



2015 - 2016



Bellarine Community Health Ltd.
"Quality Living for a Valued Community"

Bellarine Community Health Annual Report

Victorian Quality Account Report



Welcome Message from the Board

It is an honour to present the 2015 – 2016 Annual Report and Quality Account Report on behalf of the Board of Bellarine Community Health.

The past year has provided challenges and opportunities for the Board.

The demolition, renovation and subsequent reopening of our Drysdale Community Health Centre was undoubtedly a highlight of the financial year. The \$1.7 million dollar upgrade was delivered by Lyons Construction ahead of schedule, with the centre reopening to clients in February this year.

I would like to acknowledge clients and staff for their cooperation in using our other outlets while the renovation was underway.

The Portarlington Community Health Centre received an upgrade to its exterior. Clinical services from that site also received a boost with the addition of a Continence Clinic and a Physiotherapy room. We look forward to completing another exciting upgrade of this site in the coming financial year.

In 2015 – 2016 the Board commenced consultation with the community over the planned redevelopment of the Queenscliff Community Health Centre, Point Lonsdale site.

We listened to community feedback about the Masterplan concept and following several months of consultation, decided to focus on redeveloping the existing community health centre.

The existing medical centre will be retained, with the ageing Community Health Centre building being substantially renovated and upgraded.

Another significant development throughout the financial year was the establishment of the \$1.2 million Health and Wellbeing Fund. A Community Committee was appointed and the terms of reference for the fund established.

Applications for the first funding round were sought in March with 18 community groups awarded almost \$135,000.

The Board looks forward to future funding rounds and seeing the health and wellbeing benefits delivered to communities on the Bellarine.

The Health and Wellbeing Fund is one of many ways that Bellarine Community Health is investing in the community, enabling local people to act on the health and wellbeing issues that are most important to them. The range of projects that received funding shows a great level of innovation.

Members of the Board and Executive hosted a number of community forums during the financial year to discuss the Department of Health and Human Services Review findings and the mandatory actions from the KPMG report, required of Bellarine Community Health.

In line with the Review findings, a comprehensive new community engagement strategy has been developed for the organisation and a Consumer and Community Advisory Group established.

During this period, the Department of Health and Human Services also appointed consultants to begin the health needs analysis for the development of a Service Plan for the Bellarine.

It has been a busy and successful year for Bellarine Community Health and on behalf of the Board I would like to sincerely thank the CEO, Executive, Staff and Volunteers for all their hard work and support.

Board Chair, Hazel Ingram



Bellarine Community Health provides specialist primary health services for all ages across five locations on the Bellarine. We are committed to providing quality, affordable health with reduced fees for people on lower incomes.

Board of Directors

Ms Hazel Ingram - Chair
Mr Claude Savino - Deputy Chair
Mr Graeme Smith - Treasurer
Mrs Veronica Philp
Ms Kristina Dimasi
Mr Jim Fletcher
Mrs Desiree Cohen
Mr Doug Grant
Ms Marion Westrup



Welcome Message from the CEO

Thank you to our staff and volunteers for continuing to make Bellarine Community Health an organisation that is focussed on achieving better health outcomes for communities on the Bellarine Peninsula. Thank you also to our many clients who continue to support this organisation.

I would also like to personally thank our Board of Directors and Chair Hazel Ingram, all of whom volunteer their time to ensure the sound governance of Bellarine Community Health.

The 2015/16 Annual Report provides a summary of our programs and initiatives to meet the strategic objectives of the organisation.

Like all Community Health providers, our organisation now faces the challenge of moving forward under new funding environments and patient centred service delivery models.

Throughout the financial year, a project team has been working on understanding the funding changes and their impact on the organisation.

The ability to adapt, change and continuously improve is always a focus for the organisation. Self assessment against our service delivery and governance standards is ongoing, with major work undertaken in the financial period on the organisations risk register.

Bellarine Community Health's Home Packages Team was also audited under the Community Care Common Standards in August 2015 and met all expected outcomes.

Bellarine Community Health provides a comprehensive suite of primary health services across five locations on the Bellarine and I would like to acknowledge the support we receive from the Commonwealth, and Victorian Governments under the HACC program.

We will continue to strive for improvements in our organisation to ensure the best service possible for our clients and the community.



