

2018 ANNUAL REPORT

AND QUALITY ACCOUNT & 2019 CALENDAR



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OUR YEAR

1 July 2017 to 30 June 2018

Our Human Resources team processed 188 new employment contracts



- Our GPs saw **27,797** patients
- The allied health team delivered **3,638** hours of services
- Our community support workers clocked up **21,379** hours of domestic assistance



- Our Information Technology team managed:
- 318 workstations (+35)
 - 50 servers (+5)
 - 309 phone handsets (+18)
 - 33 mobile devices
 - 109 mobile phones (+16)
 - 4,561 staff support requests via an online helpdesk

We replaced 1,050 light fittings across all sites with an environmentally-friendly LED solution



Our Meals on Wheels volunteers delivered **11,394** meals

- Service highlights from our Family, Youth and Children's Services team included:
- **975** drug treatment episodes of care
 - **3,197** hours of counselling
 - **355** episodes of housing support
 - **975** family violence cases
 - **15,524** hours of family services



Our Social Support staff were supported by an amazing team of **18** volunteers who clocked up a combined **3,000** hours and cooked **1,100** deliciously healthy meals

(+) increase on previous 12 month period



Providing clients with the information they need and in a form that they understand is essential for shared decision-making and informed consent.

GLCH has an interpreter policy that describes the need to use professional interpreters whenever a client has difficulty communicating their needs or understanding information.

Please talk to a staff member if you, or someone you know needs assistance.

Our Customer Services team answer approximately 500 telephones calls across five sites per day

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:



OUR AUDIENCE:

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

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

OUR VALUES:

- Equity
- Quality
- Integrity
- Respect
- Collaboration
- Compassion

FIND US:



5155 8300



contact@glch.org.au



www.glch.org.au



Gippsland Lakes
Community Health



@GLCH1975



@GLCH1975



Gippsland Lakes
Community Health

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, LGBTI and Disability communities.



CEO & CHAIR REPORT

It gives us great pleasure to present the 43rd Annual Report on the 2017-18 financial year, on behalf of the board, management and staff of Gippsland Lakes Community Health.

Financial performance for the reporting period has been strong. Considering capitalisation, depreciation, and loss on disposal of assets, the end of year result was a surplus of \$1,565,221. A full copy of our financial position is available towards the back of this report and our audited financial statements are available in hardcopy or online at www.glch.org.au.

At our last annual reporting meeting, we distributed our 2017-22 Strategic Plan. This year we are reporting achievements against the strategic directions outlined in that plan.

1. Services for our communities now and into the future

- Our biggest project for the financial period has been the development of the offices and facilities in Bairnsdale. The result will greatly enhance facilities, counselling and consulting rooms, as well as the working conditions for staff. Building works have now commenced.
- We have purchased a property at 16 Jemmeson Street, Lakes Entrance, which will be used to resolve the limited car parking that is currently available.
- The implementation of My Aged Care and the imminent implementation of the National Disability Insurance Scheme (NDIS) in East Gippsland, have necessitated considerable growth and redevelopment of existing services. GLCH is an experienced and trusted provider in these service areas and we will continue to provide the service that is expected, in the changed funding and service environment.

- We were very proud to be named the overall winner among submissions from St Vincent's Hospital, Melbourne Health, and The Royal Children's Hospital, in the Victorian Public Health Awards. Our location-based health promotion project "East – Love Where You Live" was chosen as the winner in the category of "Excellence in Community Engagement". This project worked directly with the community, to listen and respond to aspects of the physical and social environment that they noted as most important. It's fantastic to win this award, but equally important is the lasting change and increased community participation that has occurred among residents of East Bairnsdale as a result.

2. A reputable and influential organisation

- In preparation for a future beyond community health, we have been redeveloping our brand, including a new name and logo. We want to remain a trusted and recognised organisation, but also seek to reflect a modern, vibrant organisation with a point of difference from other services in the area. We will remain GLCH, but in 2019 a new look will be launched in conjunction with the unveiling of the redeveloped building in Bairnsdale.
- The collective and individual health of communities is best served when providers work together. This is the aim of the East Gippsland Health Service Strategic Service Plan that incorporates Bairnsdale Regional Health Service, Orbost Regional Health, Omeo District Health and Gippsland Lakes Community Health. While each organisation maintains individual governance, we are mindful of and committed to complementing the available services and working together for community outcomes.
- GLCH is continuing to support the development of the Hope Restart Drug Rehabilitation Centre in Lucknow. We congratulate the Management Committee of the centre, whose perseverance has been rewarded with the funds to provide this service, which will supplement the community alcohol and other drug care and recovery services that are currently available.

CEO & CHAIR REPORT CONTINUED...

- During the year we achieved full accreditation against all standards for our community health and support services and programs. Standard 3.2 "Collaboration and strategic positioning" and Standard 3.3 "Incorporation of and contribution to good practice" both received "Exceeded" ratings. We have also made significant progress on our journey towards Rainbow Tick accreditation, which is a voluntary set of standards to ensure inclusive and safe practice for the LGBTI+ community. We anticipate completing the Rainbow Tick accreditation by the end of 2019.

