensors, transmitters and consumables, a CGM costs \$6,400 per year ongoing. However, the benefits of using a CGM, in terms of improved quality of life and the potential to reduce injury from hypos and save Bill's life, is priceless. Of course, extensive training was required so Bill could attach the device, sync it to his phone, and understand how to analyse the information. It took a little longer than expected, due to his ABI, but we got there in the end. After just a few months of using the CGM, Bill's health and life has improved. He's had no more serious hypos requiring an ambulance or hospital admissions; his CGM has woken him at night and warned him of approaching hypos; and he's been alerted during the day when his sugars have been running low. Bill is so pleased with the device, and it has given him new confidence in his everyday activities.

Bill had lost his car licence some years ago due to repeated hypos, but is now confident he will have a chance to get it back, thanks to his improved diabetes management. Bill is also currently in discussion with GLCH to see whether he may be able to use some of the funding from his aged care package, to purchase an insulin pump. This pump would talk to his CGM and deliver his insulin subcutaneously, without him having to have multiple injections each day.

WORKING TOGETHER TO IMPROVE YOUR HEALTHCARE

Keeping EVERYONE in the loop

The inability to easily stay up-to-date with the complex needs of some of our clients was identified as an issue for our Aged & Disability Teams.

Enter technology and the trial of a Smartphone App that allows the client, their team of workers and family members to communicate about day-to-day care needs and in a closed and confidential loop. The App also ensures that everyone involved can quickly be updated as Care Plans change.

The principle driving the App development is to keep the client at the centre and in control of their own care where possible. Both clients and staff are keen to use our new technology.

Before trialling the App, we encouraged workers to report changes and bigger issues to our office staff. This system will still apply for clients who don't have smartphones.

Live Well!

We provide a range of healthy lifestyle and education groups for people of all ages with different abilities and interests.



Anti-Tobacco

This year our staff are working with the Tackling Indigenous Smoking team to address smoking prevention, targeting grades 3 to 6 at local primary schools, and using age-appropriate digital storytelling.



Healthy Eating

Our Health Promotion Team has been delivering healthy eating programs with great success in local primary schools and early learning settings, to teach children about healthy eating habits as well as growing, preparing and cooking food. The majority of the schools and early learning settings we work with now drink water-only. Most also have a healthy food policy in place and are active Stephanie Alexander Kitchen Garden program members.

- Art Therapy
- Bruthen Women's Craft Group
- Caution with Cannabis
- Children's Centre programs including:
 - Full-time, part-time and casual childcare
 - Before and after school care
 - Four-Year-Old Kindergarten
 - Vacation Care
- Community Arts Group
- Drumbeat for Adults, Children, and Young People
- Fitness Programs including:
 - Active Mums 'n' Happy Bubs
 - Aqua therapy
 - Blokes Gym
 - Cardiopulmonary Rehab / Lungs in Action
 - Community Rehab
 - Core Concept
 - Healthwise Gym
 - Health Moves
 - GLA:D / Hip and Knee Program
 - Keep Active Gym
 - Kinder Gym Programs (throughout East Gippsland)
 - Men's Gym
 - Staff Gym
 - Stay Safe (Falls Prevention)
 - Tai Chi
 - Pilates
- Healthy Ageing Options Information Sessions
- Healthy Eating Programs with Local Primary Schools
- Healthy Together Victoria Achievement Program
- Home Based Library
- LIFE! Program (Diabetes & Cardiovascular Prevention)
- Life Matters – Living Skills Program
- Making the Last Chapter Reflect the Whole Book (pre-advance care planning)
- Men's Behaviour Change



Pictured: The fabulous GLCH Men's Shed blokes who meet every Tuesday and Thursday onsite in Lakes Entrance

- Men's Shed (Bruthen, Lakes Entrance and Nowa Nowa)
- Mindful Meditation
- Paediatric Therapy Groups
- Parenting Groups
 - Bumps to Bubs
 - FAB Tuesdays
 - New Parents Group
 - Circle of Security
 - Tuning Into Kids / Tuning Into Teens
 - Parenting & Partnerships / Pizza & Parenting
- Parkinson's Support Group
- Protective Behaviours for Children & Young People
- Social Support Groups - for people of all ages, abilities and interests
- Wheels to Meals
- WISE (Women Inspired Supported and Empowered)
- Your Choice Program

Growing to support the community

Stage 1 of the multi-million dollar expansion of our Bairnsdale site at 66 McCulloch Street is now complete. More than 60 staff have moved in and are enjoying the additional meeting spaces and new consulting rooms.

