



**QUALITY ACCOUNT**

**2016-2017**

**VISION:**

People living well

**MISSION:**

Gateway Health provides primary health care and support to all in our community and focuses on providing services to those with the highest risk of poor health.

**VALUES:**

We care

We achieve

We work together

We learn

We innovate



# WELCOME

The Gateway Health 2016-2017 Quality Account highlights our progress, outcomes and achievements during the 2016-2017 financial year. The report can be accessed on our website in print and voice format. Printed copies are available at reception at Gateway Health's offices in Wodonga, Wangaratta and Myrtleford.

Gateway Health is a values based organisation and this report is designed to reflect those values. We have used valuable community feedback from last year's report to shape and improve the design and dissemination of this year's Quality Account.

*"This is a very interesting and well presented report, particularly for staff and associated services information. Not too sure if many clients or general community would be very interested as it is too detailed for their reading."* – Ron, Consumer Advisor.

What changes have we made this year?

- Engaged a graphic designer to create a vibrant design providing better readability.
- Increased the number of printed copies available.
- Quality Account saved onto Gateway Health branded USB's for distribution.
- A "voice over" version is available on Gateway Health's website.

What we will do the same because you thought last year's report was great:

- Electronic version available on Gateway Health's website.
- Use of colour.
- Clear headings.

We encourage anyone who reads or listens to our quality account to provide us with feedback. We will take this feedback on board and use it to make improvements in the following year.

Feedback can be provided by:

Email: [feedback@gatewayhealth.org.au](mailto:feedback@gatewayhealth.org.au)

Picking up a feedback form from reception at any of our sites.

Or you can write to:

Manager Quality and Compliance  
Gateway Health  
45-47 Mackay Street  
Wangaratta, 3677



## MESSAGE FROM THE CEO

It has been a privilege to join Gateway Health as Chief Executive Officer at this exciting time in the organisation's development. Former Chief Executive Officer Leonard Peady left the organisation in July 2017 after 10 years of service, during which time he was instrumental in leading the merger of Gateway Community Health and Ovens and King Community Health to form Gateway Health, and in the development of purpose built facilities in both Wodonga and Wangaratta to meet the growing needs of the service.

Preparation of Gateway Health's 2016-2017 Annual Quality Account has provided me with an excellent introduction to the organisation and its journey over the last 12 months. The Annual Quality Account is a key component of Gateway Health's accountability to the communities it serves. It aims to communicate our performance against quality indicators and standards, and to demonstrate our achievements and actions that contribute to continuous improvement in the services we provide.

The quality and safety of services provided by Gateway Health is best described through the experiences of those who use our services along with data on our performance compared to quality and safety measures.

**"Gateway Health provides care of the highest quality that compares favourably with expected standards, and in many areas is leading the way in responding to the needs of the communities it serves."**

This report includes stories from some of the thousands of people who have come into contact with Gateway Health this year. This is a humbling experience and we thank them for sharing. These stories showcase the work we are doing, how we are working in partnership to respond to the health and wellbeing needs of our community, and highlight the commitment of our staff in providing great care.

In reading this report, I'm sure you will find as I have done, that Gateway Health provides care of the highest quality that compares favourably with expected standards, and in many areas is leading the way in responding to the needs of the communities it serves.



Leigh Rhode  
Chief Executive Officer  
Gateway Health



# WE CARE

**Our staff are passionate about the care they provide and this passion ensures that our patients, clients, their carers and support network are at the centre of everything we do.**

Gateway Health takes pride in supporting people and their communities, particularly those most in need, to improve their health through active participation, inclusion and access to the highest possible standard of health care in a welcoming environment that promotes and upholds human rights.

Thousands of people from across the Ovens Murray region have used Gateway Health services over the last 12 months from our centres in Wangaratta, Wodonga and Myrtleford and through home visiting and community outreach services. This includes people of all ages from a diverse range of backgrounds and life experiences, including Aboriginal and Torres Strait Islander peoples, refugees and recently arrived migrants, people from the LGBTIQ communities and those experiencing

homelessness and/or mental health issues. Many face significant health disadvantages and ongoing or complex health and care needs.

Gateway Health values diversity and does not tolerate discrimination. We welcome and promote cultural safety, participation and empowerment.

Gateway Health recognises that all children have a right to feel and be safe. The welfare of children participating in our services will always be the first priority. Gateway Health has a zero tolerance to child abuse, including physical and online environments, and aims to create a child safe environment. Gateway Health has a child safe policy in place to guide staff in identifying, responding and reporting suspected child abuse.

DID YOU KNOW?

**GATEWAY HEALTH STAFF TRAVELLED  
1.1 MILLION  
KILOMETRES IN 2016-17  
TO BRING GATEWAY HEALTH  
SERVICES TO PEOPLE'S HOMES  
AND COMMUNITIES.**

**GATEWAY HEALTH IS AN  
NDIS REGISTERED  
PROVIDER**

**(NATIONAL DISABILITY INSURANCE SCHEME)  
FOR MORE INFORMATION CALL: 1800 657 573**



## CLAIRE'S STORY

Claire (not her real name) was 19 years of age with a 2 month old baby when she was referred to the Connecting Young Parents Program from Maternal and Child Health. The Connecting Young Parents Program facilitates a variety of social groups to support and enhance interaction and learning amongst peers. Groups meet weekly during school terms.

Claire was still new in her relationship with her partner and investing time and energy into maintaining this relationship while managing life with a new baby. Claire's 15 year old sister was also living with her on a permanent basis as part of an agreed safety plan. This without doubt placed pressure on her relationship with her partner. Claire was really struggling, rapidly losing weight and experiencing suicidal thoughts.

Through Claire's engagement in the Connecting Young Parents Program, the facilitator and peers were able to observe that things were not going well. Gateway Health staff were able to quickly action supports and services to address Claire's immediate needs and referrals were made to other supports. Some of the referrals and supports included; having a regular GP, counselling, financial support, food support, child care support, and a focus on Claire's wellbeing and a future support plan. The Connecting Young Parents group members had formed friendships with Claire and were quick to provide additional peer support when she needed it most.

The following term Claire returned and had begun gaining weight, was attending personal training sessions

and attended Connecting Young Parents Programs regularly. She had gained part-time employment and was studying at TAFE to be a qualified Child Care worker by the end of 2018. Claire's peers and friends from the Connecting Young Parents Programs have united around Claire to offer child care support for when she is at TAFE. Claire says that the support she has received from being involved in the Connecting Young Parents Program has enabled her to feel confident and that she can move forward into her life and planning for the future of her family. Claire has maintained the friendships she has made through the groups and they are now assisting her to organise her wedding! Claire has always imagined her perfect day but never thought she would be in a position to make it happen, and this has now developed into a reality.

