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Quality of Care Report 2009/2010



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To work with our community to provide primary health care services that strengthen the ability of individuals and families to make lifestyle choices that will improve health and well being.



Photograph on front cover courtesy of Jill Hutchison, Casablanca, Morocco 2005
Many 'soles', many paths, same destination

Other photography by Garry Osborn Photography - www.osphotos.com.au



Chief Executive Officer's Report

Jill Hutchison, Chief Executive Officer

This year we have adopted a new reporting structure, that reflects our attention to the Strategic Plan for 2009/2010. The focus has been to collect the reports under the key themes.

I am very pleased to report that the Board and staff create a positive sense of the future for the organisation. As we move into the 2010/2011 year we do so encouraged by new possibilities with the Government Health Reform. The nature of this reform has yet to become apparent, however, there are many positive reform ideas for primary care. With the changes that may occur we hope for an improved ability to plan services for defined populations in a unified way and to move towards the eradication of duplication in health service delivery. For patients, clients and families the navigation of the health system is a bumpy road so any reform that moves towards seamless service delivery, single point of access and a joined up system that enables an easier pathway for the health consumer is to be encouraged.

We are very pleased that our intake and assessment service is significantly improving co-ordination and response time for our clients. Evaluation of this new initiative during the year demonstrates that we are on the right track in improving access for clients.

The integration of services across a diverse range of programs ensures better outcomes for clients and to this end we have commenced service planning that will achieve this goal. Service Planning based on the community profile has provided us with the

opportunity to identify service expansion and growth needs, so that we can move forward in a planned way. In addition, service planning informed our approach to the building master plan. Having purchased an adjacent building some time ago, the renovation design was yet to be completed. Identifying where we are heading with services enabled a more comprehensive approach to building design.

Consumer participation in decision making has grown in importance over recent years and is accepted as a way of improving safety and quality systems. Having our consumers feeding back into our quality cycle will enhance the way that we do business and ensure that we constantly challenge the scheme of our service models. As we move into this coming year we will build further on the work that has been achieved in community liaison and look forward to working with focus groups for service model improvement.

The community health sector has worked diligently over recent years to develop a system of clinical governance in partnership with the Victorian Healthcare Association. This work now informs our structure for a newly established Clinical Governance Committee, a sub-committee of the governing Board.

I want to take this opportunity to thank the staff for their dedication and commitment and to also thank the Board of Directors for their vision, willingness to grasp new ideas and their support. Their voluntary contribution to the organisation is in the spirit of true community leadership.



Chair's Report

Barbara Brown, Chair, Board of Directors

Change has been the hallmark of a turbulent 2009/2010. While storm damage on two occasions, and several changes in senior management were challenging, many opportunities lie ahead.

I want to start by acknowledging the work of staff throughout the year. Despite the disruption from storms and the change in personnel they have continued to focus on the needs of an increasing number of clients and on their own professional development to better serve their clients. The Board appreciates your efforts and thanks you for your commitment.

CEO, Michael Rogers, left late in 2009 and seasoned professional Ray Sweeney led the organisation for six months while a new CEO was sought. The Board thanks them both for their contributions to Goulburn Valley Community Health Service (GVCHS). In May, Jill Hutchison joined us as the new CEO. Jill has extensive experience in the community health sector. In conjunction with the Leadership and Management team, she has set about addressing the Strategic Plan priorities.

The Staff Development Award commemorates the work of Maurice Incerti, a member of the Board for seven years, who passed away prior to completing his time on the Board. Congratulations to Sonia Makar, the winner of the award for 2010.

GVCHS gained accreditation with QICSA for the period 2009/2012. The Board formed the Clinical

Governance Sub-Committee to ensure that clinical safety and quality management is examined with the same rigour as corporate and financial matters and is closely linked to strategic and organisational goals.

During the past 12 months there has been an increasing focus on Primary Health Care as the federal government begins an overhaul of the health system through the Health Reform Agenda. Now that a federal government is in place we can expect to hear more about the health reform agenda and if, with a new leader, it will remain the same.

With core business in line with the proposal to date – an emphasis on multi-disciplinary approaches, primary care, health promotion and prevention, mental health and chronic disease management – GVCHS is well placed to explore the opportunities to increase services to clients. Along with the predicted growth in chronic diseases, mental health issues, heart disease and obesity it is imperative that GVCHS is ready to address these growing needs.

Our multi-disciplinary teams, partnerships with other providers and an already extensive range of programs are a good start but we need to continue service development that responds to the health needs of our local community. Be assured the health and wellbeing of our clients – individuals and families – will be foremost as GVCHS plans for the future.

Create the best inclusive environment for attracting, recruiting and retaining a vibrant workforce

Employee Engagement Survey

Excellent workplaces achieve excellent results

Goulburn Valley Community Health Service (GVCHS) recognises that for it to meet the challenges of the future needs to grow and develop in a way that recognises the importance of its greatest asset - its staff.

This means providing staff with a workplace which encourages a sense of personal achievement, job satisfaction, individual purpose and security.

In other words, GVCHS seeks to achieve “excellence” in the workplace through the development of quality working relationships which in turn achieve “excellent” results.

Each year GVCHS staff fill out a survey; to find out what staff think of their workplace. Our survey is based on the fifteen essential elements of an excellent workplace that have been identified by the University of Sydney.

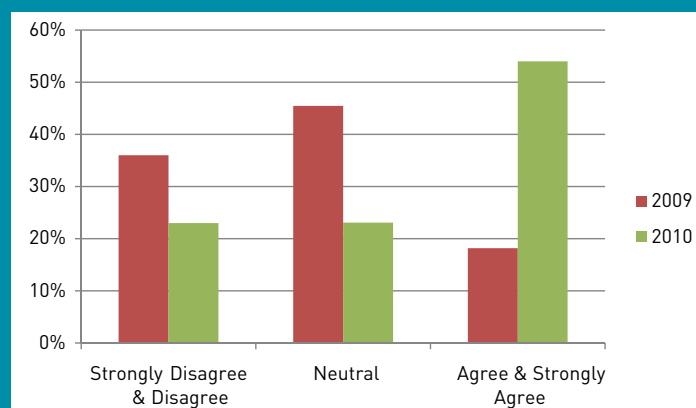
We don't always get it right

For example, in 2009 our survey showed that only 25% of staff thought that important decisions are communicated to staff. This outcome was not acceptable and the Leadership and Management Team have put considerable effort into making sure that communication to staff improved. We've been doing this with emails, meetings and staff newsletters.

As a result, the next survey, from April 2010, showed that 70% of staff now believed that important decisions are communicated to staff. This represents a big improvement which we will continue.

Some of the other results from the 2010 survey included:

- 66.7% of staff said they believed that grievances are dealt with promptly and effectively and
- 70% of staff agreed that GVCHS is an important place to work



Employee Engagement Survey
- Important decisions are regularly communicated to staff

Create the best inclusive environment for attracting, recruiting and retaining a vibrant workforce

Clinical Supervision Program

Goulburn Valley Community Health Service (GVCHS) strives to maintain a culture of continuous quality improvement.

