



2014  
quality of care

YOUR SERVICE  
YOUR COPY

# my journey

with my experience  
perspective

my journey  
experience

my journey  
with my experience

my journey  
with my experience  
perspective



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## About this report

The stories in this Quality of Care report have been written by or together with EACH staff, clients or their families and volunteers. All the photos in the report have been used with the consent of those involved.

This report is available on the EACH website and will be available by request at EACH sites.

tell us what  
you think

## Tell us what you think

We are committed to making the Quality of Care report an informative document for the whole community. To do this we need your help - we would like you to tell us what you think of the report and how we can make it more interesting.

To make it easy as possible for you to get in touch with us, there are a number of ways that you can give your feedback:

**Feedback form:** At EACH sites

**Online survey:** [www.each.com.au/qocsurvey](http://www.each.com.au/qocsurvey)

**Telephone:** 03 8720 1100

# acknowledgment



We acknowledge Aboriginal and Torres Strait Islander people as the traditional custodians of the lands.

Respect and dignity are the rights of all people and so we acknowledge with deep sorrow the dispossession, injustices, mistreatment and failure to understand, respect and value the cultural beliefs of Aboriginal and Torres Strait Islander people, both in the past and continuing today. We seek the assistance of Aboriginal Elders and Community members in strengthening our understanding of their culture, needs and aspirations so that we may work together to create a healthy and inclusive community for all.



## chair & ceo



Stephen Clavan, Peter Ruzyla

It is with pleasure we present EACH's Quality of Care report for 2013-2014. The theme of the report Partnering with Consumers, was chosen by the Quality of Care Committee. Consumers are the people, their families, carers and other community members who access or visit EACH's services. Every person has their own experience and story to tell and it is the sum of these stories that has, over the past 40 years, contributed to making EACH the service that it is today.

There are many methods for judging the quality of EACH services but none is more powerful than listening to the voices of our consumers and the broader community. It is only from this feedback that we can determine if we are meeting or even exceeding consumer expectations.

As EACH marks its 40th year we celebrate our growth from small beginnings to the large and diverse service it is today. In the past year EACH has continued to grow, reflected in the recent mergers with Knox Social and

Community Health, MARP and Reconnexions. These services add further dimensions to the quality and diversity of the services that are offered to meet the social, health and wellbeing needs of our community.

We hope you enjoy reading the stories from consumers who have most generously permitted us to share their experiences. If you have any feedback on these stories or any other aspects of this report please see inside front cover for details on how to provide feedback so we can work on improving our next report.

Stephen Clavan  
Committee Chair

Peter Ruzyla  
CEO



# quality of care committee



Back Row: Peter Ward, Deb Smith, Jane Hancock, Stephen Clavan, Judith Woodland, Sue Spenceley. Front Row: Peter Ruzyla, Margaret Thomas, Bronwyn Barrow. Absent: Dennis Wilson, Kate Francis and Aindra Cowell

The Quality of Care report is developed by a team of community representatives, board members and staff who are passionate about ensuring the services of EACH are meeting the needs of people in the community.

## Who are you and why are you on the committee?

### Stephen Clavan:

Participating on the committee allows me to provide a consumer and community perspective on an area that I'm passionate about. It's great to be involved and have a say about EACH.

### Judith Woodland:

As a representative of the EACH Board, I am able to provide a link between the Committee and the Board which values the role of the Committee in reporting to consumers, families, carers and the broader community. EACH is justifiably proud of the quality of its work and the report is one means of showcasing a sample of this.

### Deb Smith:

I accepted the invitation to join the Quality of Care Committee because of my experience with medical issues over the years and my frustration when I have been expected to do as I am told without my personal circumstances being considered. This committee gives me the chance to encourage the providers to include the client in discussions about their treatment and to present information in a user friendly way.

# who accesses

2012/13

2013/14

15,157

25,833

EPISODES OF CARE WERE PROVIDED TO NEW CLIENTS

11,526

18,855

PEOPLE ACCESSED AN EACH SERVICE FOR THE FIRST TIME

22,478

39,275

PEOPLE ACCESSED AN EACH SERVICE

31,103

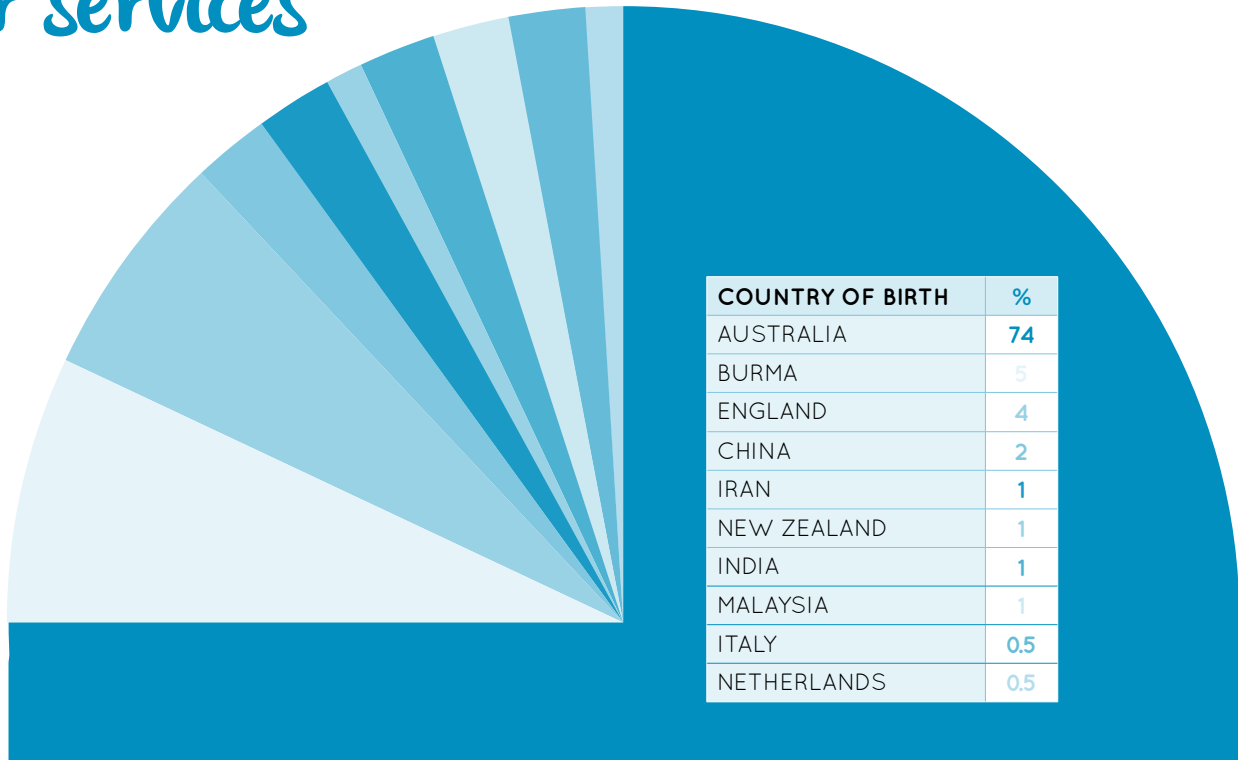
58,622

EPISODES OF CARE WERE PROVIDED THROUGHOUT THE YEAR

60%  
female

40%  
male

## our services



**3.6%**  
Indigenous

**8.6%**  
refugees

# consumer engagement



## partnering with consumers

Consumers are not only people who access EACH services, but also their families, carers and other community members who could possibly benefit from our services.

This Quality of Care report is about partnering with consumers. At EACH partnering with consumers describes how we work together with people to help them achieve health and wellbeing goals. This report showcases many stories from people who we have worked with to help achieve their goals. Partnering with consumers also means how community members participate in the planning and development of EACH services and programs. At EACH we partner with consumers through:

- consumer involvement in developing a consumer engagement strategy to guide how EACH will work in

partnership with consumers and the broader community to help improve our services into the future

- consumer representation on the working group responsible for the development of this Quality of Care report
- the EACH Reconciliation Action Plan (RAP) describes the commitment and actions EACH will take towards promoting positive and respectful relationships with Aboriginal and Torres Strait Islander people and improving their health and wellbeing. The RAP has been developed in partnership with Aboriginal and Torres Strait Islander people
- consumer facilitated or led groups such as the Community Mental Health's MI Recovery and the Knox Social and Community Health Chronic Pain Support group.