Claire's story is one of many journeys through the Gateway Health Connecting Young Parents Program. The Staff are skilled and supportive, and the relationships formed through the shared experiences of being young parents is so powerful. Stories like Claire's demonstrate the complexities and the importance of getting the right information, connections and meaningful relationships.

**"CLAIRE SAYS THAT THE SUPPORT SHE HAS RECEIVED FROM BEING INVOLVED IN THE CONNECTING YOUNG PARENTS PROGRAM HAS ENABLED HER TO FEEL CONFIDENT AND THAT SHE CAN MOVE FORWARD INTO HER LIFE AND PLANNING FOR THE FUTURE OF HER FAMILY."**

# INDIVIDUALISED CLIENT DRIVEN SERVICES

Meet Melissa, an Occupational Therapist (OT) who is a member of the Allied Health Team at Gateway Health. This true story provides an example of safe, effective and person-centred care that is typically strived for by all staff at Gateway Health.

Melissa received a referral to see Geoff (not his real name) from his case manager at the Rural City of Wangaratta for a functional assessment in readiness for his transition to the NDIS (National Disability Insurance Scheme). Geoff is a 59 year old gentleman living with emphysema and chronic back pain. He lives in a rural area and is supported by his wife Beryl.

Upon receipt of Geoff's referral his eligibility to access the OT service was established immediately and his needs were prioritised to determine how soon he should be seen. Due to the rising demand on our intake service, Geoff waited approximately five weeks before being contacted.

Melissa was able to visit him at his home and worked with him to understand his functional needs, his interests and aspirations and also those of Beryl's, in her carer role. Using a listening and enquiring approach Melissa learnt that:

- Geoff valued spending time with his family including his grandchildren and needed support with his mobility to continue engaging with them;
- It is important to Geoff that he be able to shower himself and get from his car to the front door safely;
- Geoff's way of giving Beryl a break was to continue to organise one meal a week;
- Geoff uses his love of woodwork to support his mental health.

Understanding these things about Geoff, Melissa then helped him develop a care plan which articulated his goals and identified realistic strategies to help him achieve these.

Less than two weeks after Melissa visited Geoff and Beryl, she sent them her assessment report and the care plan to verify that she had recorded the details from her initial visit accurately. The following correspondence was received from Geoff in response:

*"Hi Melissa,  
Wow you have excelled! Thank you! No one has taken the time, energy or effort that you have done with my review. The picture you have painted is so accurate that i wanted to cry when i first read it. I always play the role of the listener and you truly listened to me! You have o idea what this means to me and i will always be grateful to you. I sincerely pray that someone repays your kindness and diligence at a time in your life when you most need it, for you absolutely deserve it.  
Geoff"*

Melissa had provided timely access to the OT service and had delivered a person-centred assessment and care plan which supported Geoff's readiness for the NDIS.

This story demonstrates the Allied Health Team's performance against the access and service delivery standards for Community Health Services. It also highlights the need to speed up Intake processes to meet the rising demand for our quality services.



# AGED CARE ASSESSMENT ACROSS THE OVENS MURRAY REGION

Gateway Health provides Aged Care Assessment across 7 local government areas in the Ovens Murray Region. An Aged Care Assessment looks at the physical, medical, psychological, social and future needs of older people to assist them and their carers to access services appropriate to their care needs now and into the future. The Aged Care Assessment responsibilities include approval for access to Residential Aged Care, Residential Respite Care, Flexible Care and Home Care Packages.

An Aged Care Assessment usually occurs at the client's home with family or carers. Having the assessment at home allows the client to feel comfortable and have their carer or relatives present and the assessor to have a comprehensive look at the client's full situation.

Gateway Health's Aged Care Assessment Team is made up of highly trained Registered Nurses and Allied Health staff. In 2016-17 they completed 1670 Aged Care Assessments across the Ovens Murray region.

In response to feedback from clients the Aged Care Assessment Team have implemented a range of improvements including:

- Introducing the importance of Advanced Care Planning discussion during our assessment
- Providing a comprehensive, individual tailored information pack at assessment for clients and families
- Offering of Telehealth to include family members who live away so they can be part of the assessment
- Providing a plain English explanation for clients on Home Care Packages
- During the assessment writing a list of questions for the client to ask their GP
- Allowing enough time for the assessment so the client and family are comfortable to ask questions or clarify anything
- The importance for assessors to leave the My Aged Care contact number when they leave.
- Reinforcing the importance of wearing name tags with large font for the poor sighted clients.

## DID YOU KNOW?

### MY AGED CARE

was introduced in July 2013 and is the main entry point to the aged care system in Australia. My Aged Care aims to make it easier for older people, their families, and carers to access information on ageing and aged care, have their needs assessed and be supported to find and access services.

My Aged Care consists of the My Aged Care website ([myagedcare.gov.au](http://myagedcare.gov.au)) and the My Aged Care contact centre (1800 200 422) and currently provides the following:

- information about aged care to consumers, family members and carers
- information for health professionals
- online information about aged care service providers and assessors
- central referral path for aged care service providers and assessors
- provision of urgent services
- online fee estimators for pricing on home care packages and residential care.



# WE INNOVATE

**In a rapidly changing policy and funding environment, Gateway Health is known for its willingness to grow, create and adapt our services to meet the needs of our community.**

Grounded in best practice approaches, Gateway Health staff have worked in partnership with clients and their families to co-design innovative service models that provide better access to care for rural Victorians. The tyranny of distance is a significant barrier for many rural people needing to access specialist care and services. Several new services were introduced or expanded in 2016-2017 to help overcome these barriers.

## CATHETERISATION EDUCATION SESSIONS

Nurses in the Hume region had identified that there was a lack of education and information available about urinary catheterisation.

In response to this, Gateway Health's Continence Nurse Consultant, Janet Bartolic worked in partnership with Goulburn Valley Health to develop a Catheter education package.

The package consisted of a practice and theory manual. Both manuals were developed using best practice catheterisation guidelines and current evidence based practice. They were then sent for peer review to Deakin, La Trobe and Victoria Universities. An educational presentation and plan was designed, resulting in 12 catheter education sessions being held in the Ovens Murray region during 2016-17.

Over 200 nurses including continence nurse advisors, nurse managers, educators, registered and enrolled nurses have attended the education sessions.

