



Quality of Care Report 2014

2015 Calendar



CEO's Message

In 2013 /14, we have made our Quality of Care Report different. We wanted to simplify it; to make it easier to read and understand, and to make it convenient for you to refer to, over and over again.

This is an approach we are adopting across our health service.

We are making services more accessible, ensuring you are comfortable with the services you are using, and making it convenient to use, over and over again.

The articles we have chosen for this calendar highlight some of Latrobe Community Health Service's achievements over the year, in line with our vision of 'Better health, Better lifestyles, Stronger communities'.

We hope you enjoy reading our clients' stories and updates of ongoing programs and services. We are also pleased to report statistics of how key performance indicators have been met, and how we will use them to make further improvements.

Latrobe Community Health Service (LCHS) continues to lead the way in improving the health of residents of Gippsland and beyond.

We thank everyone who has supported us along the way, including our staff, clients and broader community.

We look forward to another exciting year ahead with you – our valued clients.

Ben Leigh

Chief Executive Officer

About Us

LCHS is a major provider of health and support services in Gippsland and regional Victoria. We are a not-for-profit organisation and one of the largest incorporated community health services in Victoria.

We have distributed this report across Gippsland to ensure we reach as much of the community as possible:

- copies are available at every LCHS site and we have also mailed copies to our members and key stakeholders.
- an electronic copy of the report has been uploaded to our website – www.lchs.com.au
- a full-page summary of this report has been placed in local newspapers.
- copies have been sent to public libraries across the region.

To ensure this report continues to be relevant to you, we would appreciate it if you could complete the perforated evaluation form at the back of this report. Alternatively, you can contact our Quality staff on 1800 242 696.



Overview of Report

All health providers in Victoria produce a Quality of Care Report. The report showcases examples of how we listened to our clients and improved our performance. Each story provides insight into one of the following areas:

Consumer, carer and community participation - how have we listened to our clients, and worked to incorporate their feedback into our work?

Koorie engagement - what have we done to ensure we are reaching out to the members of our Indigenous community?

Quality and safety – what have we done to:

- prevent and control healthcare associated infections
- ensure medication is stored and administered in a safe way
- prevent falls and harm from falls
- track and minimise unplanned return visits to the dentist

Applied research projects - what research are we doing, and how could it help our clients?

Diversity - how are we working to include people, regardless of age, race, gender, disability or sexual orientation?

Continuity of care - how are we working across health, from prevention to treatment, through to full recovery?

Chronic and complex conditions - how are we helping people with multiple longstanding health issues?

Health promotion - how are we educating the community on their health, so that they stay healthy for longer?

Community Participation

'Doing it with us, not for us'

LCHS staff and clients evaluated the Victorian Department of Health's 'Doing it with us, not for us' approach.

The Department of Health was interested to hear how we used the policy. The clients provided positive feedback on how our staff ensured the client was the centre of planning and service delivery. The clients stated that they were fully informed and no decision was made without their involvement.

LCHS is implementing and embedding the *'Doing it with us, not for us'* policy in all aspects of service delivery. Examples of this are:

- plans in Easy English
- disability action plan
- client participation in design of services
- client participation in program evaluation.

New technology reconnects a client to her community

Sheila lives in a small country town in Gippsland and throughout her life she has had strong connections within her local community and has been an active participant in local network meetings, taking minutes and typing these up for the community.

One of her passions was working with the Sister Cities Committee and the Shakespeare Festival; however, it became difficult for Sheila to attend the meetings as she was requiring oxygen therapy 24 hours a day.

Sheila was also having difficulties because of arthritis in her fingers. To enable Sheila to stay connected to her community, LCHS provided assistance with purchasing a new tablet so she could Skype into the meetings and continue to do the meeting minutes.



Sheila, LCHS client

Community Participation

Carer events

I cared for my husband for four years after he was diagnosed with Dementia. The job of caring is a huge responsibility. As time went by it became more difficult, so when LCHS contacted me I felt hesitant. I didn't want strangers involved in our lives; you feel vulnerable and defenceless. When you are in a caring role, your focus is on the person you are caring for. You put your own needs aside.