**MIDSUMMA**  
celebrates  
GLBTIQ (gay,  
lesbian,  
bisexual,  
transgender,  
intersex,  
questioning)  
culture  
in Melbourne.

## midsumma festival



MIDSUMMA Festival, 2014

EACH joined with the gay, lesbian, bisexual, transgender, intersex, questioning (GLBTIQ) community, their friends and families to celebrate their culture and provide service information.

Sunday 12th January 2014 was the beginning of Midsumma, a three week festival celebrating GLBTIQ culture in Melbourne. The first day was celebrated with a huge carnival and family day held in Alexandra Gardens on the banks of the Yarra.

EACH was represented with great enthusiasm by a team of staff who volunteered to attend the festival. They became quite skilled at face painting and the application of the EACH temporary tattoo! More than 1,300 people interacted with the EACH stand during the course of the day, making it a great opportunity to provide service specific information and promote the EACH 1300 number more widely.

An EACH Community Mental Health staff member coordinated the event with the assistance of a group of volunteers who contributed their time in preparation for the event and on the day.



# rainbow tick accreditation



Face and body painting at the EACH stall for Midsumma Festival, 2014

EACH is working towards 'Rainbow Tick' accreditation to demonstrate it is a GLBTIQ friendly and inclusive service

## What is a Rainbow Tick?

The Rainbow Tick is an accreditation program which consists of standards, indicators and evaluation criteria consistent with a continuous quality improvement framework. It promotes inclusive practice for the Gay, Lesbian, Bisexual, Transgender, Intersex and Questioning (GLBTIQ) community.

The aim is to ensure that the needs of GLBTIQ community are understood and they feel valued and respected, regardless of whether a person discloses or not.

It is also expected the health and wellbeing of the GLBTIQ people will improve as a result of services understanding their needs.

A transitional process has been developed to accredit EACH Services beginning with the following services applying for the Rainbow Tick. It is envisaged that the rest of the organisation will seek accreditation for the Rainbow tick at a later date.

- Mental Health Recovery & Community Support Services
- Youth and Family Services
- Ringwood Family Relationship Centre
- headspace: Port Macquarie

Some of the activities being worked on to meet the Rainbow Tick in 2015 are:

- a GLBTIQ working group to assess how well we meet the Rainbow Tick standards and identify ways of improving services to the GLBTIQ community
- a Rainbow Tick Action Plan
- Gay Lesbian Health Victoria (GLHV) How 2 Training
- an organisational Rainbow Tick survey
- staff representation at the MIDSUMMA festival.



'I enjoy that EACH Cleaning employs people with a disability and that I can assist them in returning to the workforce.'

## returning to work



My name is Slavica, I was born in Macedonia and came to Australia in 1987. I have 3 children, 2 boys and 1 girl. I enjoy social tennis as well as Macedonian music and dancing.

### **How did you first hear about EACH?**

I had been unemployed for about 10 years and was suffering with an anxiety condition. I had previously worked as a sewing machinist, on a production line and in various manufacturing positions. I had a recurring shoulder injury which meant I couldn't work in the manufacturing positions. I also struggled with confidence due to the length of my unemployment. Centrelink told me about EACH Employment.

### **Which EACH service helped you?**

I commenced with EACH Employment disability employment program. I worked with an Employment Case Manager to gain confidence in returning to work and identified cleaning as a role I thought I would be good at and could do physically.

### **What did EACH Employment do for you?**

A position within EACH Cleaning became available in 2011 and I applied with the Employment Case Manager's assistance. I was successful in obtaining the role and started working nine hours a week part time, gaining skills as well as confidence in returning to the workforce.

I found the cleaning role really suited me. I felt I could work more hours and in 2012 commenced working at Mitcham hospital as well as continuing with EACH Cleaning at nights. A supervisor's position within EACH Cleaning became available in 2013 which I felt confident in applying for, and again was successful. I now have up to 10 cleaners reporting to me each week. I really enjoy this opportunity and working with the other staff.

### **Why was the service helpful?**

EACH Employment was helpful in getting back into the workforce. It is a very supportive environment that provided me with training, confidence and the ability to take on a supervisor role. As a cleaning supervisor I am now supporting other people when they commence with EACH Cleaning.

# each employment services



EACH Employment is committed to helping people with a disability or mental health condition to find suitable and sustainable work.



## Post placement support

EACH Employment specialises in assisting people who have a disability and/or a mental health condition to find and keep a job that is right for them.

Post Placement Support (PPS) is the support provided to job seekers after employment has been found for them. This support is important for people with disabilities as it helps them to maintain ongoing employment. Support is offered at work and also when they are not at work.

Over the past year, EACH Employment has implemented many key actions to improve services for job seekers. One example is the centralisation of PPS. In 2013 the Maroondah region centralised PPS, with a team of consultants working from the Boronia site. Due to its enormous success the Bayside and Monash regions also centralised their PPS teams with the Maroondah team.

This has improved the service delivered to clients in a number of ways:

- increased level of day to day support for clients due to the availability of a specialised team
- a dedicated senior PPS officer is available to assist other consultants with difficult situations to better identify possible solutions
- regular PPS team meetings and consultations within the team ensure consultants are aware of client and contractual updates
- greater consistency of the support provided to clients
- a higher level of engagement of PPS clients.

As the centralisation of PPS has proven so successful across the Maroondah, Bayside and Monash regions, there is now a plan to incorporate the Westgate region into this model.



Falls are a major cause of injury for older people, with one in 65 having a fall each year. Specific exercises can improve the strength and balance of older people to reduce the chance of falls.

## insuring against falls



Jenny who is 72 years old has kept herself fit by ballroom dancing, yoga, Tai Chi and regular walks. In 2012/2013 her physical activity became limited by health issues. She noticed that her muscle strength and general fitness had reduced as well as feeling a bit unsteady.

In 2013 Knox Social and Community Health (KSCH) together with the Knox U3A (University of the Third Age) offered a strength and balance exercise group to U3A members. Jenny, who attends her local U3A, was happy to join the program, even though she had not had a fall. Due to her unsteadiness Jenny felt that attending the group would serve as an “insurance policy” to prevent falls in the future.

The KSCH Falls Prevention physiotherapist tested Jenny before starting and then again after the 15 week program. Even though Jenny had noticed a decrease in her strength and balance, her testing was ‘within normal limits’ for her age.

Jenny’s exercise program was delivered by Knox U3A volunteer leaders. The volunteer leaders complete a full day leader training course taught by the KSCH Falls Prevention Physiotherapist. The physiotherapist also attended each exercise session to provide ongoing supervision to the volunteer leaders.

Jenny thoroughly enjoyed the Knox U3A ‘STEADY as you GO!’ strength and balance exercise group. Jenny noticed improvement in her strength and balance. On reassessment with the physiotherapist, Jenny showed improvement in her lower limb strength, standing balance and walking speed and steadiness.

Jenny found this falls prevention program so helpful for herself that she has now completed the full day NoFalls leader training and has become a volunteer leader. Jenny appreciates that she will be able to help others to keep their independence, prevent falls, keep active and remain in their own homes as long as possible.

# knox social & community health



Knox Social & Community Health's Oral Health Program.

Through an Antimicrobial Stewardship (AMS) program the dentists working at Knox Social and Community Health (KSCH) aim to reduce the unnecessary use of antibiotics.

Antibiotics have been overused worldwide and because of this some antibiotics do not work well. The unnecessary prescribing of antibiotics has led to the development of drug resistant superbugs.

In Australia dentists are responsible for prescribing about 3% of antibiotics. Through the AMS program the dental team decide when to use antibiotics by:

- advising the use of alternate over-the-counter medications when this is the best choice
- only prescribing antibiotics when it is the best treatment
- following the Therapeutic Guidelines; Oral and Dental and prescribing the right antibiotic, at the right dose, for the right period of time
- a monthly audit and review of the antibiotics prescribed
- discussion with dentists who prescribe antibiotics not considered the best option.

KSCH provides a wide range of high quality services that improve the physical, mental and social wellbeing of individuals, families and communities. Services include allied health, diabetes management, dietetics, counselling, alcohol and other drugs counselling, health promotion programs and oral health services.

All these actions contribute to antibiotic stewardship as the dental team is watching when, and what type of, antibiotics are being used.