The initiative was accepted for publication and poster presentation at the 25th National Continence Conference in Adelaide 2016 to showcase its success. This led to sharing with other continence nurses across the state needing to develop catheterisation education programs in their own regions.

A survey has been designed to capture feedback to ensure sessions are catering for the learning needs of participants. The education session and manuals were reviewed in 2017 and amendments made to reflect best practice and participant feedback.

The feedback received told us that participants:

- Felt the educator was very knowledgeable and experienced
- Learned good tips
- Had their knowledge refreshed and confirmed
- 80% of District Nurses who participated in the education session said that the information provided was beneficial.

### DID YOU KNOW?

#### **URINARY CATHETERISATION**

is the insertion of a flexible tube called a catheter into the bladder that provides drainage of urine into a bag.

#### **CONTINENCE AND INCONTINENCE**

is looking at and managing the bowel and bladder.



## ESTABLISHMENT OF FIRST GENDER SERVICE IN REGIONAL AUSTRALIA



### TRANS

Trans individuals describe their gender in different ways. The word Trans is used to be open to people who describe themselves as transgender or transsexual or as having a transgender or transsexual experience or history. Trans people generally experience or identify their gender as not matching their sex assigned at birth. This includes people who identify as transgender, non-binary, agender, genderqueer and more.

### GENDER DIVERSE

An Umbrella term that describes gender identity and encompasses individuals who identify as trans, transgender, gender questioning, gender fluid, and all gender identities and expressions that are different from the sex assigned at birth.

The first Gender Service in regional Australia was officially opened in Wodonga on 25th of May 2017 by Victoria's Gender and Sexuality Commissioner, Ro Allen, joined by Gateway Health former CEO, Leonard Peady, the Gender Service team, and wider community (over 100 people) to celebrate this major achievement.

The opening marked a significant step in the four year drive by community advocates and Gateway Health's WayOut Wodonga project worker, Sarah Roberts, to provide local support for trans and gender diverse people.

The service has been fully co-designed with incredible community members including parents and people with lived experience who form the Gender Service Community Reference Group (CRG). This has been key to ensuring community voice is central to all decisions regarding the Gender Service. Kerri, the mother of a young man with a transgender history, and a member of the CRG says 'We are so proud of all the work we have put into establishing the service with Sarah at Gateway Health, and we are feeling so positive about the fact that families like ours will be able to receive support locally, rather than having to regularly travel to Melbourne as we did'.

The Gateway Health Gender Service is a nurse-led service and works alongside local specialists and the Royal Children's Hospital Gender Service. It provides timely access to advice, information and referral pathways for trans and gender diverse young people up to the age of 17 and their families in the local area.

An evaluation of the Gateway Health Gender Service model and client experience is being conducted by the Centre for Excellence in Rural Sexual Health (University of Melbourne). The evaluation will contribute towards assisting other regions across Victoria and beyond to establish similar referral pathways in their communities.

ABC News: Wodonga residents are now able to access one of regional Australia's few gender support services. [www.abc.net.au/news/2017-05-05/new-gender-support-service-opens-in-wodonga/8501552](http://www.abc.net.au/news/2017-05-05/new-gender-support-service-opens-in-wodonga/8501552)

# POSITIVE PARENTING TELEPHONE SERVICE

The Positive Parenting Telephone Service (PPTS) is an initiative that is designed to improve people's access to care and outcomes. It is a 6-10 week educational program that helps parents, grandparents and carers of children aged 2 to 10 to have stronger and more positive relationships with their children, and to set rules and limits to manage everyday behaviour problems.

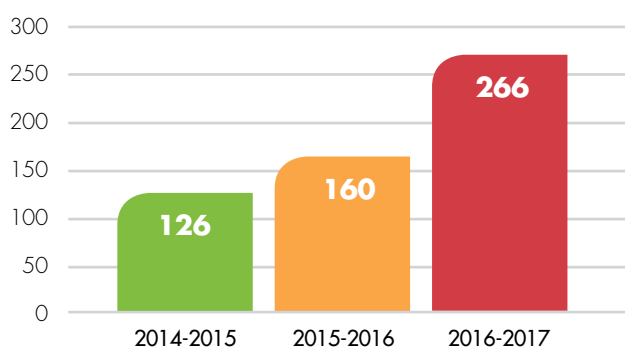
Gateway Health has been providing the service via telephone to the Hume region of Victoria for the past 18 years, supported by funding from the Department of Health and Human Services. In 2015, additional funding was received from the Department of Education and Training to pilot expansion of the program to cover the State of Victoria. Further expansion in 2016-2017 has focused on improving access for fathers, grandparents and rural families. This has enabled the service hours to be expanded to include evenings and Saturday mornings resulting in better access for Victorian families

**Gateway Health is proud to deliver the service across the state of Victoria.**

Since delivering the program to the state of Victoria numbers have increased, as shown by the below graph.

An evaluation of the expanded services was completed by Charles Sturt University which highlighted the effectiveness and benefits of the service to Victorian families.

**Number of families enrolled in the Positive Parenting Telephone Service**



Feedback from clients continues to be positive and to make a real difference to families in the state of Victoria. See quotes from families below:

*"The program helped me to understand that what my kids do is normal. It gave me confidence. I enjoyed and appreciated the positive feedback. I now reward the good behaviour more. They (the children) are proud of themselves now. I don't take their good behaviour for granted. I am calmer and more understanding of their reasons and needs. I am able to think of ways to handle their behaviour when it happens. It was very easy for me to do it on the phone."*

*"I very much enjoyed the program – I have learnt new skills and enjoyed the weekly talks. It was great to talk about my issues. I didn't feel like I was a 'bad' parent. I am more confident and consistent now. I understand what he needs better. The phone was great – very flexible."*

We are happy to say the program is helping families all over the state as they are able to access a parenting program via the phone at a time that suits their needs.



# CHALLENGING STIGMA AND INSPIRING HOPE

## What is Listening to Voices?

"Listening to Voices" intersects the arts with mental health. It is a unique theatrical performance that inspires local people to speak up about their experiences of 'mental health', challenging stigma, inspiring hope and recovery. The performers are people with lived experience who share their raw and honest accounts in a skilfully crafted presentation, revealing the impact of domestic violence, suicide, bullying and childhood trauma upon mental health. In the past year Listening to Voices has performed in regional areas as a means of informing and educating, of inspiring and questioning how we can expand the responses we provide when someone is in distress. Shepparton, Benalla, Wangaratta, Wodonga and Wagga Wagga were all communities where this performance featured. The project continues to be a vehicle for personal and community transformation.