With some hesitation I accepted assistance from LCHS in the form of respite, outings, getting together with other carers, courses and information. It was the best thing that I could have done. I was able to attend some functions on my own and some with my husband. There were day outings which involved sharing a meal with others in similar situations.

When my caring role finished I felt I wanted to 'give back' some of the support that LCHS had given me, so I decided to become a volunteer. I am able to attend outings and talk with carers about their roles and how best to care for themselves while caring for their loved ones. It has been a privilege to hear carers sharing their stories in a relaxed setting with other like-minded carers. Being involved with the volunteer program has been a rewarding and valuable experience.

Marion (LCHS Carer Programs Volunteer)

Marion, LCHS Volunteer

January 2015

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			New Year's Day			
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
Australia Day		Term 1 commences (teachers start)				
26	27	28	29	30	31	1

Healthy tip - Stay safe in the sun
Protect your skin with sunscreen, hats, sunglasses and protective clothing.



Community Participation

Disability Services

In 2013, Disability Services undertook an independent review. It recommended the need for better involvement of customers as 'customer satisfaction surveys' were completed for only some programs within Disability Services.

Disability Services has embraced the disability rights slogan of 'nothing about us, without us' to work with and consult customers regarding the services and support they receive affecting their lives.

Surveys

In May 2014 Disability Services sent 500 surveys to customers seeking feedback and ideas on a range of topics related to Disability Services.

The response was valuable and customer surveys will now be sent out six-monthly to assist with Disability Services' decision making.

Focus Group

To further engage customers and offer an opportunity for more choice and control over their lives, in June 2014 Disability Services launched the Consumer Feedback Group. People with disabilities and carers were asked to:

- describe what a good life looks like to them
- identify any barriers they encounter to achieving a good life
- identify how LCHS Disability Services can assist them to live a good life.



Participants at the consumer feedback group

February 2015

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
26	27	28	29	30	31	1
	World Cancer Day					
2	3	4	5	6	7	8
9	10	11	12	13	International Congenital Heart Disease Awareness Day 14	15
Australia's Healthy Weight Week		International Asperger's Day				
16	17	18	19	20	21	22
	Teal Ribbon Day					
23	24	25	26	27	28	1

Healthy tip - Keep active!
Try to get 30 minutes of exercise each day.

This month is International Congenital Heart Disease Awareness Month / 16th - 22nd is Australia's Healthy Weight Week



Koorie Engagement

How Disability Services helped me

For many years I have struggled as an Indigenous mum with multiple disabled children, living within our large family here in East Gippsland, our Gunaí Kurnai country. Most of my children are diagnosed with Global Delay, ADHD, slight Autism and learning behaviours.

I had become concerned as to how my husband and I were going to cope as the children were getting older. Some days it was a struggle for me and my children as it depended on which child's disability needed my full attention. It would take me away from doing things with my other children and my husband was very ill so our eldest daughter had to step up and help with the other children.

We were unaware that there was Disability Services available to assist us with support for our five children. We found out through our LCHS Koorie Liaison Officer (KLO) Noelleen Baxter and Disability Worker that we could get help and assistance with a disability package.

Since that day I haven't looked back. The LCHS disability planner and our case manager look after all five children's needs. I now get respite for myself, my husband and my eldest daughter. All five of our children have packages and they are all participating in sport programs after school and on the weekends. They also have mentors for respite that they all love and who assist them with reading and writing. They are very understanding, culturally minded and encourage me to be open with them with the kids' planning. Our KLO was with us through all meetings encouraging us to talk and guide us when we didn't understand some things.

My eldest daughter is now a young carer and enjoying outings with other young carers involved within LCHS.

The encouraging words and support provided by my KLO helped me to build my confidence and self-esteem. My husband is now accessing LCHS services due to his health condition. I have done my Personal Trainers Degree and now run a personal training class for women at the local gym and am employed part time there.

Mary*, LCHS Client

** not her real name.*

March 2015

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
23	24	25	26	27	28	1
2	3	4	5	Lymphoedema Awareness Day	6	7
Labour Day						8
9	10	11	12	13	14	15
16	17	18	19	20	Harmony Day	21
Arthritis Awareness Week			Purple Day for Epilepsy		Term 1 ends	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Healthy tip - Eat breakfast
Breakfast gives you the energy you need for your day and improves your performance and concentration.

