



Quality of Care Report 2011 2012 Calendar

Gippsland Lakes Community Health Client Charter of Healthcare Rights

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

access



You have a right to the health care you need.

safety



You have a right to safe and high quality care.

respect



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

communication



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

participation



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

privacy



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

comment



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

Dear Community Member

We are pleased to present the Gippsland Lakes Community Health annual Quality of Care Report in a useful calendar format to our community.

This report shows how we ensure that our services are safe, appropriate, and accountable to our clients, the community, and the Department of Health. It highlights initiatives and examples of our programs that you may be interested in. We can't describe everything, so we have identified what goes into the report by reviewing patient and carer comments and things you have told us in the past.

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



Sue Medson
Chief Executive Officer



Our Locations



Lakes Entrance
18 - 28 Jemmeson Street



Bairnsdale
281 - 285 Main Street



Bruthen
Main Street



Metung
100 Kings Cove Boulevard

Contact Us

Gippsland Lakes Community Health has four service sites across East Gippsland with one central telephone number.

Telephone **03 5155 8300** select option '1' for **medical services** or option '2' for all **other services**.

Our Services

Aged Care Services

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

Clinical and Nursing Services

- Cancer Support Nurse
- Diabetes Clinic- review, education and prevention
- General Practitioners
- Health Assessments
- Home Based Nursing
- Hospital in the Home
- Immunisations
- Koori GP and Nursing Service
- Lymphoedema Clinic
- Palliative Care and Bereavement Support
- Trained Palliative Care Volunteers
- Primary Triage and Assessment
- Respiratory Clinic - assessment, quit smoking, asthma
- Visiting Medical Specialists
- Women's Health Service
- Wound Management

Community Health Services

- Dietetics
- Exercise Physiology
- Occupational Therapy
- Physiotherapy
- Planned Activity Groups
- Podiatry
- Speech Pathology
- Paediatric and Adult Therapy Groups

Family, Youth and Children's Services

- Alcohol and Drug Counselling
- Alcohol and Drug Supported Accommodation
- Alcohol and Drug Home Based Withdrawal
- Alcohol and Drug Rural Diversion Outreach
- Alcohol and Drug Youth Outreach
- Child FIRST
- Community Health Counselling
- Disability Services including Early Childhood Intervention Services
- Emergency Assistance
- Family Counselling
- Family Support
- Family Violence Outreach
- Homelessness Support Program
- Homelessness Support Program - Creating Connections
- Intake
- Maternal and Child Health Services including Enhanced Home Visiting
- Men's Behaviour Change
- Needle Syringe Program
- Reconnect/LINX
- Rural Outreach Counselling
- School Focused Youth Service
- School Nurse
- Women's and Children's Family Violence Counselling
- Youth Justice

Health Promotion and Koori Health Services

- Integrated Health Promotion
- Aboriginal Health Promotion and Chronic Care / Healthy for Life
- Local Justice Worker program
- Koori Youth justice
- Closing the Gap
- Aboriginal Medical Transport



You can find out more about us from...

- Our website **www.glch.org.au**
- Our brochures (available from our reception areas)
- Our Annual Report (available from reception areas and website)
- Digital information display screens in our waiting areas
- East Gippsland Newspapers



January 2012

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



Have fun getting physical! Fly a kite, throw a Frisbee, swim in the ocean, organise a game of beach cricket – you're not limited to sports and structured exercise programs.

Your health, our commitment

Quality Improvements in Home and Community Care



“The Wheels to Meals program gives me a reason to dress up each week and now I have something to look forward to.”

The Home and Community Care (HACC) program funds a range of services designed to support you, or the person you care for, to stay active and independent and living at home for as long as possible.

Latest health research suggests that staying active, socially connected, and doing as much for yourself as possible, is the best way to retain your independence, and sense of wellbeing. So it begged the question is the way GLCH works really supportive of this new research or are we accidentally, and without intent, doing the opposite of what it suggests?