This Year Listening to Voices has featured at the national Rural Social Workers Conference and are proudly the recipients of an International Intervoice Award for Media and Awareness Raising regarding the experiences of people who hear voices

Audiences who've seen Listening to Voices respond with great appreciation.

*"This must be seen again and again, a real experience like this can't be found in text book."*

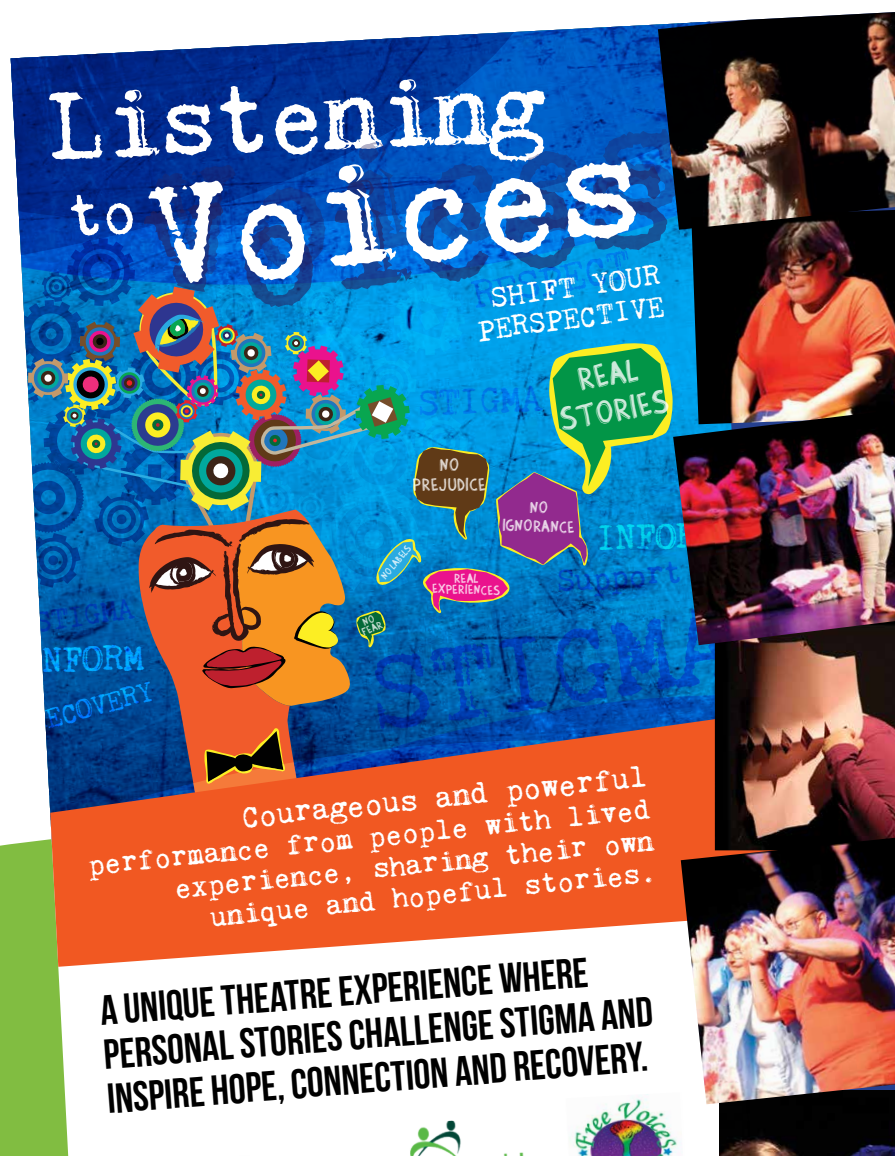
*"Wow very precious, people opening up their lives in front of us."*

*"You've helped me see with fresh eyes we are more alike than different."*

Gateway Health recognises this arts/health project as an effective strategy by which to access and build healthier, more resilient and connected communities on the Border and seeks partnerships to help its expansion.

Participants have been on a great journey too and some of them share their thoughts regarding the importance of this work.

A word from those who began as participants and have grown into performers and advocates for better mental health outcomes for our community.



**A UNIQUE THEATRE EXPERIENCE WHERE  
PERSONAL STORIES CHALLENGE STIGMA AND  
INSPIRE HOPE, CONNECTION AND RECOVERY.**



### **Jain (Participant) 2017**

*Personally the experience has been life enforcing. I have learnt so much about myself and the other members of the group; I have a deep respect for them. Not only because of their stories and their ability to express them but also their strong commitment to the work which has kept it going. What we are doing is worth saying even if it can be hard to hear at times. There is no bullshit and some swearing (from me mostly) I also use a lot of humour. This is my way of putting across difficult messages.*

### **Kelly (Participant) 2017**

*Listening to voices has given me the platform to have my experiences with mental health heard in a way that is unique, entertaining and validating. Through the process, I have gained confidence in my own abilities and have a new found peace with my own story. This had been a work in progress with a few dips in the way, but ultimately a chance to accept what I have been through and celebrate my survival. I have felt supported though the process and have felt I have been a support to others. Though we may share different opinions and experiences, I have always found the project a safe place to be heard and understood. Although stressful at times, I have found new ways to manage my own emotions through the process.*

### **Chloe (Participant) 2017**

*Before this play, I felt completely and utterly burdened by this illness and the loneliness it brings every day. I suffer from self-degradation with thoughts that brought me down every day. I still suffer from that now. I'm not good enough. It's not clean enough etc. You could say they are almost like voices since they just come on with no warning. I've been feeling like that for a long time before this play. After I joined the play, I felt my life had more purpose and direction. Catherine the director is so good at portraying our stories to act live. Sure, I felt stupid acting my stories but the audience would disagree majority of the times.*

*I felt good about myself!!! Especially when the audience truly enjoyed it, I feel proud. Not only did the audience enjoy it they relate to it so much!!*

### **Ben 2017**

*The breaking down of stigma in the wider community is not an easy task. There is a long history of fear and ignorance regarding the experience of hearing voices. The ability of this production to move to communities both can challenge those views and increase empathy and understanding. It is a great privilege and an honour to be part of this work, an undertaking to convey the stories of intelligent, resilient people.*

# WE WORK TOGETHER

**Our strong connections with the community, our partnerships with government and other non-government organisations, combined with expertise and passion of our board and staff, enable us to work together to improve the range and quality of services available to the community.**

Gateway Health established a Community Engagement Committee of the Board to oversee implementation of the organisation's Community Engagement Strategy and plan. The plan emphasises Gateway Health's commitment to empowering local communities to have a greater say over their health services. It acknowledges that our community has the skills, strengths, knowledge and experience needed to create health services that are responsive to community needs.