In 2013 the dental program at the Ferntree Gully site reduced the use of antibiotics by:

- explaining to patients that antibiotics are not always required and that over-the-counter medication is sometimes the better option
- advising clients to complete a full course of the antibiotics prescribed to increase their effectiveness
- checking if the antibiotic being prescribed was the best one.



EACH provides oral health (dental) services from two locations; Ringwood East and Knox Social and Community Health's Ferntree Gully site.

## dental quality indicators



### How quality dental care happens

EACH provides oral health services from two locations; Ringwood East and Knox Social and Community Health's Ferntree Gully site. The oral health service at Ringwood East has three surgeries and a mobile dental service, and Ferntree Gully has 13 surgeries.

In 2013/2014 13,918 clients attended 35,283 dental appointments across both sites. One way the oral health services keep a check on the level of safety and quality of dental care provided is by reviewing the regular reports received from Dental Health Services Victoria. From these reports the oral health teams found:

- only 1% of clients who had dentures (false teeth) made at either the Ringwood East or Ferntree Gully clinics had to return to have a denture remade or fixed; this is better than the state average
- occasionally fillings may need to be redone or repaired. At the Ferntree Gully clinic in 2013 this happened in just over 7% of cases; this is also less than the state average

- in the past year almost 4,100 children attended the Ferntree Gully oral health service. Of the children who needed fillings less than 3% returned to have a filling repaired. This is an improvement from the previous year.
- in 2013/2014 at the Ringwood East clinic only two people returned within a week of having a tooth extraction due to ongoing concerns. And only one person returned after a complicated tooth extraction. This indicates the right treatment is being provided at the right time.

The biggest oral health risk for children is tooth decay, but it can be prevented with good eating and brushing habits. And also by:

- avoiding sugary foods and drinks, including fruit juice and cordial.
- helping children to brush their teeth properly up until the age of 6 or 7 when they can start doing it themselves
- drinking plenty of fluoridated water.

# dental quality indicators



For more information refer to  
Hand Hygiene Australia  
[www.hha.org.au](http://www.hha.org.au)

## Hand Hygiene

Hand hygiene is a term that describes both hand washing using soap and water and cleaning hands with an alcohol based hand rub. Good hand hygiene is currently the most effective way to reduce infection from spreading in health care settings. The dental staff are provided with ongoing hand hygiene training and compliance with the correct hand hygiene methods is audited regularly. Hand hygiene is audited by observing how well the staff are following the Five Moments for Hand Hygiene.

Key practices used to maintain good hand hygiene are:

- all dental staff have completed the Hand Hygiene Australia certificate
- observational hand hygiene audits and checks completed regularly
- clients and visitors are encouraged to use the hand hygiene product located in the waiting and reception areas at both locations.

## Infection Prevention and Control

Infection prevention and control are the practices the dental services use to limit the potential for the spread of infection. The following are methods used to check that a high standard of infection, prevention and control is being followed:

- sterilising equipment tested daily to meet Australian Standards
- both clinics passing external independent infection control audits conducted by Dental Health Services Victoria
- both services have successfully passed Standard 3-Infection Prevention and Control of the National Safety and Quality Health Service Standards

- daily checks of the cleaning of dental surgeries and sterilising dental equipment
- monthly internal audits of infection control.



The oral health services at Ringwood East and Ferntree Gully are both National Safety and Quality Health Service accredited.

The EACH Aboriginal Health Promotion and Chronic Care workers facilitate access for the Aboriginal community to culturally safe health and wellbeing services.

## one client: many services



Mandy, pictured right.

Mandy makes the point that the EACH counselling, health and other support services have 'changed her life'. Mandy is an Aboriginal woman with severe osteoarthritis, diabetes, limited mobility, sleep apnoea (a breathing condition that disrupts sleep) and a long history of depression. She also loves tigers (the animal not the football team).

Whilst Mandy is waiting for knee replacement surgery she has been assisted by an EACH physiotherapist and has been able to access equipment to help her, such as an exercise bike. She is appreciative for this as well as for EACH podiatry, occupational therapy and the diabetes services which have greatly improved her physical health.

The physiotherapist thought Mandy may benefit from connecting with the Aboriginal community. Mandy is from Tasmania so is isolated from other Aboriginal community members. She was put in touch with the Mullum Mullum Indigenous Gathering Place. There she has been involved in an art therapy group and produced a canvas as well as a silk painting.

The Aboriginal Health Promotion and Chronic Care program (AHPACC) has helped Mandy by coordinating the many services she needs. With the help of this program Mandy has been assisted with prioritising her many appointments and access to funding for taxis to get her to them.

The AHPACC staff also advocated on her behalf with the general practitioner, public hospitals and other organisations to get a machine to assist Mandy with her sleep apnoea, and referred her to the Aged Care Assessment Service so she was able to get an aged care package designed for Aboriginal people.

As Mandy's mental health is her main issue she has been referred to an EACH psychologist and to the Personal Helpers and Mentors (PHaMs) program.

All the EACH activities, services and support Mandy has received have, as she puts it 'made her a more positive person.'



# primary health care



## Putting the family at the Centre

The Child Adult and Families team continues to strengthen a model of family consultation as a way of working with families who have concerns about their children's behaviour. The team offers a full consultation with the family to understand their needs and to develop a family care plan with them. In 2013/2014, 40 families were referred through this process with the majority choosing this approach rather than focusing on the child as the 'problem'.

The Child and Family Team coordinates the approach and work together with the families. Approaches might involve family work, support to develop routines, support for children in a kindergarten or school setting and individual counselling for separate members of a family. It can also involve participation in a group like 'Tuning Into Kids' or 'Parent Child Mother Goose' to foster attachment, provide parent education and opportunities for mutual support between the families.

Working with families in this way allows the fun that sometimes gets lost in busy family lives to be rediscovered.

EACH Primary Health Service continues to work for the health and wellbeing of its community. This is achieved through a range of services and programs being delivered to people as individuals, families, and communities. We reach our goals in partnerships with our consumers by acknowledging and appreciating the past as well as planning together for the future.

## Support Group for Grandparents

Tuning Into Kids is a parenting program that has been adapted for grandparents who have full time care of their grandchildren. Increasingly older people are finding their plans for retirement and travel put on hold while they bring up their grandchildren because of their child's inability to provide that role.

We ran our first program this year and the grandparents participating were very positive about the experience. Comments included:

"Things have become a lot calmer at home because of the situation solving"

"I liked the acknowledgement by leaders of the wisdom within the group"

As support for grandparents in this caring role is a growing need in the communities there are plans to offer the group again with changes made from the feedback of the grandparents involved.

SURE (Substance Use Recovery Eastern) works with people who are trying to address both substance use and other issues. The SURE program takes a whole of person approach to assisting individuals to enhance their life and wellbeing.

## jane's story



Jane describes her life as a roller coaster ride. Her teenage years were filled with life's ups and downs; fairly typical for her age. She finished school, went to university, and then travelled overseas, returning unsettled. Jane eventually settled down, married and then became pregnant.

Jane had a difficult pregnancy, giving birth to twins three months prematurely. One baby was born with cerebral palsy. The babies were hospitalised for their first three months of life, so for this time Jane and her husband had to travel every day to visit them in hospital. This put a strain on Jane's marriage as her husband found it hard to deal with Jane's difficult pregnancy and ongoing complications with the babies.

Over time the problems between Jane and her husband worsened. Jane turned to drinking alcohol as a way to escape her problems. By the time the children went to kinder Jane had reached rock bottom and then when in front of the children her partner pushed her, she told

him to leave. Jane realised she needed help; so she sought counselling.

Jane's life took another twist when her husband committed suicide. The roller coaster of life went downhill after this. Jane continued with counselling, still drinking, until she realised she needed even more help. Jane's doctor referred her to a new local service 'SURE'. When Jane contacted SURE, a counsellor responded quickly. The SURE counsellor assisted her to make positive change. There were many struggles, but by working with her SURE counsellor Jane got stronger.

The roller coaster ride of life seems to have slowed down for Jane. She no longer sees the SURE counsellor but knows where to turn to if she needs help. Jane explains she would not have made it without her counsellor's support and advises 'people should not be afraid to ask for help.'

# regional counselling



Young people in Melbourne's outer east now have access to a wide variety of services, all under the one roof at the Maroondah Youth Health Hub. The site has been developed with extensive consultation with young people who have contributed through working groups and an ideas board. Services delivered from the hub include medical, sexual and mental health, employment assistance, general counselling and a variety of group and individual programs for young people.