Last year's Report announced our new Clinical Supervision Program.

This year GVCHS is very happy to report that the Program is continuing to provide valuable support to all our clinical staff.

Clinical supervision is well regarded as the foundation of safe, professional service delivery in all areas of clinical practice. It is the requirement of all peak bodies that their registered members receive regular professional clinical supervision.

Clinical supervision at GVCHS is designed to encourage and support staff in their clinical practice and to ensure all staff are given the opportunity to practice at the highest professional standard.

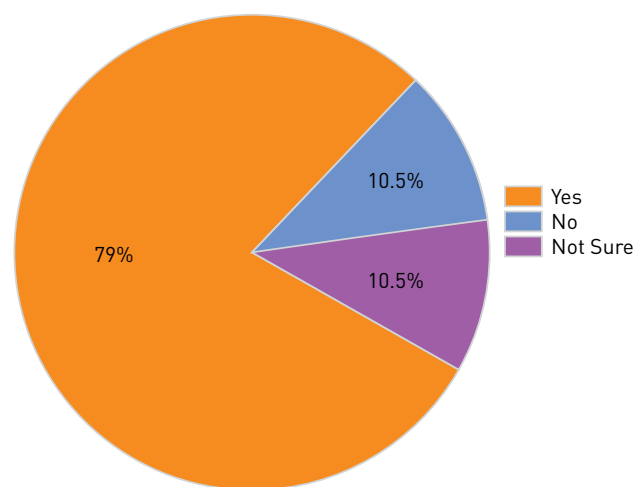
The Bouverie Centre also supports the GVCHS Supervision Team by providing monthly clinical supervision to all the supervisors.

In recent months the Program has been reviewed to make sure it was hitting the mark and to find out if there was anything that could be improved.

The review found that the Clinical Supervision Program was delivering what was expected; that both staff and supervisors *"have a good understanding of the Program"* and the outcome for the majority of staff is positive.

Some of the improvements the review identified were:

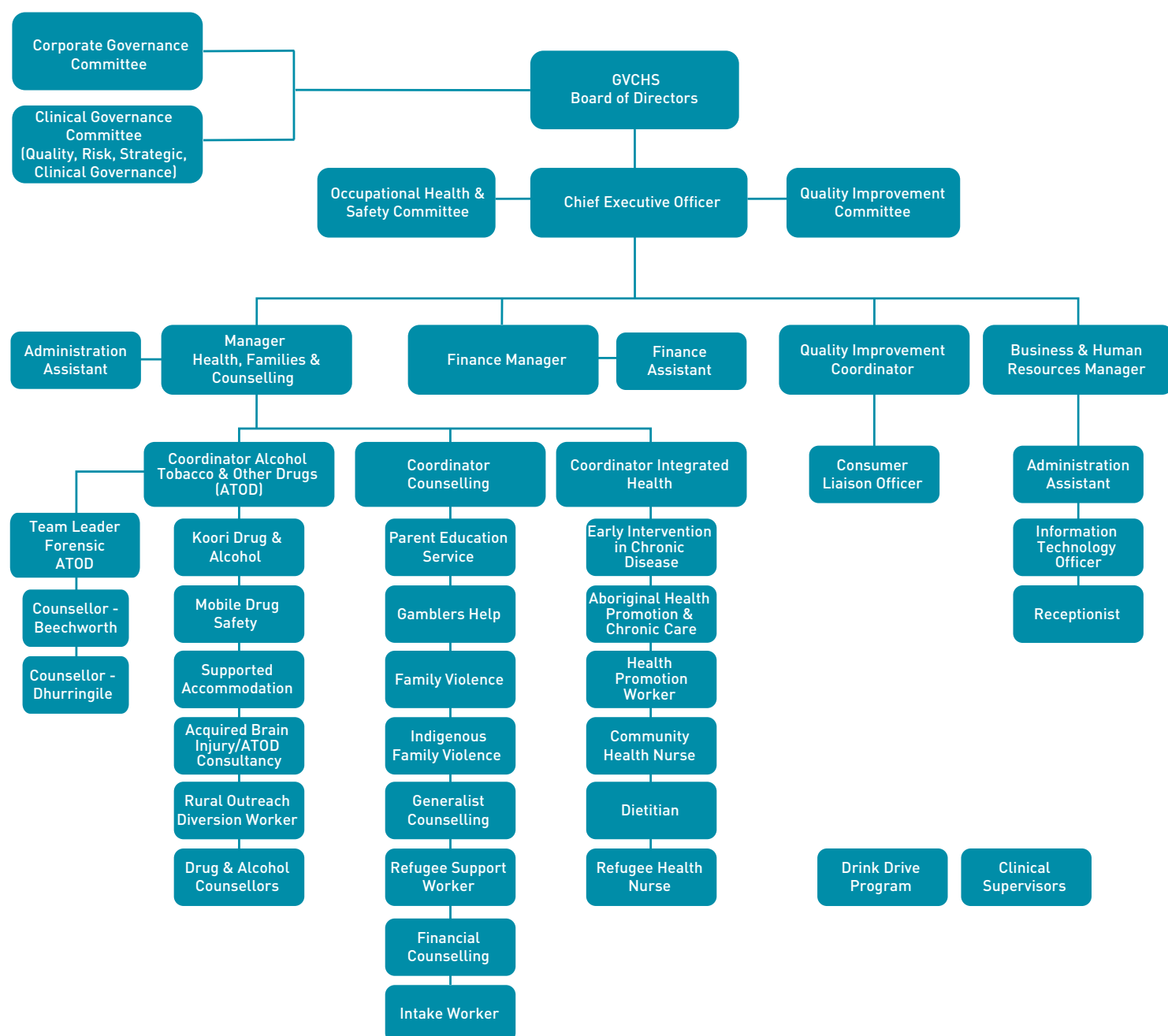
- More staff need to be trained as Clinical Supervisors – another three staff are now receiving training with Melbourne's Bouverie Centre
- To strengthen reporting processes by incorporating client file auditing into clinical supervision practices – our procedures have been altered to do this
- Development of Clinical Supervision Practice Guidelines – this will be investigated in the coming year



Is your current supervision arrangement effective?

Create the best inclusive environment for attracting, recruiting and retaining a vibrant workforce

Goulburn Valley Community Health Service Organisational Structure 2010



Create the best inclusive environment for attracting, recruiting and retaining a vibrant workforce

Staff Performance Appraisal System

As part of our approach to continuous quality improvement, the staff performance appraisal system was reviewed. The review found that the system used was complicated, messy and didn't address some important issues like training needs and development plans. It also identified that conducting all staff appraisals in February/March each year put high demand on Manager's time and didn't align with staff anniversary dates. This in turn meant that a further review was often needed if staff became eligible to receive an increment increase under their Award.

In March 2010 a new procedure was approved, together with the development of new forms. The new procedure has made the system more "user friendly" and more productive.