This month is National Epilepsy Awareness Month / 23rd - 29th is Arthritis Awareness Week



Koorie Engagement

Koorie Sports Carnival

The Drug Treatment Services team and Primary Intervention staff helped with the Annual Gippsland Koorie Football and Netball Carnival. Budjeri Napan Association coordinated this event and LCHS, Latrobe City Council, Gippsland Medicare Local, Department of Human Services, Gippsland and East Gippsland Aboriginal Co-operative, Department of Sport and Recreation Victoria, AFL Victoria and Netball Victoria, volunteers and the Gippsland Aboriginal community supported it.

The carnival promoted healthy lifestyle activities emphasising physical activity, good nutrition, good relationships between services and culture celebration.

Activities encouraged Koorie people to:

- participate in local sporting clubs
- identify local talent
- open pathways to future sporting opportunities.

LCHS provided health screening on the day enabling on-the-spot health advice with referrals to health services.

Staff also volunteered as umpires for numerous netball and football matches and learnt a lot about Koorie culture.



Participants in the Koorie Football and Netball carnival

April 2015

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				Good Friday	Easter Saturday	Easter Sunday
30	31	1	2	3	4	5
Easter Monday	World Health Day				World Parkinson's Day	
6	7	8	9	10	11	12
Term 2 commences						
13	14	15	16	17	18	19
					ANZAC Day	
20	21	22	23	24	25	26
27	28	29	30	1	2	3

Healthy tip - Don't over indulge
Easter eggs are a delicious treat but make sure to enjoy in moderation



Our Wonderful Volunteers



Volunteer of the Year Gwenda Martyn with LCHS CEO Ben Leigh and Board Chairperson John Guy



Volunteers enjoying National Volunteer Week celebrations

LCHS is fortunate to have over 200 extraordinary volunteers who donate their time and talents to support LCHS services. The invaluable support provided by our trained volunteers has a significant and positive impact on clients' quality of life and provides valuable program support.

Long-time administration volunteer Gwenda Martyn was named the 2014 LCHS Volunteer of the Year.

Congratulations to the following volunteers on being nominated for the 2014 LCHS Volunteer of the Year:

- Michael Lancaster
- Charles D'Costa
- Dianne Watson
- Gwenda Martyn
- Marlene Quennell

Congratulations to the following volunteers who were also recognised for their years of service:

- 35 years June Gilfillan
- 35 years Marianne Franssen
- 35 years Judith Van Maurik
- 25 years Wendy Steenbergen
- 10 years Carmen Bowler
- 10 years Wally Weston
- 10 years Joseph Kus
- 5 years Alan Dingwall
- 5 years Michael Lancaster

May 2015

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
27	28	29	30	1	2	3
4	5	6	7	8	9	10
National Volunteer Week 11	12	13	14	15	16	World Hypertension Day 17
18	19	20	21	22	23	24
25	26	27	28	29	30	World No Tobacco Day 31

Healthy tip - Have you had your vaccinations?
 LCHS provide flu vaccinations - Get yours before the winter months hit. Call 1800 242 696

11th - 17th is National Volunteer Week



Complaints & Compliments

Complaints

Complaints provide us with an opportunity to improve our services to you. We take all complaints seriously and thoroughly investigate them. Outcomes and improvements are reported back to relevant parties through a letter, email or telephone call.

Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14
9	7	6	9	3	6	4	8	14	7	7	6

This year we received 86 complaints; most relating to access to our services (31%), our facilities (28%), services provided (22%), communication not working as it should (16%).

Complaints are dealt with and resolved within 28 days, with an acknowledgement letter sent and contact being maintained with the person throughout the entire process.

Compliments

We value compliments as they provide our staff with recognition and appreciation for the hours they devote to helping the community. Over the past year, we received 153 compliments mostly relating to the valuable service we offer, or to our staff for the way they look after you.

Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14
5	17	25	13	14	11	10	12	4	10	18	14

There were three main areas; LCHS staff providing excellent service (43%), ease of access to programs (28%), range of services (20%).