Let's take a person who needs assistance with nutrition as an example. In the past you would have been offered Meals on Wheels. Whilst nutritionally relevant it doesn't necessarily support choice, unless you count choosing to have it or not, being social connected, or doing as much for yourself as you can. All the factors the health research suggests we take into account.

Instead it locks you into being at home to receive your meal and limits your social interaction to a couple of minutes with one of our wonderful volunteers. It also makes assumptions that you cannot do for yourself or that you don't want to.

GLCH now offers: a home care worker to assist with in-home meal preparation, including teaching of cooking skills if necessary; someone to assist with shopping tips and tricks; and we are trialling a new 'Wheels to Meals' Program which collects and delivers you to lunch at places like the Lakes Bowls Club or the RSL in Bairnsdale.

Our continuing aim is to provide you with more choices, support you to be as active as possible, and assist you to be as connected with others in your community as you would like to be. This increasingly supports what we now know now as latest health and wellbeing research.



Its work in progress and has its limitations but early comments are positive:

“My wife used to do all the cooking. I was surviving on baked beans on toast and cheese sandwiches. I think I always had the know how to cook, but not the confidence, the girls have given me some get up and go.” Client

When I asked the client what he had been up to he said *“The only time I've been out of the house in the last two weeks was for an x-ray”* he said the Wheels to Meals program was the highlight of his week. Volunteer

“It's a much more enjoyable way to work and I can see the clients enjoying it too.” Staff member

February 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
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27	28	29				



DIET TIP: Eat plenty of fresh vegetables and legumes.

These foods are fat free, high in fibre and packed with vitamins and minerals.

Your health, our commitment

Having your say...

Gippsland Lakes Community Health has an extensive range of strategies to ensure consumer, carer and community participation.

These include, but are not limited to, regular volunteer and carer forums in disability and homecare programs and information and awareness days.

Consumer surveys, evaluations and focus groups are conducted regularly resulting in program improvements, facility developments and increased staff awareness of client concerns/aspirations.

GLCH utilise focus groups to review and monitor program outcomes as well as design new initiatives.

Consumer information and feedback is collected via:

- Volunteer Forums.
- Program/Project Evaluations.
- Consumer Feedback System.
- Community Group Forums i.e. staff are supported to attend and speak at community events.
- Quality Report – with consumer feedback section.
- Home and Community Care (HACC) Socialisation Survey - its aim was to obtain a consensus of interests within our aged care community about what types of social activities they would participate in if the opportunity arose and what individual limitations there may be.
- Annual HACC Client questionnaire.
- Client feedback questionnaire (HACC - issued six weeks after commencing services).
- Client surveys.



Our consumer feedback system captures community concerns and assists in the identification of access issues and service delivery.

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

Anyone may provide feedback – a client, carer, relative, support person, health professional, individual, or group.

Consumer Feedback Brochures are located in all GLCH reception areas, you can send us an email at feedback@glch.org.au, or fill in our online feedback form at www.glch.org.au.



Compliments, Complaints, Suggestions

Let us know what you think at feedback@glch.org.au or www.glch.org.au

March 2012

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

Involve the whole family in keeping fit.

Arrange for outings that are physically active such as bike riding, walking the dog, canoeing or bush walking.



Your health, our commitment



Active Lorikeets



In response to gaps in early intervention services for preschool aged children, GLCH has developed "Active Lorikeets", an alternative model of early intervention delivery where children in need can now access local speech pathology and occupational therapy services.

The program provides preschool skills groups in Lakes Entrance, Bairnsdale, East Bairnsdale and Lake Tyers Aboriginal Trust supporting children who are developmentally vulnerable. By providing these services in a group setting GLCH now can prioritise the children with the highest need and provide them intense therapy on a one to one basis. Another benefit of Active Lorikeets is that it has allowed us to reduce our waiting list so children can receive services when they require them.