Some of the improvements include:

- Simplified forms
- Timing of appraisals to coincide with individual staff member's anniversary date
- Focus on five areas
 - review Position Description
 - looking at the Job

- looking at Your Place in the Organisation
 - looking at Next Year
 - develop/Review Individual Development Plan
- Inclusion of an Individual Development Plan that:

- outlines agreed objectives and goals
- defines how performance will be measured over the coming year
- gives the staff member and their Co-ordinator a clear direction
- outlines agreed professional development and training needs

The Individual Development Plan then forms the basis for discussion at the next review, where it can be identified what tasks were completed, training undertaken and whether there were any barriers along the way.

Staff appraisals have commenced with the new system and an evaluation will be carried out during the next twelve months to determine whether further improvements will need to be made. We look forward to reporting our progress to you in the 2011 GVCHS Quality of Care Report.



Administration Team: Teagan, Ebony, Ian, Jane, Lou, Paris (Absent: Tracie)



Affirm and promote partnerships to develop strong and healthy communities

Health Promotion Outcomes 2009/2010

Pedometer Challenge

During 2009 GVCHS, Greater Shepparton City Council and other local businesses, worked together to develop a “physically active” competition part of the “Greater Shepparton on the Moove” project.

Participants were asked to wear a pedometer, which recorded the number of steps they took. People from all different sorts of organisations and businesses entered.

The outcome of the competition was that people’s awareness was raised about the benefits of physical activity, they felt better and some said they would keep using the pedometers even after the competition had finished.

Twilight Stroll Events

The Twilight Stroll. This event encourages families to get out and enjoy physical activity. In 2009/2010 more people joined the Twilight strolls than in previous years. The results of this were that people said they “*felt connected to the community*”, 87.5% of people felt “*more willing to start exercising*” and 47% of people had continued to do some form of exercise every week.

Healthy Weight Resource Guide

GVCHS in partnership with Goulburn Valley Primary Care Partnership, Valley Sport, Vision Australian, Greater Shepparton City Council and GV Health worked together during 2009 to write a “Healthy Weight Guide”. The Guide is for members of the community and for health professionals. The Guide can help increase the community’s access to food and exercise information as well as an awareness of what community services are available.

Health Promoting Schools

During 2009 GVCHS provided assistance and support to Wanganui Secondary College to develop a whole school approach to healthy eating. Some of the outcomes of this project saw Wanganui Secondary College develop a Healthy Eating Policy and stop fundraising activities based on “unhealthy” food e.g. chocolate drives.

School Canteen Network - In 2009/2010 the GVCHS Health Promotion Worker and the Community Dietitian worked towards creating a ‘School Canteen Managers Network’. The Network meets four times a year and the Canteen Managers have told us that, as a result of the Network, their skills and knowledge of nutrition have increased. They have also told us that it is now easier for them to identify healthier food choices for canteen menus.

Kids Go For Your Life Program

GVCHS has been working with primary schools in the Goulburn Valley to become a Kids Go For Your Life school, many of these primary schools (about 90%) have now become members of this program. This means they are working on using a “whole school approach” using their strategic plans and policies to make sure physical activity and healthy eating remain an important aspect of school life. Of the 90% of schools that are members, 20% of schools have received their award and are now registered as a “Kids Go For Your Life School”.

Affirm and promote partnerships to develop strong and healthy communities

The Shepparton Koori Court

As soon as you enter the Shepparton Koori Court you realise that you are in a different type of Court. The flags that stand in the corner represent the Aboriginal, Torres Strait Island and the Australian laws, culture and history. The paintings on the walls of the Court symbolise the connections between all the peoples of Australia.

A large table sits in the body of the Court with chairs surrounding it. This is where the Magistrate sits with Respected Persons and Elders from the Aboriginal community relating to the Shepparton area. Elders from Yorta Yorta, Bangarang and Wamba Wamba sit with the Magistrate, the Police Prosecutor, the legal representative of the defendant, the defendant and the Shepparton Koori Court Officer Max Atkinson, as well as any supporters that the defendant wishes to have.

This gives the Court the immediate feeling of conciliation and participation.

The general objectives of the Koori Court are to:

- Improve defendants' understanding of the court process
- Encourage defendants to take responsibility for their actions and recognise the consequences of their behaviour

- Develop a court system that is culturally appropriate and responsive to the needs and aspirations of Indigenous people
- Facilitate greater positive participation by the Aboriginal community in the sentencing process
- Explore sentencing alternatives prior to imprisonment

These are the objectives stated in the official brief of the Koori Court, but this goes nowhere close to describing what actually happens around that large table.

What happens in Koori Court is at times almost unbearably sad and the stories told are the unfolding of generational loss and grief, tragedy and people's survival in heartbreaking circumstances.

It is through the telling of the story, the supports gained and lost, the wisdom of the Elders and their own stories, that at times, mirror the lives of the people that sit at the other side of the table, that make the Koori Court one of the most positive and humbling experiences available in the judicial system.

Goulburn Valley Community Health Service (GVCHS), through the Koori Drug Diversion program is linked



Koori Court: Lynne, Max, Kirsten

to the Shepparton Koori Court and has supported clients at both the pre-sentencing and post sentencing phases of the legal process.

The Koori Drug Diversion Worker (KDDW) provides drug assessment and treatment to Aboriginal and Torres Strait Islander People whose drug taking behaviour is a key factor in their criminality.

The KDDW liaises with local Police and Court personnel to best support each client to make the changes that will support a drug free life style. This may require further referral to doctors, rehabilitation centres, withdrawal units, loss and grief counselling and legal support.

Pivotal to the success of this position and ultimately, the recovery of our clients, is the unconditional trust and respect given to all participants and their families. This has led to an increase in referrals to the program and to the remarkable successes of many of the clients of the program.

As a participant at the Shepparton Koori Court for the past two years, I personally would like to thank the Community for the honour of accepting me into the Court and being able to share in the journey of survival and ultimately, success, of some exceptional people.

Lynne Macdougall

Koori Drug Diversion Worker



ATOD Team: Kelly, Lynne, Kirsten, Broni, Debbie, Antony, Helen (Absent: Jo, Roger, Chris)

Affirm and promote partnerships to develop strong and healthy communities

Integrated Chronic Care

GVCHS has a commitment to provide high quality care when it comes to chronic conditions. Chronic conditions include many long term medical health issues such as Diabetes. Currently there are more people in Victoria being diagnosed with a chronic condition than ever before. GVCHS provides a range of programs that have been found to improve quality of life for people with chronic conditions. Our aim is to ensure people live as well as they can with these conditions without it affecting their everyday life too much.

Our partnerships with other health agencies such as GV Health and Rumbalara Aboriginal Cooperative ensure that clients' needs can be met no matter what service they access.

Our Chronic Conditions Team includes qualified health professionals that can help people with any type of chronic condition whether it is Diabetes, Arthritis or Asthma. The team includes a Dietitian and a Diabetes Educator. GVCHS also has a staff member that works specifically with Indigenous Australians who have a chronic condition, including those that could possibly develop a chronic condition.