CEO John Fendyk serves tea at our Biggest Morning Tea

Who We Are

Our Values

Accessible, affordable health care for all

Our Mission

'Quality Living for a Valued Community'



Our People

125 staff

Full Time 16

Part Time 88

Casual 21



Centres used by our clients

Drysdale **20%**

headspace - Drysdale **8%**

Portarlington **10%**

Ocean Grove **12%**

Queenscliff **50%**



Our Volunteers

127 Volunteers
contributed

14,000 hours
of service

76% of our Volunteers
are female



Our Clients

Age 26 + **73%**

12-25 years **13%**

0-11 years **14%**



Meals on Wheels

3,045 meals
delivered

to Point Lonsdale
and Queenscliff clients



Our Dental Clients

3,177 clients
received

22,500 hours
of treatment



92 Clients

registered for PAG
(planned activity groups)



Our Podiatry Clients

2433 Podiatry
appointments



315 Clients

registered for PWP
(physical wellness program)



Our Physiotherapy Clients

2051 Physiotherapy
appointments

Our Year in Review

Better Health Facilities

There have been many highlights throughout the financial year including the reopening of the Drysdale Community Health Centre.

The eight month project to renovate and extend this ageing facility resulted in a modern, functional Health Care Centre with enhanced clinical and multipurpose spaces.

The \$1.7 million dollar Drysdale Community Health Centre upgrade was funded through a State Government grant and Bellarine Community Health's annual capital allocation across a two year financial period.



The official re-opening Drysdale CHC

Community Grants

The Health and Wellbeing Fund, a community grants program initiative from Bellarine Community Health was successfully launched during the reporting period.

The \$1.2 million fund was established to provide assistance to community projects that will improve the health and wellbeing of people living and working on the Bellarine.

A total of 18 community groups were successful in the first funding round with grants of almost \$140,000 approved.



H & W Fund grant recipients

Community Events

Towards the end of the financial year the organisation partnered with Leisure Networks to bring the first 'Being Active in Winter' Expo to the Bellarine. More than 50 people attended the community event which featured guest speakers along with displays from local sports, recreations clubs, walking and bike riding groups and various other physical activity programs.



The Leisure Networks and BCH Healthy Communities Team

Community Engagement

Members of the community were also given the opportunity to become involved with Bellarine Community Health through the establishment of a new Consumer and Community Advisory Group (CCAG).

The BCH Board and the Department of Health and Human Services worked together to develop the terms of reference for the group during the reporting period and applications for group members were sought.

The CCAG and other activities from Bellarine Community Health will continue to expand community input into our health service.

Communications

Bellarine Community Health also expanded its communications to staff and the community through the establishment of a staff newsletter called 'Staff Matters' and the launch of a social media presence through Facebook.

Throughout the financial year the Leadership group established and delivered a Cultural Action Plan (CAP) for the organisation.

The CAP addressed the top four improvement priorities identified through an external audit in March 2015.

Outcomes included the establishment of an internal communications policy, review and update of the intranet, a guide to help staff plan for professional development, a change management policy and procedure and the refinement of work planning and appraisal processes.

Moving On Audits will be repeated in August 2016 to measure if staff perceptions have changed.



Health Promotion Activity

Our Healthy Communities team are located in Portarlington and focus their health promotion activity on postcode 3223.

A community needs assessment during the financial year resulted in an explosion of activity.

The team supports the Portarlington Food Assistance Program, food sharing program 'Ripe Near Me' and 'food swaps' at Portarlington and St Leonards.

Their Active Transport Project has resulted in a recycled bike program, bike maintenance work-shops and a women's cycling program (Bellarine Belles).



Recycle bike program

Support and advocacy with the Northern Bellarine Transport Action Group resulted in the return of an hourly bus service on Route 60.

The team also support the local 'walkability' action group Locomote and have created the 'No Fuss Bus' program which provides training sessions to assist people use public transport.