To increase the capacity of families and early childhood practitioners to develop a child's school readiness, the team provides reports based on assessments conducted each term. Using the findings, the Active Lorikeets preschool skills groups were developed and invited parents/carers to participate in the activities with their child each week. To build the confidence of parents/caregivers/kinder teachers we have structured the sessions to demonstrate where their child should be at for their age appropriate milestones in readiness for school. Using low cost objects or easily accessible resources, we have developed activities that the parents can replicate at home to assist in their child's development.



Active Lorikeet Program



Active Lorikeet program facilitators L to R: Lyn Nicol (Speech Pathologist); Danielle Clifford and Allison Ferreira (Allied Health Assistants); Danielle Thomson (Occupational Therapist).

Thank you very much

Allison, Danielle C, Danielle T and others

I feel these sessions have been very beneficial for my son and our family, it is what was needed for him to be confident to go into prep next year.

He would not have listened to me i.e. pen grip, scissors grip and from this term is now fairly confident in saying the alphabet and his numbers and his colouring has improved.

Thank you very, very much



If you would like further details about the Active Lorikeet Program please contact the Community Health Services Unit in Lakes Entrance on 5155 8370

April 2012

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



CHOCOHOLICS: This Easter consider switching from milk to dark chocolate. When eaten in moderation, dark chocolate is good for your heart.

Your health, our commitment



“Several of our members, who have actually been past clients, have gone on from the garden to engage in regular employment, other volunteer work and one, is in fact - the coordinator of the Garden.”



From little things, big things grow...

The Bairnsdale Community garden started officially on August 13, 2011. It began because it was recognized by organizations such as GLCH and Neighbourhood House that there was a big gap in social activities within our Community for people with Drug and Alcohol Issues.

Its humble beginnings started at East Bairnsdale Neighbourhood House approximately 6 months before that, where a small yard was transformed into a beautiful garden with every possible inch of soil utilized for growing vegetables and flowers.

It soon became apparent that it was not only people with Drug and Alcohol issues that would enjoy and benefit from working and socializing within this small area.

So, with the goodwill of Neighbourhood House, GLCH staff and volunteers moved to Dalmahoy Street, where an enormous house block was soon taken over and turned into a true 'Community Garden'.

GLCH staff with the help of their volunteers visited almost every business locally, negotiating donations and deals to support the garden. Donations of timber, soil, seedlings, mulch, nails etc. helped the Garden to become a reality.

The next step was a huge clean up and this was supported by approximately 30 people who cleared the whole site in a united working bee. Individual plots were created, soil was transformed and vegetables were planted.

The garden soon became a place where everyone in community could attend. We have now engaged people with Mental Health, Drug and Alcohol, Social Isolation, Intellectual and Physical Disability issues.

We have elderly, people living in flats and Community members that simply want to be part of something new and exciting.

It became a place where people could socialize, relax, work hard, have a cuppa and be part of something where they were welcomed and appreciated. A non-judgmental space.

The garden provides fresh vegetables to all community members and is utilized by Neighbourhood House for the cheap nutritious lunches they provide to all. The vegetables from the garden are donated for a 'Fresh Produce swap' held at Neighbourhood House every Friday. The staff at Neighbourhood House are able to sell or swap for produce that the garden does not grow and are able to use that produce in their kitchens.

Due to the success of the Garden a Community Café has started in Bairnsdale in which people may attend and enjoy a free, three course meal. People that attend have already been a part of the Garden and are enjoying the 'flow on' to the Café.

The garden has been recognised in the community with events such as 'Sustainable gardens' organized by the East Gippsland Shire Council and book launches held at the garden.

TAFE students visit the garden regularly as part of their Environment and Sustainability courses. Orbost Community garden has now linked in to the community garden at both the Neighbourhood Houses with the hope of creating and inspiring the creation of further gardens within East Gippsland.

GLCH management and staff are 'forward thinkers' committed to the community and its health and well being. The gardens are a testament to all concerned.