Programs such as the Better Health Self Management Program, teach people ways to manage their condition

without it taking over their life. These programs run in Shepparton, Mooroopna and other smaller towns. Our Physiotherapist also manages individuals with particular needs. GVCHS also offers programs specifically for Indigenous Australians such as, "Road to Good Health." The program teaches people how to prevent the onset of Diabetes. The Cultural Gathering Kitchen teaches people how to budget, plan and cook healthy meals for their families.

Feedback from people completing these programs has included:

- An improvement in the understanding of their condition (for example knowing what makes their condition better or worse).
- A change in their current lifestyle choices (for example choosing healthier foods when shopping).
- A clear cut improvement in their health, wellbeing and quality of life (for example reduced waist measurement, weight loss and improved fitness).

Currently the Integrated Health Team is investigating what other health programs could be of benefit to our community.

If you are interested in finding out more about our chronic conditions programs please call GVCHS on 5823 3200.



Integrated Health Team: Anita, Anne, Sonia, Danae, Kaye, Sue, Katrina (Absent: Paul)



Engage and participate with consumers, carers and communities who underpin our core business

Partnerships and Networks

GVCHS is committed to affirm and promote partnerships, to develop strong and healthy communities. Staff from GVCHS are members of a number of networks and partnership groups, across our Hume Region and/or the State.

The outcome of belonging to many of these partnerships is that GVCHS is able to offer support and information to our partners and vice versa. By working together partners are able to plan and deliver projects that complement each others service delivery.

Partnerships and Networks

Some of the partnerships and networks that GVCHS has belonged to in 2010 are:

- Aboriginal Health Promotion and Chronic Care Partnership - with Rumbalara Aboriginal Cooperative
- Early Intervention into Chronic Conditions in Community Health – with GV Health, Goulburn Valley Division of General Practise (GVGPs) and Goulburn Valley Primary Care Partnership
- Gambler's Help Regional Consortia – service providers from across the region
- Goulburn Valley Primary Care Partnership – service providers from across the region
- Health Promotion Steering Committee – with GV Health
- Hume Regional Community Health Services – the four community health services in the Hume region
- Integrated Health Promotion Meetings – with Goulburn Valley Primary Care Partnership members
- Integrated Health, Hume Regional Allied Health Leaders – with Primary Health Services from across the region
- Hume Region Workforce and Skill Development Forum – to share training and professional development opportunities
- Hume Homelessness Council – with service providers from across the region
- Koori Court Users Network Meeting – with local service providers
- Moira Alcohol, Tobacco and Other Drug Committee – with service providers in Moira Shire
- Primary Care and Population Health – convened by GV Health
- Refugee Health – with Ethnic Council of Shepparton and District
- Regional Alcohol and Other Drug Strategic Plan Implementation Committee – with stakeholders from across the Hume Region



Engage and participate with consumers, carers and communities who underpin our core business

What GVCHS Does

Intake:

Initial point of contact for GVCHS programs

Aboriginal Health Promotion and Chronic Care Partnership (AHPACC):

Access, support and referral for Aboriginal Community members regarding health promotion and chronic conditions

Acquired Brain Injury (ABI):

Counselling, support and advocacy for persons who have an ABI resulting from alcohol or drug abuse

Alcohol, Tobacco and Other Drug (ATOD):

Alcohol and other drug counselling, information and support to users, family members and friends. Referral to withdrawal and rehabilitation programs. Court support is available at Cobram and Shepparton Magistrate's Court

Chronic Conditions Self Management (CCSM):

Health Coaching, individual support and group work for people with chronic conditions

CCSM Physiotherapy:

For people with chronic conditions that require physiotherapy

Dietitian:

Advice and support for nutritional content, weight loss, managing health conditions

Drink Drive Licence Restoration:

Assessments and Driver Education Course for drink drive and drug drive

Family Resource Worker:

Support advocacy and advice for parents recovering from misuse of alcohol and other drugs, including parenting support and return to education

Family Violence:

Support, counselling, advocacy and referral options for individuals and children affected by family violence

Family Violence (Indigenous):

Support, counselling, advocacy and referral options for Indigenous Australians affected by family violence

Financial Counselling:

Support, counselling and advocacy for anyone experiencing difficulties with their financial affairs

Gambler's Help:

Counselling for problem gambler's or those affected by someone else's gambling

Generalist Counselling:

Counselling for any issues affecting a person's life

Health Promotion:

Health Promotion activities and Quit Education for individuals and groups

Koori Drug Diversion Worker (KDDW):

Alcohol and other drug counselling for Indigenous Australians. Referral to withdrawal and rehabilitation programs

Mobile Drug Safety/Needle Syringe program:

Provision of clean injecting equipment and education – provides outreach service for syringe drop off and pick up. Also, Hepatitis C and all blood borne viruses counselling and support

Parent Education Service:

Preventative support and advice for parents or carers, through individual sessions or group work

Refugee Counsellor/Advocate:

Counselling, support and advocacy for recently arrived refugee families

Refugee Nurse:

Support and advocacy for refugee families

Women's Supported Accommodation (SAP):

Transitional housing, support and counselling for women and their children with alcohol and drug issues

Youth Drug and Alcohol Rural Outreach:

Counselling and support for 10-25 year-olds who have or have had illicit drug use. Outreach to Cobram, includes court support through the Youth Justice System

GROUP PROGRAMS

ABCD Parenting Young Adolescents:

For parents and carers of young people aged 11-14 years

Better Health Self Management (BHSM):

For individuals wanting to develop skills to better manage their chronic health conditions

Building Blocks of Life (BBOL):

Self-development program addressing self-esteem, assertiveness, conflict resolution, relaxation and financial management

Community Health Nurse:

Diabetes Support Group and diabetes education, asthma education, Cancer Support Group, general health education

Culture Gathering Kitchen:

Learning how to budget, prepare and cook healthy food

Positive Parenting:

For parents and carers of young people aged 0-10 years

Road to Good Health:

Diabetes prevention for Indigenous Australians



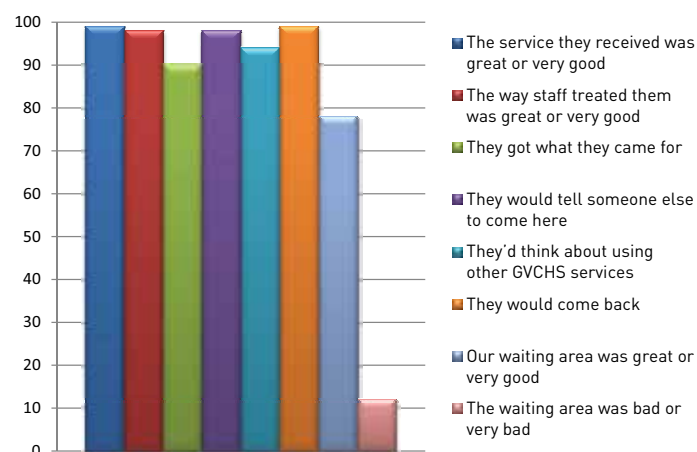
Engage and participate with consumers, carers and communities who underpin our core business

Consumer Satisfaction Survey

May 2010

In May 2010 GVCHS ran its annual Consumer Satisfaction Survey. For one week everyone that came in the door was asked if they could fill out a confidential survey, based on the service they received that day.