The need for health, aged and social services in this region is continuously growing, particularly in supporting family violence and aged and disability needs, so this expansion allows us to better support those local community's needs by reducing waiting times and making sure we can provide the additional required services. It also enables us to have more staff onsite, instead of commuting between several premises in Bairnsdale.



Pictured: Stage 1, before



Pictured: Stage 1, after



Pictured: Stage 2, current

Stage 2 involves renovating the heritage-listed building at 281 Main Street, which includes building a new customer service area and treatment rooms for our maternal and child health services. This phase is due for completion in late 2019.

With the cost of operations continuing to rise, healthcare providers who invest in sustainable practices can strengthen client outcomes and create additional efficiencies. As such, GLCH remains committed to the environment and long term sustainability. This was most recently reflected in our installation of a 53.55kW solar power system. These solar panels are a welcome addition to our expansion at McCulloch Street and are expected to reduce our energy costs by an estimated 59% per annum.

The system also serves to create improvements for environmental sustainability by reducing waste, managing resources and decreasing carbon-emissions, as it's designed to provide extensive benefits to the environment and reduce overheads, while also increasing client and community wellbeing. These environmental and financial benefits made installing this solar panel system an easy decision for GLCH.

Gippsland Solar was the local organisation we partnered with, to install this energy solution. We would like to thank the Federal Government for providing \$500,000 from the Building Better Regions Fund (BBRF) to help fund this project and our building team, which was led by CM and HM.



Richard is our Family, Youth & Children's Services Manager, and one of the 60+ staff who have recently relocated to our new building in Bairnsdale. Of his new accommodation Richard says "It's modern and bright and offers staff great opportunities to work more productively."

We look forward to serving the local community better, from our expanded facilities, and we thank you all for your patience and understanding as the capital works continue to be completed.



Red Bluff  @ventureoutaustralia

Zac O'Rourke, GLCH'S exercise physiologist, shares some common myths and facts about osteoarthritis

Myth 1: Osteoarthritis is caused by ageing and will inevitably progress over time. **Fact:** It's never too late to take action! With the right lifestyle interventions of diet, exercise and self-management, the symptoms of osteoarthritis can be reduced at any age or stage of life.

Myth 2: There's nothing you can do; you just have to put up with the pain and symptoms of osteoarthritis. **Fact:** The current guidelines recommend exercise as one of the most effective first-line treatments for osteoarthritis.

Myth 3: Exercise will make osteoarthritis worse. **Fact:** One of the best ways to reduce the pain incurred during every day activities is to complete exercises that gradually increase in difficulty over time, which are specifically prescribed for your condition and its severity.

Myth 4: X-rays are needed for a diagnosis and to determine treatment for osteoarthritis. **Fact:** Often, x-rays do not explain the symptoms a person may experience and therefore, they do not necessarily impact treatment options.

Zac and the team of physiotherapists at GLCH can develop a personalised exercise and education program that is designed to reduce pain, improve mobility and enhance the overall quality of life for people with osteoarthritis.

JANUARY 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
30	31	New Year's Day 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	Australia Day 26
Australia Day Holiday 27	28	Start Term 1 29	30	31	1	2

DECEMBER 2019							FEBRUARY 2020						
M	T	W	T	F	S	S	M	T	W	T	F	S	S
					1	2						1	2
2	3	4	5	6	7	8	3	4	5	6	7	8	9
9	10	11	12	13	14	15	10	11	12	13	14	15	16
16	17	18	19	20	21	22	17	18	19	20	21	22	23
23	24	25	26	27	28	29	24	25	26	27	28	29	
30	31												

Ensuring quality services

Gippsland Lakes Community Health is a local employer of choice, with some 500 volunteers and 400 employees (many of whom have been with the organisation for over a decade).

We encourage all staff and volunteers to participate in regular training to ensure our health, wellbeing and support services are continually delivered at a high standard, using up-to-date information, and current government and health department guidelines.