Quality & Safety



Safety of dangerous medications in the home

Nursing staff raised concerns regarding the security of dangerous drugs of addiction in palliative care clients' homes where families or clients have identified carers or family members as suspected drug users. LCHS developed a procedure with local pharmacies to ensure clients had access to prescribed medication stored securely for their use.

This involved:

- free daily delivery of medications resulting in less medications held in the home
- combination locked medication boxes.

These strategies go some way to ensuring the safety of those with addiction issues and maintaining appropriate levels of medications for clients.

Infection control

The sterilisation department was reviewed to ensure it could handle the increased needs of our GP, Dental and Allied Health services.

Our ability to sterilise equipment onsite ensures the quick processing of instruments using state of the art sterilisers. This avoids the need to transport equipment offsite for processing, which is more expensive and creates longer turnaround times. This in turn means a larger number of instruments are needed.

While the requirement to process many instruments differently has proven challenging, the staff have embraced this and offer an efficient and high quality service. In addition, the collaboration among programs has helped build relationships between the teams.



Quality & Safety

Dental clinical indicators

We have met all Quality of Care indicators set by Dental Health Service Victoria that are measured against State averages over the last year.

These include:

1. Restorative retreatment within six months for adults
2. Restorative retreatment within six months for children
3. Unplanned return within seven days following routine extraction of tooth
4. Unplanned return within seven days following surgical extraction of tooth
5. Extraction of teeth within 12 months of endodontic treatment
6. Denture remakes within 12 months
7. Fissure seal retreatment within two years for children

We have also reduced waiting lists for treatment in the public dental sector; from over two years to less than three months for general dental care and from over four years to less than 18 months for non-priority dentures.



Quality & Safety

Preventing falls

Within the Planned Activity Groups (PAG) program some clients experience minor falls. Respite Services partnered with the Primary Health team to trial a program in which physiotherapy and occupational therapy students attended the PAG program and supported clients to improve their mobility.

The students:

- offered information on using mobility devices
- assessed mobility aides for the correct height, wear and tear and suitability for clients
- offered useful tips on preventing and reducing the risk of falls
- supported clients to improve their gait while walking
- supported staff to continue these interventions within the program.

This program was a great success with no client falls being recorded this year. Our clients got better at using their mobility aides, learned new information and improved their walking.

We hope to continue this in future PAGs.

Diversity

GLBTI training

LCHS staff participated in Gay, Lesbian, Bisexual, Transgendered and Intersex (GLBTI) education in February 2014.

During the session, staff:

- learned what GLBTI means
- learned what State and Commonwealth policies affect the GLBTI community
- explored the different attitudes towards the GLBTI community.

We also have two Aged Care Assessment Service (ACAS) staff participating in an ACAS specific 'train the trainer' session. The aim of the training is to promote the five key principles outlined in the National GLBTI ageing and aged care strategy.

Research at LCHS

Research at LCHS is now part of our culture. There are 14 external research projects underway, with some complete and being implemented, such as the Caregiver research, with several research projects at introductory stages. All research is monitored by the Research Committee and requires ethics approval as well as LCHS Executive approval.

In addition, there are four internal research projects:

- Pit stop-Men's Health
- Survey of people with Diabetes for LCHS
- Equal access to gambling support services
- Rural Support Issues for Young Adults with Type1 Diabetes.

These research topics contribute to building an evidence base we can use to improve the quality of care in community health.



ACAS staff member Jacqui Francis-Kelly



ACAS staff member Rachelle McKay

June 2015

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7
Queen's Birthday						
8	9	10	11	12	13	14
Men's Health Week						
15	16	17	18	19	20	21
Term 2 ends						
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Healthy tip - Make sure you get your sleep!
Getting enough sleep means you can function better throughout the day.

15th - 21st is Men's Health Week



Diversity

8 Things You Need to Know About Dementia

The successful Living Well Forums presented for Culturally and Linguistically Diverse (CALD) Communities from 2010 to 2013 indicated that further dementia education was required. It is often more difficult for these communities to acknowledge and understand dementia, and to seek and accept services.

We met with key CALD community leaders to identify what would be of interest and value to their community.

As a result of this input, on 25 June 2013, LCHS presented a dementia education day for the CALD community in Morwell.

