

Our Year In Review
Annual Report & Quality Account 2018/19

Contents

About Bellarine Community Health.....	3
Our Vision	4
Message Board Chair.....	6
Message CEO	7
Services	9
Community	17
People & Culture	18
Quality & Safety come first.....	22
Finance & Information Services.....	23
BCH Quality Account Report	24





About Bellarine Community Health

Bellarine Community Health Ltd is a not-for-profit with a rich history in providing innovative services to the communities of the Bellarine.

Bellarine Community Health also known as BCH was formed in 2009 but our story goes back to 1870 with the very first appointment of a Doctor on the Peninsula.

For more than two decades, community members tried to establish a district hospital on the Bellarine. That hospital never eventuated, however those efforts led to the establishment of the Queenscliff and District Community Health Centre - Australia's first Community Health Centre - in 1972.

That was a milestone in the direction of community healthcare not only in Victoria but across Australia.

Throughout the years, various other communities established their own health services, until 1992, when they amalgamated to become Bellarine Peninsula Community Health Service, which later became known as Bellarine Community Health.

We are now the largest healthcare provider on the Bellarine with a physical presence in five locations. BCH employs more than 160 highly qualified staff supported by a team of dedicated volunteers.

We provide a comprehensive and professional suite of health and support services for all the Bellarine Community, including primary and secondary care through General Practice, associated allied health, nursing services and dental.

With a rapidly growing population on the Bellarine, we are responding by expanding service delivery with a primary focus on health promotion and prevention that keeps people living well at home and out of hospital.

Our Vision

Bellarine Community Health is committed to investing in vital health initiatives and allied health services that assist people to manage their health needs.

Our aim is to give our community more choice about when, where and how they receive their healthcare.

Mission

Bellarine Community Health delivers a broad scope of health services and wellbeing programs for all people in our diverse communities.

Vision

Bellarine Community Health will be the leader in primary health services in Victoria.

Our values

Community First

A positive and inclusive environment

Excellence

Leadership

Integrity



Message Board Chair



It is an honour and privilege to present this annual report of Bellarine Community Health 2018-2019 as a celebration, a reflection and as a sign post for future direction; our audacious agenda.

BCH aims to be the best provider of health services to our communities now and into the future. In the longer term we aim to be the best in the country and the model community health centres aspire to emulate.

We cannot do this without a strong and passionate team supporting our every endeavour; that means members, volunteers, staff, executive team, CEO and the Board. We each have a part to play.

The work of the Community Advisory Group (CAG) and Portarlington Auxiliary must be acknowledged as they are key drivers in community engagement, fundraising, friend raising and information sharing across our communities.

In 2018/2019 we celebrated the completion and official opening of the revamped Point Lonsdale BCH building, invested in systems to upgrade client management, ICT and financial reporting, opened the Portarlington GP clinic, introduced private dental, an autism friendly dental service and began formal planning for the refurbishment and redevelopment of the Eric Tolliday units.

Significant funding was announced in the lead up to the federal election and we are looking forward to progressing this work, including a new health hub in Ocean Grove and expansion of our Portarlington site, as soon as funds are released.

During the year the Board farewelled Directors Mr Adam Murray, Mr Damon Burn, Ms Margaret Belfrage and Ms Marion Westrup, commissioned a governance review to assist us in setting the future agenda and welcomed Dr Paul Hemming, Mrs Jean Paul and Mr Rod Slattery.

One of the challenges of an organisation is to build a Board that is skill based and agile in thinking in order to meet the myriad challenges presented and we are building that Board.

It has been a busy year and I thank all Board members and the entire BCH team for their commitment to the work; their decision making, engaging with our communities and stakeholders and most importantly advocating for current and future BCH users at each and every opportunity.

Message CEO

At the beginning of the financial year, Bellarine Community Health launched its Strategic Plan – a road map for a sustainable future of the organisation.

Along with working towards our strategic directions, we have also rebranded, launched a new website and significantly enhanced the services we are delivering to the Bellarine.

A major undertaking has been a revised organisational structure and investment to strengthen Bellarine Community Health and position us for future growth.