3. A highly capable organisation that prospers

- We acknowledge, with pride, the efforts and dedication of our very committed staff. What we have achieved over the last year is due to the professionalism of our 400+ staff, ably led by the Executive Management Team in Ailsa Carr, Angela Ellis, Cheryl Bush, Chris Tipa, and Leah McFadzean.
- Also acknowledged is the significant contribution of the board of directors who freely give their time to ensure that GLCH is governed in the best interests of the community. Chair of the Finance Committee, Nicholas Earley, and Vice Chairperson Judith Congalton will step down this year and we thank them for their years of voluntary service.

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. When it comes to recognising our staff, our volunteers and the GLCH Board of Directors, the 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."

We sincerely thank our partners, funders, clients, volunteers and other stakeholders who continue to support us in achieving our goals. Without the vision and dedication of each of these groups, we could not achieve success in the services that we provide.



Sue Medson OAM
Chief Executive Officer



Carol Ross
Chair



Pictured outside our new multi-million dollar renovation project in Bairnsdale with Darren Chester MP, Len Chapman and Patrick Carson from Slap Architects and Rob Soulsby and Chris Banks from CM and HM Banks Builders.

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

ACCREDITATION AREAS:

Our services are successfully accredited with:

- Royal Australian College of General Practitioners
- 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 (Early Childhood Education & Care)
- Rainbow Tick (LGBTI).



GLCH Board Back: Patricia Bryce, Sue Medson (CEO), Judith Congalton, Nicholas Earley, Glen Hodges, Darryl Andy and Carol Ross. Front: Jeff Wilson, Robyn Cooney and Phil Bogle

CLINICAL GOVERNANCE & QUALITY:

GLCH is a Victorian Registered Community Health Service under the Health Services Act (1988) and a Registered Community Services Organisation under the Children, Youth and Families Act (2005). We are committed to accountability and quality improvement when it comes to our services and programs; continually assessing our business; and efficiently delivering high quality, safe and responsive services.

In February 2018 an Accreditation Review was conducted across the organisation against Human Service Standards and Quality Improvement Council Standards. We successfully maintained Accreditation and met the required standards and exceeded standards for sustaining quality external relationships.

WE EXCEEDED IN:

- Collaboration and strategic positioning
- Incorporation of and contribution to good practice

Gippsland Lakes Community Health Board

Chief Executive Officer Sue Medson

Aged & Disability Services

Christopher Tipa

- Assisted Shopping
- Carer Services (Creative Respite)
- Disability Services: NDIS, DHHS Packages and Planning
- Domestic Assistance
- Flexible Respite
- Home Care Packages
- Home Maintenance
- Meals on Wheels
- Personal Care
- Regional Assessment Service
- Volunteer Services – Transport, Meal Delivery

Clinical & Nursing Services

Cheryl Bush

- Advance Care Planning
- Chronic Condition and Lifestyle Modification Support
- Clinical Triage and Assessment at Lakes Entrance, Bruthen and Nowa Nowa
- 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
- Supportive Care Volunteers
- Visiting Medical Specialists
- Women's Health Service
- Wound Management

Community Health Services

Angela Ellis

- Aqua Therapy
- Art Therapy
- Autism Diagnostic Clinic
- Children's Clinical Psychology
- Dietetics
- Exercise Physiology
- Four-Year-Old Kindergarten
- Health Promotion
- Long Day Care
- Medical Equipment and Aids for Hire
- Occupational Therapy
- Paediatric Services
- Physiotherapy
- Podiatry
- Pulmonary Rehabilitation
- Speech Pathology
- Social Connection Groups

Corporate Services

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

Family, Youth & Children's Services

Ailsa Carr

- 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

Organisational Links [CEO Responsibility]

Lakes Entrance Aboriginal Health Association Inc. (LEAHA) | Lake Tyers Health and Children's Services (LTHCS) | Yoowinna Wurnalung Healing Service

OUR PROGRESS ON THE 2017/22 STRATEGIC PLAN

Guided by our three strategic directions, our teams undertook a number of important pieces of work

1.

To provide services for our communities now and into the future

- The redevelopment of a building neighbouring our Bairnsdale site has commenced. Scheduled for completion in 2019, this will enhance existing service delivery and provide an opportunity for us to expand our services.
- Attract and retain new disability or NDIS-funded clients' services in the lead up to the NDIS rollout (2019).
- The purchase of neighbouring property in Lakes Entrance has provided us with much needed additional office space.
- The establishment of a Paediatric Multidisciplinary Assessment Service.
- Delivering early intervention services in Education facilities.
- We have increased Family, Youth and Children's Services (FYCS) client services to rural and remotes areas, such as Orbost; and expanded our services to encompass the Wellington and East Gippsland Shires.
- We have implemented new programs focused on addressing and responding to family violence, including the provision of an after hours crisis response.
- We have increased our use of group work to engage a broad range and age of FYCS clients, provided in partnership with other agencies and local schools.
- We have made improvements to our IT infrastructure, and have increased security systems at our outreach sites.
- The introduction of online medical appointments and a self-check in kiosk in our patient waiting area has created efficiencies for both clients and staff.
- Our Dementia Nurse Consultant developed a dementia awareness tool that helps staff recognise the signs of cognitive disorder or early onset dementia. The 'Red Flag' project has been successfully trialled with our home based nurses and is now in discussions to roll out to our community support workers.
- Our general practice is involved in the Doctors In Secondary Schools initiative after a successful application to the Gippsland Primary Health Network. The program aims to provide young people at Bairnsdale Secondary College and Swifts Creek Secondary College with access to medical care they otherwise would not have. Recruitment to staff the program has commenced .
- We are growing the private (self-funded) market through Can Do Services, our new home and personal care service, which is available to community members
- The Aged and Disability Unit have developed a client/worker smartphone questionnaire capability, to enhance health and safety, and provide client monitoring as a new service.