The committee includes two community representatives who were actively engaged with consultation and planning for Gateway Health's new strategic plan for 2017-2020.

## DID YOU KNOW?

Consumers are included on interview panels when we are recruiting new staff for our mental health and alcohol and other drugs programs.



# WORKING IN PARTNERSHIP WITH OUR DIVERSE COMMUNITY

Gateway Health also responds to the needs of our diverse community through a number of other programs and services:

## **CULTURE CLUB:**

The club is held at Gateway Health's Wodonga campus where people from local ethnic communities meet every month to celebrate diversity through music, food and dance.

## **MULTICULTURAL CLINIC & REFUGEE HEALTH NURSE:**

The Multicultural Clinic and Refugee Health Nurse provide medical health advice and support and are based at the GP practice in Wodonga.

In 2016-2017 Gateway Health improved the range of translated information and educational resources including:

- Delivery of Bladder Health program in Italian
- Gamblers' Help brochures and videos in 3 languages
- Medical procedure videos in 2 languages

## **WORK READY PROGRAM:**

This program aims to assist refugee and multicultural community members to become work ready and find meaningful employment in the Albury Wodonga region.

Gateway Health also provides support to the Albury Wodonga Ethnic Communities Council.

## DID YOU KNOW?

### **580 CLIENTS RECEIVING OUR SERVICES WERE BORN OVERSEAS:**

	<b>185</b> United Kingdom
	<b>114</b> Italy
	<b>79</b> Congo
	<b>45</b> New Zealand
	<b>37</b> Bhutan
	<b>32</b> Netherlands
	<b>31</b> Germany
	<b>31</b> Nepal
	<b>22</b> India
	<b>12</b> South Africa

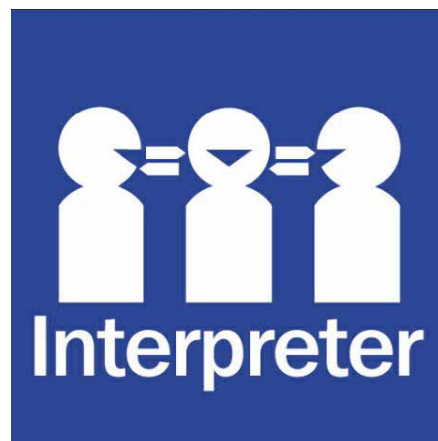
## PROVISION OF INTERPRETERS

Gateway Health provides Interpreter services in keeping with the Department of Health and Human Services (DHHS) Language Services Policy.

To support the implementation of the Language Service Policy, "Cross Cultural Communication and Working With Interpreters" training was organised by the Keeping Families Safe project in Refugee Week (21 & 22 June 2017) and provided by Victorian Interpreting and Translating Service to 54 people (45 Gateway Health staff and 9 partner agencies).

Gateway Health participants were from a variety of program areas – Generalist Counselling, District Nursing, Aged Care Assessment, Speech Pathology, Gamblers Help, Pharmacotherapy, Family Support, headspace, HIPPPY, Community support, Family Violence and Reception.

Feedback indicated a high level of satisfaction with the training and an interest in further opportunities to advance skills in working with interpreters.



## KEEPING FAMILIES SAFE

The Keeping Families Safe project aims to increase awareness of family violence and improve support services in relation to the Bhutanese and Congolese communities of Albury-Wodonga.

Family violence service information has been provided at relevant gatherings of Bhutanese and Congolese communities e.g. Families in Cultural Transition sessions. As a result of meetings with Congolese elders and sole parents, a parenting program for the Congolese community has been developed and will be delivered late 2017.

The Gateway Health CALD Interest Group is developing an Action Plan with the support of senior management, including a focus on improving interpreting and translating services.

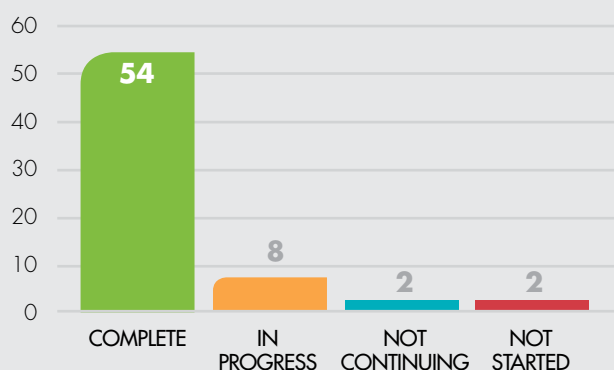
# ABORIGINAL HEALTH CULTURAL COMPETENCE

Gateway Health has been actively involved in the development of the Hume Region Aboriginal Health Cultural Competence Framework Audit (AHCCFA) and participated in piloting the audit tool.

Gateway Health's participation in the audit resulted in development of an action plan. An Aboriginal Health Work Group was established to complete the tasks identified in the action plan. The action plan was endorsed by the Gateway Health's Board of Directors.

The following table shows the status of the 66 action items identified in the audit.

**AHCCFA  
ACTION ITEM STATUS**



## DID YOU KNOW?

**The development of the framework is in keeping with Koolin Balit: Victorian Government strategic direction for Aboriginal Health 2012-2022.**

**The framework consists of the following 5 Focus Areas:**

- Organisational effectiveness
- Engagement and partnership
- Culturally competent services
- Workforce development
- Public image and communication

QIP, an independent review body, noted in Gateway Health's mid-cycle Human Service Standards assessment report that...

*"Gateway Health is an active member and Round 2 Pilot Site for the Aboriginal Health Cultural Competence Project in the Hume Region Closing the Health Gap initiative. Currently the organisation is well placed to meet the requirements of the Aboriginal Health Cultural Competence Framework through a whole of organisation approach to cultural competence and employment of an Aboriginal Liaison Officer."*

Examples of completed action items include:

- A clearly defined budget has been included for the specific allocation of resources for the provision of services and support for Aboriginal people.
- Gateway Health has participated in a staff exchange program with Mungabareena Aboriginal Corporation where a Mungabareena Aboriginal Health Worker worked in the medical practice and a Gateway Health Indigenous Community Support worker worked at Mungabareena.
- Training and resources are available to support staff to "Ask the Question".
- A quilt that was presented to Gateway Health for the support given to the Aboriginal and Torres Strait Islander community, Refugee community, Blue Heelers and Culture Club is displayed in Gateway Health Wodonga site.
- Gateway Health subscribes to the reading material that is relevant to Aboriginal people including the Koori Mail newspaper and the Aboriginal and Islander Health Journal.
- Regular promotion of Aboriginal cultural competence strategies and stories through the Gateway Gazette.