There has been increased focus on strengthening service delivery in the areas of children, youth, adult and aged, together with increased financial accountability and reporting.

Stronger structures have been put in place to support the key areas of health information, human resources, community engagement and capital works.

The investment in key staff ensures BCH has current and future capacity to respond to quality healthcare provision for all communities on the Bellarine.

We have made a significant investment in our IT systems during the year including moving to the cloud and replacing ageing and failing hardware and servers. This critical infrastructure provides a modern work environment for staff and creates a more secure platform for cyber security.

Accreditation is an important tool in continuous quality improvement. During the financial year, services such as nursing, social support, home care packages and allied health were reviewed by the external auditors.

Feedback from the reviews was very positive and Bellarine Community Health met all the Aged Care Quality Safety Commission standards. Our Children's services also received full accreditation under the Victorian Early Childhood Interventions Standards.

BCH now provides a new General Practice with allied health services in Portarlington, private dental, increased access to allied health, opened our gyms to public access and launched a mobile healthcare bus to enhance our service delivery capacity, just to name a few.

It has been a year of renewal, investment and growth for Bellarine Community Health and I would like to thank the Board of Directors, Executive team, staff, volunteers, clients and our community for their ongoing support.



Our Strategic Priorities In Action

Primary Care Services & Programs

Access and social equity are vital to improving the health outcomes of all communities on the Bellarine.

Bellarine Community Health is actively creating and extending services and programs to respond to the changing needs of communities on the Peninsula.

Primary Care Services



Cardiac Rehabilitation



Doctors in Schools



Home Care Packages



Chronic Disease Management



Nursing



Continenence Clinic



Occupational Therapy



Dental



Palliative Care



Diabetes Education



Dietetics & Nutrition



Physiotherapy



Exercise Groups



Podiatry & Foot Care



Exercise Physiology



Social Support Groups



General Practice



Speech Therapy



Gym



Sports Medicine



Women's Health



Counselling & Psychology

Our Services at work

Dental & Medical

In the past 12 months we have grown our three chair Dental Clinic to include private dental services to further support the oral health needs of all communities on the Bellarine.

Our public dental service continues to provide high quality care with 2,526 clients treated and 4,104 courses of care provided during the financial year. Our dental outreach program visited schools, pre-schools and childcare centres, screening 1,150 students.

In a statewide first, Bellarine Community Health launched a pilot project delivering a personalised dental service for with people with Autism Spectrum Disorder (ASD).

Going to the dentist can be challenging for many people, but for people with ASD it can be extremely difficult.

A small BCH team developed the program in consultation with people with lived experiences of ASD and client feedback has been extremely positive.

In response to community feedback and identified need for additional medical services on the northern Bellarine, BCH established a GP clinic at the Community Health Centre site in Portarlington. The Clinic is open six days a week with two GP's who are rapidly growing their client base.

The significant investment to redevelop the site recognises the need for access to more dedicated primary healthcare on the Northern Bellarine.

Bellarine Community Health now supports clients through Community Health funding, private health insurance, full fee paying and the Medicare Benefits Scheme.

BCH is also a registered provider for the National Disability Insurance Scheme (NDIS), Transport Accident Commission (TAC) and Department of Veterans Affairs (DVA).





Nursing

Bellarine Community Health is the major provider of Community Nursing, Palliative Care and end of life support services on the Bellarine.

In the past year this service has expanded with the recruitment of a Palliative Care Nurse Practitioner, two specialist Palliative Care Nurses and a consultant Palliative Care Physician.

As a result of this investment in highly qualified staff, we have increased our capacity to provide services to clients by almost 50 per cent.

“Thank you so much for your wonderful care and support during Mum’s last weeks. You guys have a formidable job - I certainly couldn’t do it! Your professionalism and dedication was much appreciated by my sisters.”

In addition, our dedicated and professional nursing team run continence and well women’s clinics and a Cardiac Rehabilitation program.