No Fuss Bus participants

Finance Report

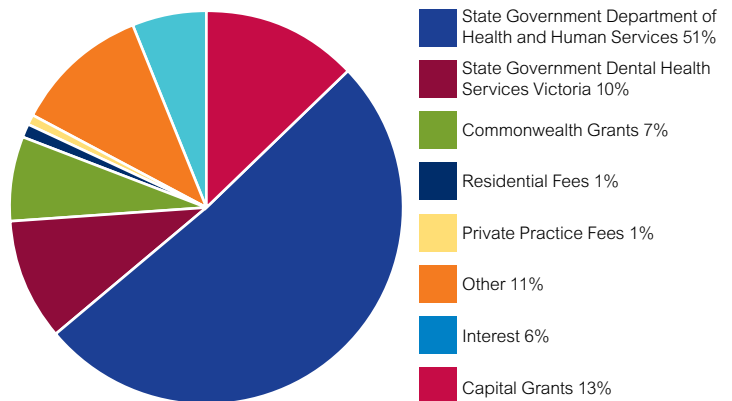
Bellarine Community Health has produced a small operating surplus for the 2015/16 financial year.

As a not-for-profit health service provider funded by both the State and Commonwealth Governments, we provide accessible and affordable services.

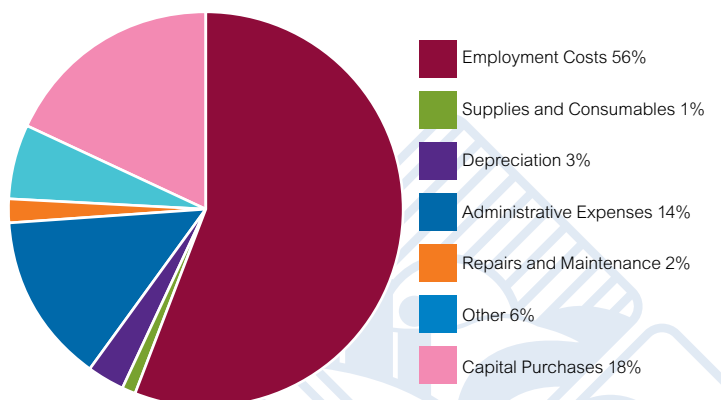
All our profits go back into improving services for the community.

The Audited Financial Statements can be downloaded from www.bch.org.au

Revenue 2015/2016



Expenditure 2015/2016



Consumer and Community Engagement

Throughout the reporting period, BCH continued to place consumers and the community at the centre of what we do.

The framework around consumer and community participation was revised and work began on a new Community Engagement Strategy.

In developing the strategy, a peer review of community engagement practices was undertaken including a review of the organisations documentation.

The strategy focuses on fostering a workplace culture that is supportive of consumer and community views.

Several community forums were held during the financial year to discuss the findings of the KPMG report into BCH. An overview of the Department's findings and two mandatory actions were discussed with the community members present.

The public forums gave the community a chance to understand the Review findings and voice their concerns about community engagement.

Community activities also included an Open House at the renovated and extended Drysdale Community Health Centre.

Dozens of community members viewed the new modern waiting areas and clinical spaces, taking tours of the building with clinicians and staff.

Young people on the Bellarine got the chance to check out the 'Street Surfer Bus' and a pop-up skate park at a youth outreach event as part of Youth Week.

The outreach event organised by the Youth Services team from Bellarine Community Health was held in partnership with Barwon Child, Youth and Family and supported by the City of Greater Geelong.



Youth event St Leonards

Celebrating Our Volunteers

Bellarine Community Health is extremely fortunate to have the support of a volunteer workforce that contributes in excess of 14,000 hours of their time across a variety of programs and services.

Our volunteers play a key role to enhance the delivery of services such as meals on wheels, customer service, health promotion activities and transport for various programs.

For National Volunteers Week we recognised the achievements of our volunteers with a special celebratory afternoon tea which was thoroughly enjoyed by all who attended.

We also acknowledge the dedicated years of service by our volunteers with service awards that recognise milestone achievements. Some of our volunteers have been with us for more than 25 years.

Our wonderful volunteers work tirelessly to support Bellarine Community Health deliver high quality care and services to its clients.



Volunteer awards at the AGM



Volunteer Jennifer Donohoue



Strategic Plan 2013-2016 and Future Directions

The BCH Strategic Plan of 2013-16 has concluded and consideration is now underway for a new Strategic Plan. In reviewing the 2013-16 plan and its four major themes, it's pleasing to see the organisations achievements.

Community matters to us

We continue to strive in providing the best services and programs to the community. Improvements in our communication to members and the broader community through direct mailing and the media has been well received.

