



Latrobe  
**Community  
Health** Service

**QUALITY  
ACCOUNT**  
2017-18

## CEO REPORT



### **IN OUR QUALITY ACCOUNT REPORT FOR 2017, I REMARKED HOW OUR ORGANISATION HAD EXPERIENCED UNPRECEDENTED GROWTH DURING THE PREVIOUS 12 MONTHS.**

We had secured contracts for six new National Disability Insurance Scheme (NDIS) service areas and were in the midst of nearly doubling our workforce. Our geographic footprint had expanded from the boundaries of Gippsland to the far outer corners of Victoria. We were midway through taking on an extra 31 sites and nearly 400 staff.

A year on, and our organisation continues to grow. We have just secured NDIS contracts for two new service areas and we are now out and about within those communities, speaking to people with disability, their families and carers about how the NDIS will impact them. We are also helping more people live at home for longer, with a growing aged care team based in the east and west of the state.

Even as we grow, it's great to see the strength of our grassroots connections in the communities where we work. We have continued to acknowledge and celebrate events like Harmony Day, Close the Gap and the International Day Against Homophobia, Biphobia, Intersexism and Transphobia. We have implemented a Reconciliation Action Plan and launched a region-first Gippsland Multicultural Strategic Plan.

Our Strategic Plan 2017-2022 emphasises our commitment to Gippsland even as we work towards delivering services across Australia. We have spent the past year laying the groundwork of this plan, which focuses on innovation and using evidence-based outcomes to improve the health and wellbeing of Australians.

Our connection to our community is clear evidence of our efforts to be a health service for all.

A handwritten signature in black ink, appearing to read 'Ben Leigh'. The signature is stylized and fluid, with a long horizontal stroke extending to the right.

Ben Leigh,  
CEO of Latrobe Community Health Service

## ABOUT THIS REPORT

**WE ARE PROUD OF OUR REPUTATION AS A QUALITY HEALTH CARE PROVIDER. WE ARE COMMITTED TO THE SAFETY OF OUR STAFF AND OUR CLIENTS.**

We will continue to review the way we do things to ensure we deliver services to the highest and safest standard.

Throughout this Quality Account, you will find stories of projects and initiatives we have introduced and refined to ensure the best health outcomes for our clients, their families and carers.

The Victorian Healthcare Experience Survey is one tool that helps us connect with our clients to see what they think of our services. We are really pleased that our results for 2017 were either above or in line with the state's average. We are committed to improving the way we work with clients to set and achieve goals through an increased focus on training our staff who work with clients who have chronic or complex health conditions.

We have reviewed the results from our Victorian Healthcare Experience Survey alongside a suite of tools we already use to gather client feedback about their satisfaction with Latrobe Community Health Service to identify actions we can take to improve the services we provide.

## ABOUT US

**LATROBE COMMUNITY HEALTH SERVICE IS ONE OF AUSTRALIA'S FASTEST GROWING HEALTH SERVICES. WE ARE HERE TO SUPPORT HEALTHIER INDIVIDUALS, FAMILIES AND COMMUNITIES.**

We are committed to preventing health problems through information and awareness. We are also committed to providing coordinated services that treat our clients as a whole person, and not as a series of isolated medical problems.

Our vision is 'Better health, Better lifestyles, Stronger communities'. That means we are inspired by a vision of strong, vibrant communities, where more people enjoy good health and healthy lifestyles.

We value excellent customer service; going the extra distance when required; creating a successful environment and acting with the utmost integrity. We actively help our clients receive the quality services they need. We embrace a 'can-do' attitude. We aspire to be a positive, respectful, innovative and healthy place. We practise the highest ethical standards at all times.

Latrobe Community Health Service empowers people to own their health journey through prevention and education.