For example, Social Support staff and volunteers undertook training provided by the Victorian Community Care Education and Training Service, called 'Putting Wellness And Reablement Into Practice', as well as service-specific Care Planning.

Delivered by Swinburn University, this training was extremely valuable, as it allowed volunteers to feel respected, while also empowering them to support staff in the provision of a high-quality service to our clients.

Client's Care Plans are an important tool to ensure that activities offered in Social Support are best suited to the client's needs and interests.

Our Social Support program provide weekly social opportunities and respite for seniors, young adults with additional needs, and their families.

Want to find out more? Call 5155 8370.



FEBRUARY 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
27	28	29	30	31	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	1

JANUARY 2020

M	T	W	T	F	S	S
		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		

MARCH 2020

M	T	W	T	F	S	S
						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					



Eagle Point  @sunrisepeter

SHARING THE MESSAGE: Local Aboriginal communities say smoking is not okay!

Our Health Promotion team partnered with the Tackling Indigenous Smoking team from Lakes Entrance Aboriginal Health Association (LEAHA) to promote a smoke-free message to local Aboriginal families.

At a Family Fun Day held in Cape Conran, the teams encouraged community members to have their photo taken with their 'Fresh Air Frame.' Images were printed off on the day for people to take home and display in their home as a reminder not to smoke cigarettes.

"Some of the adults admitted that they were or had been smokers," said Andrea Farley, health promotion worker from GLCH, "but were keen to share the message to children and younger family members that smoking is not okay."

The photos from the event were then collated into a hardcopy book, which were then placed in various waiting spaces to serve as a permanent reminder for Aboriginal families, not to smoke. To find out more about how Indigenous smoking is being tackled contact LEAHA on 5155 8465.

MARCH 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	
24	25	26	27	28	29	1	
2	3	4	5	6	7	8	
Labour Day 9	10	11	12	13	14	15	
16	17	18	19	20	21	22	
23	24	25	26	End Term 1 27	28	29	
30	31	<hr/> <hr/> <hr/> <hr/> <hr/>				FEBRUARY 2020 M T W T F S S 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	APRIL 2020 M T W T F S S 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

4 ways to eat healthy on a budget

Eating healthy need not break the bank. Here are four tips from Chelsea Arceri, our Accredited Practising Dietitian.

Tip 1. Make your own lunches

It does take a little more time and effort, but it means you know exactly what you are eating, so you can make healthier choices and save money at the same time!

Tip 2. Buy your fruit and veggies seasonally

Fruit and vegetables that are in season are always cheaper. You can also buy fruit and veggies that are on special, and then find new and exciting recipes to cook or prepare them. Doing so is a great way to save money, while also helping you to increase the variety of foods you eat. Another tip is to buy your produce in bulk and freeze it. Many fruit and veggies freeze really well and doing this, means you may not need to pay higher prices to enjoy them when they're out of season.

Tip 3. Swap cereals for plain rolled oats

Many cereals contain added sugars and high GI carbohydrates, which cause your blood sugars to spike and drop erratically. Rolled oats are not only a great source of fibre, but they also don't have any added sugars, and are also cheap to buy. Rolled oats are a perfect breakfast option in the form of porridge or overnight oats. Just remember – don't load it up with brown sugar! Instead, to sweeten, try using cinnamon, fruit or a teaspoon of honey or maple syrup.

Tip 4. Choose legumes as your protein source

Legumes – such as lentils, beans and chickpeas – are full of vitamins, minerals, protein and fibre, making them a great alternative to meat. As an added bonus, canned or dried legumes are also much cheaper to buy than meat; in fact, you can pick up a can of chickpeas (serving two people) for less than a dollar! Ideally, aim to include around three serves of legumes in your diet each week. A good way to start is by adding a can of brown lentils to your bolognese sauce (see recipe) – by doing so you'll save yourself a few dollars and help your body thrive at the same time!