May 2012

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28	29	30	31			



Flu epidemics occur mainly in the winter months.
Get vaccinated now so that you will be
protected when flu season begins.

Your health, our commitment

Recognising our volunteers

Gippsland Lakes Community Health appreciates the amazing contribution made by our dedicated and committed volunteers over the past 12 months.

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

The variety of roles undertaken by volunteers includes: palliative care, meals on wheels delivery, assisting with social activity group facilitation, and client transport.

Volunteer meetings are held quarterly and provide a chance to ask questions, share experiences and to offer opportunities for improvement across all program areas. Training opportunities are also made available to volunteers relevant to the area they volunteer in.

GLCH is always eager to recruit new volunteers. Individuals can volunteer as much or as little as they are able - once a week, once a fortnight or once a month - whatever suits the individual.

We encourage all East Gippsland residents to consider how they can become involved in one of our many volunteer opportunities.

For more information about how to get involved please telephone 5155 8300 or visit our website www.glch.org.au.

“While the work of our volunteers may go unpaid, it does not go unrecognised.”

Sue Medson,
Chief Executive Officer



Volunteer Facts

In 2010/11...

- GLCH had 462 active registered volunteers
 - 20% based in Lakes Entrance
 - 80% Bairnsdale/Paynesville
- Volunteers provided 1,857 hours of transport to frail aged and disabled clients with...
 - Lakes Care volunteers traveling 19,727 kilometres
 - Bairnsdale Care volunteers traveling 16,318 kilometres
- Volunteers delivered 19,760 meals
 - Requiring 14 individuals per day over 13 different routes in Lakes Entrance, Bairnsdale and Paynesville
 - Totalling 6,240 delivery hours



June 2012

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<small>Queens Birthday</small>						
18	19	20	21	22	23	24
25	26	27	28	29	30	



Contribute to your community. Volunteer your time for a cause or issue that you care about. Help out a neighbour, work in a community garden or do something nice for a friend.

Your health, our commitment

Infection Prevention and Control

Minor surgical procedures, such as the removal of a skin lesion are commonly performed in the GP Practice at GLCH.

In order to ensure that infection control standards are consistently achieved, there are a range of processes that go on behind the scenes. These include constant monitoring of the sterilising process for surgical instruments and the conduct of surgical wound audits on a quarterly basis.

The surgical wound audit involves reviewing all elective surgical procedures over a four week period. As well as identifying any incidence of infection, other information collected as part of the audit includes factors that can influence the likely hood of infection occurring. These include particular medical conditions, areas of the body that are more susceptible to infection, pathology or type of lesion removed (if applicable), the type of dressing applied and whether antibiotics have been used to treat infection or to prevent infection in people who are at higher risk of infection.

Outcomes of the audit are collated and reviewed by the medical practitioners group who use research based evidence to evaluate the group's overall performance.

Over the past 12 months there have been a total of 100 procedures audited and there were no infections recorded.

Factors influencing infection	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Prophylactic Antibiotics	2	0	1	1	4
Diabetes	3	2	1	4	10
High risk lesion	5	18	12	12	47
High risk sites	0	0	0	1	1
Infection recorded	0	0	0	0	0
Total Procedures	12	27	26	35	100

Gippsland Lakes Community Health has a number of initiatives for clients and staff members that encourages good hygiene practices.



- Hand washing is the single most important procedure in preventing the spread of infection and all staff are required to employ hand washing as a basic hygiene requirement and as part of good infection control practice.
- Additional precautions are used when a patient is known or suspected to be infected with something that cannot be contained by standard precautions alone. Medical reception staff are trained to be alert to potentially infectious presentations and follow a designated procedure.
- Clinical audits are conducted for a period of two weeks every three months on clients who undergo elective procedures as a way of monitoring trends for potential infection of wounds.
- Regular cleaning is undertaken by the environmental services team in accordance with policy, and includes a documented cleaning schedule which is signed off by staff as cleaning tasks are completed.
- GLCH also offers all staff vaccinations relevant to their area of work and their considered level of risk, in order to protect both staff and vulnerable clients from contracting vaccine preventable diseases.