### SITE LOCATIONS ACROSS VICTORIA

- Ararat
- Bacchus Marsh
- Bairnsdale
- Ballarat
- Bannockburn
- Bayswater
- Benalla
- Box Hill
- Camperdown
- Chirside Park
- Churchill
- Colac
- Doncaster
- Geelong
- Hamilton
- Hawthorn
- Healesville
- Horsham
- La Trobe University Medical Centre
- Leongatha
- Moe
- Morwell
- Mount Waverley
- Portland
- Ringwood
- Sale
- Stawell
- Traralgon
- Wangaratta
- Warragul
- Warrnambool
- William Angliss Institute Medical Centre
- Wodonga
- Wonthaggi







## GIPPSLAND MULTICULTURAL STRATEGIC PLAN

### **GIPPSLAND'S CULTURALLY AND LINGUISTICALLY DIVERSE COMMUNITY HAD PLENTY TO CELEBRATE IN 2018, STARTING OFF WITH THE LAUNCH OF THE REGION'S VERY OWN MULTICULTURAL STRATEGIC PLAN.**

Accessible education, breaking down barriers and a sense of belonging to Gippsland form the foundations of the all-inclusive roadmap, which was officially launched on 21 March.

The plan will ultimately pave the way for Gippsland to become a welcoming place to live, no matter where people come from.

It builds on the fantastic work of Gippsland's many services and agencies, and aims to:

- Promote unity, harmony and connection
- Improve work and education outcomes
- Increase the ease of access to services
- Improve health outcomes

Latrobe Community Health Service has worked in partnership with Latrobe City Council, Gippsland Ethnic Communities' Council and the Centre for Multicultural Youth to write and oversee its implementation.

The year one funded projects include:

- A series of forums and events that promote cultural diversity and inclusion in sports clubs across Gippsland. To be delivered through the Centre for Multicultural

Youth and based off the 'Game Plan' resource, the sports program will train and support clubs in each local government area to engage with young people from migrant and refugee backgrounds. Ongoing support and resources will be offered to the participating clubs as they attract and retain multicultural youth as members, players, coaches, trainers and leaders.

- Wonthaggi Neighbourhood Centre at Mitchell House held a Harmony Day event on 24 March, which saw about 250 people 'walk for harmony' in their traditional dress before dancing and eating in unity. The day coincided with the 10-year anniversary of Wonthaggi's first Karen refugee community members arriving from Burma, and the launch of the 'Many Faces: One Community' photographic exhibition.
- The East Gippsland Shire also celebrated Harmony Day through a photographic exhibition profiling the voice and stories of the region's newly-arrived migrants. Black and white portrait images were installed at public spaces across East Gippsland to spread the message of tolerance and understanding.

The Gippsland Multicultural Strategic Plan was funded through the Victorian Department of Premier and Cabinet under the Office of Multicultural Affairs and Citizenship (OMAC).



## RECONCILIATION ACTION PLAN

**MORE THAN 70 COMMUNITY MEMBERS JOINED LATROBE COMMUNITY HEALTH SERVICE STAFF AND BOARD MEMBERS AT THE MORWELL TOWN COMMON IN NOVEMBER 2017, TO CELEBRATE THE LAUNCH OF THE ORGANISATION'S RECONCILIATION ACTION PLAN.**

The plan sets out organisational objectives to provide a more culturally sensitive health service, which reflects the needs of the Aboriginal and Torres Strait Islander communities we work with.

"We acknowledge that while we have taken steps towards reconciliation within our community, there is much more to do," Alison Skeldon, our Executive Director of Community Support and Connection, said.

"Through this plan we aim to work with our local Aboriginal and Torres Strait Islander communities to support equity and access to health care in a culturally-aware environment."

During National Reconciliation Week 2017, we held a children's community day that included morning tea, storytelling by local elder Aunty Gloria, puppet-making and a colouring competition. In 2018, we held a Close the Gap community day in Drouin and we sponsor the Noel Yarram Senior Golf Day every year during NAIDOC week.