The establishment of both the Health and Wellbeing Fund and Consumer and Community Advisory Group have been great initiatives, with vital input and support from community members.

Great at what we do

The work that we do is through the excellent work force of the organisation which focuses on continuous improvements.

The introduction of quality compliance software GEMBA360 and improvements to how clients access our services, our Care Plans and moves to a new Client Management System is evidence of our commitment to high quality clinical practice.

Here for the long term

The commitment to be a sustainable service provider on the Bellarine is demonstrated through our major capital works initiatives across several sites throughout the past three years.

The focus on core services has enabled BCH to be financially viable, and support service delivery to the community.

BCH has had significant input into the Needs Analysis and development of the Service Plan for the Bellarine initiated by the DHHS. The issues identified within the report will assist the Board and BCH to develop a new three year Strategic Plan.

Where people want to work

BCH has been supportive of the new Enterprise Bargaining awards for staff and has very flexible working arrangements.

Annual cultural surveys are conducted with positive results and led to the development of 'Above and Below Line Behaviours' making the organisational values real, practical and relevant to staff.

The organisation has continued to attract qualified staff as required.

Future themes and directions

The next financial year brings with it some exciting developments with scheduled renovations to our Portarlington site and the redevelopment and extension of the Point Lonsdale site.

Our commitment is to transition ageing buildings into modern health care facilities that meet the needs of both consumers and staff.

There are also challenges with changes to the Commonwealth Home Support Program for BCH to both understand the implications and internal reforms needed to effectively communicate the changes to consumers as well as to staff.

The reforms from the Commonwealth and State Government in transferring funds from HACC to CHSP has required significant budgetary reform internally. As well, the proportion of HACC funds for people aged under 65 will transfer to the NDIS as it rolls out across Victoria.

The new age of fierce competition for clients through the NDIS, CHSP, and HACC by new providers will require organisations to better market themselves, and ensure the services are client focussed and responsive to the individual needs of each client. It will also require the organisations to both recruit and retain the right skilled workforce to deliver quality services.

To ensure that BCH is prepared for the many changes and challenges over the next few years, it is important to ensure that the organisational structure and reporting arrangements to the Board and community are contemporary and appropriate.

The Board have supported the need to conduct an Organisational Review, with consultants to be appointed, brief prepared and completion planned in 2017.

To ensure that BCH has the right communication tools we will be launching our new website during the coming financial year. This fresh new public portal will give the organisation a modern new digital platform as we continue to transition towards an updated presence for BCH. Part of that process is the move towards a new name and logo for the organisation.



Primary Health Care Services

Bellarine Community Health provides a wide range of health services and health promotion activity aimed at improving the health and wellbeing of people on the Bellarine.

Our programs are developed with feedback from our consumers and with local health needs in mind.

There have been many highlights during the year including a series of very popular talks to our Physical Wellness Program clients called 'Brain Matters'. BCH partnered with Alzheimer's Australia to deliver the sessions to almost 180 people.

The Planned Activity Group (PAG) team developed and implemented a new person centred care and treatment plan as part of the DHHS requirements which has now been adopted across the organisation.

A new Continence Clinic at Portarlington has been well received and a monthly Well Women's Clinic also introduced.

An evaluation of our diabetes service and community needs during the financial year will also result in a diabetes education service being provided from our Portarlington site in future.

Our Dental and Child Health and Development teams were busy with health screening sessions in partnership with our primary schools and early learning centres.

As a result of the Barwon trial site for the National Disability Insurance Scheme (NDIS) we are now operating NDIS services in adult Occupational Therapy and our children's services.

Our allied health services for children and adults, our public dental services, our youth services which operate under the headspace model, our community nursing and palliative care services, and our physical wellness and planned activity groups remain at the core of the health services we provide.

Business Development

The financial year saw the Business Development team involved in a period of significant operational change.

The Central Client Intake System was improved with standardised templates for referrals, acknowledgments and information letters as well as a simplified client information pack.

A Training Needs Group was established to coordinate staff training across the organisation and induction modules completed for new staff, board members, volunteers and students.

The Home Care Packages program was integrated into Business Development to streamline the service.

Significant work was done during the financial year on upgrading our IT and Communications. The work included planning for the rollout and implementation of our own Virtual Private Network (VPN) with Telstra.