We value consumer participation and community input

Local knowledge and experience are so valuable in the design of our services and activities. It is important to ask and not just assume. Our Health Promotion Team conducted a community consultation with residents of East Bairnsdale to better determine community need and, therefore, our service delivery to that community.

The results and finding were compiled and presented to several organisations and decision makers. This has resulted in shade and seating being installed in parks, a promise of drinking water, and a reduction of dangerous dogs on the streets.

The consultation report enabled us to successfully apply for funding, which provided the community with after school activities, healthy eating programs, and additional staff at the East Bairnsdale Community Hub.

2.

To be a reputable and influential organisation

- We are leading by example as the first organisation in East Gippsland to be awarded a 'Healthy Eating Workplace' under the State Government's Achievement Program. GLCH now facilitates and supports a cluster of private and public health organisations to become Workplace Achievement program sites. This means healthier, happier and more active workplaces in East Gippsland.
- Our work towards Rainbow Tick accreditation demonstrates our commitment to safe and inclusive service delivery for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people in our community.
- We have developed and commenced implementation of a Marketing and Communications Strategy.
- Staff have active local involvement in the local Strengthening Hospital Response to Family Violence project
- We have partnered with the Victorian Aboriginal Community Controlled Organisation (VACCO), to deliver Aboriginal Health Worker Certificate IV in Primary Care - providing workers with the clinical experience necessary to provide health services to Aboriginal communities.
- The Aged Care team have created a strategy that supports both our and Bairnsdale Regional Health Service systems and processes, to improve shared client experiences.
- We have representation on:
 - The Statewide Reference group for the implementation of the Family Violence Hubs (The Orange Door)
 - The Second Homelessness Future Working Group Expert forums
 - The Department of Health and Human Services expert panel to develop the Supervision and Delegation Framework for Allied Health Professionals.

3.

To be a highly capable organisation that prospers

- We are progressing with four major organisation-wide projects, focusing on improvements to facilities and space, IT systems, client management systems, and financial management systems.
- By providing regular supervision, team planning days and unit forums, we ensure a supportive work culture.
- The development of a casual home support workforce strategy has allowed us to recruit a diverse team of people to respond to the increased complexity of our client requests. It also gives us more flexibility due to fewer rostered callouts.
- An internal audit of clinical services and procurement was successfully completed.
- FYCS Unit staff completed extensive education, training, and support to develop and implement skills in outcomes-focused client case management. They also undertook comprehensive education and training in relation to cultural competence, and the impact and management of trauma on clients most often seeking services from their Unit.
- We continue to review our staffing structure in Corporate Services to ensure we have the all the right people in the all the right places.
- Our Clinical and Nursing Services Unit are finalising systems and processes regarding the Medical Treatment Planning and Decisions Act 2016, and delivering staff education and training.
- Our Aged Care team have developed the capacity to respond more quickly to changing demand for forward-funded services in home support.
- We are increasing specialisation of office support roles in high-growth areas, such as Home Care Packages, the National Disabilities Insurance Scheme (NDIS), Can Do Services, and home support.
- We have been successful in multiple funding submissions that have supported the further development of the outside play spaces at our Children's Centre.

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 & COMMENTARY:

Income: The end of year result, including depreciation and loss on disposal of assets, was a surplus of \$1,565,221.

Gippsland Lakes Community Health 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 \$4.55m (18.5% increase over 2016/17). Major key factors influencing this amount are increases to Family Violence funding of \$1.85m and Home Support Packages \$1.25m.

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 \$3.39m (14.1%). Salary costs were the main impact on expenditure, representing 75% of total operating expenditure. Salary costs increased 10.7% over 2016/17 due to the increase in staffing levels (13.9%) and Award Increase. Total non-salary expenditure increased in the period by \$1.4m (25.4% increase). Client cost increases accounted for a large proportion of this increase at \$1,115.3m.

Balance Sheet: The Balance Sheet reports an improved position with net assets increasing by \$1,901,734 (15.5%). Total assets have increased during the period by \$3,286,336 (14.0%), driven by increases in cash holdings and investments of \$2.58m; WIP, new property acquisitions and revaluations of \$ 1.03m.

Total liabilities increased during the period by \$1,384,603 (12.3%). Contributing to this increase are increases to Unexpended Funds and Prepaid Revenue of \$914k, Salary accruals and provisions of \$692k, offset by a reduction in Expense accruals and other provisions of \$320k.

