QUALITY CARE REPORT
2018-2019
VICTORIAN QUALITY ACCOUNT
VALUES:
WE CARE
WE ACHIEVE
WE WORK TOGETHER
WE LEARN
WE INNOVATE

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.
WELCOME

This report highlights our progress, achievements and outcomes during the 2018-2019 financial year. The report can be accessed on our website in written 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.

Working with valued consumers regarding the content, look and feel of this year’s report, has enabled us to make improvements and ensure that the information included is meaningful. A clear and easy-to-read format has been presented with reduced clutter and colour for a “sharper, cleaner look.” Consumers suggested that this year’s report should include the Australian flag, the accreditation report be better highlighted and a brief explanation about the National Disability Insurance Scheme (NDIS) should be added.

Gateway Health’s ongoing commitment to quality and safety is demonstrated throughout and it has been a privilege to work with consumers and a volunteer proofreader to present a professional and grammatically correct document [see story page 28].

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

You can give us feedback by:

• Email feedback@gatewayhealth.org.au
• Picking up a feedback form from reception at any of our three sites.
• visiting the feedback page at www.gatewayhealth.org.au
• Writing to us at either:
  Population Health & Performance Team
  Gateway Health - Wangaratta
  45-47 Mackay Street
  Wangaratta, Vic, 3677

  Population Health & Performance Team
  Gateway Health - Wodonga
  155 High Street
  Wodonga, Vic, 3690

WODONGA • WANGARATTA • MYRTLEFORD

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MESSAGE FROM THE CEO

A commitment to achieving Gateway Health’s vision of People Living Well means that we work with our staff, healthcare partners, consumer representatives, clients and their carers to ensure our services are efficient, effective and safe. We seek to continually learn, adapt and strive to improve quality and safety in all aspects of our organisation.

Gateway Health has adopted a definition of service quality that applies across all areas of the organisation: Gateway Health works to ensure safe, effective, equitable and connected services that are driven by clients, carers and the community.

This definition of service quality underpins Gateway Health’s new Quality Framework. It describes the way we work with clients, their carers and the broader community, and the quality of services they should expect to receive on every interaction with Gateway Health.

Adopted in February 2019, this new framework is based on the principles and effective practice of clinical governance and provides a systematic approach to monitoring and improving service quality. This framework recognises that everyone, from volunteers, frontline practitioners to managers and members of the Board, is accountable to clients and the community for assuring the delivery of services that are high quality and continuously improving.

Distribution of the annual Quality Report is a key means of demonstrating this accountability. It provides feedback to the community about our performance against quality indicators and standards, and highlights achievements and actions that contribute to continuous improvement in the services we provide.

These achievements represent the tireless efforts of our hundreds of staff, volunteers, community reference group members and healthcare partners who work with us to plan, deliver and continually improve the services we provide to individuals and communities. Thank you to each and every one of you.

The report includes stories from some of the thousands of people who have come into contact with Gateway Health this year. 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

"These achievements represent the tireless efforts of our hundreds of staff, volunteers, community reference group members and healthcare partners who work with us to plan, deliver and continually improve the services we provide to individuals and communities"
Gateway Health strives for success, quality service 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.

Shifting perspectives and smashing stigma: Gateway Health Listening to Voices Theatre Group has been recognised and awarded for “Outstanding Achievement by a Volunteer Supporting Diversity.”

The 2019 Minister for Health Volunteer Awards recognises and celebrates the wonderful volunteers who give their time and talent to support the health and wellbeing of their fellow Victorians.

The Listening to Voices Theatre Group at Gateway Health is delivering powerful stories at a time when communities are grappling with ways to understand and respond to increased mental health problems and questioning the supports and services available. The group is not only creatively exploring some of these answers through their own story telling, but constantly shattering the stigma around mental illness, particularly psychosis and schizophrenia. By challenging shame and stigma about normal human experiences, this group is directing the mental health conversation for professionals and community alike toward more diverse and compassionate responses to mental health issues, as well as highlighting areas of prevention.

This innovative theatre group bring their own lived experience to the stage to ensure a humanising of the struggles that many others may be facing currently. Through their story telling, powerful and confronting, they are stimulating very important dialogue. “Their powerful performances are critical in bringing attention to the impact of childhood trauma on mental health” said Kate Fiske, the project manager. Though some tough and raw content at times, their honest personal accounts ultimately share a message of hope, connection and recovery. “Each time we perform, people tell us that more people should see this work, that it creates a great deal of understanding and empathy” said Kate.

Since early 2016, the committed volunteers/performers (Ben, Kelly, Sarah, Jain and Chloe) have continued to develop their story telling utilising theatre methods and have presented to numerous community and health/education groups, including the general public, across regional Victoria and NSW, including Melbourne and Sydney. Large employers and health services have engaged them to help change the culture and understanding of people living with mental illness. “People are not a one note song, they are complex and their experiences are unique” said Ben Pearson, performer.

The “Listening to Voices” project is part of a broader vision for increasing mental health prevention and responses throughout community, to find support in tough times, to increase hope and helpful responses, and reduce stigma. If I have learnt anything in my 15 years of mental health support work, it is that a diversity of responses is necessary. This work is relevant in so many spaces to drive other initiatives and conversations; domestic violence and childhood trauma, mental health, suicide, bullying and importantly, stigma and its personal and social impacts.
QUALITY ACCREDITATIONS

Gateway Health provides high-quality services to diverse communities. Our work supports social and health equity and our values are evident at every level of the organisation.

Gateway Health is committed to quality and safety, and we monitor our performance in these areas by undertaking external accreditation reviews.

We are accredited against a number of standards. In 2018 we were fully assessed and re-accredited against our organisational, human service and national mental health standards.

Gateway health is currently accredited against the following standards:

<table>
<thead>
<tr>
<th>STANDARDS</th>
<th>SERVICES COVERED</th>
<th>OUTCOME</th>
<th>NEXT DUE</th>
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<tbody>
<tr>
<td>Quality Improvement Council</td>
<td>All of organisation</td>
<td>Met all standards in June 2018 review</td>
<td>Full round of review June 2021</td>
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<tr>
<td>Health and Community Standards</td>
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<tr>
<td>Royal Australian College of General Practitioners</td>
<td>Medical Practice</td>
<td>Met all standards Dec 2018 and Jan 2019</td>
<td>December 2021 and January 2022</td>
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<td>Human Service Standards</td>
<td>Integrated Family Services</td>
<td>Met all standards against the June 2018 review</td>
<td>Full round of reviews June 2021</td>
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<td>Family Support Services</td>
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<tr>
<td>National Mental Health Standards</td>
<td>Community Mental Health services</td>
<td>Met all standards against the June 2018 review</td>
<td>Services transition to NDIS Quality and Safeguarding Practice standards</td>
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We have committed to undertaking improvements through this process, such as developing an organisation-wide approach for partnering with consumers, improved transition for aboriginal people to community, a systematic and consistent process for managing feedback and complaints and high-quality supervision for Gateway Health staff.

The completion of this re-accreditation highlights our commitment to continuous improvement.

We also undertook a quality review assessment against the Home Care Standards for the Commonwealth Home Support Program. This review identified further work required in goal-directed care planning and care planning review.