July 2012

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23	24	25	26	27	28	29
30	31					



Reduce, Reuse, Recycle: Do your part to reduce waste by choosing reusable products instead of disposables. Buying products with minimal packaging will help to reduce waste.

Your health, our commitment

Improving access for Aboriginal people

Over recent years, GLCH, in partnership with the Lakes Entrance Aboriginal Association (LEAHA), has been addressing the cultural, locational, financial, and other barriers to access by Aboriginal people to GLCH services.

Here is an example of some of the ways we are improving access for Aboriginal people:

- An Aboriginal Cultural Competency Framework project was established in 2010 to develop policies and practices to improve the way we work with Aboriginal clients, communities and organisations. This also includes cross cultural training for all staff.
- We have a clinical placement program between the Health Promotion and Koori Health and Clinical and Nursing services Units. This program provides regular additional clinical skills training sessions in GLCH mainstream service for Aboriginal health workers.
- A community events planning group was established to coordinate Lakes Entrance based Aboriginal cultural events. The working group consists of representatives from LEAHA, GLCH, local schools, local police and the East Gippsland Shire Council.
- GLCH has membership with Djillay Ngalu, Healthy for Life consortium; Yoowinna Wurnalung Healing Service; Regional Aboriginal Justice Action Group; several family and children initiatives including the children's hub project steering group with the Gippsland and East Gippsland Aboriginal Co-op (GEGAC); and a various alcohol and drug partnerships and networks.
- The Health Promotion and Koori Health Unit at GLCH reports to the LEAHA Board regularly on GLCH managed Aboriginal Health programs. GLCH CEO and the Executive Manager of the Health Promotion and Koori Health Unit both attend LEAHA Board meetings.
- LEAHA Board and staff are involved in the Health Promotion and Koori Health Unit strategic planning processes.

Health Promotion and Koori Health Services

- Aboriginal Health Promotion and Chronic Care / Healthy for Life
- Local Justice Worker program
- Koori Youth justice
- Closing the Gap
- Aboriginal Medical Transport

If you would like to know more about Aboriginal health services at GLCH please call us on 5155 8465.



August 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
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6	7	8	9	10	11	12
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27	28	29	30	31		



Take care of yourself. Be active and eat well – these help maintain a healthy body. Physical and mental health are closely linked; it's easier to feel good about life if your body feels good.

Your health, our commitment

Quality and Safety

Clinical Governance

Clinical Governance is defined as "the structure through which health organisations are accountable for continuously improving the quality of their services".

Gippsland Lakes Community Health supports accountability and quality improvement and is committed to assessing and managing risk to ensure continuous safe, responsive and efficient services.

To support this objective GLCH is a registered community health service under Section 46 of the Children, Youth and Families Act 2005, and accredited with:

- Quality Improvement Council Standards and Accreditation Program (QICSA)
- HASS - Homelessness Assistance Service Standards
- Australian General Practice Accreditation Limited
- Department of Veterans Affairs
- Home and Community Care

Quality improvement elements are integrated throughout GLCH including:

- Three year Quality Improvement Plan
- Designated Quality Coordinator Role
- Inclusion of a quality focus in Integrated Planning Models, Position Descriptions and planning/reporting templates
- Learning and development activities
- Auditing systems including clinical, client records, finance, OHS
- Risk assessments

Staff Qualifications

GLCH ensures quality practice by employing qualified and experienced staff to provide the range of health and welfare services we deliver. Staff are encouraged to commit to ongoing professional development, including higher degrees where appropriate. GLCH also offers staff scholarships to assist with the cost of education and training each year.

GLCH ensures current registration is maintained in professions where registration is applicable.



