



2014—2015

# Quality of Care Report

healthcare that builds community



north richmond  
community health

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Our Services

# ABOUT US

North Richmond Community Health (NRCH) provides high quality, culturally competent primary and community health services to the diverse communities of North Richmond, the City of Yarra, greater Melbourne and communities in rural and remote areas of Victoria.

Our services to families and individuals include doctors, nurses and specialist medical services, allied health services, dental services, counselling, drug safety and needle syringe programs and in-house language support services.

The Centre for Culture, Ethnicity and Health (CEH) is part of NRCH and continues to contribute significantly to our strong reputation as a leader in cultural competence. CEH provides education and training in cultural competency and cross-cultural communication to other health and community organisations.

This report presents some of the incredibly rewarding and important work NRCH has undertaken during the 2014/2015 year.

*When NRCH opened the new building, we were privileged to be given the name **'Wulempuri-Kertheba'** by a local Aboriginal elder. The name translates from the Woi wurrung language as **'staying healthy together'**. Wulempuri-Kertheba recognises the Wurundjeri people as the Traditional Custodians of the land our building stands on. We respect the land in honour of the Wurundjeri Ancestors, who walked this land for many thousands of years. We acknowledge the Wurundjeri Ancestors, Elders and Community Members past and present.*



## Our vision

Healthcare that builds community.

## Our mission

To build healthier communities by making healthcare more accessible and culturally relevant.

## Our ambitions

### Client Experience

Understanding what people want from their experience with us and striving to make it happen.

### New and different approaches

Building new and different approaches into our services and programs, the ways and places we work and where we obtain our resources.

### Working in Partnership

Building a partnership approach into all that we do with people and communities, staff and volunteers, funders and other organisations.

## Tầm nhìn của chúng tôi là

Chăm sóc sức khỏe, liên kết cộng đồng

## Hành động tương lai

Xây dựng cộng đồng khỏe mạnh hơn thông qua việc xây dựng hệ thống y tế dễ tiếp cận hơn và phù hợp hơn về mặt văn hóa

## Chúng tôi hướng tới

### Kinh nghiệm của khách hàng

Hiểu nhu cầu của khách hàng thông qua kinh nghiệm của họ với chúng tôi, và qua đó cố gắng đáp ứng nhu cầu của khách hàng.

### Phương pháp mới và khác biệt

Xây dựng phương pháp mới và khác biệt trong dịch vụ và các chương trình chúng tôi cung cấp, cách làm việc, nơi làm việc và cách tiếp cận các nguồn lực của chúng tôi.

### Tăng cường hợp tác

Tăng cường hợp tác trong mọi hoạt động với mọi người và cộng đồng, nhân viên và thiện nguyện viên, các tổ chức tài trợ và các tổ chức khác.

## 我們的願景

建設社區醫療保健

## 我們的行動

改善社區健康，讓社區成員更容易獲得醫療保健，讓醫療保健適應各種文化背景的社區成員

## 我們的方向

### 客戶體驗

了解人們前來接受服務需要得到什麼並努力滿足客戶的需求

### 新的、不同的方法

在提供服務和計劃中、在我們的工作方式和場所中、在我們獲得資源等方面採用新的和不同的方法

### 協力合作

與社區成員、員工、義工、資助機構和其他機構建立合作關係



# HOW WE WILL ACHIEVE OUR AMBITIONS

## Client experience

- ▶ By respecting and valuing people.
- ▶ By learning about and understanding our communities, their preferences and needs.
- ▶ By being culturally and socially welcoming and skilled.

## New and different approaches

- ▶ By being a strong and creative organisation focused on high quality.
- ▶ By continually learning, improving and being accountable.
- ▶ By planning and reviewing all that we do so that we know the outcomes of our work.
- ▶ By shaping our structure and the ways we use our resources to meet our strategic ambitions.
- ▶ By becoming a health literate organisation.

## Working in partnership

- ▶ By seeking out and being open to new and different opportunities and ways of working.
- ▶ By delivering on the on the ambitions we share with our partners.



# CEO'S & CHAIRPERSON'S WELCOME

In 2014 – 2015 NRCH continued to meet the challenges and opportunities for improving the health and wellbeing of our community. This year has been marked by a change of State Government following elections in November 2014 and the announcement of new policy directions for key health programs and services. NRCH has reviewed its strategic directions and operational arrangements and capacity in response to this changing environment and implemented new services and programs to continue to provide valued support to our community.

## Highlights for 2014 – 2015

As a result of the outcomes of the recommissioning process for Alcohol and Other Drugs (AOD) services and mental health in 2014, NRCH had reduced capacity to provide these vital services to our community. NRCH ensured that all clients previously served by these programs were successfully transferred to the new services providers. However, almost 12 months after these changes clients continue to attend NRCH and request support. The Minister for Mental Health, the Hon. Martin Foley established an independent review into the operation and impact of these new arrangements. NRCH looks forward to the findings of the review and any subsequent changes to the current arrangement to

implement a truly client-centred service system for these very vulnerable and high need clients. NRCH remains committed to continuing to support clients requiring these vital services and is working closely with the new service providers both in mental health and alcohol and other drugs to ensure a timely response and the highest standards of care.

Working in partnership is a key strategic objective for NRCH. In the past 12 months we have continued to strengthen existing partnerships with diverse organisations including Women's Health in the North, Fitzroy Legal Services, St Vincent's Hospital and Victoria Police, Inner North West Primary Care

Partnership and North Western Melbourne Medicare Local. An exciting and new innovative partnerships was established with Clarendon Clinic to implement a new mental health and diabetes prevention and treatment program for people with mental illness. These clients have less access to appropriate care and are exposed to greater health risks without effective support and management of their condition.