The number of referrals to the Cardiac Rehab program has increased by 25 percent in the past year:

As a result of the increase in numbers, a second Cardiac group program has been introduced at the BCH Portarlington site to service the Northern Bellarine suburbs of Portarlington, St Leonards, Indented Head, Drysdale/Clifton Springs and Curlewis.

“I found the weekly sessions motivating for me to keep on track with my recovery”

Allied Health

The expansion of Bellarine Community Health's Allied Health services has resulted in our client base growing to include MBS, NDIS, DVA and TAC clients.

We have recruited experienced professionals to enhance our service areas including Podiatry, Physiotherapy, Exercise Physiology, Occupational Therapy, Psychology, Nutrition and Dietetics, Diabetes Education and more.

Through professional partnerships we have set up 'tele-health' services for the Bellarine with specialist clinical consultations made possible through video conferencing for clients living with type 1 and type 2 Diabetes.

We have launched a mobile HealthCare bus to enhance and promote service delivery.



Child Health & Development

Bellarine Community Health focuses on family centred practice in early childhood services. We recognise that each family is unique and that the family is the expert on their child's needs and abilities, and that they will be there for the long term.

Our staff specialise in working with young children who have developmental concerns. BCH therapists work in partnership with families, to ensure that family strengths and needs are considered when providing the most appropriate services.

The Child Health & Development team provide early intervention services including Speech Pathology, Occupational Therapy, Physiotherapy and Dietetics with access to Podiatry, Continence Clinic and Maternal Child Health Nursing.

We support children aged between 0-12 years excluding Speech which is 0-6years. Psychology for children over 10 years of age is available through the BCH Youth Team.

Clinics are held in a variety of settings across the Bellarine as well as in education settings and client homes. Our clinics are tailored to meet individual and/or specialist group goals.

Adult & Aged

Encouraging individuals to manage their own care and supporting clients to achieve their health goals is at the core of services for adults.

Our comprehensive range of Allied Health Services is complemented by Social Support and Physical Wellness Programs designed to help clients to improve and maintain their health including self-management of chronic and complex conditions.

We work with our clients to help keep them out of hospital and give people more choice about when, where and how they receive their healthcare.

We are also a major provider of Home Care packages. Through our comprehensive aged care approach, we support people to remain living well at home, and when they are at end-of-life to stay in their place of choice.

Youth

From our site located in the heart of the school's district in Drysdale, we support youth aged 12 to 25 with both medical and allied health services, including specialised support services to young transgender clients undergoing hormone replacement therapy.

Our Youth Services team celebrated 10 years of providing services to youth on the Bellarine. The team has expanded rapidly in the past year to include 24 clinicians across ten service areas. BCH is averaging around 100 new referrals every month.

The team have provided more than 1,500 occasions of service since September 2018 as part of our Doctors in Secondary Schools clinics at Geelong High School, Newcomb Secondary College, North Geelong Secondary College and Laver Hill P-12.

Our team includes youth engagement workers, mental health Occupational Therapists and Psychologists, Physiotherapy, Podiatry, Counselling, Dietitian/Nutritionist, GP's and Nursing.

Our Youth services team is generously supported by the Flying Brick Bellarine Sunset Run.







Community

Keeping people and communities at our core

Our goal is to increase inclusive participation and community empowerment.

Bellarine Community Health has been at the forefront of helping clients navigate an increasingly complex health system.

Our free My Aged Care service was established in response to feedback and a community need to help people navigate the Government's My Aged Care system and provide support and advice on what services can be accessed. The service, which began at one BCH location, has now been extended to two other sites.

We support several community-based groups that provide community access to food assistance, physical activity programs and advocacy for better community connectedness on the Bellarine.

BCH collaborated with community group Staying In Portarlington (SIP) to create the 'Use It Or Lose It' campaign. The aim was to get more Bellarine locals using the bus service. The success of the campaign led to additional services being added to the bus schedule.

An innovative new series of workshops is 'empowering' people to effectively self-manage their type 2 diabetes.

The EMPOWER workshops run for eight weeks and are a combination of education and exercise sessions covering topics like food choices, wellbeing, oral health, motivation and peer support, as well information about type 2 diabetes.