## CARING FOR THOSE WITH CANCER

**WHEN OUR AMBULATORY CARE TEAM RECEIVED A GRANT FROM THE GIPPSLAND REGIONAL - INTEGRATED CANCER SERVICES, OUR AMBULATORY CARE NURSE, JORDAN MAUNDER, SPENT HOURS REFINING A CANCER CARE BOOKLET THAT WOULD ULTIMATELY ACT AS A 'ONE-STOP SHOP' FULL OF THE INFORMATION PEOPLE WITH CANCER MAY NEED.**

Carefully designed as a relevant, relatable and easy-to-understand booklet, each page outlines the services available at Latrobe Community Health Service along with external supports such as holiday breaks and financial advice.

The booklet also features stories we hope will resonate with our clients, so they know they are not alone in their cancer journey.

Each client living with cancer who is referred to Ambulatory Care will receive a copy of this booklet upon their admission. A nurse will support them as they go through each page and navigate the appropriate services specific to their need.

The ultimate aim of this booklet is to empower Gippslanders with cancers and their families to live well.

Through enhancing clients' knowledge and confidence in accessing health services and other supports, the booklet will also strengthen their self-management and quality of life. A long-term goal is to make this booklet available to all patients within GP clinics, the chronic disease management team and in regional hospital settings.





## IMPROVING DENTAL CARE

**LATROBE COMMUNITY HEALTH SERVICE UNDERSTANDS EARLY INTERVENTION CAN IMPROVE HEALTH AND WELLBEING OUTCOMES. WHETHER THIS IS THROUGH SPEECH PATHOLOGISTS, DIETICIANS OR AN ORAL HEALTHCARE PRACTITIONER – IMPLEMENTING GOOD PRACTICES EARLY CAN PREVENT AVOIDABLE HEALTH PROBLEMS LATER ON.**

That is why our dental team partnered with the Latrobe Health Assembly to help reduce our waiting lists for public dental services.

In 2018 we kicked off three innovative projects that would reduce waiting times, empower patients and increase access to oral health care professionals.

The first project will see five dental assistants complete their Certificate IV Oral Health Assessor by April 2019. That means people can see an oral health assessor while on the waiting list, to learn how best to look after their teeth and reduce the progression of oral health issues, such as decay.

The more people who start looking after their oral health needs, the less chance there is of decay or dental disease.

This results in clients needing less treatment and fewer appointments, which leads to reduced waiting list times.

The Latrobe Health Assembly also teamed up with Latrobe Community Health Service to roll out 140 denture and 1100 general dental vouchers to those waiting for a public dental appointment.

The innovative project involves Gippsland's private providers, meaning more oral health care providers will be available to see patients and public waiting lists will be reduced.

Lastly, but not least, we visited grade one students at 27 primary schools across the Latrobe Valley to promote good oral hygiene. During terms 2 and 4 of 2018, the students were offered two dental screenings and fluoride placements, instilling important lifelong habits early on.





## INCREASING MENTAL HEALTH SUPPORT

**WE UNDERSTAND THAT BEING HEALTHY IS MORE THAN PHYSICAL WELLBEING; ONE'S MENTAL HEALTH IS JUST AS IMPORTANT.**

We also appreciate the road to recovery can be both confronting and complex. That is why we offer a range of counselling and psychology services, as well as gambling, alcohol, drug and family support information.

We have employed six new staff members to join our Alcohol, Other Drug (AOD) and Counselling Team and further broaden the scope and capability of our programs. We also employed a Project Officer who conducted an annual staff training survey.

The survey allowed us to:

- Map previous staff training against four core requirements to establish a training baseline
- Gather staff qualifications and experience
- Outline the barriers for staff to participate in training/professional development
- Understand future training/professional development needs
- Schedule six staff training events to be facilitated externally.

## HEALTHY MOTHERS HEALTHY BABIES

**SINCE THE HEALTHY MOTHERS HEALTHY BABIES PROGRAM STARTED IN AUGUST 2017, WE HAVE HELPED 44 VULNERABLE MOTHERS AND FAMILIES.**

Our aim is to improve the health and wellbeing of mothers and babies by providing support and helping to link them into appropriate services. Our Outreach Nurse, Debra Dorling, works with women to make sure they have the supports and practical resources they need during pregnancy and the first eight weeks of their baby's life. Deb helps to link families in with other local services who can provide longer term support.