We are currently undertaking preparation to meet the Rainbow Tick Accreditation Standards to ensure we meet the needs of our diverse and valued LGBTIQ+ consumers.
Ms X is 31, and a mother, who presented with an addiction to the drug ice. Her ice use led to a multitude of issues such as unmanaged mental health, loss of driving licence, unable to get a job and ultimately children removed from her care and placed into foster care. When she presented to the AOD service, she was offered AOD counselling where she was given support to meet her complex needs starting with a referral to the Gateway Health Withdrawal Nurses team, where she was assessed and residential detox was arranged and followed up with a 10 day detox program in Melbourne.

After detox, Ms X attended eight weeks of a non-residential rehabilitation program back at Gateway Health AOD group program whilst awaiting a bed in a residential rehabilitation centre. Ms X was offered a bed and successfully completed the six week program.

Ms X then referred herself to the RASP (Recovery and Support Program) non-residential rehab program. The program included a comprehensive dual diagnosis assessment, assessing her care needs and a treatment plan was developed with her. RASP group facilitators supported her to get her mental health reassessed and to develop a new mental health care plan with her doctor.

The issues around child protection were addressed by referring her to a Gateway Health AOD reunification worker. The worker supported and advocated for her with all child protection processes. Further, she learned relapse prevention strategies and other life skills. Ms X was linked into the Gateway Health Positive Parenting Program, dental care. Gateway Health AOD services are providing her with ongoing additional support.

Ms X remained engaged with the RASP assertive outreach component of the program and was followed up formally at 1 month, 3 month, 6 month and 12 months. During the assertive outreach component the RASP staff supported her to seek and enrol in a TAFE course, which she has commenced.

Currently, Ms X has not used ice for 18 months and is motivated to not use it. She remains with Gateway Health through the SMART recovery (self-management and recovery training) weekly meeting. Her mental health is stable and she is reunited with her children and her child protection case is now closed. She has a car and her licence back as a result of all her hard work. Above all, she is INDEPENDENTLY managing her health and taking care of her children.

**A CLIENT’S JOURNEY THROUGH ALCOHOL AND OTHER DRUG (AOD) SUPPORT**

**DID YOU KNOW?**

Gateway Health provides Interpreter Services. 239 community health clients accessed an interpreter in the past 12 months, this is an increase of 44% compared to last year when 165 clients accessed an interpreter.
In late 2018 Gateway Health became the first business in North East Victoria to achieve all five benchmarks of the Victorian Healthy Workplaces Achievement Program.

Gateway Health registered with the Achievement Program in 2014 and over the last 5 years have used the Healthy Workplaces Framework to continue to build a workplace where the physical environment, policies, practices and culture can all support health and healthy behaviours.

Healthy Workplaces Quality Benchmarks

Gateway Health has achieved healthy workplace benchmarks:

- Physical Activity
- Mental Health and Wellbeing
- Alcohol
- Healthy Eating
- Smoking

Gateway Health continues to look for new activities and initiatives that help keep our staff and their families active and healthy. Last year we introduced Fitness Passport.

Fitness Passport was launched in 2018 and since then over 100 Gateway Staff & staff families have registered with the program.

The beauty of this program is that Gateway Health staff, and their families, now have cheaper and easier access to multiple aquatic and gym facilities across our region.

Staff can visit any of the gyms and pools registered with Fitness Passport as often as they like for one low-cost fortnightly fee.

With many of our staff not living in the same town as they work, Fitness Passport has allowed them to use facilities close to work during their working week and closer to home on other days.
Gateway Health’s Health Promotion staff have been working with Mark and Kylie from Charlie’s Café, that is located at the Wangaratta YMCA, to support the implementation of the YMCA Healthy Food and Beverage Policy.

The first action was to find out what YMCA members and the community thought about the food that was on offer and what they would like to see in the future. A survey was conducted in January 2019.

Of the 203 responses, 94% supported the café selling healthier food and drinks. The reasons for this included that it fits with being located in a health club/sports centre, it is better for people’s health and encourages/supports people to eat well. There were also many suggestions for healthy food and drink items.

The café has made some changes due to this work with Gateway Health being undertaken, including:

- Using the “Healthy Choices” marketing materials to identify drinks that are classified as everyday (green), choose carefully (amber) and red (limit).
- Increased promotion of menu items that meet the everyday classification, including fresh fruit juices, yoghurt/granola cups, fruit salad cups and salad sandwiches/wraps/rolls.

Plans are underway to include more items that meet the green and amber classifications.

94% SUPPORTED THE CAFÉ SELLING HEALTHIER FOOD AND DRINKS
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.

ACTIVE RURAL COMMUNITIES PROGRAM: IMPROVING THE CLIENT EXPERIENCE

The Active Rural Communities (ARC) program at Gateway Health supports people to participate in community life and to feel socially included and as independent as possible. It does this through group-based activities that help develop and maintain a level of independence in daily living tasks and social interactions. These groups are supported by various Government programs including the Commonwealth Home Support Program, Home and Community Care Program for Younger People, Home Care Packages and the National Disability Insurance Scheme. Some examples of ARC groups include Assisted Shopping, Tai Chi, Easy Moves for Active Ageing, Fit Mates (Men’s Gym), Out and About, Arts and Crafts and a Neuro Support Group.

ARC ARTS & CRAFTS

In late 2018, the ARC team reflected on the experience of clients moving through their program from the time contact is made to express an interest in a group, through to regular attendance. They identified the need for a better process for clients to set more individual, meaningful goals and be supported to meet these goals within their groups. As a result, between January and June 2019 the ARC team set out to improve their care planning processes.

Reference to best practice guidelines and many discussions were had with clients, staff and external organisations who run similar programs to find out the best way to develop and monitor care plans within group settings. All ARC processes were then mapped to identify areas where small changes could improve the client experience around goal setting and monitoring. Better methods for measuring progress towards goals and recording client information was also identified. The new process was trialled on twenty new and current ARC clients and then evaluated for further fine tuning.

The next challenge for the ARC team is to evaluate, through care plan reviews, if the changes made to processes have resulted in client’s feeling better supported to develop and achieve the goals they set for themselves within the ARC group(s) they attend.
ARC CLIENT DEVELOPING A CARE PLAN FOR FIT MATES

While ultimately it is hoped the client experience has been improved, this project has seen other unexpected, beneficial outcomes. ARC staff now have a more efficient, consistent process for supporting clients across their journey through the program. Processes are more client centered, better documented and build on existing client information rather than clients having to repeat their stories. Ongoing work will continue to ensure clients are best supported to achieve their goals for social inclusion and independence, thereby, optimising the client experience.

A CONCERNING CALL

Our Aged Care Assessment Service (ACAS) Manager received a phone call from a Gateway Health client’s neighbour. The caller was expressing his concern about the Aged Care Assessment Service and the lack of immediate services in place for his neighbour. The ACAS manager spent considerable time ensuring that the concerned man felt listened to and respected. An explanation of the Gateway Health Aged Care Assessment Teams role and what the next steps in engaging services for the client were given.