The new network will improve our systems flexibility and provide increased speeds and better remote access.

Work has also been done on identifying a new Client Management System to replace the current data base called SWITCH. The new system will integrate with other existing data bases and allow for electronic client health records.

Our focus for the next financial year is to successfully implement the new Client Management System (CMS) and VPN.

We will continue to upgrade our intake system in accordance with the new Commonwealth My Aged Care system and develop a marketing program for the Home Care Packages program which operates in a business market place from March 2017.





2015 - 2016



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Tell us about your experience

Bellarine Community Health (BCH) is committed to improving the quality, safety and health outcomes of our services and programs and recognises the views and experiences of our consumers and the community.

All new consumers are provided with a 'New Client' pack that includes a 'Rights and Responsibilities' brochure detailing how to lodge feedback and Elder Rights Advocacy.

Compliments are an important form of feedback that can support continuous improvement. When something is done well, we ensure it is reported back to the clinician or service where the improvement has been made.



Compliments

83

2014/15

42

2015/16

Complaints

16

2014/15

31

2015/16



How can you let us know your feedback?

Fill out a 'Have Your Say' form in reception areas or complete a 'Have Your Say' form online via our website.

You can also email qualitycompliance@bch.org.au, verbally tell someone or write a letter or card.

Verbal or written feedback is also received during surveys, focus groups and other consultation groups.

Tips for making a complaint

If the organisation is not doing something as well as you think we can, we need to know. We aim to resolve complaints within two weeks of receipt. Complex complaints are generally resolved within four weeks. The Chief Executive Officer is involved in the process and is often the person who contacts the complainant.

Community consultation occurs when BCH formally seeks feedback around a defined issue or decision. Consultation includes processes such as surveys, focus groups, forums or street talks.

Feedback on 2014/15 Quality of Care Report

Only one written item of feedback was received on last years Annual Report and Quality of Care Report. The feedback said the report was complicated and technical.

Accreditation status

Bellarine Community Health has full accreditation status with all governing standards as at 30 June 2016.

Because our services come under different standards, accreditation doesn't happen all at once.

The majority of our services will go through full accreditation in October and December 2016, with Palliative Care to follow sometime in 2017.

2015 Home Care Packages audit recommendations

- Ensure systems are in place to regularly monitor contracted staff including training through contract management system
- Continue with the implementation of the organisation wide standardised care planning
- Log all feedback through the formal system

What we have done

Reviewed and updated the contracts system to reflect appropriate training for contracted staff.

New and existing clients are assisted to identify their goals on the 'My Care/Treatment Plan'.

All email traffic between staff and clients are now being logged on our system and reviewed by the CEO.

Interpreter services

Bellarine Community Health provides accredited interpreter services for clients.

Only 1% of our clients from non English speaking backgrounds required an interpreter.

17% of our clients indentified as being from Culturally and Linguistically Diverse (CALD) backgrounds.



BCH contacts the Victorian Interpreting & Translation (VITA) service when required. The national interpreter sign is on publications and staff are aware of how to use the service.

Accreditation Timelines

National Safety & Quality Health Services standards	Due October 2016
Quality Improvement Council standards	Due October 2016
Home Care Common standards	Due December 2016
National Standards Assessment Program	Due 2017



Staff survey

In 2015, staff were invited to complete a survey on their experiences of working at Bellarine Community Health (MOA Benchmarking – staff feedback survey).

26 people completed the survey and our results were benchmarked against other similar organisations. We like to celebrate the top performing areas and it was pleasing to know that staff:

- Would like to stay
- Have good cooperation between peers
- Speak up in team meetings
- Believe a good work-life balance is offered
- Have a safe working environment
- Get positive feedback from their managers

Areas for Improvement

Skills development

We have developed a training flowchart that shows how to apply for training.

Staff can electronically view their awards and training they're entitled to.

Performance reviews and management direction

We continue to embed individual work plans which cascade down from the organisations strategic plan, along with the CEO and Executive Manager's business plans.

Position Descriptions were reviewed and include strategic themes, which will support staff awareness of strategic directions.

The supervision, work plan and performance appraisal tools were reviewed and amalgamated into one document. This will simplify the process.