The program is proving to be a huge success. Deb has touched base with every family she's worked with, to ensure they are coping well with their new baby and that each child has had their very important six-week immunisations.

## COUNSELLING AND PSYCHOLOGY

**OUR CLINICIANS WORK ACROSS MORE THAN ONE PROGRAM AREA TO ALLOW FOR FLEXIBILITY, PROVIDE MORE SERVICES AND REDUCE OUR WAITING LIST.**

This multi-disciplinary approach means women and children family violence counsellors also work as generalist counsellors; gambling counsellors also work in generalist counselling; palliative care counsellors work in generalist counselling; and an art therapist can provide counselling in palliative care and substance use. Our counselling and psychology services are constantly expanding. We offer generalist counselling as part of an Employee Assistance Program at two Latrobe Valley workplaces. We are about to start trialling targeted parenting programs at a local school. We have successfully trialled video conferencing technology that allows clients to see a psychologist via video link from the Morwell centre.

## LATROBE SUPPORT AND SAFETY HUB

**WE HAVE BEEN HEAVILY INVOLVED IN THE PREPARATION OF THE LATROBE SUPPORT AND SAFETY HUB, WHICH WAS FOUNDED ON THE BACK OF THE ROYAL COMMISSION INTO FAMILY VIOLENCE.**

Our Alcohol, Other Drugs (AOD) and Counselling Manager and Clinical Lead – Family Violence are core members of the hub's leadership group and operations group, respectively. Our Men's Behaviour Change Program staff will work on a rotational basis from the hub once opened.



## THERAPEUTIC DAY REHABILITATION PROGRAM

**LATROBE COMMUNITY HEALTH SERVICE OFFERS A THERAPEUTIC DAY REHABILITATION PROGRAM FOR PEOPLE WHO WANT CONTINUED AND GUIDED SUPPORT AS THEY RECOVER FROM THEIR SUBSTANCE MISUSE.**

The program allows individuals to remain at home while learning how to manage their thoughts, behaviours and health; understand addiction, cravings and triggers; repair or maintain good family relationships and prepare for the future.

The Therapeutic Day Rehabilitation team has partnered with ReLink Australia to engage our clients in evidence-based sporting activities. Our clients will attend ReLink matches with the hope they stay connected to the socially-inclusive organisation after they finish their day rehabilitation with us. This partnership is centred on social connection, inclusion and healthy lifestyles.

We have also built a Grow Hope garden and fully embedded this into our therapeutic day rehabilitation program, allowing our clients to garden and cook using the fresh produce. Clients enjoy a tasty lunch and take home fresh produce to prepare a meal at home. An expert volunteer offers support during these sessions, thanks to a collaborative effort between our Volunteer Coordinator, our Clinical Lead of the Therapeutic Day Rehabilitation program, and two students.

Latrobe Community Health Service has started a research project looking into the benefits of incorporating a therapeutic garden into a non-residential rehabilitation program. The project's findings will help us determine how we can enhance the Grow Hope garden through increased client participation and client direction.

## ALCOHOL AND OTHER DRUGS (AOD)

**WE HAVE INCREASED THE NUMBER OF CLINICIANS WHO WORK ACROSS PROGRAMS AND EMPLOYED TWO CLINICAL LEADS ALLOWING FOR MORE SERVICE CAPABILITY AND FLEXIBILITY.**

We have also refined our group-based support program for alcohol and other drugs and expanded our delivery area from just Latrobe to now include Baw Baw and Wellington. Art therapy and a therapeutic gambling counsellor is also part of the program.

A one-day eco therapy program is now available for Latrobe Community Health Service clients who are receiving treatment and supports for their substance use. Participants enjoy a gentle bushwalk while practising relaxation techniques. Our next goal is to expand the program so it reaches clients who receive support for their mental health and substance use.