What you told us



When asked how could our service be improved some of the comments included:

- TV, radio and/or magazines in the waiting area
- By contacting clients at home (*to remind them of appointments*)
- Letting people know about the services (at GVCHS) and services in the area

What's next:

- The TV is on in Reception and we are working towards making sure the magazines are recent
- A plan to investigate and trial ways to send you appointment reminders; possibly by sending a text message to your mobile, is underway
- A new GVCHS brochure has been developed; one that will tell you what services GVCHS has and how to access them

GVCHS will run another survey in November to check on how you liked the changes that have been made.

If you'd like to tell us something before then we'd love to hear from you; every bit of feedback from you is a chance for us to improve.

For more information about how to have your say please tell your Program Worker or the Reception staff; or ask for a Have Your Say Form. You can also download the 'Have Your Say' Form from our web site www.gvchs.com.au

Engage and participate with consumers, carers and communities who underpin our core business

Youth Creative Design Competition

The Gambler's Help Team at Community Health recently ran their first Youth Creative Design Competition. The Youth Creative Design Competition was aimed at young people between 16 and 25 who live in the Greater Shepparton Area. Entrants had to design or create something that portrayed a responsible gambling message and could use any format they liked.

The competition was a great success with many fantastic entries in all media forms. The judging panel for the competition consisted of a Gambler's Help staff member, representatives from the Shepparton Adviser and Word and Mouth. The pieces were marked on their originality, presentation and the effectiveness of the message.



Stephanie Smith & Gambler's Help Worker Heather

The top three entrants attended an announcement ceremony where Stephanie Smith was awarded first prize. Stephanie designed an impressive and eye catching flyer with a clear responsible gambling message. The other two finalists, Tara McGrath and Calvin Leung also produced great pieces. Tara's poster is pictured here and Calvin's song can be listened to on our website www.gvchs.com.au Stephanie's winning entry is featured on the back cover of this report.



Runner up Tara McGrath's Poster



Engage and participate with consumers, carers and communities who underpin our core business

GV PASSPORT

Goulburn Valley Prevention Alcohol Substance Program of Reduced Risk Taking

The Mooroopna/Shepparton Secondary Schools, in conjunction with community organisations, developed a working party to co-ordinate an engaging program to provide young people in our community with the skills and knowledge to make educated decisions when faced with alcohol and other drugs. Goulburn Valley Prevention Alcohol Safety Substance Program Of Reduced Risk Taking (GV PASSPORT) is a harm minimisation program that is modelled on a successful program initiated by Ballarat City Council "Strengthening Generations" Department who, with a working party, developed a program called "SSMART ASSK". The GV PASSPORT program is an integral part of the compulsory drug education program delivered within all government secondary schools. Independent and Catholic Secondary Schools in Greater Shepparton have also committed themselves to this program.

In 2009, all secondary schools with a Year 9 level signed a Memorandum of Understanding that they would continue to support and participate in this program for the next three years from 2010 – 2012. A designated Co-ordinator within the Alcohol, Tobacco and other Drugs (ATOD) Team at GVCHS is assigned to oversee the logistics of the program. This program is supported by facilitators from GVCHS ATOD Team, Goulburn Valley Health's Primary Mental Health and Early Psychosis Teams, Ambulance Victoria, Victoria Police, Goulburn Valley Hotel and teachers from the various secondary schools.

The Department of Education and Early Childhood Development also provide a yearly Professional Development Day for teaching staff to update them on several key areas in drug education, focusing on program delivery required within the GV PASSPORT

framework that also fits within the required drug curriculum benchmark that schools need to meet annually. A Parent Information Session is also held once per year to enable parents the ability to discuss learned topics with their children, supported by the Department of Education and Early Childhood Development.

Students are taken through a structured program comprising of six learning activities that;

- Clearly identify the risks and harms of alcohol and other drugs on physical and mental health
- Provides students with knowledge and awareness of themselves as a decision maker
- Provides awareness of how young people can keep themselves and friends safe in a party/social environment
- Provides young people with the "know how" of what best to do when they or a friend have their drink spiked
- Provide the knowledge to young people if themselves or a friend has taken a substance that puts them at risk
- Enables first aid if a friend lapses into unconsciousness - knowledge of the recovery position and ringing emergency number 000

Following the delivery of the program, a series of short performances are delivered by school peers highlighting issues associated with behaviour involving alcohol and other drugs. Some informal question and answer time is also offered following the performances prior to student departure.



Engage and participate with consumers, carers and communities who underpin our core business

Building Blocks of Life

Goulburn Valley Community Health Service (GVCHS) offers a program called Building Blocks of Life. This program focuses on self development in a small group environment. The program takes place over six weeks, for two hours each week. In the last year the program was run ten times, in Shepparton, Mooroopna, Cobram and Yarrawonga.

The topics covered in the Building Blocks of Life program are: Self esteem, assertiveness, healthy relationships, good communication, conflict resolution, problem solving, positive thinking, budgeting, financial management, goal setting, nutrition, relaxation and stress management.

The goals of the group are for participants to improve their life skills and to create opportunities for them to interact with other people in the group. Feedback from group members has been very positive.

Over the next year groups will be run in Shepparton, Tatura, Yarrawonga and Nagambie.

Quotes from past participants:

"I learnt more about myself and how my thoughts are having such a huge impact on my day to day activities."

"I found all the topics relevant and helpful to me."

Engage and participate with consumers, carers and communities who underpin our core business

Grandparents Support Group

Some personal stories of grandparents:

"I was in no man's land! I was raising my grandson on my own with no friends my own age. They didn't have the problems I had, and were enjoying the freedom that comes with retirement. Younger parents would come up to me at the school gate asking for advice, not realising that what I really needed was mutual support and friendship."

"The reality for me of being a grandparent is sending Birthday and Christmas cards and gifts that may never be passed on to the children..., not being allowed to see or speak to my grandchildren... The children not knowing how much I love them and that I want to be part of their lives."

"Our daughter passed away and we are raising our granddaughter. She is very precious to us. We worry for her as she tries to come to terms with some of the difficult things that have happened in her short life."

"My grandchildren were placed in our care when their mother, my daughter, whose troubled adult life has included a series of unhealthy relationships, chronic drug addiction and mental health issues, crime and repeated imprisonment, was no longer able to care for them. They are beautiful young children and have brought a lot of joy into our lives. But whenever our daughter makes contact with them again their world and ours turns upside down."

In 2003, the GVCHS Parent Education Workers were approached by a grandparent regarding starting a support group for grandparents. This was the start of the Grandparent Support Group (GPSG).