APRIL 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
30	31	1	2	3	4	5
6	7	8	9	10 Good Friday	11 Easter Saturday	12 Easter Sunday
13 Easter Monday	14 Term 2 starts	15	16	17	18	19
20	21	22	23	24	25 ANZAC Day	26
27	28	29	30	1	2	3

MARCH 2020

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MAY 2020

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18	19	20	21	22	23	24
25	26	27	28	29	30	31



Cape Conran | Jamie Bennett Photography

Celebrating diversity

The International Day Against Homophobia, Biphobia, Intersexism and Transphobia (IDAHOBIT) is held annually on 17 May. This internationally recognised day aims to increase awareness of the violence and discrimination experienced by LGBTIQ people internationally. GLCH is proud to recognise IDAHOBIT every year with activities and information about diversity and inclusion being on display to staff, clients and visitors across our five locations in Bairnsdale, Lakes Entrance, Metung, Bruthen and Nowa Nowa. We also raise the Rainbow flag at our Bairnsdale and Lakes Entrance sites.

Chief Executive Officer Sue Medson OAM says, "IDAHOBIT is a very important day for GLCH to acknowledge. Having been operating throughout East Gippsland since 1975, our organisation is proud to provide safe and inclusive practices for lesbian, gay, bisexual, transgender and intersex (LGBTIQA+) people. And with more than 400 employees across our locations, we are also proud to be an inclusive employer."

We are currently working towards the Rainbow Tick, which is a nationally-recognised accreditation program for organisations that are committed to safe and inclusive practice, and service delivery for LGBTIQA+ people. If you have any feedback or input as to how the organisation can further increase its diversity and inclusion, we invite you to contact us with your ideas and suggestions.

MAY 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
27	28	29	30	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

APRIL 2020

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JUNE 2020

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					29	30



Metung  @judy_blion_photography

For a long time now, we have presented our Quality Account in a calendar format because you've told us you like it. In the past we have asked our staff to submit photos of the local area for us to feature. This year we thought we'd venture out into the community and approached some of our local photographers who are active on social media and the results speak for themselves. How lucky are we to live in this beautiful part of the world?

We hope you enjoy the next 12 months with us, and appreciate the stunning images of our spectacular local area. If you have any suggestions about how we can improve this part of the report, please let us know by emailing marketing@glch.org.au or give us a call on 5155 8300 and ask to speak to our Marketing and Communications team. Oh, and don't forget to give our fabulous photographers a follow on their social media accounts.

JUNE 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1	2	3	4	5	6	7
Queen's Birthday 8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	End Term 2 26	27	28
29	30	1	2	3	4	5

MAY 2020							JULY 2020						
M	T	W	T	F	S	S	M	T	W	T	F	S	S
				1	2	3			1	2	3	4	5
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11	12	13	14	15	16	17	13	14	15	16	17	18	19
18	19	20	21	22	23	24	20	21	22	23	24	25	26
25	26	27	28	29	30	31	27	28	29	30	31		



Support for people dealing with addiction

People use drugs and alcohol for many reasons – to relax, socialise, cope with problems or dull emotional/physical pain. However, using substances to cope doesn't make problems go away, and can often make them worse or create new problems. Becoming dependent on drugs or alcohol in order to get by, instead of seeking help or finding positive solutions, can create long term problems.

The ability to access effective treatment and relevant support services is an absolute necessity. At GLCH we have a team of alcohol and drug specialists who provide a range of counselling and support services to help people live healthier lives and enjoy healthier relationships.

Our team partner with individuals, families and other support services to ensure that they receive help they need. They can also provide referral to other GLCH services such as generalist counselling, housing, family violence, family services and maternal child health. If you would like to discuss your situation, or want more information on supporting someone with mental health and drug and alcohol issues, contact the Australian Community Support Organisation on 1300 022 760 or our alcohol and drug team on 5155 8300.

JULY 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
29	30	1	2	3	4	5
6	7	8	9	10	11	12
Start Term 3 13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

JUNE 2020							AUGUST 2020						
M	T	W	T	F	S	S	M	T	W	T	F	S	S
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15	16	17	18	19	20	21	10	11	12	13	14	15	16
22	23	24	25	26	27	28	17	18	19	20	21	22	23
29	30						24	25	26	27	28	29	30
													31



Mt Hotham  @oh.magazine

Join team GLCH

If you or someone you know are looking for a rewarding career with fantastic employee benefits, come and join the friendly, supportive and family-friendly team at GLCH. Most of our roles are filled with variety and flexibility, and with almost 500 staff over 5 locations you'll be joining one of East Gippsland's biggest and preferred local employers. You can keep an eye on current vacancies at glch.org.au

AUGUST 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
27	28	29	30	31	1	2
3	4	5	6	7	8	9
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JULY 2020							SEPTEMBER 2020						
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Future proofing

Dying is a normal part of life so it is important for all Australians to have discussions about death and dying and the type of care they would want to receive if they could no longer speak for themselves. By having a conversation with loved ones and health professionals, people can ensure their treatment and care best aligns with their values and preferences regarding both the type and place of care and place of death.