"Everyone has been clear about what I should and shouldn't do and supported me to do better."

BCH Client

People & Culture

The best mix of staff & volunteers

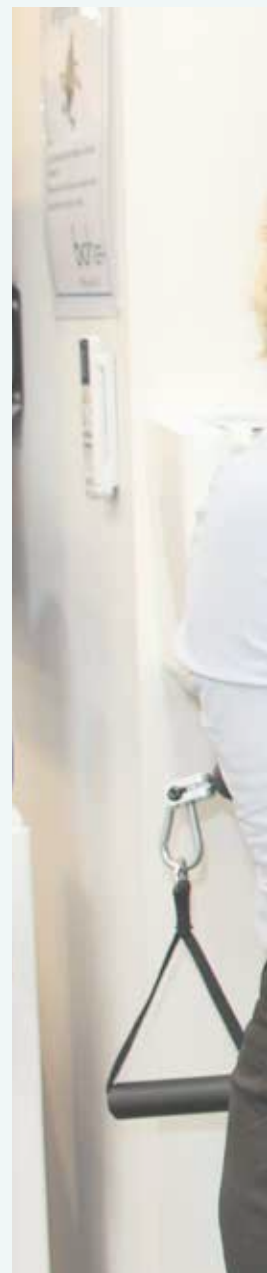
The launch of the 2018 – 2022 Strategic Plan and new brand identity has invigorated Bellarine Community Health with major renovations in the past year at two key sites providing a professional, state-of-the-art environment for staff, volunteers and the community.

The introduction of a staff uniform program has been extremely successful. Staff are wearing their uniforms with pride, presenting a modern and professional look for clients.

BCH has been investing in IT infrastructure to address the ageing IT systems that are no longer fit for purpose for a modern organisation.

A new dedicated IT team are supporting staff through the changes and helping staff further develop their IT and system skills.

The IT transformation has moved staff to a user friendly, cloud-based system that supports staff in their work and streamlines processes for not only our healthcare professionals, but also our clients.







“I’ve been working with the BCH Social Support team and memory loss groups for several years. I drive the bus to pick up clients and then help in the kitchen with meals. It’s nice to be able to help people, especially those that don’t have family support. You get people who come in for the first time and they’re quiet, but by the end of the day they’re laughing and smiling.”

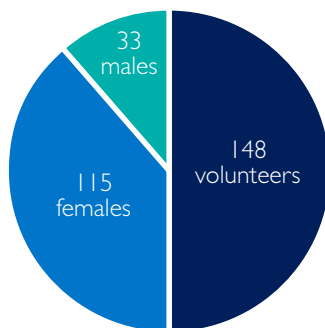
Volunteer Mark Krueger

People & Culture

The best mix of staff & volunteers

Enhancing the role of our Volunteers continues to be a major focus, further supported by the introduction of a dedicated and expanded support team including a Volunteer Manager.

BCH recognises the significant role of Volunteers in the organisation and is working on new process to support their development and enhance engagement.



Bellarine Community Health Volunteer Programs include:

Bellarine Belles, Bellarine Connections, Going Places, Community Transport, Cardiac Rehabilitation Program, Community Advisory Group (CAG), Dental - IDAC Autism Project, Meals on Wheels (MOW), Physical Wellness, Mobility Plus, Weight Resistance Training, Nordic Pole Walking, Port Produce and Social Support Groups.

Bellarine Community Health also supports the Portarlington Ladies Auxiliary (PLAX) and the Portarlington Food Assistance Program.

We recognise the work and significant contribution the Portarlington Ladies Auxiliary makes to supporting BCH to enhance the health and wellbeing of this community and are grateful for their ongoing support.

Quality & Safety come first

In March 2019, a specialised Health Information Management expert joined the Corporate Service directorate to support Bellarine Community Health to review, strategically plan for, and then take action on Information Technology and Management.

Information Technology and Management encompasses BCH's client management systems, reporting and traditional paper-based information and record systems.