There were various reasons for the development of the Youth Health Hub but perhaps the most important was to do everything possible to encourage young people to get help for problems early. The aim is to create a culture so young people and families are comfortable to return and know that they can be linked to the appropriate service anytime.

“The philosophy behind the Youth Health Hub is to build a sense of community so that young people, even if they feel like they have formally finished receiving services, can still come back in any time to reconnect and prevent problems from reoccurring,”

Manager EACH Youth and Family Services

The Hub will be kept fresh and up to date by rotating art work from young people engaged in programs and services on the site. In addition, other relevant EACH services and external services are being encouraged to use the Youth Health Hub to also make use of the space for their programs and services.

The overall purpose of the centre is to create a space that meets the needs of young people in a youth friendly service environment. It is anticipated that more than 1,000 people aged 12 to 25 will access the Youth Hub every year.

## YOUTH HEALTH HUB

Home Care packages are a person centred set of services planned to help older adults who need support to stay living in their own home. EACH's Community Inclusion and Support Services (CISS) provide Home Care packages to people with low level care needs.

## my mum: cynthia



Cynthia with family and friends.



My Mum (Cynthia) is a mother of three children. In the past she was a teacher and later worked in aged care. Mum took immense pride in her intellectual capabilities, so in 2010 when she was diagnosed with Alzheimer's it was a cruel blow to both her and the family.

We were told by a friend who worked in aged care we should do the Living With Memory Loss course through Alzheimer's Australia VIC. They gave us a list of things we needed to do... one was to get an Aged Care Assessment Services (ACAS) assessment. We had an assessment and were very lucky that we were recommended to the CISS Home Care package program.

We were nervous about accepting a package because Mum was resistant to help and wondered how we would get Mum to agree to accept the package. The case manager was very understanding and found the right person for Mum. We were very nervous meeting a new person but within half an hour we realised that Gayle was like a long lost family member.

Working with Mum is not necessarily easy. Mum now loves Gayle and Dad says Gayle is "worth her weight in gold". Mum's changing needs have meant Gayle's role has changed but this has been easier due to the trust and friendship made. Gayle successfully reintroduced Mum to

the EACH Killara Planned Activity Group (PAG) where we had previously tried but failed.

Mum's friends and family are grieving for the loss of the woman she used to be. The support from EACH has made a huge difference to Dad. He has gone from being a husband to a carer who now cooks, cleans, does the laundry, pays the bills, and assists Mum with other personal needs. This is overwhelming for Dad but the thought of doing it without the support from EACH is unbearable.

Due to Mum's changing needs she now requires further support. We didn't want to lose Mum's EACH case manager or support workers. However the case manager convinced us to apply for a higher needs package. We have been fortunate to be offered a high needs package which will enable Mum to stay at home with Dad rather than in permanent residential care.

*"I would like to express our gratitude as a family for all the hard work that has gone into making our experiences with EACH a success." - Cynthia's daughter.*



# community inclusion support services



The cow, "Dorothy Green – our Dairy Queen" is green to represent our joint garden project.

This program involves the older adults from the EACH Wednesday Activity Group and the preschool aged children from the EACHChild Kindergarten.

## An intergenerational program

The main focus of the group was to develop a garden together and this extended to other activities. This program involved:

- the Wednesday Activity Group (WAG), which is a large social group which aims to enhance the wellbeing of socially isolated older adults living independently in the community.
- EACHChild Kindergarten services and programs, which are inclusive of children with additional needs also children at risk or who are in foster homes, children from refugee families, culturally diverse families and Indigenous children.

Many WAG participants don't see their grandchildren or great grandchildren often, and several of the children don't see their grandparents. The relationships formed between the children and the older adults have become very

meaningful and attendances are always high on the days when the two groups come together. For both groups, knowledge of gardening through creating vegetable, herb and flower gardens has been educational and fun.

Recently the groups participated in an exhibition at Eastland Shopping Centre – Animal Art Studio. A life size cow and two ducks were decorated. We used these to tell the story of the intergenerational garden program. The bond and enjoyment of the intergenerational program are represented on the cow by having the hands overlapping, not just side by side. The red hands represent the richness, wisdom, knowledge and experience of age. The white hands represent the purity and innocence of children.



Reconnexion programs and services focus on the challenges of anxiety, stress, depression and benzodiazepine (tranquillisers & sleeping pills) dependency and related conditions.

## anna's story



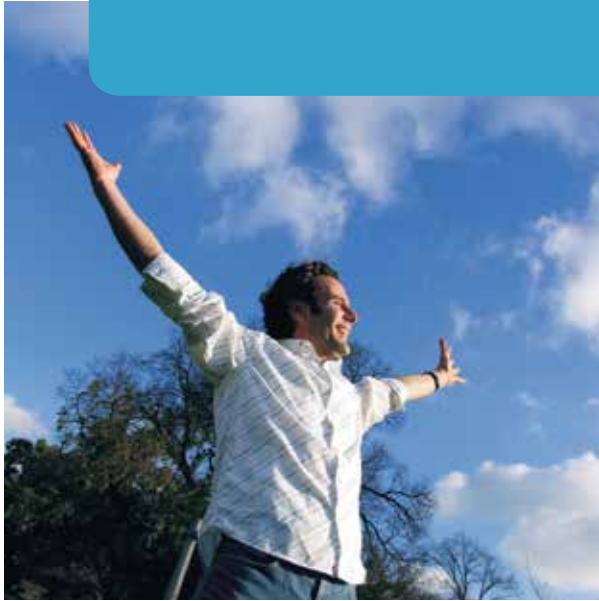
Anna, who is 33, was once a bright student with no anxiety or depression. A car accident when she was 20 left Anna with a permanently damaged jaw. Following surgery to repair her jaw she was left with severe ongoing pain. For this pain she was prescribed strong opiates on which she became physically dependent. She was then prescribed a number of antidepressants which included a long acting benzodiazepine.

Anna endured many years of physical dependency to this drug, which she tried hard to overcome, including a time in a private psychiatric hospital. She believed the professional staff at this facility could not understand her physical dependency on benzodiazepine. When Anna finally came to see a Reconnexions counsellor she could not stand up on her own. Her mother had to help her stand and walk with her to the counselling room. The counsellor recognised Anna's severe depression. For the first time Anna found someone who understood and could explain her dependency problems. The counsellor developed a recovery plan to guide her through a very careful and gradual withdrawal.

At her first session Anna could barely talk. This was due to her exhaustion, only getting an hour and half sleep a night, as well as experiencing many other physical symptoms. She told her counsellor that she could feel no emotion 'no joy, no sadness, no hurt, no anger'. Over time working with her doctor to reduce the drug dependency and with the counsellor on her anxiety and depression, Anna began to understand her emotions and behaviour. Coaching in breathing and yoga techniques gave Anna increasing control over her agitation.

After ten months of working with her Reconnexion counsellor Anna has now 'turned a corner.' She is having better sleep and is gradually improving; she can drive herself to appointments and has reduced her medication.

# reconnexion



Reconnexion's Education and Training program delivers community information sessions and training for health practitioners on the use and risks associated with tranquilisers as well as prevention topics such as better sleep.

**reconnexion**  
Treating Panic, Anxiety, Depression and Tranquilliser Dependency  
a service of **each**

Reconnexion has been providing reduction and withdrawal counselling for people with a dependency on prescription tranquilisers for 28 years (initially as TRANX), working together with the client and their treating doctor. Specialist counsellors also provide secondary consultations for other clinicians. Also for 17 years anxiety and depression counselling have been provided. Reconnexion counsellors are experienced psychologists, clinical psychologists and social workers, operating from three Melbourne locations: East Malvern head office, Melton and Cranbourne. They work with individuals and with groups.

Reconnexion also provides a unique telephone service for callers seeking support and information about reducing or withdrawing from tranquilisers, or with questions relating to anxiety disorders or depression. This service is staffed by competency trained and experienced volunteers.

Reconnexion's Education and Training program delivers community information sessions and training for health practitioners on the use and risks associated with tranquilisers as well as prevention topics such as better sleep. Reconnexion develops useful resources such as

help cards, fact sheets, relaxation aids and reference material and every two years presents the National Anxiety and Depression conference. Reconnexion is the convener of the National Anxiety Disorders Organisation Network.