Governance: The Board recognises the importance of a strong governance framework and support this with well-established Finance and Audit and Risk Committees 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 Horwath. 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 2018.

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 and via the Gippsland Lakes Community Health website.

www.glch.org.au

EXTRACT FROM FINANCIAL STATEMENTS:

Comprehensive Statement of Income for the year ending 30 June 2018	2018 \$	2017 \$
Revenue from ordinary operations	29,126,793	24,581,320
Employee expenses	(20,677,531)	(18,683,231)
Other expenses from ordinary activities	(6,298,776)	(4,924,989)
Capital grants	20,600	25,000
Depreciation and gain/loss on disposal on assets	(605,865)	(580,375)
Net result for the year	1,565,221	417,722

Statement of Financial Position as at 30 June 2018	2018 \$	2017 \$	2016 \$
Current assets	14,217,589	11,689,179	7,129,461
Non-current assets	12,575,019	11,817,093	11,897,700
Total assets	26,792,608	23,506,272	19,027,161
Current liabilities	(11,892,756)	(10,601,982)	(6,567,176)
Non-current liabilities	(707,566)	(613,737)	(587,154)
Total liabilities	(12,600,322)	(11,215,719)	(7,154,330)
Net assets/total equity	14,192,286	12,290,553	11,872,831



Pictured above: members of our fabulous Finance Team

Finance Facts & Figures

From 1 July 2017 to 30 June 2018, our finance team processed:

- **17,877** debtor invoices
- **9,781** creditor invoices (average of \$815 per month)
- **11,599** bank transactions
- 192 new assets

YOUR FEEDBACK

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 of 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 of 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 received is presented to our Audit and Risk Committee for their review. The Audit and Risk Committee includes representatives for the GLCH Board.

IN THE LAST 12 MONTHS WE RECEIVED:

42 COMPLIMENTS
23 less than previous
12-month period



"Your venue is warm and inviting..."

"I'm having trouble making an appointment..."



52 COMPLAINTS
27 less than previous
12-month period



CASE STUDY:

There are people in our community who do not qualify for any subsidies, however they struggle to meet their health needs.

A recent consultation with a client identified that she was not taking her required medication, which is only available via private script, as she couldn't afford it.

The client is working full-time and is a mother of three children. Her husband is currently unemployed and struggling with depression.

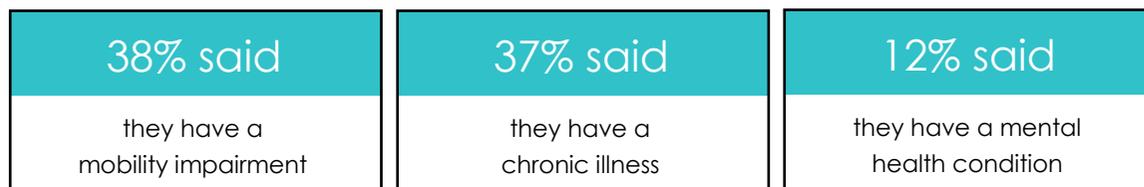
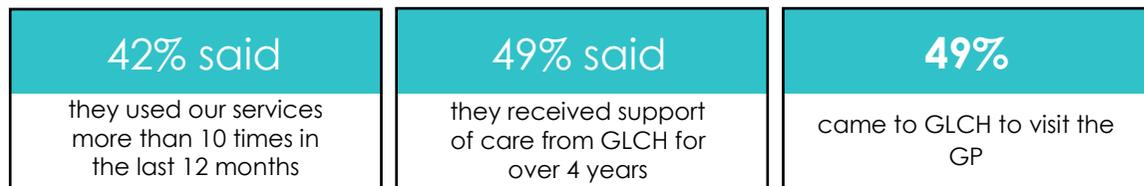
Access to emergency assistance funding is tailored for low income and health care card holders, however after explaining the clients' circumstances to the program manager, a pharmacy voucher was issued. The client had tears in her eyes and was extremely grateful for the assistance.

What we learned...

- Complaints create the opportunity to review systems and processes and can lead to more sustainable and reliable service delivery.
- A flexible approach and assessing individual cases on their merits, can be warranted for good health outcomes.

THE VICTORIAN HEALTHCARE EXPERIENCE:

From October through to December 2017, we collate feedback from 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. Of the 312 surveys distributed, our response rate was 35%, with 65% identifying as female, 33% male, and with an average age of 72 years. Here's a snapshot...



ADDRESSING THE SHORTFALLS:

MAKING A COMPLAINT: We welcome complaints because they give us an opportunity to improve the areas you are unhappy with. There are several ways you can lodge a complaint. They are:

- In person
- Call us on **5155 8300**.
- Fill out a Feedback Form, available from all of our customer waiting areas.
- Send us an email to **contact@glch.org.au**.
- Fill out an online Feedback Form at **www.glch.org.au**.

MAKING APPOINTMENTS: All of our services are very busy, so there is sometimes a waiting list to get an appointment. We have introduced online appointments for our medical service through HotDoc, and we are recruiting to provide more efficient access for everyone.

GOAL SETTING AND OTHER CONCERNS: We have reminded our staff to ask clients about their goals, and any other concerns impacting their health and wellbeing.