The care and oversight of these systems is critical to protect community members' health, wellbeing and privacy. The focus on quality systems allows the organisation to better manage client information. Good quality information including the collection of statistical data, support excellence in clinical care and accountability.

The correct implementation of information systems is vital to foster a culture of ongoing improvement and clinical excellence. Providing oversight of these systems to enhance safety and clinical governance and improve transparency across all areas of BCH is also necessary.

The contemporary management of information requires the development of stable technical platforms that can accommodate advances in technology.

A successful tender selection of a new Client Management System has been undertaken and BCH will embark on the implementation of a new system during 2020.

Commencing the review of good quality data collection and internal and external reporting, highlighted by the continuous refinement of process and procedure helps the organisation continue to improve.

The information services department has direct contact with consumers as well as supporting other departments in their contact with community members.

Finance & Information Services

Financial Report 2018-19

The 2018-19 year has been a year of significant investment and growth at Bellarine Community Health with the establishment of a new GP Practice in Portarlington and a Private Dental service in Point Lonsdale.

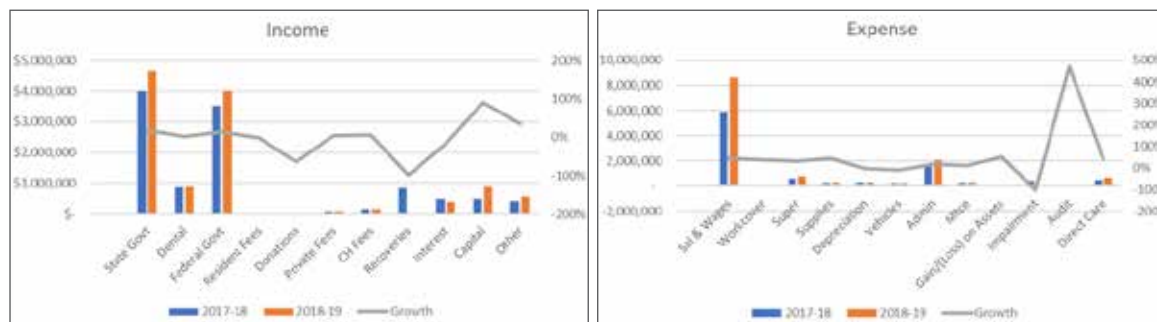
Income growth of 8% unadjusted was in line with expectations with strong growth in NDIS and Hospital in the Home Nursing services, whilst interest revenue declined with lower rates of return on a contracting base. Capital funding increased with the completion within budget of the Point Lonsdale Redevelopment.

Expense growth of 32% was significantly impacted by the application of Enterprise Bargaining Agreements on Salary & Wages that included material arrears adjustments.

The significant increase in the provision of services resulted in an increase in cost of supplies and services, whilst investments in Information Technology Services enabled the establishment of a cutting-edge IT platform that will position Bellarine Community Health for future expansion and growth.

Bellarine Community Health reports a \$1.7M deficit for the 2018-19 year which contrasts with the \$696k surplus reported in the previous year.

The unaudited financial information is provided by the Board of Directors of Bellarine Community Health. The fully audited results for the 2018-19 financial year will be available at www.bch.org.au



Bellarine Community Health Quality Account Report 2018 - 2019

Bellarine Community Health delivers a broad scope of health services and wellbeing programs for all people in our diverse community.

Our strategic directions recognise that the provision of healthcare is changing rapidly and there is a need to continually evaluate the way we deliver services.

The purpose of the Quality Account is to provide information about the quality and safety of the services provided by Bellarine Community Health and to demonstrate the outcomes for clients from our systems and processes.





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Community
Health

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DID WITH
COMMUNITY
HEALTH

Victorian Healthcare Experience Survey

Bellarine Community Health took part in the Victorian Healthcare Experience Survey (VHES) for the third consecutive year. The VHES is an opportunity for the community to provide feedback about our services and the results are an opportunity to assess what is working well and where improvements are needed.