During the phone call the concerned man asked questions about his own situation, it was here that a great client outcome commenced. The man was facing threat of homelessness himself. He was having difficulty with his mobility, difficulty with his tenancy and finances and was actually very vulnerable regarding his health and social situation.

The ACAS Manager was able to talk through the complex Aged Care system, offer Gateway Health’s assistance as a client, to help with the My Aged Care registration process and to book an appointment with an assessor for the following week. It was also established during the phone call that this man was of Aboriginal decent. The man, now a Gateway Health client, had not identified as Aboriginal as he was under the understanding that his mother was Aboriginal but he wasn’t, because his father was white.

The ACAS Manager offered to engage a local elder to accompany the Aged Care Assessor, the new client was in agreement to this. The Aged Care Assessment was tailored to the client’s needs and was conducted over two visits (usually the assessment is one visit), the Elder was present for both visits and the client was involved in service options available to assist him.

What commenced as a concerned feedback call about his neighbour, resulted in: a vulnerable, elderly man agreeing to a comprehensive Aged Care assessment, the receipt of a full range of in-home services, being linked with the local Aboriginal Health services, assistance with financial and housing issues and the general engagement and confidence for the client that Gateway Health is a safe and respectful cultural space.
DOCTORS AT THE HEART OF PRACTICE

Both Wangaratta and Wodonga Medical Practices offer all General Practice services 5 days a week and offer on-call after hours services 24 hours a day, 7 days a week. Both practices train doctors of the future and medical students.

Wangaratta

Gateway Health Medical Practice
Within the 2018-2019 period of this report, the practice had:
• 6 doctors
• 4 nurses
• Sexual Health Clinic - Clinic 35

Wodonga

Gateway Health Medical Practice
Within the 2018-2019 period of this report, the practice had:
• 8 doctors
• 6 nurses
• Refugee clinic
• Gender clinic
• Sexual health clinic
• Hep C clinic

Not pictured:
Dr Yangyang Lui
Dr Ling Li
Gateway Health in Wangaratta announced the opening of a dedicated Aboriginal and Torres Strait Islander health practitioner’s room in June 2019.

The Koorie Room has been established to provide improved services to Aboriginal and Torres Strait Islander peoples in the region. The Commonwealth funded Integrated Team Care for Aboriginal Health (ITC) and Indigenous Community Support (ICS) programs have developed the room.

An ICS worker is present every Tuesday to support Aboriginal community members with issues including housing, child care, court support, employment, education and health matters.

The ITC program in the Ovens Murray Region is managed by a consortium of organisations that include Albury Wodonga Aboriginal Health Service, Gateway Health, Mungabareena Aboriginal Corporation and the Upper Hume Primary Care Partnership.

Staff specifically working in this program represent each of the consortium member agencies and include an experienced Nurse, an Aboriginal Outreach Worker and an Indigenous Health Program Officer.

The mural artwork was undertaken by Chris Thorne, Coby Brock, Sakina Babia and Tiffany Clare.

"The Koorie Room has been established to provide improved services to Aboriginal and Torres Strait Islander peoples in the region."

KOORI ROOM OPENING
This mural represents Aboriginal and Torres Strait Islander People coming from all different mobs around Australia to Gateway Health to receive care and support.

The central circle represents the organisation and our people surrounding it.

The feet coming towards the circle are our mob coming in to receive their care.

The yellow feet are our people leaving here in better health than when they arrived.

The different coloured circles represent different mobs from all around Australia and the U shapes are the people within those communities.

Gateway Health is a place to heal, a place to receive help and support, a place to come together.
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.

**BURRAJA GARDEN PROJECT**

On the 9th May 2019 Gateway Health proudly launched the Burraja Garden Project. The Garden was developed in partnership with the Department of Justice and Regulation, Wodonga TAFE, Wodonga Council and Gateway Health over the last 18 months and is located at the Gateway Island precinct.

- This garden provides the opportunity for preservation of local traditional knowledge and allows for traditional knowledge to be shared with both Aboriginal and non-aboriginal people, which has long been a priority of Elders in this community.

- Will increase the number of plants and their uses and hopefully inspire people to use more native plants in their garden.

The newly-established garden will add to the experience of those who participate in Gateway Health Koori Youth Activities, as well as schools, community groups and organisations who want to learn about local Aboriginal culture.

The inmates from the Beechworth Correctional Centre assisted in the construction of the garden paths and beds and were awarded certificates for the landscaping skills they learnt during their time working in the garden.
The Bungja Gardens has been created to preserve and share traditional cultural knowledge in the use of local native plants that were used by Aboriginal people in the area for thousands of years.

The creation of this garden has been guided by the Bungja Executive Committee (2014-2019) and was funded by the Department of Justice and Community Safety. Construction of the garden was assisted by the Aboriginal inmates from Bengough Correctional Centre.

The following agencies are acknowledged for their valuable contribution to the project:

City of Wednes, Education Health, Mending Tears, Department of Justice and Community Safety, Munggawleen Aboriginal Corporation and Wednes Local Aboriginal Justice Advisory Committee (LAAC)
Gateway Health staff were recognising that there were men attending who previously had been active, or exercised within a gym environment. The men were keen to continue their exercise but due to a health set-back or poor mental health were needing additional support, guidance and supervision to access a gym program.

To meet this community need, the Active Rural Communities (ARC) program started a supported men’s-only gym group which was aptly named by the men themselves as “Fit Mates.” Fit Mates started off with two gym sessions per week and due to increasing demand, now operates four weekly gym sessions. An unexpected outcome of this program has been the social connections and peer monitoring achieved.

The ARC team noticed Fit Mates participants were lingering after the group and often had to be moved on as there was no appropriate space available for them to catch up in. This need for participants to further connect socially outside of Fit Mates led to regular informal “coffee-shop catch ups” following the exercise sessions. The scheduled catch ups gave them an opportunity to connect with each other and improve any social isolation that may have existed. One of these “coffee catch ups” inspired a conversation with the ARC Coordinator about the idea of a new group program known as “Secret Men’s Business.”

Using participant feedback and the principles of co-design and co-production, the ARC program now facilitates “Secret Men’s Business”. The program is a monthly men’s-only social inclusion group where participants initiate ideas and contribute to planning monthly excursions. To date, excursions have included a trip to Yarrawonga Weir, to see vintage motorcycles and meeting at The Vine to socialise, chat about footy, reminisce and socially connect.

“Secret Men’s Business” not only provides a social opportunity for participants, but also offers an avenue for them to informally monitor how each other is going, building their social support capacity. For example, some of the participants drive others who no longer have their licence to appointments. Participants know each other’s strengths and limitations and offer each other relevant, informal social support.

The next challenge for the ARC team is to formally evaluate the “Secret Men’s Business” program to ensure it is meeting participant and community needs. There may also be scope for creating more formal pathways to other men’s services.

*"The program is a monthly men’s-only social inclusion group where participants initiate ideas and contribute to planning monthly excursions. To date, excursions have included a trip to Yarrawonga Weir, to see vintage motorcycles and meeting at The Vine to socialise, chat about footy, reminisce and socially connect."
In early 2019 the Gateway Health gym in Wangaratta had a full review to improve function, suitability of equipment and safety for staff and clients. The review of the gym was a result of a minor accident where a client fell when getting off a piece of equipment during a “Fit Mates” exercise session.