Occupational Health and Safety

Gippsland Lakes Community Health recognises its obligations to take all reasonable precautions to protect the health and safety of its staff, clients, visitors and other persons lawfully entering or upon Service premises.

Gippsland Lakes Community Health complies with the legislative requirements of the Occupational Health and Safety (OHS) Act (2004) and all other related Acts, regulations and codes in relation to Occupational Health and Safety including:

- Accident Prevention
- Drugs, Poisons and Controlled Substances
- Food Safety
- Hazardous Substances
- Infection Control
- Manual Handling
- Waste Management

GLCH has an active OHS committee which implements systematic safety audits and checks to ensure a safe environment for staff and clients, and routinely reviews its policies and procedures.

Communication of these elements to staff through learning and development forums, staff inductions, newsletters and meetings ensure all staff are aware of relevant policies and procedures and incorporate them into daily work practices.

Managing Risk

Risk management is linked to our Quality Framework and provides opportunities to set quality initiatives into potential risk activities.

As part of GLCH's Quality Plan, this project has involved unit-specific training, development of an in-house electronic risk register data base, and strategies to raise awareness of the need to adopt a planned approach and treatment of risks.

It is accepted that to attain a fully integrated risk management system, which is embedded into the culture of GLCH, will be a gradual change management process. Clear roles and responsibilities, regular reporting and review of risks, comprehensive policy and procedures and integration with organisational wide planning processes make this achievable.



September 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
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24	25	26	27	28	29	30



Good oral hygiene and regular visits to the dentist will help you maintain healthy teeth and gums. Brush thoroughly at least twice a day. Tooth brushing should take between two and three minutes.

Your health, our commitment

- Active Lorikeets
- Anaphylaxis Management Course
- Asthma Emergency Management Course
- Autism Support Group
- Aqua Physiotherapy
- Bairnsdale Community Garden
- Bereavement Support Group for Men
- BoBs and BiBs (for new mums and mums to be)
- Boys Friendship Group
- Bruthen Women's Craft
- Busy Bees Speech Pathology
- Cancer Support Group
- Caution with Cannabis
- Core Stability Back Management
- Drama Group
- Everybody's Different
- Friday Kids Gym
- Gentle Exercises
- Gentle Stretch and Relaxation
- Healthwise Gym
- Healthy Living Group
- Keep Active Gym
- Koori Elders Group
- Koori Kinder Gym
- Koori Swim Programs

Health Education Programs @ GLCH

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

Today, we have a better understanding of health. How much you earn, your social position, your level of literacy or your ability to be involved in sporting clubs that help link you to others in your community, are as vital to determining your health and wellbeing as the medical treatment you receive when you're unwell.

We also recognise the importance to connect with other organisations and individuals to work more effectively to promote the health and wellbeing of the community.

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



- LIFE! Program (Diabetes Prevention)
- Life after Loss
- Living Well with Diabetes
- Living Well with Ongoing Health Conditions
- Mature Mum's Group
- Men's Only Gym
- Men's Shed
- New Parents Group
- Palliative Bereavement Support Group
- Parkinson's Support Group
- Pramwalkers Group
- Positive Parenting
- Staff Gym
- Strength/Stretch Exercise Classes
- Stuff of Life Program (Youth Social Program)
- Sunset Jamboree (Dementia Respite Bairnsdale)
- The Lounge (for young adults with disabilities)
- Time Out Respite Group
- Twins Group
- Veteran's Gym
- Wheels to Meals
- Wood Burning Program
- Young, Pregnant and Parenting Groups
- Your Choice Program

October 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



Get active around the house.

Housework, washing the dog and gardening are all physical activities that burn calories and help keep you fit.

Your health, our commitment

Recognising diversity

Gippsland Lakes Community Health recognises that the people of East Gippsland come from diverse cultural, religious, racial and linguistic backgrounds and values the richness such diversity brings to the community.