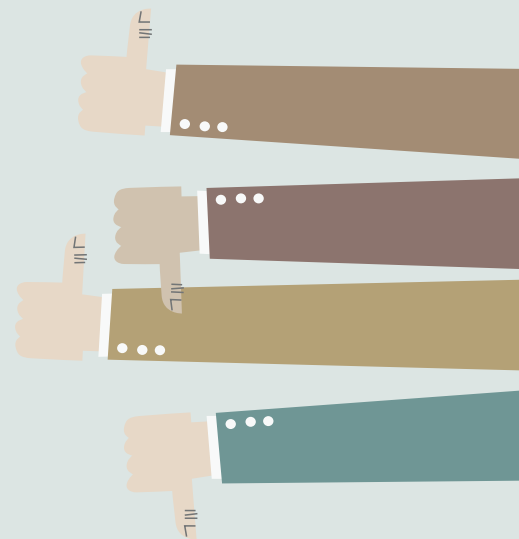
Here are some positive outcomes:

- 96% of clients rate the care they receive at our health service as positive
- 95% of clients find health workers are compassionate
- 90% of clients say finding the location of the health service was easy
- 91% of clients would recommend BCH to friends or family

The results show areas where we can also make improvements including helping clients know how to make a complaint.

Signs seeking feedback are displayed prominently at all sites and our staff ensure clients are aware of the range of ways they can provide feedback such as the 'Have Your Say' form.

How to give feedback also features prominently on the home page of the BCH website. BCH continues to explore other ways clients can make a compliment or complaint including using our social media channels for communication.



Accessing the Health Service

Client feedback has led to a simplification of our appointment process. Clients are now given an appointment at the first point of contact, rather than going into a queue to be assessed by the intake team.

The phone system is now centralised to streamline calls coming into BCH. This allows for a better client experience for those calling in and at the reception counters.

Environment and Facilities

Our clients are extremely positive about the physical environment at our sites including being made feel welcome, safe and given adequate privacy.

To enhance our welcoming environment, all client facing staff are now in uniform and wear name badges. This change helps clearly identify BCH staff around our sites.

Comprehensive Care

Our priority is to develop programs and services that meet the needs of our community. Our clients have indicated a very positive response to aspects of their service such as being listened to, understood, concerns taken seriously and being given enough time.

To enhance the client experience even further, BCH focussed on ways to streamline the process for clients so that they do not need to repeat information to multiple clinicians and team members.

A trial system is in place for BCH Occupational Therapists making home visits. Assessment and care plan forms are digitised to improve efficiency and accuracy.

The aim is to decrease the time taken with paperwork for the client and provide greater accuracy of record taking to ensure the clients requirements and needs are met. The digital documentation is then uploaded directly to the BCH Client Management System.

Consumer, carer & community participation

In September 2018, Bellarine Community Health launched a new series of workshops aimed at 'Empowering' people to effectively self-manage their type 2 diabetes.

The EMPOWER workshops are a combination of education and exercise sessions covering food choices, wellbeing, oral health, motivation and peer support. The outcomes of participants are evaluated at the end of the series of workshops to identify what changes have occurred in not only biomedical markers but also to record any change in participant confidence and ability to better self-care for their chronic condition.

The eight-week program was initially launched from the BCH Portarlington site due to the higher prevalence of type 2 diabetes on the Northern Bellarine. However, the program has proved so successful that it has been extended to other BCH sites.

Two participants were so motivated by the program that they have since started their own 'Peer Support Group' and have undertaken causes such as Insulin Drives to donate to charity.

Consumer Advisory Group

Engaging with clients and community is crucial to guide the planning, design and improvement of health services.

Bellarine Community Health has a very active Community Advisory Group.

This independent group provides an avenue for clients, carers and community members to express their views and ideas about their health experience and to make recommendations to the Bellarine Community Health Board for these views to be considered in the organisation's planning and decision-making processes.

During the year the group has been working on the formation of several consultation groups to provide strategic advice to the Board of Bellarine Community Health.

“We have already established a community consultation group to look at the issues, needs, supports and services around mental health on the Bellarine. We want this group to be in a position to respond to the upcoming Royal Commission into Mental Health.”