The review included the expertise of the Gateway Health Occupational Health and Safety Officer, the gym instructor, a physiotherapist and a client who attends the “Fit Mates” class. The review included a detailed review of each piece of equipment. Mapping of client and staff members identified the need for a movement path through the gym to ensure ease of access to equipment and the gym’s entrance and exits.

As a result of the review, a new gym layout was implemented and to ensure that equipment remains in the allocated positions, marked spaces were introduced. New equipment that is designed for ease of access for the older person has been purchased, and the development of procedures and safety checks for staff and clients using the gym have been adopted.

Client and staff safety has increased when accessing the gym. This is evident by the lack of staff incidence or further client incidence.
A MAN WITH A PLAN

Tom is a 25-year-old man who has been a participant of Gateway Health’s Community Inclusion program since he was 19. Tom is a hard-working young man who is very busy with a range of activities, as well as working part-time. Tom became a participant of the NDIS in 2018, and both he and his mum, Dee, found it very confusing at first. Dee had attended some carer support workshops in Benalla and found these useful, but was also very grateful to Tom’s Community Inclusion Program Officer, Mini, who has provided a lot of information and support during the transition. Dee is especially pleased that Mini helped her decide NOT to self-manage Tom’s funding! The transition to the NDIS has been pretty smooth, but working out the transport and travel changes has been an ongoing challenge (it’s a challenge for all of us Dee!). Tom receives a variety of support services from Gateway Health, which are coordinated by Mini.

Tom is currently working on his goal to start his own business. He loves woodwork, and has been working with his support worker Michael on improving his skills. He is a keen member of the Wangaratta Woodworkers – “The Woodies!” Tom and Michael go to Woodies together every week, but sometimes when Michael’s not available Tom takes himself there and the other guys help him out. It’s a great social atmosphere and it’s really helped Tom improve his skills and confidence. The Woodies President reckons Tom’s skills are as good as a first-year carpenter, and getting better every day. Plus, Woodies is a great chance to hang out with a bunch of great blokes!

Not that Tom has a shortage of great blokes in his life. He gets on really well with Michael, and he also really liked the previous Gateway Health workers he’s had. One of his workers helped him get his L plates a few years ago – and now he’s about to get his full licence. Tom plays footy with the Merriwa Magpies in the Victorian FIDA Football League, and is a keen member of the King Valley Football Club. Tom usually performs the role of water boy for King Valley, but they recently asked him to help them out by filling in for their reserves team, and he kicked two goals! Tom works part-time with Canny’s Carrying, and gets on well with the other guys who work there. He spends time in his parent’s business and has been known to cook barbeques for the mechanics and other staff there. He also made them a pretty cool table so they have somewhere to eat their lunch!
Tom also gets plenty of male company at his groups and activities with Gateway Health. He and his friend James, cook together once a week with their worker Craig, alternating at each other’s houses and eating their meal together once they’ve cooked it. Tom also enjoys swim and gym group on a Tuesday, and “Men’s Night Out” of a Friday. He was really looking forward to joining some of his Gateway Health mates on a trip to the WWE wrestling, but he can’t go because he’s going on a 4WD trip to Cape York with his family. Tom’s also keen to go on a cruise with some of his mates at some stage – so that’s definitely something to look forward to!

In between all his social activities, Tom is working on his plans for his own business. As the first step he and Michael are working towards him having enough woodwork pieces available for a stall at the Jazz Festival Market. If that goes well, the plan is to launch an online business. Tom is making great use of his new scroll saw to make Christmas decorations, in addition to his range of beautiful chopping boards and other products. He’s also working on a beautiful wine presentation box, which has very intricate designs. Tom has loved woodworking since he was at school, and is really passionate about making it his career.

Apart from the business, Tom’s other big goal is to move into Wangaratta and be a bit more independent. He is currently living in his own accommodation at his parent’s house – which he refers to as ‘The Shed’. He’s decided he’d like to be in town so he’s closer to his activities and his friends, and so it’s easier to get to the places he wants to go. Based on Tom’s work ethic and the great help he gets from his parents, his friends and his worker Michael, we have every confidence he’ll be in his new home sooner rather than later. But we’ll need to make sure the new place has good thick walls, as Tom’s keen to learn to learn to play the drums! We love being part of Tom’s life, and we really enjoy seeing him make progress towards his goals. We’re excited to help with the next phase of the adventure!

“The Woodies President reckons Tom’s skills are as good as a first-year carpenter, and getting better every day. Plus, Woodies is a great chance to hang out with a bunch of great blokes!”
ACTIVE LIVING IN THE ALPINE SHIRE

Gateway Health’s Health Promotion staff undertook a mapping project to understand the state of active living in the Alpine Shire. It was known that the population was not meeting the recommended guidelines for physical activity but it was important to understand why. The target groups identified to both seek information from, and provide recommendations for, were Alpine Shire residents, with a focus on vulnerable groups and older people (65 years and older).

Specifically, the project aimed to identify:
- how active the population reported to be,
- existing active living services, activities and opportunities, facilities and parks,
- how connected physical activity opportunities were (e.g. walking/cycling paths etc.)

The method involved stakeholder engagement, data collection [community consultation and survey] and observational audits (GIS map analyses). This gathering of information helped to inform the secondary project aim; to provide recommendations, for increasing active living/physical activity levels and, in turn, improve the health and wellbeing of the Alpine Shire population. Based on the information gathered it was recommended that a partnership approach be undertaken to support:

1. Policy review and development
2. Walking and cycling path improvements (i.e. connectivity)
3. Promotion of existing events, facilities and family-friendly activities
4. Healthy workplaces and sporting clubs

To deliver these recommendations an Active Alpine Group has been established. Through a partnership approach, with representation from multiple sectors, the group’s purpose is to increase and promote opportunities to be active in the Alpine Shire and in turn promote health and wellbeing, social connection and a healthy, thriving community. The group has representation from; Alpine Shire Council, Alpine Health, Gateway Health and Sport North East. The group has begun delivery of their action plan by supporting the 2019 Premier’s Active April Campaign, conducting a scope of exercise equipment installation and building healthy workplaces.
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.

OUR BOARD

Catherine Upcher - Chairperson
Catherine is a resident of Kancoona and prior to her recent retirement was the CEO of Rural Housing Network Limited.

Klaus Baumgartel - Deputy Chair
Klaus is a resident of Beechworth and the Regional Coordinator of the NSW Industry Capability Network.

Michael Ferris - Treasurer
Michael is a resident of Kilmore. He is an Accountant, GAICD and Principal of his accounting practice.

Dr Guin Threlkeld
Guin is a resident of Ettamogah and the Head of School at La Trobe University Albury/Wodonga Campus.

Ruth Davenport
Ruth Davenport is a resident of Markwood and prior to her retirement was a General Manager for Mind Australia.

Felicity Williams
Felicity is a resident of Corowa and is the CEO of The Centre at Wangaratta. Felicity also lectures in marketing at Federation University.

David Koschitzke
David is a resident of Albury and is a Director of Harris Lieberman Solicitors Pty. Ltd.