Fair management

A Change Management Policy & Procedure was developed and all future changes must be referenced to the policy and procedure and approved prior to implementation. This will ensure equity for staff across the organisation.

Effective communication

An Internal Communication Policy & Procedure was developed with clear guidelines for internal communication. Improved staff efficiency through reducing emails and placing information on the Intranet.

A staff newsletter 'Staff Matters' was introduced as a monthly email update.

A follow up staff survey has been conducted and we hope the results will show continued improvement.

Mandatory Training



93.5% of staff
completed
fire extinguisher training



98% of staff
completed online
hand hygiene training



Staff at our Point Lonsdale site

Community health priority population group response

'Community health services must report on one or more of their activities in response to a community health priority population group as outlined in the Community Health Integrated Program guidelines; directions for the community health program.'

Active Travel - No Fuss Bus Program

An active environments needs assessment was completed during the financial year for the townships of Portarlington, St Leonards and Indented Head (3223 postcode).

It found the priority population group experienced a number of barriers when it came to using active travel (walking, bike riding and public transport).

A survey found 42% of people never used public transport, many because of a lack of confidence in understanding how to use the public transport system.

Based on this information, the No Fuss Bus public transport training program was designed in partnership with Travellers Aid Australia and RACV.

The program teaches people everything they need to know about public transport so they can use it with confidence.

Our volunteers run sessions on how to use myki, public transport websites and apps and how to remain safe and access the support available when using public transport. More than 100 people from Portarlington, St Leonards and Indented Head have so far completed the program.

Ripe Near Me

A food system needs assessment identified that access to fresh fruit and vegetables in the priority 3223 postcode townships was an issue.

The Healthy Communities Team looked at opportunities for intervention support and ways to invest in new local projects to support food security in conjunction with existing projects.

Ripe Near Me, a website where excess home grown fruit and vegetables can be shared online was identified as a potential new local food project. A community survey found half those surveyed would use the website.

A multi-strategy project was recommended to cater for the respondents who wouldn't use the website. As a result, food swaps were included in the project.

The Ripe Near Me project (including establishment of the Portarlington Food Swap, and rejuvenation of the St Leonards Food Swap) ran between the months of October 2015 - April 2016.

The project was widely promoted and an evaluation after the activity found there were seven new local locations where fruit and vegetables were available, including locations from the website and food swaps.



Focus on Occupational Health and Safety

Bellarine Community Health continues to improve health and safety for staff, clients, visitors, volunteers and students.

In response to an increase in violence, a new policy to prevent violence was introduced. This covers ways to prevent violence in our workplaces (health centres, homes, schools) as well as steps to follow should violence occur. A tool to screen for risks in the home was trialled to improve the safety of our staff when going into homes to provide services.

A range of changes was made to help us respond to extreme weather. In 2015, our region (Central) recorded 2 days of extreme fire danger, 8 days of severe fire danger and 32 days of very high fire danger. Staff and volunteers are no longer able to travel in the middle of the day when the risk of fire is great, and now have access to bottled water, fire and heat safety tools

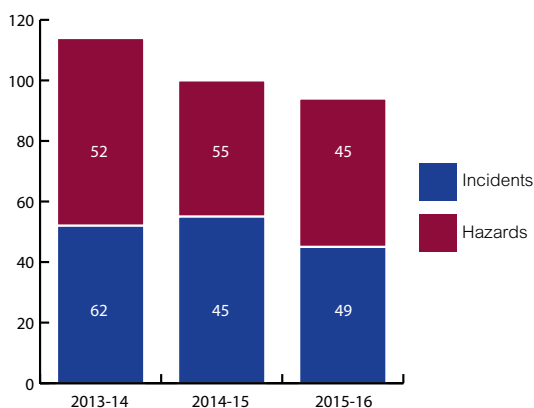
during this period. Some services and groups will be cancelled when the risk of travelling for both staff and clients is too great.

Heart defibrillators are now available at Queenscliff, Drysdale, Portarlington and Ocean Grove health centres and can be used by the public. Staff have learnt how to use the defibrillators and all first aiders have re-trained this year.