CAG Chair Jacqui Pierce





I STAND WITH THE LGBTI COMMUNITY

I STAND WITH THE LGBTI COMMUNITY

WE STAND WITH LGBTI WORKERS

WE'RE CELEBRATING IDAHOBIT

WE'RE WEARING RAINBOW ON MAY 17

WE'RE WEARING RAINBOW ON MAY 17

I STAND WITH THE LGBTI COMMUNITY

Supporting our diverse community

Bellarine Community Health launched a pilot program this year to provide people with Autism Spectrum Disorder (ASD) a personalised dental service. The program is the first of its kind in Victoria and aims to provide improved services for patients with autism.

Dental care is an essential service, but it can be very challenging to access for many people, particularly those with autism. Families and carers with lived experience of autism were surveyed to develop the program and an online community forum established to provide a platform for discussion and feedback.

The personalised program starts with a phone call before the patient goes to the dentist to understand their needs. Resources are developed such as visual/social stories, aides and sensory equipment using autism-friendly IT devices.

Anyone with a formal diagnosis of ASD from across Geelong and the Bellarine can access the service.

We determine if a client requires an interpreter when they first contact us for a service and we use the Victorian Interpreting & Translation Service (VITS) and Translating & Interpreting Service (TIS National) to assist our non-english speaking clients.

Bellarine Community Health has provided several training opportunities for staff to help build understanding of our diverse communities and achieve better outcomes for clients.

Identifying Family Violence training was provided to assist staff to build greater understanding of the diversity of family violence experiences, increase confidence in responding to disclosures of family violence and to build understanding of referral pathways to specialist services.

Colours of the rainbow activities to support and recognise the LGBTIQ community included:

- Lunchbox talk for staff on the importance of IDAHOBIT day and why it's important to incorporate diversity into our work with community
- Rainbow flags at reception counters and on digital platforms
- Staff encouraged to change their email signature with a rainbow logo for IDAHOBIT day and rainbow logo used on digital platforms
- Youth site decorated in rainbow colours and rainbow nail painting activity at local secondary schools
- Attended an LGBTIQ Inclusion Agenda talk and workshop run by the Commissioner for Gender and Sexuality team

Listening to our staff

Bellarine Community Health staff took part in an employee opinion survey run by the Victoria Public Sector Commission called 'People Matter'.

The survey provides valuable information about staff engagement, job satisfaction and views on a range of areas including the quality and safety of programs and services.

A short-time frame to complete the survey resulted in a relatively low response rate in comparison with other community health organisations.

Satisfaction for work life balance rated highly, along with responsiveness and team support, however there was a high negative response rate to work-related stress regarding workplace change.

BCH has undergone a significant period of change in the reporting period including a major upgrade of IT systems and transition to cloud-based services.

A delay in the delivery of new computers and delayed upgrades to network connectivity by Telstra led to some staff dissatisfaction which is reflected in the People Matter Survey.

Staff were supported during the transition by a dedicated IT team and all desktops and laptops have now been upgraded across the organisation.

The IT transformation to a user friendly, cloud-based system now supports staff in their work and streamlines processes for not only our healthcare professionals, but also our clients.

The Executive team is now working to further analyse the data to identify areas for improvement and to capitalise on areas of strength.

Listening to our staff

Our commitment to quality services continues with the successful completion of external accreditation requirements.

In October 2018 Bellarine Community Health's Child Health and Development team were audited for the first time under the Victorian Early Childhood Interventions Standards.

BCH achieved full accreditation for all standards involving family centred practice, access and engagement, outcomes for children and families and inclusion and participation. Some areas such as documentation were identified as opportunities for improvement.

“A commitment to flexibility and capacity to work in partnership with clients to achieve their needs and outcomes was commendable.”

Quality Innovation Performance Accreditation Report

In February 2019, the Aged Care Quality and Safety Commission conducted an audit of the Home Care Common Standards for aged care services.

Home Care, Allied health and therapy services, Meals on Wheels, Volunteer services, Community Nursing and Social Support services were reviewed.