OUR PEOPLE...

404

staff members across eight teams

5 GLCH Business Units

140

Aged & Disability Services

56

Clinical & Nursing Services

55

Community Health Services

55

Corporate Services

61

Family, Youth & Children's Services

Three linked organisations*

18

Lakes Entrance Aboriginal Health Association

15

Yoowinna Wurnalung Healing Service

4

East Gippsland Primary Care Partnerships

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

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



10 YEARS OF SERVICE

- Jo Moore
- Nicole Johnstone
- Sandra Maiden
- David Thompson
- Lynette Stephenson
- Maria Harvey
- Jeremy Stewart
- Michelle Ryan
- Thomas Perry
- Peter Payne
- Ivy Yarram
- Zennie Pendergast
- Julie Smith
- Iain Fredin
- Marianne Greer
- Jenny Hanrahan
- Marnie Graham

15 YEARS OF SERVICE

- Linda Brown
- Debra Green
- Leonie Rodgers
- Wendy Boyd
- Dianne Wood
- Juana Ford
- Penny Cassidy
- Susan Marting
- Geoff Stanton
- Susan Robinson
- Shelley Wormald
- Jenni Clarke

20 YEARS OF SERVICE

- Faye Rash
- Gail McGlone
- Gary Gray

25 YEARS OF SERVICE

- Kathy Dear



91 Part-time



268 Full-time



45 Casual



332 Female



72 Male



23 ATSI*



77 Age of oldest staff member



20 Age of youngest staff member



37 Student placements

* CEO Responsibility ° Aboriginal or Torres Strait Islander

LIVE WELL!

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

- 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:
 - Aqua therapy
 - Bloses Gym
 - Cardio-pulmonary Rehab
 - Community Rehab
 - Core Concept
 - Healthwise Gym
 - Health Moves
 - Keep Active Gym
 - Kinder Gym Programs (from various locations throughout East Gippsland)
 - Men's Gym
 - Staff Gym
 - Stay Safe (Falls Prevention)
 - Tai Chi
 - Pilates
- Health 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
- Men's Behaviour Change
- 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; and Tuning Into Teens
- Parkinson's Support Group
- Pre Advance Care Planning (Making the last chapter reflect the whole book)
- 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



WHAT YOU NEED, WHEN YOU NEED IT

EILEEN'S STORY:

Eileen (not her real name) is 89. She was referred to us for Meals on Wheels (MOW) to improve her diet, as she had experienced significant weight loss. She also needed extra help with household cleaning so she could continue living independently at home. Eileen is quite frail. Our assessment team requested information about her previous health conditions, and learned that she had Type 2 diabetes, hypertension, and glaucoma. She had also experienced food poisoning in 2016.

About Eileen's family...

Eileen has two children - Brian and Bev - who support her. Brian visits Eileen three times a week to help with shopping, assist with finances such as paying bills, and to take her to medical appointments. They told us that Eileen had been experiencing some memory and thinking changes. They were worried that these changes could be having an affect on her eating and meal preparation.

When we met with Eileen, she told us...

- That she can still prepare light meals and manage some of her housework.
- That she still drives her car, but only into town to do her shopping.
- That she is capable of showering and dressing without assistance.
- That she can manage her shopping with help from her family.

What we did...

Services including MOW and fortnightly domestic assistance were put in place on a short-term basis by My Aged Care. These services have continued under the Commonwealth Home Support Programme with Eileen's consent. Her family told us that they were concerned about their mother driving. We encouraged them to visit her GP to discuss the likelihood of a Taxi Concession Card, due to the vision loss associated with her glaucoma.



But then...

Brian suffered a stroke. He was no longer able to drive to visit Eileen and check on her welfare, and was concerned that she may have to go into residential care until he recovered. When we were informed of the situation, our team reviewed their support plan and provided additional help for Eileen until Brian was well again. This included:

- Changing her MOW delivery from a once-a-week frozen meal drop-off, to a daily chilled meal delivery, which enabled regular welfare checks.
- Organising community support staff to call in on a regular basis for a cuppa and to help Eileen with her shopping.
- Talking to Eileen's family about our volunteer transport service to take her to medical appointments.
- Weekend safety checks were put in place, and we helped family members seek assistance from Eileen's neighbours to monitor her wellbeing.

After 10 weeks, Brian was given the all clear to commence driving again and services were scaled back to how they were previously - except for MOW, which continued to be delivered Monday to Friday. Eileen and her family were very grateful for our aged care team's quick response to arrange the extra assistance.

CREATING HEALTHY HABITS

In perhaps a return-to-school first, students from Nowa Nowa Primary School were heard squealing with excitement as they showed their mums the abundance of vegetables in their school garden on the first day of term one. They had returned from summer holidays to find big juicy tomatoes, zucchinis, beetroots, sweetcorn, silver beet, and capsicum. With eager hands, the students and their mums picked and tasted the beautiful fresh produce preparation for Monday's cooking season.

Our Health Promotion Team are working with local Primary Schools to educate children around healthy food and drink using existing programs, such as the Victorian Government's Achievement Program and the Stephanie Alexander Kitchen Garden Program. So far we have successfully reached 2,000 young people and their families in outer Gippsland.