## SUPPORTING OUR LGBTIQ COMMUNITY

**LATROBE COMMUNITY HEALTH SERVICE IS COMMITTED TO PROVIDING AN INCLUSIVE SERVICE FOR ALL OF OUR CLIENTS AS WELL AS SUPPORTING OUR STAFF WHO IDENTIFY AS LESBIAN, GAY, BISEXUAL, TRANSGENDER, INTERSEX AND QUEER (LGBTIQ).**

We have a dedicated working group whose members are working hard to update existing policies and procedures. Our goal is to achieve The Rainbow Tick, which will see LCHS become a nationally-accredited, LGBTIQ-inclusive organisation.

We know the mental health and wellbeing of LGBTIQ people is a lot worse than their heterosexual peers because of the fear or lived experience of discrimination and exclusion.

That is why we acknowledge the International Day Against Homophobia, Biphobia, Intersexism and Transphobia on 17 May every year.

In addition to raising the rainbow flag in 2018, we also held an inaugural IDAHOBIT art show that celebrated diversity, encouraged inclusiveness and represented the themes of togetherness.

Staff members also posed for the camera and donned their rainbow colours in support.

This show of support will go a long way in stamping out discrimination and ensuring our health service is accessible to all.

For more information about how we encourage diversity, visit [www.lchs.com.au/diversity](http://www.lchs.com.au/diversity)

You can also email us on our confidential LGBTIQ inbox at: [equityanddiversity@lchs.com.au](mailto:equityanddiversity@lchs.com.au)







## HELPING PEOPLE STAY AT HOME FOR LONGER

### **HUSBAND AND WIFE MARISA AND ROBERT HAVE BEEN MARRIED FOR 48 YEARS. THEY'VE TWO CHILDREN, FOUR GRANDCHILDREN AND A BEAUTIFUL HOME TO CALL THEIR OWN.**

From the outside, the couple's home looks just like any other. But family and friends know the house was built specifically for Marisa's complex needs – she is living with Limb-girdle muscular dystrophy.

"I can't stand up. I need help getting in and out of bed. I have a hoist over the bed - Robert helps me, showers me, dresses me," Marisa, 68, said.

"I've got good use of my arms and feet, so the Limb-girdle part affects my hip and shoulder muscles. I also have a machine now that helps me breathe at night."

Robert is Marisa's primary carer. When the pair wakes each day, Robert helps Marisa get out of bed. He helps her to the bathroom; he dresses her and dries her hair. He will even help colour her hair when she's after a new look.

When Robert needed to go to hospital for surgery three years ago, Marisa didn't want to trouble her family. So she looked into respite accommodation and underwent an aged care assessment, available for all Australians aged 65 and older.

That assessment found Marisa was eligible to receive a home care package, which would help her and Robert live at home, independently, for longer. Soon enough, Marisa chose Latrobe Community Health Service to plan and coordinate her care, which today involves receiving help around the house and garden as well as a personal carer dropping by.

"If we didn't receive this kind of support, we'd probably be looking at a nursing home," Robert said.

"It has made our life much easier, being able to relax and do the things we want to do," Marisa said.

Marisa's care manager, Linda Collett, works for Latrobe Community Health Service. Her role involves home visits, discussing client needs and putting the necessary services in place as directed by her clients.

"I come in and provide services and make sure those services are being adhered to in the way our clients want them," Ms Collett said.

"Marisa has complex needs for her disabilities and although the house here has been purposefully built for those ongoing needs, we have been able to modify her wardrobe ... and had some changes in the bathroom to make it more accessible for Robert and Marisa.

"We've provided electric bedding and a range of IT supports through Kindles and an iPad," she said.

"Marisa and Robert's family have a holiday home and with her lung condition, it is incredibly important for her to access that holiday house and the fresh sea breeze that comes in. The package has provided several elements of modifications in that, so it is consumer directed and in Marisa's case the supports can be located at her family's holiday home."

Even though Marisa is the sole recipient of her home care package, the supports she receives also provide relief for a much-deserving Robert, who no longer has to do the gardening, clean the spouting or paint at 75 years of age.

"It frees up more time for him to work in the house and for me to boss him around more in the house," Marisa jokes.