All expected outcomes were achieved and there were no mandatory improvement recommendations made.

“Care recipients are highly satisfied that the service supports their independence, health and wellbeing enabling them to continue living in their own homes and being able to participate in community activities.”

Aged Care Quality and Safety Commission			
Event	Date	Number of Standards	Standard Met
Victorian Early Childhood Interventions	October 2018	5	5
Aged Care Quality Safety Commission	February 2019	18	18

Priority Clients

Our priority client groups are children, refugees and asylum seekers, people with chronic diseases, Aboriginal and Torres Strait Islanders, people with intellectual disability, people who are homeless or at risk of homelessness, people with serious mental illness, children in out of home care, pregnant women and clients of mental health and disability services.

Our team approach to child health and development involves a range of health practitioners using evidence-based practice to deliver early intervention services.

During the year our Child Health and Development team has been working with other agencies to streamline the referral pathway for children into services so that children are seeing the right provider at the right time.

All clients were individually contacted to assess their current needs and the appropriate pathway for them. The children's team also created a screening tool to help prioritise children and improve our responsiveness to families.

An increase in staff numbers and the improved approach to demand management has significantly improved waiting times for children's services.

Ensuring our clients are safe

We report and monitor quality information data to ensure that we drive continuous quality improvement at Bellarine Community Health.

Our incident data informed several improvements and reminders about safety procedures such as the disposal of medications including syringes and cannulas and drug chart labelling protocols.

Listening to our clients

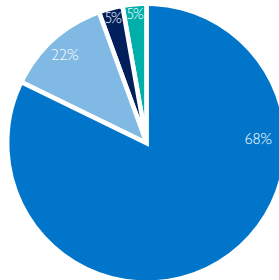
Feedback helps us look at services from the client's point of view. All feedback is referred to the relevant manager, communicated to the relevant program area and recorded and tracked online. Outcomes are reported back to clients where required.

We encourage the community and clients to provide feedback through a range of avenues. This allows the opportunity to find out things that are working well and possible areas for improvement.



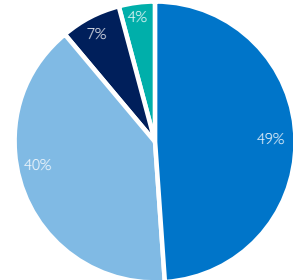
Client Feedback July 2017 to June 2018

Compliments 68%
Complaints 22%
Suggestions 5%
Other 5%



Client Feedback July 2018 to June 2019

Compliments 49%
Complaints 40%
Suggestions 7%
Other 4%



More than a third of the complaints during this year related to telephone calls due to an upgrade to the existing telephone system across multiple sites.

There were some teething problems with the new system and staff required some additional training, however the system is now embedded and provides greater operational flexibility for the organisation.



Healthcare delivered when and where you need it

Bellarine Community Health is the largest healthcare provider on the Peninsula with a physical presence in five locations across the Bellarine.

We provide a comprehensive and professional suite of health and support services for all the Bellarine community delivering in the areas of comprehensive primary and secondary care through General Practice and associated allied health and nursing services.

We use the Victorian Interpreting & Translation Service (VITS) to assist our non-english speaking clients. We promote this by placing the national interpreter symbol on our promotional materials and publications. Our website also features a language selection tool prominently on the front page. We provide free access to interpreter services.

We acknowledge that we live and work on the land for which Wadawurrung people are the traditional and custodians. We remember their ancestors with respect and commit ourselves to work for reconciliation and justice for Aboriginal and Torres Strait Islanders.



Our site locations

Drysdale 21-23 Palmerston Street Drysdale 3222 Ph: 5251 4640

Ocean Grove Cnr Presidents Avenue & The Avenue Ocean Grove 3226 Ph: 5255 0440

Point Lonsdale 2 Nelson Road Point Lonsdale 3225 Ph: 5258 0888

Portarlington 39 Fenwick Street Portarlington 3223 Ph: 5258 6140

Drysdale (Youth) Peninsula Drive Drysdale 3222 Ph: 5253 0400