# THE HOME INTERACTION PROGRAM FOR PARENTS AND YOUNGSTERS (HIPPY)

HIPPY is a free two-year home-based early childhood enrichment program. HIPPY builds the confidence and skills of parents and carers to create a positive learning environment to prepare their child for school. Children commence HIPPY at 4 years of age, covering the year before and during their first year of primary school. Families are visited each week or fortnight by a home tutor, where they are given the opportunity to practice the activities together and discuss the child's progress. There is also a regular group gathering (Supported Playgroup) where families and tutors can come together and share their experiences of HIPPY. The home tutors are parents who have participated in the program with their own children. The tutors are employed for two years to support families through their HIPPY journey, while completing their own HIPPY journey. Home tutors are supported to achieve their personal and vocational goals during their time as HIPPY home tutors.



Jess started in the 'Connecting young parents program' in 2009 while her children were very young. She made friends through these programs and still has contact with many of these people today. Jess joined HIPPY as a parent with her son in 2015. In the second year of her HIPPY journey, she became a HIPPY home tutor, where she supported and shared her HIPPY experiences with other families. During her first year as a home tutor, Jess had the support and encouragement from an amazing team to take a giant leap and apply to study her Bachelor of Social Work via distance at Charles Sturt University and was very excited when she received her letter of acceptance! Jess has recently become the HIPPY coordinator in Albury Wodonga and brings with her the lived experience of the HIPPY journey. She is very excited to share her ideas for further growth and continue to model and promote the program.



Sebastine and Deoka have been in the HIPPY program for 3+ years. They both began as parents in the program with their first children. They became HIPPY home tutors and have done an amazing job of supporting and sharing their own stories with their HIPPY families and the HIPPY team. Both women have recently graduated from a leadership program after the support and encouragement of their team.

Sebastine was born in Togo, West Africa. After spending 14 years at a refugee camp in Ghana, she moved to Australia in 2007. In 2014 Sebastine completed a Diploma of Communication and Media. Her passion is writing, which she does in her spare time. Sebastine enrolled her eldest child in the HIPPY program after hearing about it through a friend. In 2015 Sebastine became a HIPPY home tutor. Sebastine has decided to pursue a career in social work, with the support of the HIPPY team. We are very proud to have been a small part of Sebastine's journey and look forward to continuing to support her to achieve her goals.

Deoka spent 22 years in Nepal as a refugee. When she came to Australia Deoka did not know where she could go in Albury Wodonga for support and went to Albury Community Health asking how she could link with the Australian community. The staff member referred Deoka to Families NSW at Gateway Health and after some support from Families NSW, Deoka was given advice and support to commence her studies in Community Services. Prior to coming to Australia Deoka worked in the community service industry in the refugee camp in Nepal and had a passion for working with people and supporting them from any background. In 2015 Deoka completed her Diploma of Community Services and enrolled her eldest daughter in the HIPPY program. Since commencing the program, Deoka was employed as a HIPPY home tutor and has worked extremely hard and has done a wonderful job of engaging the local Bhutanese community in the HIPPY program. Deoka has plans to commence a Bachelor of Social Work in 2018. The HIPPY team are extremely lucky to have her on board.

**The HIPPY team is also excited to have recently employed three new tutors from the Aboriginal community and are looking forward to being a part of their journey and supporting them in chasing their goals.**



# WE ACHIEVE

**Gateway Health strives for success, quality and the best possible experience of care for people who use our services. We take pride in fulfilling our promises to the community and delivering on what we say we will do.**

Gateway Health has a Clinical Governance Policy in place that describes the systems and processes we use to ensure accountability for continuously improving the quality of services and safeguarding high standards of care. The Clinical Governance Policy describes our systems and processes for ensuring:

- Accountable governance and leadership for quality and safety
- Involvement of consumers and community in planning and decision making
- Capability and competence of our workforce
- Integrity of information management and reporting.

## ACCREDITATION AGAINST STANDARDS

The delivery of safe quality care is measured and assessed in a number of ways. Assessment by an external body against a set of pre-determined industry standards is one way of testing that our systems, processes and standards of care are as good as they should be.

Because Gateway Health provides such a diverse range of services the organisation is subject to a number of standards and accreditation regimes. This includes:

- Department of Health and Human Services (DHHS) – Human Services Standards
- Quality Improvement Council (QIC) - QIC Health and Community Service Standards (6th Edition)
- Australian General Practice Accreditation Limited (AGPAL) - RACGP Standards for general practice (4th Edition)

Gateway Health is successfully accredited under each of these standards. The accreditation process generally involves a self-assessment against standards and review by external surveyors. Feedback from surveyors helps to identify areas for improvement. Improvement activities that have been undertaken in response to this feedback include:

<b>RECOMMENDATION</b>	<b>HSS Standard 4 Participation</b>  Display appropriate LGBTIQ posters and information to support the cultural safety of the LGBTIQ community. Ensure that the information provided refers them to the variety of support organisations in Victoria and other states.
<b>ACTION</b>	Gateway Health WayOut Wodonga program promotes the rights, health and wellbeing of LGBTIQ+ young people in Albury Wodonga, and supports other services to do the same. Gateway Health runs the Alphabet Crew Youth Social Group, and engages LGBTIQ+ people aged 18 – 25 in leadership roles and positive action through the WayOut Youth Action Group.
<b>SUCCESS</b>	Gateway Health has established Australia's first regional Gender Service.  Trans and gender diverse people, families and advocates have been the driving force behind setting up this service, and they continue to provide expertise through the Gender Service Community Reference Group.  WayOut Wodonga and the Community Reference Group continue to seek ways to secure the service into the future.
<b>RECOMMENDATION</b>	<b>HSS Standard 4 Participation</b>  Develop more information for Aboriginal and Torres Strait Islanders clients.  Ensure all staff are educated and trained in cultural respect and engagement for Aboriginal and Torres Strait Islanders.  Promote these services within the local community to ensure cultural safety and respect is experienced by clients. This may include a cultural safety assessment is undertaken.
<b>ACTION</b>	Gateway Health has adopted a holistic approach to supporting Aboriginal clients, taking into consideration their cultural, economic, personal and social circumstances, responding to safety and wellbeing problems.  Gateway Health connects Aboriginal clients in Albury-Wodonga and Wangaratta to services. This includes welfare and social support, employment, family violence, health, legal, child care and housing. The project works to support mainstream services to be more accessible to Aboriginal clients. The project also provides intensive case management for Aboriginal clients, supporting them beyond immediate referrals and working to improve their outcomes in areas including health, education, housing and contact with the justice system, until identified issues are resolved.
<b>SUCCESS</b>	Gateway Health provides a number of services to the aboriginal community including the Indigenous Support Group, Home Interaction Program for Parents and Youngsters (HIPPY), a Chronic Health Nurse for Aboriginal and Torres Strait Islander community members and the Blue Heelers art group for Aboriginal community members. The Blue Heelers program aims to promote healing, build resilience and support recovery.