At GLCH, we have a team of compassionate staff who provide specialist health care and practical support to people who have advanced disease or a life-limiting illness. Our Palliative Care team includes the Home Based Nursing team who have specific qualification or expertise in palliative care providing care as needed 7 days per week, along with a Nurse Practitioner and Psychosocial Support Worker who work collaboratively toward supporting local GPs and community based nursing services across East Gippsland in the provision of palliative care.

We offer an Advance Care Planning service where people can plan ahead for their future health and personal care needs, in the event they become unable to make decisions themselves. A registered nurse, who is trained in Advance Care Planning is available by appointment to talk to you and your family members at home or in your office. The nurse will provide information, resources and guidance to help you create your individualised plan. Nursing staff can also deliver an introductory session called "Making The Last Chapter Reflect The Whole Book", which is ideal for small community groups who are interested in planning for their future.

To find out more about palliative care and end-of-life services, contact the nursing team at GLCH on 5155 8300.



SEPTEMBER 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	End Term 3 18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

AUGUST 2020							OCTOBER 2020						
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17	18	19	20	21	22	23	19	20	21	22	23	24	25
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Lake Tyers Beach | Anon

Can't get to the library? Let the library come to you!

Are you a bookworm who's currently unable to get yourself to the library? If so, there's no need to despair because we may be able to help resurrect your love for reading!

If you are an eligible My Aged Care or NDIS client, we can provide a home-based library service, where a trusted and reliable volunteer will chat with you to find out what types of books or resources you like to read, before then personally visiting the library and hand-selecting books they think you'll enjoy based on your preferences. You can choose from books, magazines, audio books and even digital downloads – whatever your heart desires!

We also offer a broad range of in-home services to people with a disability, as well as social support services and allied health and paediatric therapies. To explore your eligibility or to find out more about GLCH's Home Based Library service contact GLCH on 5155 8300.

OCTOBER 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
28	29	30	1	2	3	4
Start Term 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	1

SEPTEMBER 2020

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NOVEMBER 2020

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Making workplace health a priority

In 2016/17, as part of GLCH's commitment to review health and wellbeing strategies for staff, an org-wide study took place to assess the pros and cons of using sit-stand workstations in the workplace. The eight-week pilot trial was undertaken by 11 staff members who each tested the impact of a standing workstation. Of the 40 per cent of participants with a pre-existing medical condition (which ranged from a foot injury to lower back issues and more serious back injuries), 70 per cent agreed the sit-stand workstation had a positive impact on their medical condition. These impacts included less discomfort when alternating between sitting and standing, while having the option to sit or stand depending on comfort and daily pain levels, was found to be beneficial for pain management.

Of his experience with a sit-to-stand desk James Owen, GLCH's Men's Behaviour Change Program Facilitator says, "I've had access to the stand-up desk for well over 12 months now. In the beginning it took no time to become accustomed to and I've had nothing but positive outcomes since. For instance, typically my days are spent working at my desk, interacting with my colleagues, and moving in and out of the office for various administrative tasks like photocopying, and so for the most part I'm standing up – but since using the desk, I no longer feel fatigued throughout the day."

We have included approximately 70 sit-to-stand desks at our newly renovated building at 66 McCulloch Street in Bairnsdale.

NOVEMBER 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
26	27	28	29	30	31	1
2	Melbourne Cup 3	4	5	6	7	8
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16	17	18	19	20	21	22
23	24	25	26	27	28	29

30

OCTOBER 2020

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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

DECEMBER 2020

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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			





DECEMBER 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	End Term 4	19	20
21	22	23	24	Christmas Day	Boxing Day	27
Boxing Day Holiday	29	30	31	1	2	3

NOVEMBER 2020

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23	24	25	26	27	28	29
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JANUARY 2021

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25	26	27	28	29	30	31



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Registered NDIS Provider