GLCH works for improved health status of all cultures by delivering culturally responsive and equitable services, and has developed a comprehensive range of strategies to ensure our services are accessible and culturally relevant to address the following requirements:

- Understanding clients and their needs
- Partnerships with multicultural and ethno-specific agencies.
- A culturally diverse workforce.
- Using language services to best effect.
- Encouraging participation in decision-making.
- Promoting the benefits of a multicultural Victoria.

In planning culturally appropriate services GLCH:

- Includes the country of birth, main language spoken and the need for an interpreter, in data collection systems;
- Routinely monitors community demographics and preferred outcomes using CALD and Aboriginal demographic and GLCH service data;
- Routinely provides Cultural Awareness and Communication training for staff;
- Develop culturally relevant resources and information for clients and staff;
- Identify opportunities for collaboration with multicultural, ethno specific and Aboriginal agencies;
- Implement positive employment strategies to attract a culturally diverse workforce (includes volunteers); and
- Develop community engagement strategies to support appropriate planning of programs, i.e. indigenous and multi cultural groups.

In delivering culturally appropriate services GLCH staff:

- Respect and respond to client diversity by being inclusive and flexible; and
- Assess the client need for use of accredited translators (as per the Language Services policy) or Advocate, to encourage and ensure active participation in the decision making process.



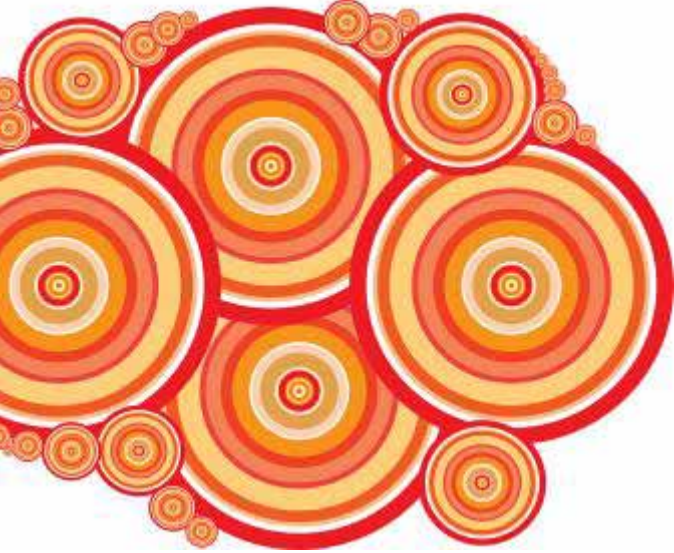
November 2012

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



The festive season is just around the corner! Limit yourself to no more than two standard glasses of alcohol a day if you are a man or one glass a day if you are a woman.

Your health, our commitment



Protect yourself from the sun's UV rays

- **Wear sun protective clothing** that covers as much of your body as possible.
- **Coat yourself in SPF 30+ broad spectrum, water resistant sunscreen** liberally at least 20 minutes before sun exposure. Reapply every two hours when outdoors.
- **Throw on a broad brimmed hat** that shades your face, neck and ears.
- **Find some shade.**
- **Put on sunglasses** that meet the Australian Standard AS/NZS 1067:2003.



Tips for staying healthy over the holidays...

Courtesy of GLCH's Dietitian, Maria Clemens

- Listen to your stomach; if it's nicely full it's time to stop.
- No food is forbidden; when we tell ourselves we can't have something, we want it more.
- Ask yourself if you could still do some light exercise after eating this meal; if you feel so full that you have to lie down, it was probably too much food.
- Try to experience tummy rumbles at least once a day.
- Make sure you will still have an appetite for the next yummy meal.
- Walk somewhere every day of the holidays.
- Plan to have at least two AFDs (alcohol free days) every week.
- Too much alcohol can make you do things you wouldn't normally do, and has loads of kilojoules; light beer is a great alternative to full strength.
- Eat slowly.
- Eat mindfully: savour the smell, texture and taste with every mouthful.
- If the fifth mouthful of a favourite food is not providing as much pleasure as the first mouthful, then stop.
- It's OK to leave food on your plate.
- Serve yourself a small amount first, then go back for seconds only if you've got room.
- Plan ahead if you're travelling: pack some rolls or plan where you will stop.
- If you're not enjoying it, don't eat any more of it.
- You might not feel like eating that high-fat/high-sugar food right now, but you can have it later.
- You won't be offending anyone if you stop eating when you are satisfied.
- Weight loss diets don't work; don't be relying on a new year's resolution.