# COMMUNITY INCLUSION

## STANDARDS FOR LIVING

As a registered provider of disability services Gateway Health is required to meet a range of standards which cover such things as upholding human rights, managing complaints, providing accessible services and more! Sounds like a good idea, right? Of course it does. But what do those standards really mean for the people who use our service? For one of our clients, Gateway's adherence to standards has led to a dream job and a valued role in the community.

Alex is an 18-year old netballer and dog lover who is also a client of the Gateway Health Community Inclusion program in Wodonga. Alex has been supported by her worker Tracey to successfully obtain employment as a dog groomer at the Dog Education Centre in Wodonga. Alex undertook a period of work experience at the Centre to help her learn the job, and to develop the skills necessary to work safely with the animals, and also to work effectively as part of a team. The owner of the business says that Alex is a valued employee, who works hard and is always positive. She gets on really well with the dogs and they all love the attention they get from her! In addition to her job, Alex is also studying Occupational Health & Safety.

Alex is a shining (and very happy) example of the outcomes which have been achieved through our focus on two of the National Standards for Disability Services – Participation and Inclusion, and Individual Outcomes. The Participation and Inclusion Standard requires Gateway Health to work with individuals and their families, friends and carers to promote opportunities for meaningful participation and active inclusion in society. Being engaged in further study and landing your dream job are pretty good examples of meaningful participation and active inclusion!

## Albury Wodonga Business Awards 2017 WINNER Excellence in Health, Education & Disability Services

The Individual Outcomes Standard requires services and supports to be assessed, planned and delivered in such a way that they build on the strengths of individual clients, and enable them to reach their own goals. Alex's experience gives a big tick for this standard too. Alex's goal was to work with animals, so Gateway Health matched her with a support worker who had skills and experience in that area, and then supported both of them to successfully join the tight-knit team of staff at the Dog Education Centre through the work experience process. When you can say you've landed your dream job you've definitely achieved your individual outcome!

Alex's experience is an example of the way in which standards (which sound a bit dull) can guide creative, innovative programs which create opportunities for both clients and staff to achieve rewarding outcomes and have the things they want in life. And that's the opposite of dull – it's inspirational!



Read the Bordermail article:  
[www.bordermail.com.au/story/4521562/  
gentle-alex-a-master-in-puppy-love/](http://www.bordermail.com.au/story/4521562/gentle-alex-a-master-in-puppy-love/)

# WE LEARN

**Gateway Health aspires to be a learning organisation. This means that we seek knowledge and understanding that enables us to innovate, to improve the quality and effectiveness of our services, and ensure that the services we provide are matched to the needs of our clients and the community.**

We learn by listening to our clients, our staff and colleagues from the organisations we partner with; by participating in research, and by evaluating our services. We design our services based on best practice standards and evidence, and continually review our internal systems, policies and procedures in response to feedback. We value our staff as our most important asset, and invest in their professional education and ongoing development.

## PEOPLE MATTER SURVEY

Gateway Health participated in the 2016 People Matter Survey administered through the Victorian Public Sector Commission. The organisation achieved a staff response rate of 46%.

The following improvements have been implemented in response to our staff feedback.

- Improved clinical supervision program implemented. This clinical supervision program was rolled out across all sites and numerous people have been trained in clinical supervision.
- Improved access to strategic plan for staff so that stronger lines of communication, consultation and engagement are achieved. The implementation of the strategic plan was achieved through the Chief Executive Officer presenting the plan to the staff at all staff meetings across all of our sites.
- Further, as an enrichment of our values they have been included in our strategic plan and are being rolled out to be included in organisational documentation.

### DID YOU KNOW?

**Gateway Health staff gave oral and poster presentations at a range of regional, state and national conferences.**

**Gateway Health services are provided by a workforce made up of 350 staff from a range of disciplines.**

# HEALTH PROMOTING WORKPLACE

Gateway Health is committed to “practising what we preach” in encouraging healthy lifestyles at home and at work.

Gateway Health is committed to building a health promoting workplace through a range of strategies:

- Achieving the Mental Health and Wellbeing and smoking cessation quality benchmarks for the Victorian Workplace Achievement Program
- Introducing the Workplace Achievement Program into 33 local workplaces
- Providing staff supervision and support
- Employee assistance program
- Staff participation in design and evaluation of services, policies
- Staff complimentary therapies program e.g. massage
- Workplace giving program
- Open plan design features and active at work strategies: including standing desks and meeting tables; break out areas and couches; walking meetings; use of headphones; and e-computer prompts encouraging staff to take a break
- Promoting Active Transport – such as riding your bike to work
- Healthy snack shop
- Staff health & wellbeing information - Display health priority profile posters in staff rooms
- Staff led ‘excess garden food’ basket at all sites
- Staff recovery/quiet spaces.



## Health and wellbeing opportunities:

- Mental health & wellbeing activities/ programs/ events at work – staffed mental health and wellbeing sessions
- Healthy workplace portal
- Immunisation programs
- Mental health and wellbeing community campaigns and initiatives. Eg. RUOK day
- Physical Activity community campaigns and initiatives - Active April and 10,000 steps, City2City, Nail Can Hill, Wangaratta Fun Run, Fed Hill Challenge.

## DID YOU KNOW?

You can learn more about the Healthy workplace achievement program by visiting the Gateway Health website:

[www.gatewayhealth/services/health-promotion/working](http://www.gatewayhealth/services/health-promotion/working)



# RECOGNISING OUR VOLUNTEERS

Gateway Health is supported by up to 100 Volunteers at any one time. 89% of volunteer survey respondents felt satisfied with their volunteer role. Respondents also felt that it would be useful for Gateway Health to provide more information about what other volunteer roles might be available and to recruit more volunteer leaders.