Successful outcomes include:

- improved school canteen menus
- water as the only drink policy
- gardening and cooking skills in the curriculum
- health-focused events
- an ongoing commitment to creating a healthy environment for young people.

Children are learning that what they eat and how they feel are linked. This knowledge will serve them well as they become more independent around their food choices.

A student in the Nowa Nowa Primary School Kitchen Garden Program was so enthusiastic about the knowledge and experience of cooking and growing food, that she asked her parents for a veggie garden for Christmas - what an amazing outcome!

A series of short films has been produced, which celebrate the successes in some of these educational environments. They can be viewed on our YouTube account.



1 in 4 children are overweight or obese, and in rural and remote regions this increases to 36% (ABS 2014)



The leaders of our local schools recognised the importance of healthy eating and together with students, parents and our Health Promotion Team, they have adopted a healthy eating culture, which is designed to continue among future generations.

RESPECTING DIVERSITY

We recognise and value the diversity of our clients and as such, we're committed to providing inclusive services for all members of our community. Initiatives in improving inclusive practice for our LGBTI (Lesbian, Gay, Bisexual, Transgender and Intersex) clients include:

The HEY Project: The HEY (Healthy Equal Youth) Project is coordinated by GLCH and works in partnership with Headspace and local schools. The program aims to improve the quality of life of people aged between 14 and 25 years, who are same-sex attracted, or sex and gender diverse.

National LGBTI Ageing and Aged Care Strategy: In response to the needs of older LGBTI community members, and to ensure they receive care that is as sensitive as it is appropriate, we are enhancing our work practices.

Continually developing our inclusive services

Through staff education, resource provision and creating a welcoming environment, GLCH remain committed to continually enhancing our services to ensure they are inclusive of our LGBTI clients. We have achieved this by:

- Making resources and educational materials available to all staff.
- Supporting IDAHOBIT Day (International Day Against Homophobia, Biphobia, Intersexism and Transphobia) on 17 May 2018. On this day staff were encouraged to dress in rainbow colours, and the rainbow flag and educational posters were displayed in reception areas.
- Participating in Wear It Purple Day (fostering supportive, safe and accepting environments for young LGBTI people) on 31 August 2018. Staff were encouraged to wear rainbow colours and the rainbow flag was flown at our Lakes Entrance and Bairnsdale sites. Local LGBTI youth also joined the celebrations at our Bairnsdale site.
- Displaying posters and other materials throughout the organisation, and regular posts relevant to the LGBTI population on our social media accounts. Rainbow lanyards and badges have also been made available to all staff.



"GLCH is proud to work with the local LGBTI community and remains committed to ensuring our service delivery is inclusive, and that we encourage and support diversity in our workplace."

Inviting input and feedback

LGBTI populations are invited to provide input and feedback regarding our service delivery. This is promoted via our partnership with Headspace and through the HEY Project, which have both created valuable avenues for ongoing consultation with young LGBTI consumers. We are also members of a private local LGBTI Facebook group and have met with group representatives.

Reviewing principles and standards

We have updated our guiding documents and ensured educational information is available to staff. We have an LGBTI Work Group, which consists of staff and management, and whose role is to continue to implement workplace initiatives. In 2019, one such initiative is to achieve Rainbow Tick accreditation, which is a result of support and funding from Family Safety Victoria.



WE VALUE OUR VOLUNTEERS

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

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

The variety of roles undertaken by volunteers includes:

- meals on wheels delivery
- assisting with social support groups and activities
- delivering a book as part of our home based library service
- reading to children at our children's centre
- driving people to medical appointments.

We're always eager to recruit new volunteers. For more information about how to get involved please call us on **5155 8300** or visit our website ww.glch.org.au.



50 years of Bairnsdale Meals on Wheels

In June 2018, GLCH invited Bairnsdale Meals on Wheels volunteers past and present to join them to celebrate the programs 50 year anniversary.

In March 1968, a sub-committee was formed to launch a meals on wheels service in Bairnsdale. Four months later a small group of dedicated volunteers headed out to make the first delivery of meals on wheels to nine residents.

Fast forward 50 years and the service is coordinated by a major community health agency with volunteers delivering 150 meals per week on average.

What hasn't changed is the services' philosophy – to help frail, aged and disabled people live independently at home; and the unwavering dedication of volunteers who generously donate their time to support their communities.

The first delivery of meals was prepared at the Gippsland Home and Hospital and cost recipients 40c for a hot three course meal. Volunteers were rostered five days a week to deliver meals across the Bairnsdale district in special *Crusader* carriers, purchased with donations from local businesses and community groups.

Today around 70 regular volunteers and various community groups - including representatives from the Presbyterian Church who were on the very first roster - deliver chilled meals costing \$9.20 prepared by the Food Services Department at the Bairnsdale Regional Health Service.

Long serving volunteer, Dot Lawrence, who retired in late 2016, remembers when she first started volunteering in 1971. "My motivation for volunteering was quite simple," said Dot. "I just felt it was a worthwhile program."