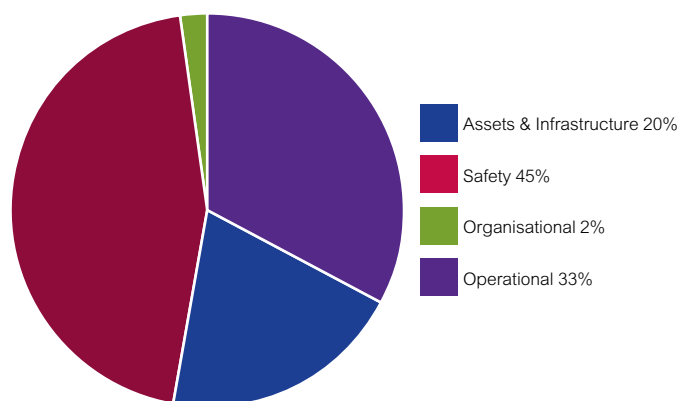
Board members and Leaders completed risk management training and a workshop led by our insurer, Victorian Managed Insurance Authority (VMIA). The risk register has been reviewed and plans made to help us control the risks.

Staff and volunteer wellbeing will continue to be a focus. Health and Safety Representatives will be more involved with the aim of building our health and safety culture.

Yearly comparison of health and safety incidents



Classification of incidents by risk category 2016



Standard 5: The organisation actively contributes to building the capacity of consumers, carers and community members to participate fully and effectively.

At BCH we invest in the health literacy of the community because as health literacy grows, so too does the individual's skill, knowledge and motivation for quality healthcare services. Our monthly 'Community Matters' newspaper column engages the public to take action in their own health and learn about opportunities for participation.

Our quarterly Members Update keeps our financial members informed on organisational challenges, opportunities and achievements which better supports them to participate on a strategic level.

A new Communications Officer has helped improve the quality and frequency of our communication tools and a review of collateral and a new website under development will extend our resources for enabling greater participation. The website will include pages for encouraging discussion on quality and safety performance and to have a say.

We support the capacity of consumers who take an active role in the organisation. Our volunteers attend staff induction and are supported through a dedicated Community Services Coordinator position. New Consumer Representative positions will be extended and a Consumer and Community Advisory group established.



A client's journey through continuous care

Lindsay has lived on the Bellarine Peninsula since his retirement and has utilised many of BCH's community services including our Diabetes Education and Dietetics services when he was first diagnosed with diabetes.

Earlier this year, Lindsay developed a life threatening infection that damaged the lining of his heart requiring him to have heart valve surgery at University Hospital Geelong.

He was referred into our Cardiac Rehabilitation Program and attended the eight week outpatient program at the Ocean Grove Community Health Centre.

Lindsay attended supervised exercise sessions to gradually build up his strength and confidence and attended information sessions about the heart, his medications, healthy eating and lifestyle risk factors.

These sessions helped support Lindsay in his recovery and hopefully prevent Lindsay from having further heart problems.

Unfortunately Lindsay had some further complications after his surgery and was also seen by our fantastic Community Nursing team.

Lindsay has now completed his Cardiac Rehabilitation Program and is on the road to recovery.

He walks 2-3km a day and has made some positive changes to his diet. Lindsay has also started our Physical Wellness Programs, attending a weekly strength based exercise program in his local area.

Grief & Loss in Palliative Care Teams working together

Robert is a 71 year old retiree and carer for his wife June, who was receiving Palliative Care Nursing support.

He was referred for counselling as he was struggling to cope with June's terminal illness and did not want to 'burden' June, or their family or friends, with his feelings.

During Robert's time in counselling he was supported to accept and express his feelings, and prepare for June's passing as best he could.

Robert soon learned that he could speak freely about his mixed emotions, and that his feelings were very 'normal' and to be expected.

He also talked about his experiences as June's husband and carer, and shared stories about his life with June and their family.

The Counsellor and Palliative Care Nurses worked together to ensure that Robert and June's needs were met, and that Robert was supported during June's ultimate transition into residential care.

His counsellor supported him with strategies to cope with his emotions, to look after himself, and to stay connected to his supports in the community.

Our Palliative Care Nurses and Counsellors are honoured to support palliative clients and their carers during these difficult times, and are committed to prioritising these referrals to ensure a timely service.

"The members of the Drysdale Branch of the Country Women's Association would like to express their sincere thanks to you and your team of Palliative Care workers for all your dedicated activities for our local community."