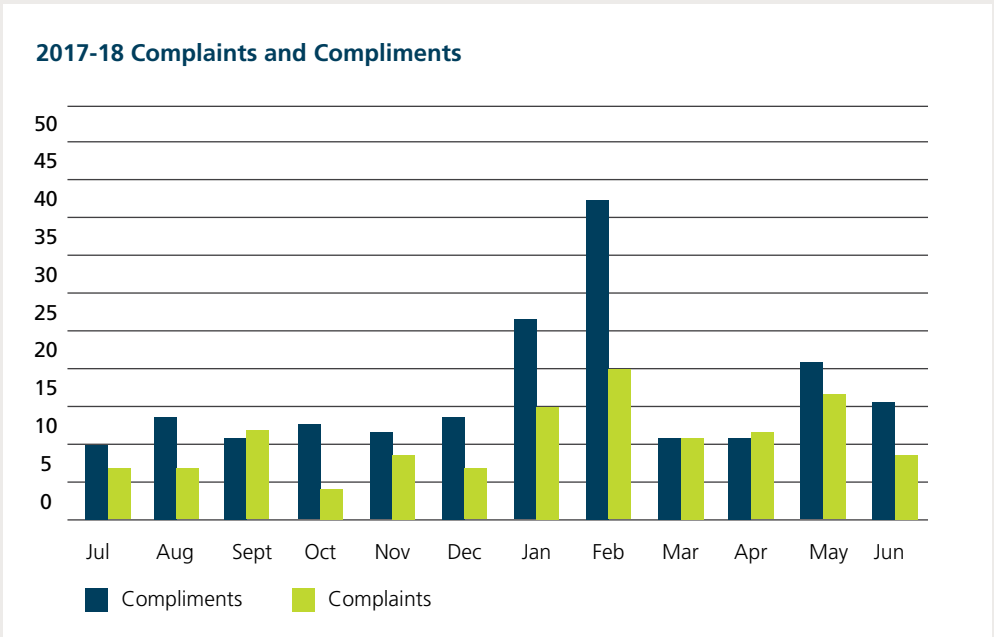
"It has made our life much easier and given us more time for relaxing and doing the things we want to do."

# FEEDBACK

**WE VIEW ALL FEEDBACK AS AN INTEGRAL PART OF CONTINUALLY IMPROVING OUR SERVICES. WE BELIEVE EVERYONE HAS A RIGHT TO EXPRESS AN OPINION ABOUT OUR SERVICES.**

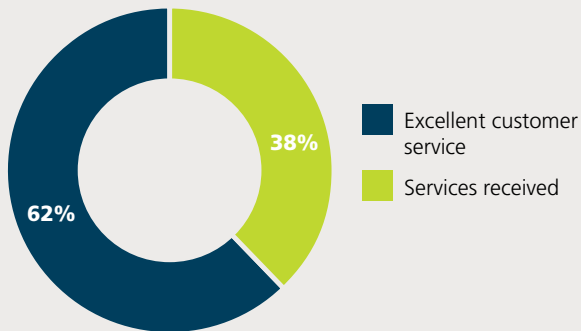
We regularly seek feedback in various ways. Feedback is sought informally through one on one conversation and more formally through regular client surveys across our many services. We ensure clients are aware of their right to provide feedback through provision of our Rights and Responsibilities brochure to all clients, our website, in our reception areas and during conversations.

In 2017-18, we received 203 compliments, and 130 complaints:



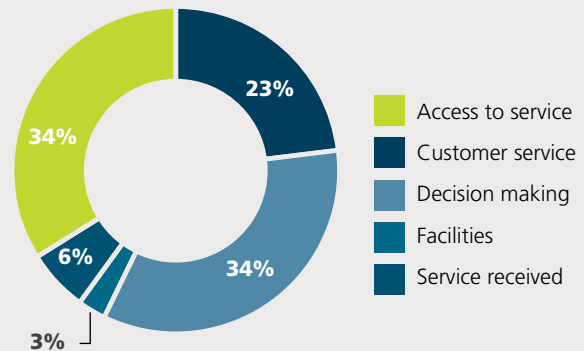
## COMPLIMENTS

The compliments we received related to excellent customer service, or satisfaction with the services our clients received:



## COMPLAINTS

We take all complaints seriously and thoroughly investigate them. We aim to have complaints dealt with and resolved within 28 days, with an acknowledgement letter sent and contact being maintained with the person throughout the entire process. Outcomes and improvements are also reported back to relevant parties.