Alzheimer's Australia presented '8 Things You Need to Know About Dementia', which was specifically developed for those from a CALD background. Other relevant providers also explained the service options they could provide.

Due to an overwhelming response from CALD groups to the event, a second day was held on 30 July with 60 people from Maltese, Polish and Filipino groups. We provided transport for those who would not have been able to attend otherwise. Interpreters were offered to each group and a culturally diverse lunch was provided at each event, which was very well received. Attendees provided excellent feedback on the day.

July 2015

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
29	30	1	2	3	4	5
6	7	8	9	10	11	12
Term 3 commences						
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Healthy Tip - Get your eyes checked this JuleYE
75% of vision loss is preventable or treatable if detected early enough.

This month is JuleYE - Eye Health Awareness Month



Diversity

Teaching computer skills to the Sudanese community

Through consultation with the Sudanese community we identified there is a basic computer skills shortage. To meet this need, we secured funding from the State Library and delivered computer training for the Sudanese community.

We wanted a Sudanese teacher so we recruited a local member of the Sudanese community and provided training and support for him to deliver these classes to the community.

This proved to be an enormous success, with over 20 people attending the program weekly.

People in the program learned basic computing skills such as general operation, password setting, using and searching the internet, using a mouse and keyboard and opening and playing a DVD. Many people wanted to practice the test that requires a pass to gain Australian citizenship.

A key message of the program was that computer literacy assists with job seeking and securing employment.

LCCHS donated twenty computers to participants of the program so they can continue learning in their own home.

One great achievement was that eight of the ten participants successfully took the Australian Citizenship test; a wonderful outcome with real gains for the community.



Participant from the Computer Class

August 2015

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
				Daffodil Day		
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Healthy Tip - Scrub up!
Frequent hand washing is one of the best ways to avoid getting sick as it stops germs spreading



Diversity



LCHS Refugee Health Nurse Wendy Ruddell and client

Refugee Health

The LCHS Refugee Health Nurse Program aims to support refugee clients in the Latrobe Valley by developing and promoting community connections. A range of partnerships and activities have been established throughout the year building positive community relationships for successful settlement. Connections within the community include:

- St Kieran's Primary School, Moe – Health session, Healthy Eating
- Federation University / Latrobe Regional Hospital –Nursing student led health assessment clinics
- Department of Education and Early Childhood Education, 'Supporting Refugee Clients' Education.

September 2015

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

Term 3 ends

Healthy tip - Get involved!
Check out local sports and activities in your area and have fun while staying active.

This month is Blue September



Chronic & Complex Conditions

Health checks in Community Planned Activity Groups

A District Nurse provided health checks to four PAGs around the Latrobe region. She checked blood pressure, blood glucose levels, cholesterol levels, diet and general health and wellbeing.

These health assessments provided participants with the opportunity for regular health checks and linked clients with a wide range of health professionals through interagency referrals. Health assessments often find ongoing issues related to previously diagnosed conditions requiring better management or re-evaluation. Strategies could include increasing client knowledge or establishing strategies for a better management plan. In return, each client had:

- the opportunity to gain a better understanding of their health care needs
- increased access to health care professionals
- an overall goal to improve their health outcomes.



October 2015

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
28	29	30	International Day of Older Persons 1	2	3	4
Term 4 commences						
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

Healthy tip - Eat your fruit and vegies!
Adults need to eat at least 2 serves of fruit and 5 serves of vegetables each day.

This month is Polio Awareness Month



Continuity of Care

Children's Services

The Children's Service established at the end of 2012 took their first clients in February 2013. The service provides assistance to families with children less than seven years of age who are experiencing mild to moderate difficulties in one or more developmental milestones including communication, social/emotional development, sensory processing or gross motor skills. The team includes an Occupational Therapist, a Physiotherapist, two Speech Pathologists and Allied Health Assistants.

In the first 10 months of operation, 184 families accessed the service. The team also provided screening sessions for a kindergarten each term. Of the children accessing our group interventions, 78% were male with the largest group being in the 3-4 year old category.

The service has further expanded in early 2014 to have 10 groups operating in one term with nearly 50 families across the Latrobe Valley. The screening sessions held at the kindergartens have been beneficial in increasing the capacity of teachers and parents to manage any identified issues.