## Who are our clients?

Reconnexion clients are people of all ages who have been prescribed tranquilisers, usually for anxiety or insomnia. Unfortunately, in spite of clinical guidelines advising only short term use (2 – 4 weeks), almost half have been prescribed tranquilisers for more than 5 years. These drugs lose their effectiveness, so people staying on the same dose can experience constant withdrawal symptoms without realising. Increasing the dose risks dependency and a subsequent difficult withdrawal. Reconnexion counsellors work with clients and their doctor to support the reduction and withdrawal process.

The Maroondah Addictions Recovery Project (MARP) provides residential based treatment for men and women who have found drugs and alcohol a problem in their lives.

## rocco's story



My name is Rocco and I am 43 years old. I had a privileged upbringing from a family with no history of drug and alcohol addiction. I first used drugs at 17 due to peer pressure. By the time I was 20 I had progressed to injecting heroin.

Heroin destroyed my dreams and took away my dignity, pride, values and morals. Not only did I waste 26 years of my life but the lives of those who I loved and who loved me. It led me to a life of crime and violence, with absolutely no regard for authority. I was constantly in trouble with the law which led me to courtrooms, lockups and prison. Family and friends distanced themselves from me. I ended up alone living on the streets, in boarding houses and generally bad places.

By the end of my addiction I had lost everything; I was physically and mentally broken. The simple things in life were no longer enjoyable. Severely depressed I had lost the will, courage and strength to live.

My only friend contacted a drug and alcohol service who assessed my condition as chronic. They strongly recommend I go to a rehabilitation (re-hab) centre or face certain death.

With a glimmer of hope I made contact with the re-hab centres but they all had long waiting lists. One suggested MARP which I had never heard of. MARP got back to me and in a short time I was in.

Full of fear, anxiety and severely depressed, it took me two weeks to settle in. I found the MARP program extremely beneficial. The structure in the house, the groups, the counselling, the 12 step program, Alcohol Anonymous (AA) and Narcotics Anonymous (NA) meetings as well as gym, yoga and art provided a breath of fresh air. The commitment of the staff meant I received the individual support needed.

MARP suggested I move on to supported residential accommodation to help with my recovery. So that's what I did. MARP did for me what family, friends, partners, court orders, jails, treatment centres including other re-habs couldn't. I cannot speak highly enough of MARP and the staff. I will be eternally grateful for the gift they have given me.

# maroondah addictions recovery project



MARP (Maroondah Addictions Recovery Project) offers programs for people who are willing to undertake a journey of personal growth and seek a lifestyle other than that of alcoholism or addiction. The program is currently updating several processes including the referral process, eligibility criteria and programs offered.

MARP is a voluntary, community based organisation, which provides residential based treatment for men and women who have found drugs and alcohol a problem in their lives. MARP has two residential programs: Residential Rehabilitation and Supported Accommodation (Croydonbridge Rehabilitation Program). The houses are all based in the Mooroolbark and Croydon area with the administration office in Lilydale.

MARP offers programs for people who are willing to undertake a journey of personal growth and seek a lifestyle other than that of alcoholism or addiction.



MARP aims to provide a safe, nurturing environment for you to commence all aspects of recovery.

“This time last year I was finally beginning to acknowledge that my life was in one long downward spiral. My life was being ruled and ruined by alcohol. In reality my ‘life’ was really non-existent outside of alcohol. Somehow I did hear my husband and the few friends that were still around, advising me on the necessity of some kind of program of rehabilitation. The program I finally decided on to help me recover was the Croydonbridge Residential Program, often referred to as MARP. This program proved to be the basis, the foundation of my return to ‘normal living’.”  
- Fran.



## Luck, Hope, Commitment & Support

Four words to remember.

My name is Aindra  
I am 56 years  
old and retired  
from building  
and carpentry.  
I live where I  
was brought  
up, in Belgrave  
on the edge of  
Sherbrooke forest  
- God's country.

## Aindra's story



Born perfectionist and depressive is not a good combination. I have suffered from a major depressive illness all my life and my first psychiatric consultation for depression was at around the age of 10. I was always top of the class even with minimum effort and so got by with minimum attention. Things came unstuck in my HSC year in a big way and my first suicide attempt was the following year. As an intellectual high achiever why couldn't I solve my problems?

I was able to complete my HSC (Higher School Certificate) a couple of years later and got top results. Then started Veterinary Science at university. Once again depression bites. And completion becomes impossible. Started Computer Science degree. Same story.

I have the most understanding and supportive family that it is possible to have. I had the ability to teach myself most aspects of the building trade and worked doing construction, renovations and maintenance. I survived doing what I could between bouts of depression, hospitalisation and electroconvulsive therapy.

I met my wife and have three beautiful girls and a relationship of 21 years. At 50 years of age I decided that life was effectively over. I was physically worn out and felt I was too old to have a future. I very nearly succeeded in ending things at 53. Before that, I didn't even have the motivation to kill myself. I made things very difficult for my family.

Much to my dismay at the time, I was saved. Over the next two years with intensive therapy and intervention from EACH PHaMs in Lilydale. I discovered that my lived experience was in fact a positive I could use in my desire to help people. After completing training I am now employed with Mind Australia as a peer support worker and the last 12 months have been the happiest I can remember for a long long time.

**Personal Helpers and Mentors service (PHaMs) supports people whose lives are severely affected by mental health problems.**



# community mental health



EACH Community Mental Health offers group programs such as Mental Illness (MI) Recovery and Buried in Treasures.

## MI Recovery

The MI Recovery group provides information, support and skills to manage mental illness. It is a peer-facilitated education program for people who have a mental illness diagnosis and are interested in exploring new ways to manage health and plan the pursuit of their hopes and dreams.

One of the participants, Sandra, talks about her involvement in the course:

“Every week I have looked forward to attending the group. Someone asked me what I gained from going and after a little reflection, it dawned on me, it has given me back some hope for the future. This hope has grown, not just from the course content but from listening to everyone speak and share their own journeys. For myself, recovering from acute periods of being unwell, I have always struggled with isolation and lack of confidence which prevented me from being part of a community for fear of being seen as not quite “normal”. MI Recovery has given me a sense of a different community, one that struggles every day with similar issues and problems, people with intelligence, wisdom and a lot of courage. I feel a little more empowered to face the road ahead.”

## Buried in Treasures

Buried in Treasures is a group program for people who experience hoarding behaviour.

Facilitators of the group have been amazed and inspired by the courage of the participants. The first 15 week group commenced last year and a second group commenced in February. The friendships and bonds that have been forged between the group members, their honesty and generosity, have been encouraging and inspirational. The changes that have been witnessed have been such a pleasure and a delight.

A group member shared that she and her son have not had a visitor to the family home in around 35 years due to her extreme hoarding. Since engaging with our ‘Buried in Treasures’ group program she has learnt so much about the reasons behind her hoarding and has worked really hard over the past year. Her 40 year old son has been able to bring a friend home for the first time since he was in kindergarten. This lady has discovered a whole new life through attending the group program and has been able to make huge changes and continue to maintain them.

Mat was recently acknowledged by his community in the local newspaper, highlighting his efforts at school and progression to a hospitality traineeship at a local business.

## matthew's story



Matthew



I am Matthew. I live at Bingara, NSW (pop. 1300). I am nearly 18. I like football and motorbikes. I care for my friends by talking with them about what's bothering them. The local swimming hole is the only fun place for young people in Bingara.

I have lived with my Pop and Nan since I was 3. My Nan passed away. We commemorate Nan's passing away every year by throwing roses in the air. My Pop is unwell. He takes care of me and makes sure I keep out of trouble.

I used to hang out with the 'wrong crew' but I have worked hard to change my lifestyle. I used to 'wag' school a lot but now I have nearly finished year twelve. The Bingara Central School has helped me a lot and the teachers look out for me. I worked hard to show the community that I have changed and eventually I got a job as a kitchen hand.

Two years ago I began working with EACH Youth Connections and then the Reconnect program. They helped me with school stuff, considering the right path in life, speaking with my Pop about his illness, what will happen when Pop passes away, who will support me and where I will live.

EACH has really helped me with my life struggle and they also do some fun things. So if you have any problems, EACH will help you out. Don't be shy. Ask for help.

The Reconnect program helps young people aged 12 to 18 years who are homeless or at risk of homelessness. Reconnect works with the young person and their family to improve the connections between the young person and their family, education, work and their community.

The Youth Connections program is for young people aged 11 to 19 years, who are most at risk of leaving school early and not getting to Year 12 or equivalent, and their families.