Continuous Improvement

How Clients Access Services

The Intake/Initial Needs Identification officers are our front line. They help identify the service the client needs and gather enough information to be able to prioritise the client on the specific wait list.

The intake team are continuously working towards improved pathways for clients and efficiency of the Intake system.

Intake and Initial Needs Representatives sit on many working groups to help improve processes.

Some of the major improvements made over the last 12 months include:

- Improved acknowledgement of referrals received
- Additional procedures for confirmation letters ensuring clients are aware that their referral has been received and advising that we will contact them by phone to follow up
- Simplified system of internal referrals for clients with urgent needs to reduce waiting times for appointments with other allied health providers
- Client information pack procedure streamlined
- Improved screening process by Initial Needs Identification officers for clients referred to multiple services

Clients Care Plans

An internal review of all Care Plans in use was completed in 2015. Care plans were checked against the quality standards and benchmarked against other services.

The purpose was to put in place a single care plan for the organisation which assisted clients to better understand and take part in their care and treatment planning.

The new template was simpler for staff by including the clients' care goals and treatment plan into a single document.

The draft 'My Care/Treatment Plan' was developed with a wide range of clinicians and circulated to staff for feedback. It was reviewed by a consumer and further improved.

The new care/treatment plan is now in use across Bellarine Community Health sites and its use will be reviewed in December 2016.

Dental Services 2015/16

Bellarine Community Health provides safe and high quality dentistry services to both children and adults.

Our performance results for the financial year.

6.9% State average 7.7%

% of adult patients who found a **problem** with their treated tooth and within 6 months, had to return for **more treatment**

1.7% State average 3.1%

% of child patients who found a **problem** with their treated tooth and within 6 months, had to return for **more treatment**

0.8% State average 1.3%

% of adult patients who had a tooth removed and **had to come back** within 7 days because of a **problem**

1.5% State average 2.8%

% of child patients who had a **fissure seal** treatment, but within 2 years, needed **further treatment**

3.8% State average 6.2%

% of adult patients who started **root canal treatment**, but within 12 months, had the tooth removed

0% State average 3.8%

% of child patients who had **nerve treatment** on a primary tooth, but within 6 months, had the tooth removed

Bellarine Community Health Ltd

All correspondence to: PO Box 26, Point Lonsdale Vic 3225

Our Services

Primary Health Services

- . Planned Activity Group
- . Cardiac Rehabilitation
- . Community Health Nursing
 - Men's Health
 - Women's Health
- . Counselling
- . Dental
- . Diabetes Education
- . Community Nursing & Support Services Including:
 - Continence Clinic
 - Wound Support
 - Palliative Care including Bereavement Support
- . Home Care Package
- . Footcare Nurse
- . Health Change
- . Meals on Wheels
- . Nutrition/Dietetics
- . Occupational Therapy
- . Physiotherapy
- . Podiatry
- . Physical Wellness Program
- . Primary Health Care Services

Child, Health & Development

- . Dental
- . Nutrition/Dietetics
- . Occupational Therapy
- . Physiotherapy
- . Podiatry
- . Speech Pathology

Services for Young People

- headspace - Drysdale
- Drug & Alcohol
 - Mental Health
- . Counselling
 - . Dental
 - . Health Nurse
 - . Nutrition/Dietetics
 - . Occupational Therapy
 - . Physiotherapy
 - . Podiatry

Site Locations

DRYSDALE

21-23 Palmerston Street
Drysdale 3222
Ph: 5251 4640
Fax: 5253 1134

headspace Barwon Bellarine

Penninsula Drive
Drysdale 3222
Ph: 5253 0400
Fax: 5251 5099

OCEAN GROVE

Cnr Presidents Avenue
& The Avenue
Ocean Grove 3226
Ph: 5255 0440
Fax: 5256 3948

QUEENSCLIFF

Cnr Nelson & Grimes Road
Point Lonsdale 3225
Ph: 5258 0888
Fax: 5258 0811

PORTARLINGTON

39 Fenwick Street
Portarlington 3223
Ph: 5258 6140
Fax: 5259 3269

To enquire about any of these services
contact the Information & Access Officer
on 5258 0812 Email: intake@bch.org.au



✓ CONSUMER REVIEWED

This publication has been reviewed by a health service user