Geoff Lowe
Geoff is a resident of Albury, director of Proven Products Pty. Ltd. and sits on a few other boards.
OUR EXECUTIVES

Leigh Rhode
Chief Executive Officer, Company Secretary

Andrew Brown
General Manager, Client Services

Jacki Eckert
General Manager, Population Health, Planning & Performance, Business Services

Deb Harvey
Chief Financial Officer

Jonelle Hill-Uebergang
Integrated Primary Care Manager

Gavin Woolley
People and Culture Manager, Human Resources

DID YOU KNOW?

1021
Indigenous clients accessed Gateway Health Services in 2018-2019

Gateway Health is working towards a Reflect Reconciliation Action Plan that supports the belief that reconciliation must live in the hearts and minds of all Australians. During this development stage a set of goals has been established to assist in the progression of important areas of focus for current and future Reconciliation Action Plans.

The attached Artwork is by Kim Gorey who is a member of the RAP working Group.
Gateway Health is responsible for the Catchment Based Planning function for the Ovens Murray (also known as Hume) Area of Victoria, funded through the Victorian Department of Health and Human Services. During 2018/2019 period Gateway Health carried out extensive data analysis on catchments, clients and services; and conducted multi-stage stakeholder consultation for problem definition, brainstorming, sense-making and priority setting. Through this approach the 2018 – 2021 AOD Catchment Plan was developed.

WHAT IS CATCHMENT BASED PLANNING?

Catchment Based Planning (CBP) is a systematic way to respond to the service needs of our local communities. The primary purpose of the CBP function is to produce local plans that identify critical service gaps and pressures, and to provide an evidence base for strategies that improve responsiveness to people with AOD issues, considering population diversity and broader community need.

From the consultation process seven activity plans were designed to address the identified needs, gaps and barriers for AOD clients, the Oven’s Murray Community and the broader service system over a 3 year period.

The activity areas are:

- Data integrity
- Youth AOD service redesign
- Proactive and effective governance
- Aboriginal inclusion across the AOD service system
- Establish a consumer advisory committee
- AOD workforce and capacity building
- Future services, future sector

The ongoing work to provide high quality AOD treatment services and at the same time to reduce demand will not stop based on the life of this plan. Sustaining partnerships and commitment to prevention, reducing risk and building strong communities and individuals in Ovens Murray is what will make the difference in our communities.

From the Catchment Plan data analysis, we learnt that for AOD clients of Gateway Health in 2017 -2018 the primary drug of concern they are seeking help for is Alcohol, followed by Cannabis. Together these two substances account for 2/3rds of our client group’s primary drugs of concern.
ACCESSING GATEWAY HEALTH

There are many ways to access Gateway Health programs and services. One pathway is through “Intake.” “Intake” is a name for specialist workers who talk directly with individuals and families as the first point of call to determine their health needs. Workers may make referrals to internal or external services and programs.

Various programs at Gateway Health have an Intake pathway. General Intake is available during Gateway Health’s business hours to help people who are requesting to engage with the counselling and parenting teams. The team also follow up referrals that have been made by other health professionals to Gateway Health. They respond to lots of general enquiries for service support and information. At times they find themselves responding to people in crisis, undertaking risk and safety assessments and making referrals to other Gateway Health services and to other external services where appropriate.

The demand for an Intake workers response often exceeds the capacity to follow up immediately. This has prompted the need for workers to develop an activity table to document all enquiries, emails, phone messages and referrals. All client follow-up is recorded, and we are able to see at any time who has been actively followed up or who is still waiting for a response. They team can accurately record the response time between getting an initial client enquiry or referral, and the number of days until they have been able to respond.

Intake are able to see people who are requesting a service when they present directly to Gateway Health. They generally have the capacity to see someone within 15 – 30 minutes of presenting to undertake a needs assessment. Reception staff also have the capacity to book clients for an Intake appointment, or organise a return phone call, as a preference to waiting.

Waiting times for counselling services vary. Intake discusses with the team who is waiting and who may need a priority appointment. Intake provides active follow up to clients that have been identified as “at risk” or “vulnerable” to provide additional support while they are on a wait list.

Processes are reviewed regularly to see where improvements can be made for client access to services. Currently the internal referral process is being refined, and the internal referral document is being updated. The aim is to improve the client journey within Gateway Health, reducing the need for a client to tell their story multiple times.

It has become increasingly important for Intake workers to understand funding criteria for various programs, and alternative referral options, so that clients are linked appropriately or referred elsewhere where they don’t meet the specific program requirements.

“Intake” is a name for specialist workers who talk directly with individuals and families as the first point of call to determine their health needs. Workers may make referrals to internal or external services and programs.

In the last three months the Gateway Health Aged Care Assessment Service (Regional Assessment Service and Aged Care Assessment Service) received and processed 633 client referrals.

In the last three months the Allied Health Intake workers have received and processed 298 client referrals for Allied Health services.

Allied Health services include:
- Dietitians
- Speech Therapists
- Occupational Therapists
- Physiotherapists
- Podiatrists
- Allied Health Assistants
RECOGNISING OUR VOLUNTEERS:

Gateway Health is currently supported by volunteers across many programs in Wodonga, Wangaratta and Myrtleford. Gateway Health greatly appreciates the generosity of our volunteers and the significant difference they make to our ability to deliver the range of services and activities offered.

From valued participants to valued volunteers

Bev and Val are two of Gateway Health’s valued volunteers. When I met with them I learnt that they are extremely passionate about what they do.

Bev and Val are a part of a small team of people who keep the Wodonga Tai Chi program alive. Tai Chi classes are held in a relaxed environment, five times a week at the Senior Citizens Hall for people who are over 50 years of age. Each of the classes are different, but all classes are filled with much laughter and fun. “Many of the participants benefit from the health improvements of Tai Chi and they also enjoy a sense of belonging”, Bev said.

Medical Professionals recommended Tai Chi to Bev when she had finished rehabilitation for breathing and balance issues. After about two years attending as a participant, Bev started to see quite an improvement with her health and really enjoyed the class. Whilst attending class, she could see that the leaders were needing a bit of help to run the program, so she would offer to help them as much as she could. The Tai Chi leaders appreciated the help that Bev gave them and approached her to suggest that she become a formal volunteer as she had already been taking the initiative to provide valued assistance to them. With a little bit of encouragement, Bev contacted Gateway Health to make the volunteer role official and has now been an active volunteer since 2016.

“I am always wanting to help and get a lot of satisfaction knowing that I am helping people. I recommend volunteering for retired people.” Bev said.

Being involved with the Tai Chi classes gives her a sense of belonging, she is part of a group of like-minded individuals and gets to enjoying a lot of laughter and fun in a relaxed and trusting space. As a leader she updates her qualifications every two years and enjoys the encouragement and support that is shared.

The Tai Chi program runs from January through to the end of November each year at the Wodonga Senior Citizens Hall. People can “come and try” up to three classes without registering as a participant. The leaders encourage participants to work at their own level, stay in their own comfort zone, using gentle and small movements. Tai Chi is for anyone, it can be adapted to suit the individual, for example it can be performed sitting down or even lying down. Gateway Health runs Tai Chi classes in Wodonga, Myrtleford, Moyhu and Cheshunt.