The group meets once a month at the South Shepparton Community House. The group shares information and supports each other in an informal setting, has regular guest speakers and lobbies about issues facing grandparents. The Group is linked to Grandparents Victoria.

The GPSG meets on the second Thursday of the month (except January) at South Shepparton Community House. New members are welcome. For more information please contact the Parent Education Worker at GVCHS on 5823 3200.

Some comments from members about the group:

"I feel I have found a place where I can share what is happening for me and people understand where I am coming from."

"I felt so alone before, but now realise that there are others in similar positions."

"The group has at times challenged me, but it has also helped me to see that I needed to seek counseling support which I was able to access through the Community Health Service as well as my GP."

"A shoulder to cry on... someone to listen... we've formed friendships as a result."

"We have received enlightenment from professionals having input into the group, helping us to understand that it is not helpful to hold onto things and keep them bottled up."

"We often go out for lunch together after the meeting, an informal addition that allows us to just socialise and chat about life in general."



Grandparents Group: Members of the Grandparents Support Group with GVCHS Parent Education Service Worker Meredith

Quality

Concerns, Compliments and Complaints

At GVCHS our reason for being is to provide a service to the community. If there's something being done well we like to hear about it; so we can do more of it! If there's something that could be done better, we need to hear about that as well. We can't fix something if we don't know it's broken.

GVCHS has been working hard to get this right, for you.

Respect and Sensitivity

The first thing that needs to be said is that it's okay to complain. GVCHS sees complaints as an opportunity to improve.

Concerns or complaints are treated as strictly confidential. You can be assured that your identity will be protected.

Making a complaint will not affect your right to receive a service. No-one will be discriminated against or suffer any bad outcomes because they made a complaint.

So how do you make a complaint?

There are a number of ways you can make a complaint. You can:

- Speak to your Program Worker
- CALL IN and ask to speak to our Quality Improvement Co-ordinator or telephone on 58 233 200
- FILL OUT a *Have Your Say* form – just ask our Reception staff or your Program Worker for one
- DOWNLOAD the *Have Your Say* form from our web page www.gvchs.com.au

The *Have Your Say* form can be sealed to protect your information and then mailed (reply paid) or you can hand it in at Reception.

All complaints are treated with absolute confidentiality

GVCHS will respond to your complaint within 48 hours

GVCHS will make every effort to investigate and resolve your complaints within 10 working days

For more information about Concerns, Compliments and Complaints Management you can contact our Quality Improvement Co-ordinator on 5823 3200.



Quality Improvement Committee: Barb, Danae, Lou, Lachlan, Helen, Teagan, Anita (Absent: Hamish)

Maintain a culture of continuous quality improvement

Infection Control Project

Over the past five months GVCHS has been working on a project to reduce staff sick leave from colds and flu by *effective hand hygiene*.

What the research told us

Research told us that good hand hygiene was the single most important strategy to reduce health care associated infections.

“Effectiveness of Hand Hygiene against the “Flu” Virus.

Along with personal protective equipment, hand hygiene using either soap and water or an alcohol based hand rub can play a vital role in preventing the transmission of the influenza virus on the hands of healthcare workers.

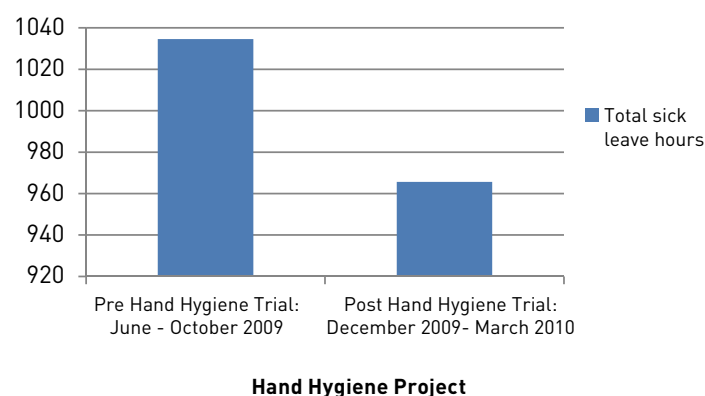
Keeping your hands clean can get missed for a number of reasons:

- Heavy workloads - the busier you are the less likely you are to wash your hands
- Time consuming - there just isn't enough time to wash your hands as often as you need
- Hands don't appear dirty - bugs are there even if you can't see them
- Problems with skin irritation – some people find that washing with soap and water causes dryness and skin irritation
- Sinks poorly located - if it's hard to get to a sink you are less likely to use it.

Staff have been trialling *hand de-sanitiser gels* to see if the amount of colds and flu staff had could be reduced.

Over the trial period of four months, sick leave at GVCHS decreased by 68.89 hours. This amount of time is significant for us.

As a result of this successful trial GVCHS will continue to supply hand de-sanitiser gels to staff, continuing to reduce the spread of colds and flu viruses.



Maintain a culture of continuous quality improvement

GVCHS Board of Directors' Clinical Governance Sub-committee

The Australian Council on Healthcare Standards (ACHS) defines clinical governance as *"The system by which the governing body, managers and clinicians share responsibility and are held accountable for patient care, minimizing risks to consumers and for continuously monitoring and improving the quality of clinical care"*.

Across the state community health services similar to GVCHS are working towards achieving good clinical governance and they do this in a variety of ways. At GVCHS a board sub-committee was formed to address a clinical governance framework.

The Clinical Governance Sub-committee started meeting March 2010. Membership is drawn from the

Board of Directors and from the GVCHS Leadership and Management Team. In the future consumer/ carer representatives will be recruited.

Board members have attended clinical governance training in order to lead the Board requirements and outcomes in clinical governance. Systems have been put in place to ensure capture of relevant clinical governance issues.

If you are interested in finding out more about joining our Clinical Governance Sub-committee please contact our Consumer Liaison Officer on 5823 3200.



**Board of Directors: (Back Row) Greg George, Menon Parameswaran, Don Kilgour, David Jones
(Front Row) Leanne Mulcahy, Barbara Brown (Chair) Gloria Kilmartn (Absent: Ms Rukhsana Ahmadi)**

Maintain a culture of continuous quality improvement

Occupational Health and Safety

The GVCHS Occupational Health and Safety (OH&S) Committee has worked over the past 12 months to ensure that clients, staff and visitors are safe while they are with us.

Some of the OH&S Committees' achievements during this time have been:

- Review of the Emergency Evacuation Procedure; resulting in a simplified procedure for the efficient evacuation of everyone from the premises, followed by staff practicing an emergency evacuation
- Installation of audible evacuation alarms throughout the premises
- Review of the manual handling practices of all staff; resulting in the purchase of a number of collapsible trollies for staff to transport resources
- Review of our Incident and Hazard Reporting Procedures
- Regular safety audits of our premises
- Review of our car parking arrangements; resulting in less congestion in the car park
- Creation of a new First Aid Officer position for GVCHS
- Providing recognised training to all our OH&S Committee members; resulting in a proactive, well trained team!