Dot remembers when the meals were prepared at the Geriatric Centre in McKean St and included hot soup that was decanted into the client's container, a main course and sweets. "The last person on the delivery run often received all the left over soup," recalled Dot, "And sometimes it was necessary to add water from the garden tap to extend the soup when it was running low!"

"Things were simple back then, you didn't need a Safe Food Handling certificate or Police Checks – we were just community minded people who wanted to make a difference."

HELPING TO CHANGE THE STORY

SARA'S STORY:

Sara (not her real name) is a young mum with two children. We first met her when she came in to see our Maternal and Child Health (MCH) team for her new baby's four-week Key Age and Stage Assessment.

During her appointment, Sara became quite upset and told the MCH nurse that she had experienced family violence at home. The MCH nurse comforted Sara, and reassured her that what she had experiencing was not okay. She told Sara about our team of experienced family violence workers who can provide her with support and advice, and suggested that she arrange for her to talk to one of them after her child's assessment is complete. Sara accepted, and after her baby's appointment, the MCH nurse introduced her to a family violence worker.

Sara spent time with the family violence worker, who listened while she explain her situation. The worker then talked Sara through her options, assessed any immediate risk to Sara and her children, and together they developed a safety plan. By the end of their meeting Sara was feeling a whole lot better. She felt supported and had a plan in place to manage risk, as well as follow-up appointments with the MCH nurse and the family violence worker.

Over the next three months our team continued to support Sara, exploring her options and helping her make important decisions for herself and her children. During this time they were also able to meet with Sara's partner, who accepted their offer to help him address his behaviour. He is now part of our Men's Behavioural Change Program, and Pizza and Parenting support group.

With our support, Sara and her family have remained together. Sara regularly attends counselling sessions and family violence is no longer happening in her home.

The Men's Behavioural Change Program is a voluntary program for men who use violent, abusive and controlling behaviours in their personal relationships. The program provides men with the opportunity to understand who they are, how their behaviour affects the women and children in their lives, and how to bring about positive change. It is available to men who have issues with violence, or their partners who are affected by this violence.

WISE (Women, Inspired, Supported, Empowered) is a 10-week program for women who have experienced, or are experiencing family violence. It aims to inspire, support and empower, and provides an opportunity for women to connect with others in a safe and friendly environment.

Pizza and Parenting is a peer support program for fathers and other men who care for children. It aims to support men in talking about their roles as fathers in a safe and non-judgemental environment. The program includes a range of activities as well as information sessions and guest speakers. The Pizza and Parenting program is funded by both GLCH and Uniting's Communities for Children Program.

Family Violence has a devastating impact on the lives of many and while both men and women can be perpetrators or victims of family violence, significantly most victims are women and children, and most often perpetrators are men. Gender inequality plays a key role in causing all forms of violence against women and children, and fosters discriminatory attitudes and behaviours that disregard violence and allow it to occur. For this reason, addressing gender inequality and discrimination plays an important part in preventing family violence, and other forms of violence against women and children. At GLCH we seek to work towards addressing family violence by providing programs and support across the full spectrum of services to both victims and perpetrators, from prevention to response.

PLANNING YOUR OWN FUTURE CARE

Why you should think about Advance Care Planning

Advance Care Planning involves thinking about and discussing what health or personal care you would want, if you became seriously ill or injured and were unable to speak for yourself. Everyone should consider making a plan when they're healthy, and before there's actually an urgent need for a plan.

What does Advance Care Planning involve?

Advance Care Planning involves thinking about and discussing your beliefs and values with your family and close friends, and what types of healthcare you may or may not wish to receive. It involves documenting your conversations to ensure your beliefs and values are respected, which will also make it easier for your family by preventing confusion and disagreements over medical decisions.

Any of our clinical and nursing team can help you with Advance Care Planning, They can provide you with information, resources and guidance that will help you create your Advance Care Plan and Advance Care Directive. We also have a registered nurse "expert" who is available by appointment to talk to you and your family, either at your home or at our Lakes Entrance site.

What is an Advance Care Directive?

An Advance Care Directive is the formal document prescribed by Victorian law from 12 March 2018 - it is especially relevant near the end of life. It officially sets out your preferences, values and binding instructions in relation to your medical treatment in the event that you are unable to consent to or refuse medical treatment. It also allows you to formally appoint a support person to represent your interests in respect to your medical treatment, and a Medical Treatment Decision Maker to carry out your decisions. An Advance Care Directive is not a Will.



MAKING THE LAST CHAPTER REFLECT THE WHOLE BOOK:

Making the Last Chapter Reflect the Whole Book is an information and education session for people who want to learn more about planning for future life decisions.

For several years now, nursing staff and palliative care volunteers have delivered interactive information sessions to community groups - introducing them to the importance of pre-advance planning, and helping them explore their thoughts about writing their last chapter and how they can communicate their wishes to others.

A DVD featuring local people talking about their end-of-life wishes is screened at every session, which participants typically find interesting, helpful, and thought provoking... *"Sometimes watching something like that makes it easier to have the conversation."*

And that's what most of them did! They returned to their families and had "the discussion".

To find out more about Making the Last Chapter Reflect the Whole Book or Advance Care Planning, please contact our Home Based Nursing team on 5155 8300.