# each new south wales



headspace Port Macquarie is a holistic service working with young people in the areas of physical health, mental health, drug and alcohol, primary health, vocational and social support.

## The Bronze Medallion project

headspace Port Macquarie provides mental health and wellbeing support, information and services to young people, 12 to 25 years, including those with mental health issues as well as drug and alcohol addictions, and their families.

In December 2013 headspace Port Macquarie; Swimwell; NSW Health, Drug and Alcohol Services; Kempsey Mental Health; NSW Corrective Services and Aboriginal Health developed a joint project - NSW Lifesaving Bronze Medallion Program - conducted at the Port Macquarie Pool. This program aimed to build resilience in the young people to assist in decreasing the significant number of people who relapse after treatment. The course promoted physical health, personal development and motivation through completing the career based Bronze Medallion Certificate, the minimum requirement to be a qualified lifesaver.

Ten young people, five from the Aboriginal Community, participated in the six week program with an 88%

attendance rate. 100% achieved their Bronze Medallion Certificate. For many it was their first ever achievement and for others a much needed boost.

A joint application with Hastings Community Respite Care provided funding to increase the number of scholarships available for clients to become qualified swimming instructors.

These programs have provided the beginnings of a career path for those who desire it.

An added benefit has been the networking and communication between agencies which will enhance future service provision.

## Client comments:

“The course was heaps of fun because I got to know my youth worker better and meet new people.”

“This course strongly helped my confidence and motivation in furthering my interests in aquatic sports.”

# each new south wales



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EACH  
Employment  
Ipswich places  
emphasis on  
identifying  
people's aims  
to gain and  
maintain  
employment  
to meet their  
needs.

## back on track



When I first contacted EACH Employment Ipswich my days consisted of getting up in the morning, getting my kids to school and then going back to bed until it was time to pick them up. I couldn't manage my bills, I was depressed and my physical health and fitness had deteriorated to the lowest point it had ever been.

After a couple of months of working with EACH they linked me up to Local Connections to Work at Centrelink Ipswich. At these appointments I worked with both EACH and Centrelink staff. They helped me set goals and stick to them, access affordable childcare, find a more affordable electricity plan, food parcels and work through many areas that were stopping me from finding work.

After I had worked through all these areas and felt I could manage it EACH helped me to find some work. I was working with a maintenance crew around my local area, doing repair jobs for rental properties. EACH bought me clothes and boots, and kept in regular contact with both my employer and me. This job was not only something that I enjoyed doing, but it helped me to get my fitness

back and gave me the money I needed to start getting my finances back on track.

That job ended after just under six months due to lack of work but EACH Employment had me back and working within three weeks.

I am now working as a housekeeper for a beautiful function and accommodation centre. I see my EACH case manager every fortnight or whenever I need. They have helped me on so many levels and always know what is going on with me. I find it difficult to manage myself and need input from other people to keep me on track. EACH have definitely assisted me with this and I am so grateful.



# each queensland



The EACH Social Activity Group based in Wynnum offers ukelele lessons.

The services offered by EACH in Queensland are EACH Employment based in Ipswich and Social Activity Groups based in Wynnum.

## EACH Employment Ipswich

EACH Employment Ipswich works with people who have a mental illness and are re-entering the workforce. The Ipswich team supports job seekers not only to gain employment but also to improve their overall health and wellbeing.

As a way of improving job seeker participation and performance the EACH Ipswich team has adopted a rapid engagement model. This means the team sees all job seekers on a weekly basis for the first five weeks of the program. In this five week period job seekers have structured appointments conducted by one employment consultant. These appointments focus on initial intake, training needs analysis, resume and letter preparation, job search and job applications, interview techniques, cold calling employers, work place etiquette and dress standards.

This structured program has been useful for the new job seekers and since the start of this strategy six clients have been successful in gaining employment by week eight of their program.

## Social Activity Group in Wynnum

Keeping senior citizens in their homes for longer and connected to their community is the aim of the EACH Social Activity Group in the Brisbane suburb of Wynnum.

The group provides activities that include aqua therapy, gentle gym, ukulele lessons, Indigenous arts and crafts, flower arranging and day trips.

The program aims to prevent the early admission of elderly people into aged care facilities. EACH CEO Peter Ruzyla commented on the need for such groups. "With the ageing populations and people living longer there is greater need for people to remain active in the community. This group is a means to keep older people engaged and active in the community for as long as they wish."

It is anticipated approximately 100 people will be accessing a service from the program every week, with further developments being made to meet the changing needs of the community.

Using the Health Promoting Schools model the school and EACH have been working together to promote the health and welfare of the school community.

## bayswater north primary



Opening of the Chook Pen.



A student works on a project.

EACH Health Promotion and Bayswater North Primary School have had a partnership for the last five years.

Initially we developed a 'Health Promotion' team consisting of parents, teachers and health promotion student leaders.

Under the guidance of this team we embarked on a number of student run projects. One major project was the refurbishment of our toilets, an area the students had identified as a place where they did not feel safe. Pre and post tests indicated a change in perception and behaviour of our students at the completion of the project.

With the support of our health promotion officer we successfully applied for a number of grants which facilitated equipment for our Toy Shed, provided equipment for the building of our Chook Pen, funded various wellbeing programs for the students and supported the 'Mindfulness' professional development for teachers.

The volunteer resources available through Health Promotion gave access to the 'Wood Worms' who built our chook shed, now run by our grade 4 students, acquired fresh fruit from 'Second Bite' to support our snack fruit program and maintained our garden areas and vegetable patch through the local volunteers program.

Supported by EACH we became involved with our local retirement village. A positive interaction program benefits our year five students and their friends at Heritage Garden.

Our community has also benefited from the development of a parent co-op organised by a group of parents to provide fresh fruit and vegetables at the school each week. A walking group also started to encourage physical activity for our mums each morning and a coffee van booked to support social interaction. These activities have highlighted the impact that parents can have when they work together.

Our family support worker provided by the Strengthening Support to Families project, part funded by EACH Health Promotion has assisted many of our struggling families and further consolidated our support position within the community.

While some of these projects have finished and others continue, the legacy of our involvement with EACH has helped to raise the profile of Health Promotion in many ways including our involvement with Kids Matters, Restorative Practice and Program Achieve.

**Kerry Peake. Assistant Principal,  
Bayswater North Primary School.**

# health promotion



## A health promoting service aims to:

- actively promote health and wellbeing of its children, staff and community
- link health, learning and development through educational programs and service culture
- empower children to take action on health and wellbeing
- provide a safe and supportive environment for everyone
- integrate health into day to day activities and planning.

A child's early years are their most important and vital in providing the foundations on which long-term adult health outcomes are built. Investing in young children is regarded as one of the most cost effective ways to promote healthy development. Research shows children's educational and care settings are important for such investments.

EACH is now facilitating an Early Years Network that aims to support kindergartens, child care centres and playgroups to become health promoting services. There are currently 35 services in the Maroondah and Yarra Ranges that have joined the network. The network aims to support early childhood and care services to create healthier environments and recognise the achievements in promoting health and wellbeing of children. To achieve such outcomes, services will be working towards gaining recognition in the Victorian Prevention and Health Achievement Program. This is a joint initiative between the Victorian Department of Health and the Department of Education and Early Childhood Development, being funded by State and Commonwealth Governments. A health promoting service focuses on a healthier physical

and social environment; developing healthy policies; and providing children, staff and families with health and wellbeing learning opportunities.

EACH has also recently received funding to support the delivery of the Smiles 4 Miles Award Program across Maroondah and the Yarra Ranges. Smiles 4 Miles is an initiative of Dental Health Services Victoria, working in partnership with EACH and families to improve the oral health of the youngest children in our community.

There are currently 13 Kindergarten and Long Day Care centres across Maroondah and Yarra Ranges that are delivering the program, reaching a total of 721 children between 0 to 5 years.

Tooth decay is Victoria's most prevalent health problem, with more than half of all children affected. Despite a reduction in rates of tooth decay in children over the last 30 years, it remains five times more prevalent than asthma and continues to be a health problem particularly for disadvantaged communities (National Health Survey 2007).

## What are Warrigal Greens?

It is a spinach like vegetable, native to Australia currently grown in KSCH's community garden.