Val has been a leader for about four years, she started as a Tai Chi class participant for about a year and was asked if she was interested in becoming a leader and she decided to take on the training. Volunteering was an activity that she was already familiar with as she participated in the Meals on Wheels program. During that time of visiting people who were frail and aged she became passionate about helping people to keep their mobility and prevent falls. “Helping people to get out and about helps them socially, physically and emotionally, in turn giving them quality of life and longevity”, Val said.

Val enjoys volunteering as she believes it has built her confidence and gives her a sense of satisfaction, contact with people, friendships, health and social benefits.
Volunteering with Gateway Health

It is quite interesting how one thing can lead to another. I recently applied for a volunteer position at Gateway Health. In doing so I had to fill out several application forms. What surprised me was the number of grammatical and literal mistakes contained in these forms.

As part of my applying for the volunteer position I was interviewed by their Public Relations Officer, Jane Harvey. I pointed out to her what I had found in the forms. She asked how come I knew so much, and I explained that 60 years ago I was in the first group of apprentices at the Melbourne School of Printing and Graphic Arts to take part in their inaugural proofreaders course. This subsequently led me to be appointed as the proofreader at the company I was apprenticed to. Proofreading is a skill that, once learned, is never forgotten.

Jane then asked if I could look at the various brochures that Gateway makes available to the public. This I have done. Let me say that bringing these brochures up to standard is a work in progress.

The most exciting thing to come out of all this is striking up a fantastic working relationship with Jane. I feel that I have been able to explain to her the principles of proofreading which, in turn, is helping her in her Public Relations role.

To my amazement, Jane has introduced me to working online. She can now email me a document which I then proofread and attach ‘sticky notes’ to and email it back.

This involvement with Jane and Gateway has given me the confidence to approach several other major organisations in our region with a view to helping with their proofreading needs.

Over the past 12 months I have had considerable personal involvement with Gateway Health just as a member of the public attending various programs and classes they offer.

This is why I have wanted to volunteer with Gateway Health. They offer so much to our broad community that goes unnoticed.

– John Dore-Smith

“John has been an invaluable addition to my work as the Public Relations Officer at Gateway Health. He has worked with me on some of our brochures and there is a lot more work to do. Thanks to John, my proofreading and grammar have improved a lot. I have watched with pleasure, as John’s confidence has increased. He’s a very fast learner and knows his way around a computer, more than he gives himself credit for! I hope to continue this fabulous working relationship with John into the future.”

– Jane Harvey.
Over the past 12 months, Community Inclusion has shown a great pattern of growth in participants using our service. At the beginning of the financial year, there were 138 participants receiving our services. Over that time, we have seen a rise of 33.3%, resulting in our participant numbers increasing to 184.

Support Coordination is one of our largest growth areas over the past 12 months which has near doubled since June 2018. We have a great team of staff that support individuals, understand their plan, support them to make choices and take control of their NDIS funds to enable them to meet their goals. Our Support Coordinators are based in Wodonga and Wangaratta and travel all over the Hume region, including small remote country town, to assist people to understand the NDIS and to connect with services in their community.

Community Inclusion group programs are offered in both Wodonga and Wangaratta for people with disabilities, including people with psychosocial disabilities. Programs offered are about skill building, whether it be fine motor skills, social skills, personal development, accessing services within their community or building relationships. Community Inclusion has always been in high demand, with all our programs currently at capacity in Wangaratta. Expansion will see us develop further programs and recruit more qualified and skilled staff so we can meet the needs of people accessing the NDIS.

A total of 57% of our participants receiving services in Community Inclusion receive 1:1 support. This is not surprising, as it is important that participants of the NDIS want a tailored service that meets their needs and want to build relationships and rapport with the people that support them. We know in the future that this number will increase with the ongoing support of our valuable Program Officers who coordinate these supports working closely with participants, their families and carers and carefully matching them with our staff.

Community Inclusion offers various types of supports and we have a great team of 63 staff that work collaboratively within the Gateway Health offices and direct service delivery to support participants in the NDIS. With the increase in NDIS participants over 12 months, you can see that our hours of service delivery has increased. This growth has been contributed by new participants accessing our services and increase of service delivery for existing participants.
IT’S TIME WE TALKED:
THE IMPACT OF PORN ON YOUNG PEOPLE

2016: The Centre for Excellence in Rural Sexual Health, supported by Gateway Health, ran a workshop for local teachers, wellbeing staff and health promotion professionals - Sex Ed by Porn? Surely We Can Do Better, facilitated by international expert, Maree Crabbe. The workshop was booked out, and since then, teachers have been asking when the next workshop will be.

2017: The Health Promotion team conducted a Mental Health Audit with Wodonga primary and secondary schools. A major issue that arose from this was the negative impact porn was having on young people in terms of gender norms and sexual health. The consumption of porn can be linked to negative gender norms about women, which is a key contributing factor to gender inequality and family violence.

2018: Two local schools approached Gateway Health and a partnership with Wodonga Department of Education, Wodonga Council and local schools formed, sharing resources, expertise and leverages existing health and wellbeing initiatives already happening in our community. The aim is to take an “all of community” approach.

2019: Two workshops facilitated by Maree Crabb were run, with the aim of equipping local teachers, wellbeing staff, health professionals and parents with the understanding and resources to play a crucial role in mitigating the detrimental impact of porn on young people. The workshops were based on the ‘it’s time we talked’ framework which is designed around VicHealth’s framework for the Prevention of Violence Against Women. The community session was attended by 130 people and we were able to offer this at no charge due to recovering a grant from Wodonga Council under the Community Impact Grants. The Teachers Professional Development workshop was attended by 35 people.

Feedback from participants showed 100% of attendees thought it was very or extremely worthwhile to attend, 100% of participants came away with actions, resources and links to help them play a role in mitigating the harmful impacts of porn.

DID YOU KNOW?

- More than 90% of boys and 60% of girls have seen porn online.
- 88% of the most watched porn contains scenes of physical aggression.
- In 94% of cases, the aggressive acts were directed at female performers.
- 30% of all internet traffic is porn related.
- Wodonga is in the top 17% in Victoria for incidences of family violence.
- Between 2012 and 2017 rates of family violence in Wodonga increased by 36 per cent.
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 staff participated in the People Matter Survey administered through the Victorian Public Service Commission again in 2019, and the results are just in. You may ask what did we action in relation to last year’s results?