Occupational Health & Safety Committee: Debbie, Meredith, Barb, Paul, Danae, Ebony

Client Journey Procedure Manual

As part of our work on GVCHS' Procedure Manuals we have reviewed all the procedures that related to a client's journey with GVCHS. We mapped all the points along the route a typical client would take with us, from the first contact through to exit. Connecting all the dots gave us a great opportunity to see where

the journey was in danger of becoming bumpy. This mapping exercise gave us every opportunity to make the journey as smooth as possible. Having one streamlined procedure also means that every client's experience with GVCHS should be more consistent.

Future sustain ability of the service

Service Planning

Under the direction of newly appointed CEO Jill Hutchison, Goulburn Valley Community Health Service (GVCHS) has found a new enthusiasm for organisational growth and service planning.

Situated in Shepparton, GVCHS is placed well to respond to the service needs of such a diverse community. Almost all of the programs offered by GVCHS have the potential to grow and expand.

Recently, most of the service planning focus has been affected by bigger conversations had on a national scale regarding federal health reform. While the debate goes on about what the brave new world of health provision will look like, it has been a priority of the Leadership and Management Team to ensure that constant attention is paid to how the service continues to identify and meet the needs of the communities it services.

This organisation is working in close co-operation with other agencies to identify ways in meeting the new frontier of health reform.

GVCHS recently conducted a service planning process and identified service expansion and new service growth requirements, to meet the community needs

During this process GVCHS used the Goulburn Valley Primary Care Partnerships (GVPCP) Community Profile as a basis for understanding the current and future needs of its clients and their communities. GVCHS also works closely with GVPCP in many other ways to ensure that the programs currently being delivered are informing and being informed by GVPCP member organisations.

One of the recent changes has been to the management structure itself. All three of the clinical service provision teams now have Co-ordinators as their direct line management. These three Co-ordinators answer to the Manager of Health, Families & Counselling. This structural change has long been seen as the missing link to providing consistent and quality line management for our front line workers.



Leadership and Management Team: Tina Irvine, Barb Crawford, Kim Scott, Hamish Fletcher, Jill Hutchison (CEO), Katrina Poppa, Lynne MacDougall, Trudie Reister



Know and understand our community and their unique needs

Goulburn Valley Community Health Service is a Family Sensitive Practice

The Bouverie Centre commenced an innovative project to support the Alcohol and Other Drug (AOD) sector to implement purposeful family inclusive practices, as part of a three-year Department of Human Services funded strategy for workforce development.

Twenty-five AOD organisations, across rural and metropolitan Victoria, have joined the project since February 2009, to become 'Beacon' sites, and are being supported with a comprehensive package of staff training, as well as clinical and implementation support that is provided through a co-operative inquiry group process. Training sessions are developed in response to issues raised by Program Workers in the field.

Goulburn Valley Community Health Services (GVCHS) became one of the Beacon sites for this project, and members of the Alcohol, Tobacco and other Drugs (ATOD) team completed the initial training and returned to Shepparton with the confidence to begin Family Sensitive Practice.

Within the first week counsellors were seeing their first family clients and it has now become normal practice for this service to be offered.

Of the Family Sensitive meetings held, the team report back that counsellors have had great results for our primary clients.

There are seven basic elements to Family Sensitive Practice:

Family and System inclusive

By involving as many relevant family members as practicable, this can be arranged with some prior planning and helps the clients to be able to address many issues that they would otherwise not feel comfortable with. It also allows the family members to understand the treatment underway.

Respect

All family members are treated respectfully, i.e. acknowledging and valuing family members' humanity, time, personal sense of agency, expertise and priorities as well as their particular cultural values and mores relating to gender, socioeconomic or specific ethnic issues.

Openness and Honesty

All dealings with families are as direct, open and honest (transparent) as is practicable, acknowledging that confidentiality, privacy, duty of care and broader protective issues may be particular obstacles to implementing this principle from time to time.

Information is provided in a clear and detailed way to families regarding the nature of the service, options, consent needed and any likely consequences or limitations of the service.

Collaboration

A sense of partnership with families is developed using an agreed to agenda and an open democratic approach as much as possible.

Empowerment

The clinical relationship aims to promote all family members' personal sense of involvement with GVCHS, their decision making and choice in keeping with their developmental, physical and intellectual competencies. This intention incorporates the responsibilities family members have as: children, siblings, parents or care givers.

Understanding Subjective Experiences

Program Workers need to be able to understand and accept families' subjective experience of being referred to or receiving clinical services. These experiences may sometimes be traumatic. Some social and also some personal responses associated with attending services are stigmatising, shameful and blaming.

Family Sensitive Practice is working well at GVCHS and with more of the agency's teams now becoming included; the practice is becoming agency wide.

Family Sensitive Practice in Gamblers Help

The Gambler's Help team is undertaking training to enhance the capacity of the counsellors to work with the families of our clients. GVCHS believes that providing the client opportunities to involve significant people in their treatment can generate better outcomes for the client.

These outcomes can include better communication, decreased isolation and greater support for clients.

Including family members in treatment also means that the members feel involved and better informed about what is going on.

The Family Sensitive Practice training is being delivered by the Bouverie Centre, Victoria's Family Institute, and is a partnership with two other Community Health centres - Mitchell (Broadford) and Gateway (Wodonga). This training is a pilot- the first time this has been delivered to Gambler's Help services anywhere in the state.

What does this mean for the client?

The Gamblers Help counsellors will talk to clients about including their family members in sessions and why this might be worthwhile.

Inviting family members to counselling sessions is only ever done with the client's permission.

By offering a family sensitive approach, GVCHS aims to provide the best possible service to our clients and to ensure where possible all their needs are met.



Counselling Team: Juliette, Lachlan, Meredith, Gerard, Jan, Peter, Jill, John, Heather, Mark, Kim and (Front) Kasey

Intake Program

The Intake Program was introduced to Goulburn Valley Community Health Service (GVCHS) in 2008. Since that time access to services and programs has been easier and smoother for clients and consumers.

It has been our experience, that when someone approaches us for support they are usually dealing with more than one issue; realising it's often hard to identify which of these issues are impacting the most and what service is the most appropriate.

The Intake Worker works with our consumers to identify their most pressing issue by completing an Initial Needs Identification (INI). The Intake Worker can then ensure that the client receives the most appropriate service to help with their needs.

How does it work?

When you contact GVCHS the reception staff will make an appointment for you to speak to the Intake Worker.

The Intake Worker will then call you at your scheduled appointment time to complete the INI and discuss what service would best support the needs identified by you.

As well as helping you identify your needs the Intake Worker will go through some basic information needed to make a referral to an appropriate service, such as your contact details, date of birth and any other relevant information. Collecting this information now will allow you more time to speak to your program worker about more pressing issues.

Once the INI is completed you will then be referred to a Program Worker who will contact you to organise an appointment time.

If it is identified that our organisation cannot provide you with the assistance you require, then the Intake Worker will discuss options of making a referral to another agency best suited to helping you with your current situation.