SHE'S OUR SUPERSTAR



She's a whirlwind of pink, purple and glitter. Shimmery eyeshadow and sparkly bracelets, diamond rings, mismatched nail polish, and with a repertoire of Taylor Swift lyrics at the ready!

She only allows pink marshmallows in her hot chocolate and she can't understand why her favourite coffee shop doesn't offer karaoke facilities!

"Yeah baby, lets get this party started," is her catch cry - whether they're going to the supermarket, the art gallery or just out to water the vegetable patch!



Meet Teneika Skye. She is 22 years of age and a member of our social support group "The Lounge." The Lounge Crew meet twice a week in Lakes Entrance and is aimed at adults aged 18 to 45 years, with varying abilities.

Teneika first came to us as a shy and uninterested girl who didn't very talk much. Her mother was desperate for support. She was eager for Teneika to connect with people in her community, and seeking a few hours a week respite after a couple of unsuccessful attempts.

"We all need just one change or chance in our lives, to shape who we are or what we become. To create a life to remember..."

Social interactions are something most of us take for granted. Teneika is a true reflection of how important social support groups are. It's like planting a seed in a perfect growing environment and seeing a beautiful flower blossom.

Teneika is always dressed in pink or purple, and always ready to have fun. She arrives every Monday and Thursday with perfectly styled hair, expertly applied purple eyeshadow, fresh nail polish on her jewellery-laden hands, with a sparkly handbag swinging from her wrist.

Every week, without fail, she'll suggest we "Go to Melbourne, book a motel room with a spa, go shopping, at the Pandora shop, and go eat doughnuts and milkshakes." She laughs, she sings, she giggles hysterically, sneaks chocolate biscuits, and lights up our day - every time!

Teneika is now truly connected with her community. She looks forward to monthly visits to the East Gippsland Art Gallery, where she has created a special relationship with the Gallery Curator who always acknowledges Teneika's jewellery and bling.

Regular visits to cafés have given her the confidence to start conversations - often made up of humorous banter. The group's favourite barista always braces himself for her cheeky comments and her infectious giggle when we place our hot chocolate orders.

Their regular Kmart shopping sprees often include Teneika modelling anything sparkly or purple, much to the delight of sales assistants and other shoppers. She also loves to compliment others on their own shopping purchases.

Teneika features regularly on our social media channels. With her family's permission, we are able to share her awesomeness and her grinning face with our Facebook fans. The Lounge Crew posts generate a huge amount of interest and comments from community members, many who have enjoyed seeing her confidence grow. She's so popular, our social media team have created a hashtag in her honour #Teneikariffic

You only need to look at the absolute joy in Teneika's smile to see how far, this once quiet young woman, has come. Teneika brings happiness and laughter wherever she goes, and our social support team are all the more fortunate for having seen this outrageous, sparkly, purple flower bloom.

A NEW LEASE ON LIFE!

LIFE! is a FREE chronic disease prevention program run by Diabetes Victoria, and funded by the Victorian Government. LIFE! is helping Victorians reduce their risk of Type 2 Diabetes and cardiovascular disease by making small, sustainable changes to their lifestyle.

Over the last 12 months, our Chronic Conditions Support Nurse ran three Life! programs, with a total of 35 participants.

In a small group environment, the participants learned about nutrition, physical activity, sleep, stress, brain health, and how to manage lapses. After completing the program, participants reported weight loss, increased their physical activity, reduced their risk of chronic diseases, and improved their overall wellbeing.

Here what the participants said about the LIFE! Program:

- *"I have recommended the LIFE! program to many. I learnt so much knowledge with positive and supportive people around, and knowing that I was coming back every two weeks motivated me. It opened my eyes to many things. Before the program, I didn't understand enough about sugars and fats in the foods that I thought were good for me."*
- *"I loved coming to the program and Kate was excellent. Very easy to understand as she took us through the program."*
- *"I am very appreciative for a nil-cost educational program with gentle and non-judgemental help."*
- *"I found the encouragement very useful, as well as learning about reading food labels, fibre intake, and meal sizes."*
- *"It was really helpful and I think it is a great encouragement and start, to an improved healthier lifestyle."*

Call our Chronic Conditions Support Nurse on 51 55 8300 to find out more about the LIFE! Program or to express interest in joining us the next time we run a group.



FITNESS FOR EVERYBODY:

Our Allied Health team provide a range of supervised gym and exercise programs suitable for people of all ages and abilities. They can help you find the most appropriate group based on your strengths, weaknesses and individual goals. Most programs are delivered in Lakes Entrance. They include (but are not limited to):

Blake's Gym: gym session combining flexibility, strength and endurance at a low level of intensity.

Kinder Gym: exercise and education program for pre-school children held in Bruthen, Bairnsdale and Lakes Entrance.

Lifting Weights for Life: aimed at people with diabetes, pre-diabetes or cardiovascular risk factors.

Core Concept: focusing on core strengthening and stability for people suffering from back pain.

Stretch Pilates: gentle stretching and breathing techniques with the use of equipment such as stretch bands and exercise balls.

Veteran's Gym: providing post-acute exercise rehabilitation for Veterans who are recovering from major injury or illness, or chronic disease.