## STUDENT PLACEMENT

Gateway Health provides undergraduate student placement opportunities for medical, nursing and allied health Disciplines. Our Student Placement co-ordinator supported 23-54 placements per year with 13 teaching institutions across 18 vocational courses.

Our GP practices in Wangaratta and Wodonga provided placement support and supervision to medical registrars and medical and nursing undergraduate students.

## RESEARCH PARTNERSHIPS

Gateway Health participated in a range of research and evaluation activities during 2016-2017. This includes:

- **La Trobe University:**
  - Workplace stress and wellbeing project. Undertaking action research investigating the level and causes of workplace stress and trialling an evidence based intervention.
- **Charles Sturt University:**
  - Parenting with mental illness - "Unfogging the future revamp"
- **Deakin University:**
  - Positive Parenting Telephone Service Program
- **University of Melbourne:**
  - Gender Service
  - Centre for excellence in rural sexual health (CERSH) in regard to sexual and reproductive health.



# LISTENING AND RESPONDING TO COMMUNITY FEEDBACK

Clients of Gateway Health services were invited to participate for the first time in the Victorian Health Experience Survey (VHES) in 2016. The survey included questions about:

- Equity and Access
- Goal-directed care
- Person centred care and respect
- Team approach and co-ordination of care
- Health literacy
- Quality of care

In this year's survey 93% of people who completed the survey rated the care that they received at Gateway Health as good to very good. While only a small number of people responded to the survey in 2016 our goal is to increase the number of people completing the survey in 2017.

## Compliments and complaints

Gateway Health values and encourages feedback from our clients, their families and visitors whether it is a compliment, complaint, enquiry or suggestion. Feedback can be provided in person, online or using one of the feedback forms available from our reception areas or downloaded from our website.

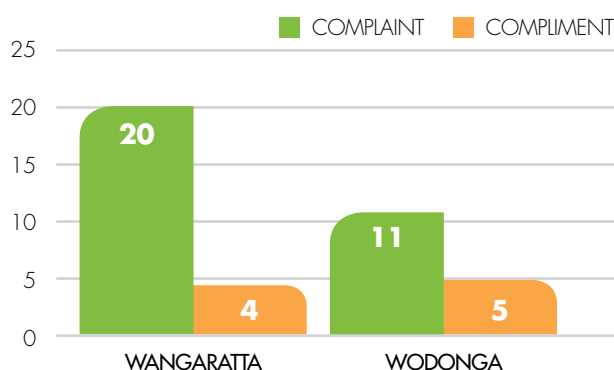
Feedback provides unique information that guides our improvement efforts and is often received from consumers who are looking to improve the health service experience for themselves and others.

Each written complaint we receive is investigated by a member of the senior leadership team. All reported feedback is recorded into the Victorian Health Incident Management System (VHIMS). This system allows Gateway Health to monitor the feedback we receive and helps us to identify any trends and use this information to make improvements to our services.

There were a total of 31 complaints and 9 compliments in 2016-2017. Some of the improvements made as a result of feedback received include:

- **Improving Client Comfort:**
  - Installation of a bench at the rear of the Wodonga building so clients can sit while waiting for transport.
  - A review and gradual upgrade of counselling room furniture.
- **Improving Communication:** A standardised Telephone message script to improve communication to clients when staff are not at their desks.
- **Medical Emergency Response:** A review of the Medical Emergency Response procedures for groups being facilitated by non-Gateway Health staff to ensure prompt identification and response to medical emergency in community settings.
- **Mobility Access:** Installation of automatic doors from reception to the clinic area in Wangaratta to assist clients and staff with mobility issues.
- **Noise reduction:** Installation of glass walls in Wangaratta to reduce the noise coming into reception from the mezzanine level.
- **Privacy:** Installation of televisions in waiting rooms to provide back ground noise that results in improved privacy for clients while at the same time showing health promoting messages.
- **Service Promotion:** The use of media displays on the waiting room televisions to provide information of our services to clients in waiting rooms.
- **Supervision:** Relevant and specific information provided to staff during supervision on how to improve service to clients.

## FEEDBACK BY TYPE AND LOCATION



# OUR NUMBERS:

WE REGISTERED **3982** NEW CLIENTS

**1100** CLIENTS WERE UNDER 18

**484** CLIENTS WERE 86 OR OLDER

**101** USED GAMBLER'S HELP

GATEWAY HEALTH IS SUPPORTED BY

**100**

VOLUNTEERS AT ANY ONE TIME

GATEWAY HEALTH DOCTORS

SEE APPROXIMATELY

**3400**

PATIENTS PER MONTH

**93%**

WHO COMPLETED THE VICTORIAN HEALTH EXPERIENCE SURVEY RATED THE CARE THAT THEY RECEIVED AT GATEWAY HEALTH AS GOOD TO VERY GOOD

GATEWAY HEALTH WORKFORCE IS MADE UP OF

**350** STAFF

**162** INDIVIDUAL CLIENTS SAW OUR REFUGEE HEALTH NURSE

**304** MENTAL HEALTH CLIENTS

**508**

CLIENTS WERE BORN OVERSEAS

**1440** ALCOHOL AND OTHER DRUGS CLIENTS

**1502**

CLIENTS USED ALLIED HEALTH

**761** GENERAL COUNSELLING APPOINTMENTS

**321**

CLIENTS IDENTIFY AS ABORIGINAL OR TORRES STRAIT ISLANDER DESCENT

**1042**

RECEIVING NURSING CARE

**112** DAY ACTIVITIES

**1094** RECEIVED HELP FOR FAMILY VIOLENCE

**1502**

AGED CARE ASSESSMENTS



E: [info@gatewayhealth.org.au](mailto:info@gatewayhealth.org.au) W: [www.gatewayhealth.org.au](http://www.gatewayhealth.org.au)

## OUR SITES



### **WANGARATTA**

45-47 Mackay Street Central,  
Wangaratta, VIC 3677

T: (03) 5723 2000

F: (03) 5722 2313



### **WODONGA**

155 High Street,  
Wodonga, VIC 3690

T: (02) 6022 8888 or freecall 1800 657 573

F: (02) 6024 5792



### **MYRTLEFORD**

32 Smith Street,  
Myrtleford, VIC 3737

T: (03) 5731 3500