An additional benefit to the community is that the Allied Health Clinicians across the Latrobe region working with children have established linkages to ensure that all service providers work together to ensure the families of the Latrobe region are well supported.



Sarah Hagley, Physiotherapist, with clients

November 2015

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
26	27	28	29	30	31	1
Melbourne Cup Day						
2	3	4	5	6	7	8
Remembrance Day						
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Healthy tip - Remember to drink lots of water
Especially coming into the warmer months, try to drink at least eight glasses of water each day



Health Promotion

Jamie's Ministry of Food

September 2013 saw Jamie's Ministry of Food Mobile Kitchen set up in Traralgon, as part of the Healthy Together Latrobe initiative. Approximately 500 participants and 47 volunteers participated in the cooking classes over 10 weeks.

During the 10 week term, Health Promotion staff ran a number of food related activities to engage local food system stakeholders. This included:

- 'Open Gardens October' where six schools opened their vegie patch to the community for a day
- A scarecrow making competition involving 370 pupils from the local schools and childcare services. Over 2000 votes were cast through Facebook.

During these activities some people decided to form a community garden network in Latrobe.

The local Community Kitchens also opened their doors to the public, providing an opportunity for the Jamie's Ministry of Food participants to join an ongoing local group once the Mobile Kitchen left town.

We held a Community Kitchen information forum with new Community Kitchens planned in 2014.



Sharon Gibson, Emma Hannah and John Guy in mobile kitchen



Jamie's Ministry of Food Traralgon

December 2015

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday		
30	1	2	International Day of People with Disability	3	4	5	6	
7	8	9	10	11	12	13		
14	15	16	17	Term 4 ends	18	19	20	
21	22	23	24	Christmas Day	Boxing Day	25	26	27
28	29	30	31	1	2	3		

Healthy tip - Enjoy the festive season!
 LCHS wishes you a very merry Christmas and a safe and Happy New Year!



Staff Profiles



Dr Asad Khan

Primary Health staff profile

Dr Khan is one of our General Practitioners and has been working at LCHS for almost two years.

Dr Khan says LCHS was the right choice for him as he was looking for an integrated primary health clinic which cared for patients.

"Here, the medical team is in a joint venture with allied health and other community staff to work together to care for patients and the community." he says.

Dr Khan enjoys being able to inspire hope and contribute to health and wellbeing by providing the best care to every patient.



Mary Salce

Community Support staff profile

Mary is a Financial Counsellor at LCHS and works within the Counselling Services team.

She has been with the organisation for over two years and really enjoys working with a great team of people.

Mary chose to work at LCHS as she wanted to care for clients and fellow workers.



Denise Bromiley

Assessment, Aged & Disability Services staff profile

Denise's role at LCHS is Manager Disability Services. Denise has been with the organisation for 29 years.

She spent 24 years working within the Aged Care Assessment Service and has been in her management role for 12 months.

"I really like what I do and I really enjoy the opportunity to do something and work with a program that makes a difference in someone's life." she says.

Denise says she continues to work at LCHS because of the opportunity to work with such a great team, both at program and management level.

"I feel really lucky that I am able to get up and go to a job each day that I genuinely love."

Have Your Say!

We want to ensure that our Quality of Care Report remains relevant to you. We would appreciate it if you could fill out this evaluation form. You can find details on how to return this form below.

Please tick the appropriate boxes

1. Age: 15-20 21-25 26-35 36-45 46-55 56-65
 66-75 over 75
2. Do you like the new calendar format?
 Yes No
3. Did you find the report informative?
 Yes No
4. Was the report easy to understand?
 Very easy Easy Difficult Very difficult

5. What improvements would you suggest we make for this report?

6. Any other comments?

Completed forms can be returned by post:

Manager Quality
Latrobe Community Health Service
PO Box 960
Morwell VIC 3840



Why we Like Feedback

Community feedback is vital in managing our risks. We record compliments and complaints in our risk management system.

Feedback also allows us to develop and improve our services to our clients. We seek and welcome your feedback regarding your experience with us.