<table>
<thead>
<tr>
<th>STAFF SAID:</th>
<th>MANAGEMENT DID:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work with education providers on student placement opportunities</td>
<td>• Established formal agreements with education institutions&lt;br&gt;• Improved the student experience by establishing student networking meetings with the CEO, Executive and Senior Leaders&lt;br&gt;• Commenced new program for third year medical student placements</td>
</tr>
<tr>
<td>Build capacity to lead and manage change</td>
<td>• Commenced a monthly program for senior leadership workshops&lt;br&gt;• Invested in an emerging leaders program, commencing June 2019&lt;br&gt;• Appointed key people to support change and improvement in quality improvement, risk management and People and Culture&lt;br&gt;• Introduced Leadership Rounding to the SMT</td>
</tr>
<tr>
<td>Build an inclusive and welcoming workplace that is free of discrimination and harassment</td>
<td>• Set up a key project to achieve Rainbow Tick accreditation&lt;br&gt;  – Established a highly-engaged working group&lt;br&gt;  – Completed an audit on how well we are doing&lt;br&gt;• Promotion and celebration of staff-led events including RUOK Day, NAIDOC Week and Harmony Day&lt;br&gt;• Introduced family violence training and reviewed our HR procedures to ensure we provide the best possible support to our staff&lt;br&gt;• Developed a Reconciliation Action Plan</td>
</tr>
<tr>
<td>Achieve excellence in staff wellbeing</td>
<td>• Success through the Gateway Health Achievement Program – meeting all five standards&lt;br&gt;• Trained 15 OH&amp;S representatives and forming an OH&amp;S Committee&lt;br&gt;• Implemented VHIMS2 - a program to capture feedback and incidents.&lt;br&gt;• Revitalised People Working Well working group and supporting initiatives such as Active April&lt;br&gt;• Massages, fitness passports, EAP program continuation, ergonomic office equipment&lt;br&gt;• Healthy catering guidelines&lt;br&gt;• Big Day In</td>
</tr>
</tbody>
</table>

- 108 people (32% of employees) responded to survey.
- Significantly, 73% of respondents indicated that they were happy with the work/life balance in their current job.
- Compared to last year, staff reported positive changes in relation to the change process but reported decreased satisfaction with supports to reduce stress. The results of the survey are used to guide staff wellbeing activities throughout the year.
On the 28th March 2019 Gateway Health held its first all staff day, titled the Big Day In (BDI). The BDI was a day of celebration, recognition and education aiming to strengthen staff engagement, connection and the organisation’s shared value base.

The event was held at the Wangaratta Turf Club, with approximately 240 staff in attendance, this being 66% of Gateway Health staff. Staff travelled from across the region, including Bright and Beechworth, to attend the event.

The BDI proposal was initially flagged by a small group of staff supported by People Working Well Committee and the CEO. A small committee was established, with management and employee representation, to further develop the concept and seek support and sponsorship from the Gateway Health Board of Directors and Executive Team.

Following the event several evaluation activities were conducted including a staff survey, committee project review and financial analysis. Key to evaluative results is that 77% of staff who attended rated the overall event either good (37%) /very good (29%) or excellent (11%). Further to this 88% of staff support a BDI all staff day being held in the future.

77% of staff who attended rated the overall event positively

88% of staff support a Big Day In all staff day being held in the future
LISTENING AND RESPONDING TO COMMUNITY FEEDBACK

Gateway Health values compliments, suggestions and complaints as they help to improve our services. We encourage and assist clients, carers and families to provide feedback which can be provided in many different ways including:

• Phone
• Feedback form
• Email – feedback@gatewayhealth.org.au
• In person
• Website – www.gatewayhealth.org.au

The Victorian Department of Health and Human Services asks public health care organisations to complete an annual survey called the Victorian Health Experience Survey (VHES). Each year clients of Gateway Health services are invited to participate.

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

Each year the results are delivered back to our organisation and we also can view our performance compared with similar community health services across Victoria.

In the 2018 survey 96% of people who completed the survey rated the care they received at Gateway Health as good to very good.

A client experience that has come to our attention as a result of the survey, is that a number of our current consumers do not know how to make a complaint or provide feedback about the service they received.

An improvement project is underway to improve support and access for our diverse consumers to provide feedback.

The feedback brochure was reviewed and a new consumer approved feedback form has replaced it. All sites across Gateway Health now have a clearly displayed feedback station with easy-to-read information on how to provide feedback.

Improved access to the feedback page on the Gateway Health website has been implemented by adding a dedicated tab to the top menu. Information has been reviewed and updated along with the creation of an interactive embedded electronic feedback form.

Our consumers can find the website page easily and are able to provide feedback from anywhere at any time. Our website has the capacity to translate written information to over 60 languages including the most prevalent spoken and understood languages in our catchment. This assists consumers who speak languages other than English to understand how they can provide feedback.

Gateway Health staff have been trained to encourage and assist clients to provide feedback on the care or the service provided.
GATEWAY HEALTH FEEDBACK

The Gateway Health feedback team are required to respond promptly and thoroughly.

In the last year we received 19 compliments, 3 suggestions for improvement and 12 complaints across various service for the 2018-2019 financial year.

This is the first time for a number of years that our compliments have exceeded our complaints.

When we receive complaints our first priority is to resolve the matter for the client and their family. We also look at how we can improve our processes so that other clients do not have the same experience.

CASE STUDY:
A former client of a community mental health service was contacted accidentally about a future program against her wishes. A staff member apologised for this administrative error and put a new procedure and check in place for staff to ensure clients exiting services from the Client management system are removed from administrative service mail-outs.

Feedback!
It’s all about capturing the ‘experiences of GH consumers’ and using this information both to acknowledge the great work we do and to improve our services. It is important that you know about how we can support clients to give us feedback which can be either a complaint, compliment and suggestion for improvement.

There is a new menu item on our GH website called “Feedback” https://www.gatewayhealth.org.au/feedback.

There are different ways that consumers can give us feedback and what the process is when someone makes a complaint.

We have worked with GH staff and consumers to develop a new Feedback form that is available electronically and in paper format. At present the form can be downloaded from the GH website, the GH intranet and at reception.

DID YOU KNOW?
The Gateway Health website gets the most hits on a Monday between 8am and 4pm

The Gateway Health website has over 16,000 visitors per month

50% of visitors use a personal computer

44% of visitors use a mobile phone

5% of visitors use a tablet
ACCESS IMPROVEMENTS

The following improvements have been made after receiving feedback from clients via the VHES survey.

<table>
<thead>
<tr>
<th>YOU SAID:</th>
<th>GATEWAY HEALTH DID:</th>
</tr>
</thead>
<tbody>
<tr>
<td>It was hard to find the Gateway Health Sites</td>
<td>Google maps were added to the Gateway Health website for all three sites. Each site was registered with Google and information about opening hours and days was added for each site.</td>
</tr>
<tr>
<td>That a fall had occurred on Council grounds at the front of Gateway Health in Myrtleford.</td>
<td>Prompted a review of Gateway Health site. Footpath was replaced and driveway slip/trip hazards were fixed.</td>
</tr>
<tr>
<td>It is really hot when doing Tai Chi in the hall at the Myrtleford site.</td>
<td>Temperature control in hall was installed.</td>
</tr>
<tr>
<td>Reception in Wangaratta was too noisy and lacking privacy at the reception desk.</td>
<td>Soundproof paneling was installed on walls and used as pin boards. A style guide for promotional materials was then created to clear thoroughfares and ensure that people were not standing too close to consultations rooms resulting in enhanced confidentiality. Air curtains were installed to increase client comfort whilst in the waiting room.</td>
</tr>
<tr>
<td>Sites were not clean.</td>
<td>Review of cleaning contract occurred.</td>
</tr>
<tr>
<td>Furniture in Wodonga reception was uncomfortable and not fit for purpose.</td>
<td>Occupational Therapist consultation and advice was sought and ergonomic furniture installed.</td>
</tr>
<tr>
<td>I don’t know where to go (Wodonga)</td>
<td>Pathway through Wodonga reception has been made clear from clutter. A signage review is planned.</td>
</tr>
</tbody>
</table>

Previously Gateway Health reception in Wodonga was split into two areas, Medical receptionists and Community Health receptionists. The split occurred to create:

- Ease of access for the clients.
- Accurate information was given to clients. Staff were having difficulty meeting the demands of Medical Practice and also remember the details and contacts for varied programs and services on offer. The workload has been distributed evenly resulting in a reduction of errors.