A snapshot of the statistics:

Table 1 compares the total number of INI's in 2008/2009 to those delivered in 2009/2010. These figures show the growing numbers of clients passing through Intake.

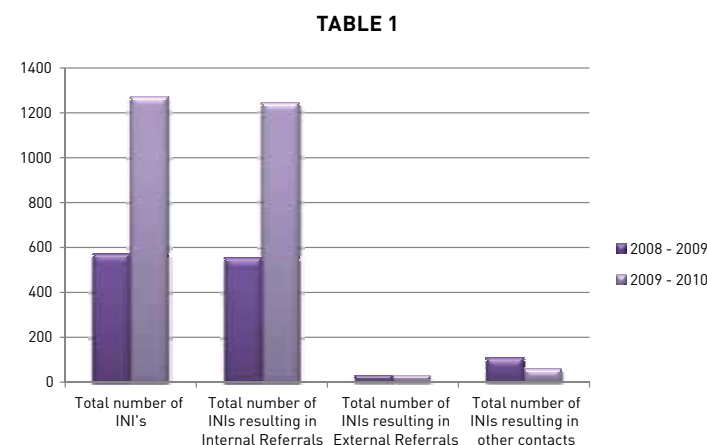
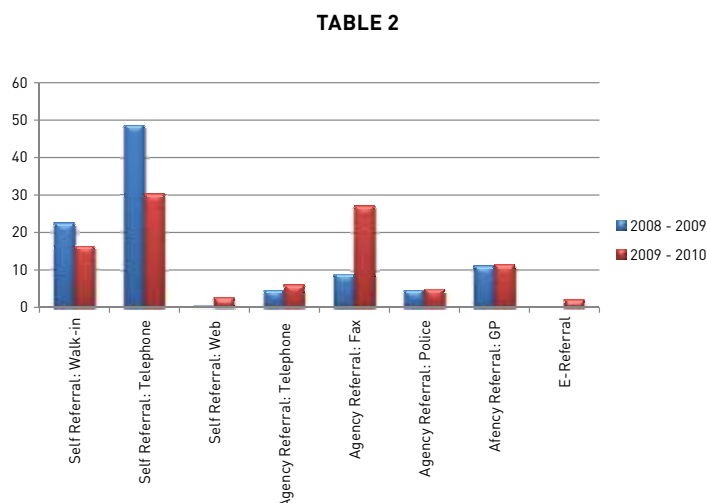


Table 2 compares the referral sources of those INI's. This shows us that most of our referrals are self-referrals, most often by telephoning or *just dropping in*.





How are we tracking?

At GVCHS we strive to maintain a culture of continuous quality improvement. In 2010 an opportunity was created to evaluate our Intake Program, to look at how the Program was functioning and what progress it had made. This also created an opportunity to identify any areas that needed improvement.

The evaluation found that over the past three years the Intake Program has been a resounding success for both consumers and GVCHS staff. Prior to the Program's development there were a number of different access doors into GVCHS, which created confusion for customers and other health professionals.

The results so far have shown that the introduction of the Intake Program has provided a more streamlined service for clients, staff and other health professionals. The Intake Program has also resulted in a reduced waiting time for services and a reduction in inappropriate referrals.

Looking Forward:

During the evaluation it was identified that some areas of GVCHS could help strengthen our Intake Program and these will be addressed in 2011.

Some of the improvements that were identified included:

- An investigation into more specialised screening tools that can be used during the Intake process and
- Strengthening our systems to ensure clients are being referred to any secondary programs that have been identified during the Intake process once the clients' most pressing issue has been addressed.

Know and understand our community and their unique needs

Community Languages and Translated Resources

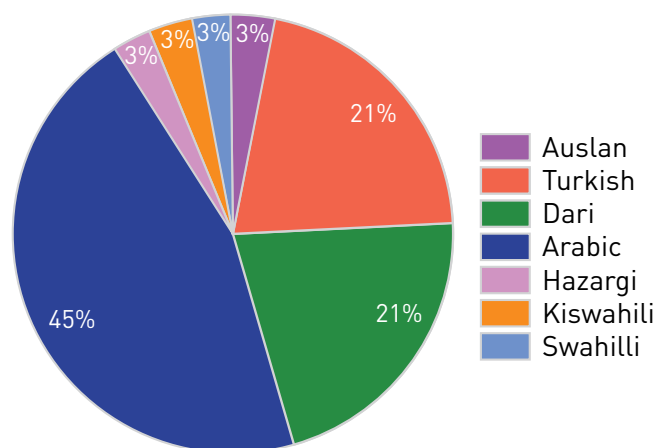
Regular review of GVCHS policies and procedures identified the need to improve the way in which our clients were provided with information, particularly in relation to their privacy, rights and confidentiality.

The Privacy, Rights and Confidentiality Brochure was reviewed. It was recognised that the brochure was only available in English. To obtain true informed consent from clients in Culturally and Linguistically Diverse (CALD) communities the brochure was translated into other languages.

An audit was conducted of our use of interpreters and developed a profile of CALD groups accessing GVCHS' services. This showed that the three main languages spoken by our clients other than English are Turkish, Arabic and Dari.

Our accredited translation service, has translated the brochures into these three languages and they

are now available for use. Other brochures including program information will be translated over the coming months.



GVCHS Interpreter Usage by Community Languages (2009/2010)



Cultural Diversity Committee: Barb, Katrina, Lachlan, Lou, Kaye, Anne, Ebony (Absent: Hamish, Raylee)



Purpose

To work with our community to provide primary health care services that strengthen the ability of individuals and families to make lifestyle choices that will improve health and well being.

Vision

To be recognised for our commitment to excellence through innovation and partnerships which provide a catalyst for positive change, building strong and healthy communities through a holistic approach.

STRATEGIC THEMES 2009/2012

<p><i>Create the best inclusive environment for attracting, recruiting and retaining a vibrant workforce</i></p> <ul style="list-style-type: none">• Ensure evidence based best practice and seek innovative solutions	<p><i>Affirm and promote partnerships to develop strong and healthy communities</i></p> <ul style="list-style-type: none">• Strategic partnerships at a governance level• Developing principles for partnerships	<p><i>Engage and participate with consumers, carers and communities who underpin our core business</i></p> <ul style="list-style-type: none">• Ensure quality representation at every level of the organisation
<p><i>Maintain a culture of continuous quality improvement</i></p> <ul style="list-style-type: none">• Risk and clinical governance management framework implemented within the organisation• Ensuring an independent guarantee of quality service	<p><i>Future sustainability of the service</i></p> <ul style="list-style-type: none">• Be an organisation of choice with our funding bodies• Identify alternative funding sources	<p><i>Know and understand our community and their unique needs</i></p> <ul style="list-style-type: none">• Services are shaped around health needs and reflect the social determinants of individuals, their families and the community

LAY YOUR CARDS ON THE TABLE

See what you're **really** gambling with



Gambling Awareness Week
17th - 23rd May 2010

For more information about responsible gambling visit
www.gvchs.com.au or www.problemgambling.vic.gov.au

Gambler's Help
1800 858 858