## bush tucker program



Warrigal greens (left), Colin Atkinson, Wolithiga man of the Yorta Yorta Nation (right) - courtesy of Barbara Oehring Photography

The Bush Tucker Yarning Circle has been funded by Healthy Together Knox and developed by the Aboriginal Working Group at Knox Social and Community Health (KSCH). The program gives members of local Indigenous communities opportunity to meet fortnightly and share local Community knowledge about healthy eating and bush tucker. This includes special sessions where native foods are prepared and cooked together.

Aboriginal people had survived for over 60,000 years living off the land before colonisation. They used traditional plants for food and medicine and they were a major source of their daily health and wellbeing. It is only fitting that this tradition continues, to preserve knowledge and maintain the strong generational ties between Elders and the younger generation. The Bush Tucker Program is vital to Aboriginal people in the area so they can reconnect to their Culture and or Community, share knowledge, encourage healthy life options, promote health and wellbeing and inspire schools in the area to develop their own native plant garden.

As an Aboriginal person involved in this program, I truly

believe that Community consultation is fundamental for the growth and development of the program. Consulting with other staff and team members of the Bush Tucker Committee has been necessary to ensure the nature of its success as everyone brings a different talent to the table. I have only had experience with bush food and medicine from Central Australia when I was a tour guide, I have no knowledge of the plants around here where I grew up; so it has been interesting listening to others and learning. We need to consult with local nurseries, primary schools and TAFEs to assist in the development of the Bush Tucker program. Elders and Aboriginal Communities also need to be consulted to guarantee the program is going in the right direction.

The Working Group has shaped the project by staying true to each other and the original goals and vision. We may have strayed a little but it has been the guidance of the whole team that has directed us back to our original goals or incorporated new goals with old.

**Rebekah Francis, Member of the Bush Tucker Program Steering Committee**



# workplace achievement program



Celebrating Ride to Work day at Knox Social and Community Health.

Knox Social and Community Health was excited to register with the Victorian Government Healthy Workplace achievement program in 2013. The program builds on the work already completed in staff health and wellbeing and supports our Healthy Together Knox initiative.

Our first action was to form a Health and Wellbeing working group with representation from across the service. We then completed a health promotion charter and undertook a consultation with staff about health priorities. A staff survey was undertaken and this was complemented by a graffiti wall where staff could leave their vote for, and ideas about five different health and wellbeing priorities: mental health, physical activity, healthy eating, smoking and alcohol. Staff expressed a desire to work on mental health and wellbeing and physical activity. Two action plans were developed with information from the consultations and further research and discussion by the working group. Some of the initiatives undertaken include standing time in meetings, walking meetings, and a new Mindspace room for staff to take a relaxation break. The

room has resources for quiet meditation, mindfulness and yoga and can be booked by staff for 10 minutes breaks before or after work.

The Workplace Achievement Program is available to all organisations in Victoria to support the development of healthy workplaces and workforces. Whether a small business or large organisation, the Achievement Program provides the resources for creating a healthy work environment and culture to help improve and sustain health and wellbeing in the workplace. The Achievement Program focuses on five health priority areas: smoking, physical activity, healthy eating, mental health and wellbeing, and alcohol.



# our volunteers



val's story

EACH's volunteers have been loyal and long serving for many years. One such volunteer is Val Caird who retired this year after 37 years of volunteering service. Val a highly valued volunteer who supported EACH and particularly the Wednesday Activity Group.

Over time Val and her husband John, also a volunteer, have between them provided over 70 years of volunteer support to EACH. In recognition of this EACH nominated Val for the Minister of Health Volunteer Award in 2014. In support of this nomination a participant of the Wednesday Activity Group wrote: "I love Val and she is very friendly and caring. She encourages and helps me with my painting and drawing. She listens and encourages me with things in my life and she is easy to talk to."

Val is just one of the many, many volunteers who have provided EACH with invaluable support over the past 40 years, their ongoing loyalty and commitment has played a major role in the success of EACH.

CEO Peter Ruzyla commented during the 2014 Volunteers Week celebrations: "EACH's volunteers continue to inspire us all with their commitment and hard work, unfailing good humour and willingness to help,"



chris & glenis

Volunteers are a vital part of Knox Social and Community Health (KSCH) and currently there are 26 volunteers working across 12 programs.

Chris and Glenis are a husband and wife volunteer team whose involvement has had a positive impact on the quality of KSCH services. Chris's skills as a volunteer are his warmth and the ease with which he can connect with people. Glenis is proactive, well organised and creative. Over time they have been involved in service planning, strategic planning, a volunteer review and mentoring new volunteers. Together, they have provided over 800 hours of volunteer work since 2010. Their journey commenced in 2008 and has involved the following:

- assisting with hydrotherapy, chair-based exercise and occupational therapy group programs
- creating displays of promotional material in the reception and waiting areas
- founding the Community Corner in the KSCH reception and waiting area
- membership on the KSCH Community Participation Committee.

Chris and Glenis provide a valuable link between KSCH and its clients and community members. To clients, they are the friendly face and proof of the openness and quality of services. For KSCH, they are an invaluable channel for the many community voices they encounter through group programs, the Community Corner and the Community Participation Committee.

# volunteers

**In the 40 years since EACH commenced volunteers have played a large role in the growth of the organisation. Volunteerism was a key component of the establishment of EACH with the original members volunteering their time and skills to establish the St Stephen's Community Health Project in 1973 resulting in the establishment of Maroondah Social Health in 1975.**

In 1976 volunteers participated in all areas of the then Maroondah and Social Health Centre including: activity groups, a crèche, transport, office duties, resource centre/library, home support and baby-sitting. In 1976 volunteers provided over 14,000 hours.

Today over 270 volunteers contribute to over 30,000 hours a year of their valuable time to EACH. They fulfil critical roles within EACH including:

- running the Opportunity Plus shop

- providing support to the Wednesday Activity Group (still going after 40 years)
- transporting clients to medical appointments, their individual programs, or out for a coffee and chat
- supporting clients in service orientation and providing feedback at KSCH's community corner
- working with local primary schools by assisting within the school environment with various tasks
- telephone support and information service - providing information, education and counselling for people with anxiety disorders, depression or benzodiazepine dependency.

The recent mergers with Knox Social and Community Health, Reconnexion and MARP at EACH has resulted in even more exciting and diverse opportunities for volunteers.



*belinda's story*

The benefits of volunteering at Reconnexion are endless and include fantastic training, dealing with clients and networking opportunities. Experience that is important for volunteers studying in the field of mental health.

As a Reconnexion volunteer my role involves: education, a referral service, office duties, appointment setting, greeting clients, liaising with mental health professionals, doctors and clients.

Helping people can be as simple as offering a friendly smile and a cup of tea. It may be offering information and services or it may be helping someone through an anxiety attack.

Volunteers at Reconnexion are part of a close-knit team and have a say in the service and how it can be improved. We are provided every opportunity to explore and achieve our career goals. Providing support can be very emotionally and mentally draining, however Reconnexion offers full support and debriefing, attentive toward each volunteer's needs.

# each through

## 1974

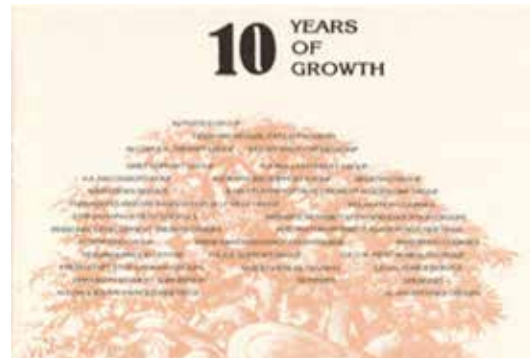
Friday March 1 1974 Maroondah Social Health Centre began life in a converted house at 77 Patterson Street.

On Sunday 1 September 1974 Maroondah Social Health Centre was officially opened by Prime Minister Mr Gough Whitlam.



## 1984

In 1984, Maroondah Social Health Centre celebrated 10 years of community service. In 1988, the centre also had a total of 194 volunteers.



## 70s



Maroondah Social Health Centre offered services that included Counselling, Occupational Therapy and Social Activity Groups.

1978/79 EACH's original logo



## 80s



1985 Maroondah Social Health Centre Ringwood East plans unveiled

# the years

## 1998

In 1998 the centre merged with two organisations that it already worked closely with: Outer East Council for Developing Services in Mental Health Inc. and Healesville Adult Day Care Centre to form Eastern Access Community Health (E.A.C.H).



## 2008 - 2014

In 2007 EACH extended its operations into New South Wales with the incorporation of Regional Extended Family Services (REFS). This would set EACH on the trajectory towards National operations.