If you would like to provide comments or feedback about LCHS, please download or print and complete the Community Feedback form which is available on our website www.lchs.com.au and can be returned to us in one of three ways:

- * by mail to PO Box 960, Morwell VIC 3840
- * via email at feedback@lchs.com.au
- * in person at any of the LCHS sites listed below:

Bairnsdale—68 Macleod Street

Churchill—20-24 Philip Parade

Moe—42-44 Fowler Street

Morwell—81-87 Buckley Street

Sale—52 Macarthur Street

Traralgon—Corner Princes Highway and Seymour Street

Warragul—122 Albert Street

Wonthaggi—86-88 Graham Street



Our full suite of services

- * After Hours Diabetes Clinic
- * Aged Care Assessment Service
- * Aged Care Services – Case Management
- * Alcohol and Drug – Family Support Program
- * Auslan Interpreter Service
- * Better Health Self-Management
- * Carer Programs
- * Carer Connexions
- * Children’s Counselling (Aged 4 to 17)
- * Children’s Service
- * Chronic Disease Management Care Coordination
- * Community Health Nurse – Innovative Health Services for Homeless Youth
- * Community Health Nursing- General Services
- * Community Kitchens
- * Continence Service
- * Counselling Group – Partners in Depression
- * Counselling
- * Creative House
- * Dementia Access and Support Program
- * Dementia Education and Training for Carers Program
- * Dental Services
- * Diabetes Education
- * Disability Services
- * District Nursing Service
- * Drug Treatment Services
- * Early Parenting Day Stay Program
- * Emergency Relief
- * Facilitation; Futures for Young Adults; and Assistance with Extensive Planning – Disability Services
- * Gamblers’ Help – Counselling
- * Gamblers’ Help – Financial Counselling
- * Gambling Information and Support Team (GIST)
- * GP Clinic
- * Home and Community Care (HACC) Response Service
- * Health Promotion
- * Hydrotherapy
- * Koorie Services
- * ‘Yarning with the Mob’ – Walk in Clinic
- * ‘Life! Taking action on Diabetes’ – Diabetes Prevention Program
- * ‘Liverwise’ Program – Victorian Integrated Hepatitis C Service (VIHSC)
- * Lymphoedema Clinic
- * Mayfair House – Planned Overnight Respite
- * Men’s Behaviour Change Program (MBCP) and ‘CHOICES’ – Koorie MBCP
- * Mental Health Community Support Service Central Intake
- * Moe After Hours Medical Centre (MAHMS)
- * Nutrition and Dietetics
- * Occupational Therapy
- * Palliative Care
- * Pharmacotherapy Area Based Network (PABN)
- * Physical Activity Programs
- * Physiotherapy
- * Planned Activity Groups (PAG)
- * Podiatry
- * Podiatry – Footcare
- * Pregnancy Support Counselling
- * Psychology and Clinical Psychology
- * Refugee Health Nurse
- * Respiratory Clinical Nurse Consultant
- * Room Hire
- * Settlement Grants Program – Community Coordination and Development
- * Settlement Grants Program and Vulnerable Group Assistance Program – Casework and Referral
- * Speech Pathology
- * Support Group – Latrobe Type 1 Diabetes
- * Support Group – Latrobe Type 2 Diabetes
- * Support Group – Parkinson’s
- * Travel Training – Transport Buddy Support Service
- * Venue Support Worker – Gamblers’ Help
- * Video Relay Interpreting
- * Walking Groups (Heart Foundation)
- * Women and Children’s Family Violence Counselling
- * Wound Clinic



January

2016

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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28	29	30	31	1	2	3
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4	5	6	7	8	9	10
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11	12	13	14	15	16	17
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18	19	20	21	22	23	24
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25	26	27	28	29	30	31
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February

2016

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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1	2	3	4	5	6	7
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8	9	10	11	12	13	14
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15	16	17	18	19	20	21
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22	23	24	25	26	27	28
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29	1	2	3	4	5	6
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March

2016

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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29	1	2	3	4	5	6
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7	8	9	10	11	12	13
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14	15	16	17	18	19	20
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21	22	23	24	25	26	27
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28	29	30	31	1	2	3
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Latrobe
**Community
Health** Service

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