## STAFF FEEDBACK

**EACH YEAR WE CONDUCT A STAFF SURVEY, REVIEW THE SURVEY RESULTS AND DETERMINE COMMON THEMES. WE THEN HOLD CONFIDENTIAL FOCUS GROUPS AT A DIRECTORATE LEVEL TO GENERATE FURTHER DISCUSSION AND FEEDBACK ON THE STATE OF THE ORGANISATION AND SERVICE DELIVERY.**

The feedback from these sessions are then adapted into an organisational action plan, which we work through on an annual basis to ensure that we continuously improve.

In 2017-18, we identified common themes as:

- Keeping staff engaged
- Creating a safe environment
- Ensuring quality record keeping
- Fostering community engagement
- Providing excellent customer service
- Improve how we communicate internally

19 improvement actions were identified across the common themes, of which we have completed all 19. Improvements include successful development and implementation of:

- A re-orientation package for all staff, to be completed annually.
- Specific incident management training.
- Centralised training relating to client note taking.
- An LCHS events plan to celebrate three community based topics per year.

All of these actions contribute to improving the safety of our clients, and the quality of the programs and services we deliver. A new organisational action plan has been developed for 2018-19 and is being implemented from staff feedback received in our most recent staff survey.

## ACCREDITATION

**WE FOLLOW A STRUCTURED GOVERNANCE REPORTING PROCESS AND MEET ALL EXTERNAL ACCREDITATION REQUIREMENTS.**

We hold accreditation against the following standards:

- Quality Improvement Council
- Human Services
- National Safety and Quality Health Service
- Commonwealth Home Care
- Royal Australian College of General Practitioners (for our Morwell, William Angliss and La Trobe University General Practice Clinics)

In 2017-18 we were assessed against the Commonwealth Home Care standards, and met 18 out of 18 expected outcomes.

Improvement opportunities that are identified during our assessment against each standard are implemented through our Quality Improvement Plan, which ensures we are continually improving the services we provide. Our main piece of work this year has been to develop and implement a consumer engagement committee, which will be implemented this year.

We have applied to be assessed in order to gain accreditation in 2018-19 against the following standards:

- Victorian Early Childhood Intervention (ECI)
- Royal Australian College of General Practitioners (for our Warragul, Traralgon, Moe and Churchill General Practice Clinics)





## IMPROVING ACCESS FOR CONSUMERS OF ALL ABILITIES

**LATROBE COMMUNITY HEALTH SERVICE IS A PROUD PARTNER OF THE NATIONAL DISABILITY INSURANCE AGENCY, WHICH IS ROLLING OUT THE NATIONAL DISABILITY INSURANCE SCHEME (NDIS) - THE BIGGEST SOCIAL REFORM AUSTRALIANS HAVE EXPERIENCED SINCE MEDICARE.**

We have begun work to deliver Local Area Coordination services in two new NDIS regions in Victoria. These new contracts expand our Local Area Coordination delivery from seven to nine regions. We also deliver Early Childhood Early Intervention services in two areas.

Through our work in the NDIS, we build pathways for participants and their families, and link them to community groups, mainstream organisations and service providers. We support participants every step of the way through their NDIS journey – accessing the scheme, understanding the planning process, transitioning from the previous scheme and accessing appropriate supports.

We have taken the following measures to prevent discrimination, to break down barriers and to build the

capacity of consumers, carers and community members.