In 2014 Knox Social and Community Health, Reconnexion and Maroondah Addictions Recovery Project Inc. (MARP) merged with EACH, to build a united network of programs that continue to serve the community together under the name EACH Social and Community Health.



## 90s

# 23,719

1998/1999 Number of client contacts

## 00s



2007 EACH receives the Premier's award for primary health service of the year



2014 EACH celebrates 40 years serving the community

# quality & safety accreditation

## Meeting the Standards

One of the ways which EACH can assure the community that we meet a high standard of quality and safety and continuously improve our services, is through a range of audit and accreditation processes. Accreditation is the ongoing review of our performance against a range of standards. In 2013/2014 EACH successfully met the following standards:

| ACCREDITATION STANDARDS OR AUDITS   | SERVICES OR PROGRAMS ACCREDITED  |   |
|---|--|---|
| Attendant Care Industry Management Systems ACIMSS (2008)                                | Attendant care such as personal assistance or help with daily living are services for people with disabilities, an acquired brain injury and/or who are frail aged, veterans and war widow/widowers. (NSW Port Macquarie and Victoria )  | ✓ |
| Disability Employment Service Quality Assurance (DESQA) Quality Assurance Annual Review | EACH Employment Services (Melbourne and Ipswich) assist people with disabilities and mental health conditions into sustainable employment.   | ✓ |
| Community Care Common Standards   | Programs receiving funding under several Community Care frameworks and provided under the following services: <ul style="list-style-type: none"> <li>• Community Aged Care Packages – Victoria and NSW</li> <li>• National Respite for Carers Program</li> </ul>                         | ✓ |
|   | Home And Community Care provides support to older frail people and younger people with disabilities living at home to assist with daily tasks or basic care. <ul style="list-style-type: none"> <li>• Primary Health Care and Community Inclusion Support Services (Victoria)</li> </ul> | ✓ |
| Occupational Health & Safety Management Systems AS/NZS ISO 4801:2001                    | All EACH services are assessed through an external audit process to ensure a management system has been established and maintained to improve the welfare, health and safety of all EACH staff.  | ✓ |
| National Safety and Quality Health Services Standards (NSQHS)                           | Ringwood East Dental Service successfully completed the NSQHS standards, this provides assurance that they meet a high level of quality and safety.  | ✓ |
| General Practice Accreditation  | General Practice clinic in Ringwood East services include Aboriginal and Torres Strait Islander women's health clinic, Refugee and Asylum seekers clinic, youth health clinic, community support and chronic illness management and support.   | ✓ |
| Dual Diagnosis Capability In Addiction Treatment Audit                                  | This audit measures the capability of the Alcohol and Other Drug team, at Knox Social and Community Health, to work with persons with co-occurring disorders. The team has continuously improved in all audit elements over the past six years.  | ✓ |

### Comments from the Accreditation teams or Auditors:

- "Consumers appreciated that they are seen as people rather than cases"
- "The clients feel they are empowered to make decisions regarding their career choices"



# quality & safety measures

## Keeping EACH and everyone safe

EACH is committed to providing a safe environment for clients, their families, carers and other visitors. EACH staff appreciate the importance of client safety, a safe environment and providing safe practice. Incidents are reported so they can be managed and followed up appropriately. All incidents are reviewed to learn from things that did go wrong or might go wrong in the future. This means that EACH can make changes where needed to reduce any risks to our community.

Similar types of incidents are grouped together so themes can be seen. For example incidents grouped under medical response/first aid can include clients who are either unwell or become unwell whilst attending an EACH service. EACH staff respond by providing either first aid or calling for further assistance and then follow up with clients to check on their health and wellbeing.

To continuously improve the reporting and review of both staff and client incidents EACH plans to implement the RiskMan incident reporting system in the coming year.

## Learning from experiences

EACH values all feedback from clients, their families and carers. Whether it is a complaint, compliment or comment, we are committed to learning from client experiences and feedback to improve the quality and safety of our services.

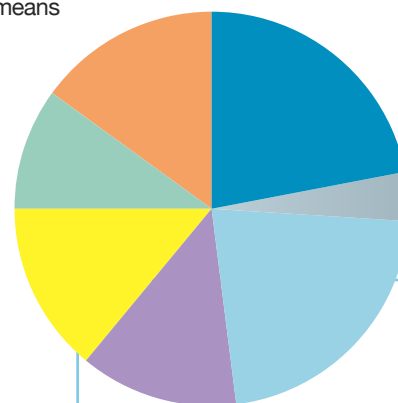
### Compliments

EACH including Knox Social and Community Health (KSCH) received 172 compliments in 2013-2014. Compliments provide EACH with information on what we are doing well and the level of satisfaction clients, their families or carers have with our services.

### Complaints

In 2013-2014 EACH, including KSCH, received 48 complaints. Complaints are welcomed as they provide an opportunity to learn how we can do things better. From review of the complaints received one of the main areas of concern is communication. To improve communication to clients and increase our staff's ability to respond to complaints we plan to:

- review the EACH complaints policy to check we are providing a clear and fair process
- improve the opportunities to provide feedback such as online and updated feedback forms
- implement an electronic feedback database for more efficient reporting
- provide complaints management training.



| INCIDENT TYPE         | %  |
|-----------------------|----|
| BEHAVIOUR/<br>CONDUCT | 22 |
| MEDICAL/FIRST AID     | 22 |
| MINOR/NEAR MISS       | 15 |
| TREATMENT RELATED     | 14 |
| PERSONAL INJURY       | 13 |
| FALLS & TRIPS         | 10 |
| MEDICATION ISSUES     | 4  |

## OUR NATIONAL OFFICES



WE ARE NOW LOCATED IN  
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## OUR MELBOURNE OFFICES



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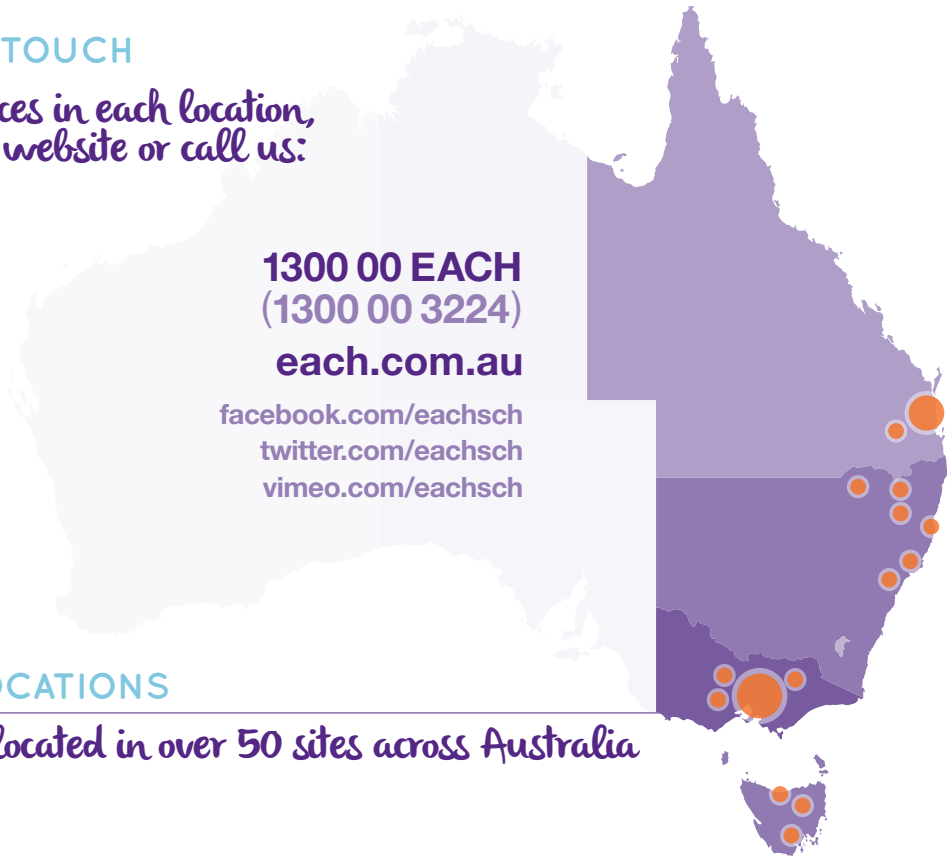
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## OUR LOCATIONS

We are located in over 50 sites across Australia





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