December 2012

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
	Christmas Day	Boxing Day				
31						



Happy holidays from the management and staff at Gippsland Lakes Community Health, stay safe and best wishes for 2013

Your health, our commitment



Where the flying fish fly



and the water dragons roam



and art and nature
come together

River Art

Gippsland Lakes Community Health (GLCH) and the communities of Tambo Upper and Bruthen got creative in last half of 2010 as part of a community arts project in the Tambo Upper surrounds titled 'River Art'.

River Art's aim was to connect East Gippslanders with their natural environment, while getting them outdoors and active.

The exhibition displayed the art work of students from Tambo Upper primary school, and featured flying fish and water dragons emerging from the banks of the Tambo River and mono prints displayed among the trees.

Members of the local community also played a big part in this project, generously donating their time and skill to assist with the preparation of materials for the students to paint.

Over 100 people involved in the process of the project and over 150 community members attended the one day exhibition deeming it a huge success.

The River Art exhibition was a collaborative project supported by the East Gippsland Catchment Management Authority and the School Focused Youth Service at GLCH.

Support Us

Become a GLCH Member

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

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

Eligibility

Anyone who is 18 or over and who lives, works or studies in our catchment area or is a carer of an eligible member who is a client of the service is eligible to join as a member.

What is the GLCH Catchment area?

This is the geographic area determined by the State Government from which members may be drawn. Gippsland Lakes Community Health's catchment area covers the East Gippsland region, with particular focus on Bairnsdale, Lakes Entrance, Bruthen and their surrounding areas.



Application for Membership

Name: _____
(full name of applicant)

Address: _____

State: _____ Postcode: _____

Postal Address: _____

State: _____ Postcode: _____

Telephone: _____ Email: _____

I would like to receive regular updates from Gippsland Lakes Community Health via email

Voting Member (i.e. General Public)

A Voting Member has the right to receive notices of and to attend and be heard at any General Meeting and has the right to vote at any General Meeting.

- I certify that I am over 18 years of age and
- a) am a client or carer for a client; and/or
 - b) live, work or volunteer in East Gippsland; and/or
 - c) are enrolled as a student at an educational service in East Gippsland.

Associate Member (i.e. Employee)

An Associate Member has the right to receive notices of and to attend and be heard at any General Meeting but does not have the right to vote at any General Meeting.

- I certify that I am over 18 years of age and
- a) are an employee of Gippsland Lakes Community Health.

Signature of Applicant: _____ Date: ____/____/____

UPON COMPLETION:

Post to: Gippsland Lakes Community Health Reply Paid 429, Lakes Entrance 3909	Fax to: (03) 5155 4057	Deliver by hand to one of our sites at: 18-26 Jemmeson Street, Lakes Entrance <u>or</u> 281 Main Street, Bairnsdale <u>or</u> Main Street, Bruthen
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Office Use Only

Date Received: _____ By: _____

Date of Board Approval: _____

Date of Member Notification: _____ By: _____

Consumer Feedback Form

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

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

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

Gender: Male Female

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

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

Did you find the Report informative? Yes No

Do you like our new calendar format? Yes No

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

Completed forms can be returned to any GLCH reception desk, or by mail to 'The Marketing Officer', Gippsland Lakes Community Health, Reply Paid 429, Lakes Entrance 3909.



Thank you.