<table>
<thead>
<tr>
<th>YOU SUGGESTED:</th>
<th>GATEWAY HEALTH DID:</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Provide estimated waiting time to patients on arrival”</td>
<td>Reception advise of approximate waiting time on patient arrival, or when asked by the patient.</td>
</tr>
<tr>
<td>“Make contact with patients ahead of their appointment if long waiting times expected”</td>
<td>In the instance of an emergency, patients are contacted and advised of waiting times or a rescheduled appointment.</td>
</tr>
<tr>
<td>“More online features e.g. Calendar of available appointments for each GP.”</td>
<td>Health Engine is used for online appointments however there are restrictions to the software.</td>
</tr>
<tr>
<td>“Create a cancellation waitlist.”</td>
<td>To be discussed and considered.</td>
</tr>
<tr>
<td>“Appointments available for urgent requests.”</td>
<td>Four appointments per day are held for urgent appointments.</td>
</tr>
</tbody>
</table>
RAINBOW TICK

“When we listen and celebrate what is both common and different, we become a wiser, more inclusive, and better organisation.” - Pat Wadors, Head of HR at LinkedIn.

Rainbow Tick is a quality framework that helps organisations demonstrate that they are safe, inclusive and affirming services and employers for the LGBTIQ+ community.

Gateway Health late last year committed to become a Rainbow Tick accredited organisation.

LGBTIQ+ stands for lesbian, gay, bisexual, transgender and gender diverse, intersex, queer and questioning.

Rainbow Tick is part of Gateway Health’s commitment to achieving our vision of ‘People living well’.

Our progress so far

- Rainbow Tick staff work group established to coordinate Gateway Health’s approach to achieving accreditation.
- Consultation mapping developed showing our connections to LGBTIQ+ community networks, groups and organisations.
- Gateway Health policies and practices audit completed.
- Staff survey undertaken.
- LGBTIQ+ client and employee risk pathways developed.
- Based on these results we have developed our action plan to achieve accreditation by late 2020.
- Diversity and Inclusion Policy and Workforce Diversity Commitment statement developed.
- Developing in partnership with other organisations an LGBTIQ+ inclusive practice staff training e-module.
- Gateway Health is a member of Victorian Rainbow Tick Community of Practice Network coordinated by Victorian Family Violence Victoria.
- Gateway Health signed with 43 other organisations a Joint Statement on LGBTIQ+ Mental Health to the Victorian Mental Health Royal Commission.
- Gateway Health Gender Service provided a written submission to the Victorian Mental Health Royal.
- Five Rainbow Tick work group members have completed HoW2 training designed for staff leading Rainbow Tick Accreditation in their own organisations.
- In 2019 Rainbow Health Victoria and Zoe Belle Gender Centre delivered eight sessions of LGBTIQ+ inclusive practice training to local organisations and their staff and community members.
- Staff resources folder with evidence-based resources and latest news now available on Gateway Health staff intranet.
- Gateway Health Gender Service and Way Out Wodonga with other local organisations supported the North East Pride Collectives inaugural Rainbow Ball attended by over 200 young people.
- Calendar of celebratory events promoted and coordinated by RT work group members held for staff in 2019 include Transgender Day of Visibility (March), IDAHOBIT Day (May) & Wear it Purple Day (August).
- Gateway Health supported the production of Rainmaker youth mental health play – written by Centre Stage Scripts director Megan Rigoni.
- Gateway Health supporting the local performance of “My Other Closet the Cabaret” written and performed by Russell Vickery.
GATEWAY HEALTH FEEDBACK

2701 of Gateway Health clients born overseas

<table>
<thead>
<tr>
<th>Country of origin</th>
<th>Registered Clients 2017-18</th>
<th>Registered Clients 2018-19</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>United Kingdom</td>
<td>214</td>
<td>252</td>
<td>17.8%</td>
</tr>
<tr>
<td>Congo</td>
<td>273</td>
<td>506</td>
<td>85.3%</td>
</tr>
<tr>
<td>Italy</td>
<td>117</td>
<td>132</td>
<td>12.8%</td>
</tr>
<tr>
<td>New Zealand</td>
<td>68</td>
<td>96</td>
<td>41.2%</td>
</tr>
<tr>
<td>Germany</td>
<td>50</td>
<td>54</td>
<td>8.0%</td>
</tr>
<tr>
<td>Netherlands</td>
<td>36</td>
<td>51</td>
<td>41.7%</td>
</tr>
<tr>
<td>India</td>
<td>75</td>
<td>130</td>
<td>73.3%</td>
</tr>
<tr>
<td>Bhutan</td>
<td>86</td>
<td>96</td>
<td>11.6%</td>
</tr>
<tr>
<td>Nepal</td>
<td>148</td>
<td>191</td>
<td>29.1%</td>
</tr>
<tr>
<td>Philippines</td>
<td>23</td>
<td>52</td>
<td>126.1%</td>
</tr>
<tr>
<td>China</td>
<td>21</td>
<td>47</td>
<td>123.8%</td>
</tr>
<tr>
<td>United States of America</td>
<td>20</td>
<td>27</td>
<td>35.0%</td>
</tr>
<tr>
<td>Canada</td>
<td>-</td>
<td>21</td>
<td>-</td>
</tr>
<tr>
<td>Kenya</td>
<td>-</td>
<td>10</td>
<td>-</td>
</tr>
</tbody>
</table>

Canada and Kenya have made it in the top 14 for this year, over Cyprus and Vietnam who were in the top 14 last year.

DID YOU KNOW?

114 Clients received NDIS funded allied health services

- 36%
- 23%
- 16%
- 15%
- 4%
- 6%

- Active Rural Community
- Continence Advisory Service
- Dietetics
- Occupational Therapy
- Physiotherapy
- Speech Pathology
## 2018-2019 FINANCIAL YEAR:

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
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An increase indicates an increase from last year or increase from 2017-2018 reporting period.

- Refugees: 201 (21% increase)
- Alcohol and Other Drugs clients: 1463 (25% increase)
- Indigenous clients: 1021
- Clients born overseas: 2701
- Men's Behaviour Change program referrals: 973 (38% increase)
- New community and allied health clients: 3878 (2% increase)
- General Counselling clients: 687 (6% increase)
- People are employed by Gateway Health: 363
- Distances travelled by Gateway Health vehicles: 1,269,451 kilometres
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Wangaratta, VIC 3677
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F: (03) 5722 2313

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F: (02) 6024 5792

MYRTLEFORD
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Myrtleford, VIC 3737
T: (03) 5731 3500

E: info@gatewayhealth.org.au
W: www.gatewayhealth.org.au