- We have accessible buildings that can accommodate mobility and other aids. If a participant cannot access our buildings for whatever reason, we organise alternative arrangements so a meeting can take place elsewhere. For example, we have agreements with libraries and other conference facilities in most of the areas we work within.
- We have employed staff members from a broad range of cultural backgrounds and with varied work experiences. This ensures our staff cohort is both skilled and experienced in working with diverse cultures and communities, using varied communication techniques, providing accessible equipment and supporting people with disabilities.
- We encourage participants to invite and bring along their informal supports, family or carers, to help with communication and comprehension.



Delivering the NDIS in your community



## END OF LIFE CARE

**OVER THE PAST 12 MONTHS, OUR PALLIATIVE CARE TEAM HAS INTRODUCED A NUMBER OF INITIATIVES AND STRENGTHENED COLLABORATIVE PARTNERSHIPS THAT ENGAGE COMMUNITIES AND EMBRACE DIVERSITY.**

We believe all people should have access to end of life care and the planning this involves. This means greater awareness and understanding around the available services and support is a must; as is connection and access to these services and supports.

**Our achievements involve:**

- The full-time employment of a social worker, who directly supports our palliative care clients and their carers and families.
- A new collaboration with a palliative care consulting team as part of our membership of the Gippsland Region Palliative Care Consortium.
- We recruit volunteers and train them regularly - we now have five new palliative care volunteers who visit our clients and relay feedback to our team to ensure continuous service improvement. Five volunteers have also completed specific training through Cancer Council Victoria to enhance their communication with clients and their families.
- Our palliative care staff members refer clients with complex needs to our generalist counsellors. Two counsellors now dedicate one day each week to see our palliative care patients, their carers and family.
- We have established a working relationship with Latrobe Valley Palliative Care Fundraisers, which raises funds for clients who require equipment for their care.
- Our nurse practitioner was involved in the clinical practice group for Gippsland, which aims to build consistent, evidence-based services across the region.
- The nurse practitioner was also involved in the development of Victoria's 'Essential elements of end of life care', a guide that assists acute health services across the state to apply the 'National consensus statement: essential elements for safe and high-quality end-of-life care'.
- Each year, we hold a remembrance service for carers and families as part of our bereavement support.
- Our social worker links in with a community engagement officer at Centrelink so clients can update their details and apply for the supports they need.
- Our social worker and pastoral nurse have a close connection with local religious leaders so clients of faith are supported through their end of life journey.
- Our social worker has linked in with emergency food relief programs, community housing services and aged care facilities so clients continue to access accommodation and meals even as their situations change.
- The palliative care team collaborates with our carer programs team so carers receive the respite and support they need when caring for family members or friends during their end of life journey.

## BREAKING DOWN LANGUAGE BARRIERS

**EVERYONE HAS THE RIGHT TO MAKE FULLY INFORMED DECISIONS ABOUT THEIR HEALTH. LATROBE COMMUNITY HEALTH SERVICE RECOGNISES EFFECTIVE COMMUNICATION IS THE KEY TO ENSURING THIS HAPPENS.**

Our staff members are trained to recognise when a person may need the use of an interpreter in order to be informed of their rights; be able to give informed consent; and fully comprehend critical information that relates to their health and wellbeing.

We can access interpreters through the Victorian Interpreting and Translating Service. Latrobe Community Health Service is also the provider of the Gippsland Auslan Interpreting Service.

Our clients can access interpreting services either over-the-phone, via video link, or face-to-face.







# Have your say!

We want to ensure that our Quality Account remains relevant to you. We would appreciate if you could fill out this evaluation survey.

## 1. What best describes you?

- Client with LCHS
- Relative/carer of a LCHS client
- Health professional
- Student
- Volunteer with LCHS
- Other

## 2. Do you like the booklet 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?

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## 6. Any other comments?

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There are multiple ways for you to return your completed survey

Please attention all surveys to 'Governance Team'

**Hand deliver**  
to any LCHS site

**Post to**  
PO Box 960  
Morwell 3840

**Email to**  
[feedback@lchs.com.au](mailto:feedback@lchs.com.au)

**Fax to**  
03 5136 5451



1800 242 696 • [www.lchs.com.au](http://www.lchs.com.au)

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