NRCH and CEH established two major strategic partnerships in 2014 - 2015. CEH established a formal partnership with Monash University School of Nursing and Midwifery through the joint appointment of Dr Ruth De Souza, Senior Lecturer at Monash University and Stream Leader, Research, Policy and Evaluation, CEH. Dr De Souza has an international reputation in education and research in diverse areas including critical ethnic studies, settler colonialism, bio-politics, post-colonial studies, women's health, maternity, migration, mental health, social justice, gender and diversity issues and health inequalities. We look forward to working closely with Monash University to develop new and exciting joint projects both in research and professional education and training.

NRCH is a founding member of the Community Health Alliance. The Alliance is a consortia of Merri Community Health, Dianella Community Health, Inner South Community and NRCH. We share common values and are committed to work together to improve services to our respective communities. This innovative collaboration was successful in receiving a \$2.4 million grant from the Victorian

Government to improve our Information and Communication Technology capacity including our client management systems. The Alliance members have entered into a formal Memorandum of Understanding to work in partnership to improve our joint operational capacity and jointly develop novel models of care to address changing needs in the community.

Despite funding challenges, programs and services continued to expand in both the scope and volume. The Oral Health Program (OHP) continued to expand its outreach program, Pearly Whites in aged care facilities and the school-focussed Chompers program. The OHP also increased its in-house research capacity undertaking evaluation of the Hall Technique and its newly developed model of care. Nursing and Allied Health expanded with the addition of private physiotherapy and podiatry services and the expansion of Paediatric Speech Pathology. Counselling/Casework strengthened its clinical capacity and provided valuable support to other NRCH services and clients. Our medical program continues to grow and expand with the appointment of additional GPs to address growing demand for medical and allied health services.

We thank all our partner organisations for working together with us to improve the health of the community. We especially thank our funders and sponsors including the Commonwealth and Victorian Governments, the Department of Health and Human Services, the Department of Justice, City of Yarra, Office of Housing, Women's Health in the

North, Inner North West Melbourne Medicare Local and R E Ross Trust.

We thank all the NRCH and CEH staff for their professionalism and caring values that contribute so much to improving the health and wellbeing our community.

Our very special thanks to all our wonderful volunteers who give so generously of their time, knowledge and experience to provide most valued care to our community. We look forward to continue to work with all friends and supporters of NRCH in 2015-2016.

**Paul Tchia**  
*Chairperson*

**Demos Krouskos**  
*Chief Executive Officer*



# A TYPICAL WEEK AT NRCH



Doctors &  
Specialist Medical

---

480 appointments



Nursing

---

50 contacts



Oral Health

---

470 appointments



Alcohol &  
Other Drugs

---

648 clients contacts at  
Needle Syringe Program

8681 syringes given out

2206 syringes  
collected

84 outreach contacts



Counselling &  
Casework

---

40 contacts





## Allied Health

---

56 contacts



## Interpreting

---

80 hours of interpreting provided

90 clients received interpreting support

28 different languages supported



## Post acute care

---

36 new referrals

Home visits: 169  
Phone support: 37



## CEH training

---

32 people attended an average of 2 training sessions



## Groups

---

11 group activities are supported

# THE VALUE OF PARTNERSHIPS

Listening to, understanding and knowing our partners underpins how we think about our work, how we plan and how we deliver our services.

## **Our commitment to partnering**

NRCH recognises the value of partnerships in improving the health and wellbeing of our clients and our communities.

We work together, as partners with our clients, placing the person at the centre of their own care in a way that is responsive to individual differences, cultural diversity and preferences.

We collaborate with our communities and share knowledge, expertise and experience. Through this engagement we can create healthier, stronger and more vibrant communities.



# CEH and Monash University School of Nursing & Midwifery partnership

Monash University (School of Nursing and Midwifery) has teamed up with CEH to address the health needs of a multicultural society. The partnership was announced by The Hon Robin Scott, Minister for Multicultural Affairs at an event held at NRCH on Wednesday 29 April 2015.

Victoria's cultural diversity is growing. More than 45% of Victorians were either born overseas or have at least one parent born overseas. The more diverse we become, the more our health services need to change to respond to this diversity. Health literacy is one of the strategies that supports this change.

To help the health system respond to diversity, there needs to be substantial evidence around best ways to engage with people from refugee and migrant backgrounds and improve health literacy.

On a national level, 59% of Australians have low health literacy. This means that the majority of Australians struggle to access, understand and use health information and services. Low health literacy results in poorer health outcomes. The partnership between Monash University (MU) and CEH will help develop best-practice models for health services.

CEH has been working with the health sector for the past 21 years to improve the quality of service delivery refugee and migrant clients. MU has extensive experience in education and research. Together, we will harness each other's strengths and work towards building an evidence-base that will pave the way the health sector works with an increasingly diverse community in the years to come.

To strengthen this relationship, Dr De Souza has commenced a joint appointment with CEH to lead its research team.

The result of the partnership will be better health outcomes for people from refugee and migrant backgrounds.



*Pictured from left to right: Dr Ruth De Souza (Stream Leader Research, Policy & Evaluation CEH), Professor Wendy Cross (Head School of Nursing and Midwifery Monash University), Cr Misha Coleman (Ward Councilor, City of Yarra), Michal Morris (General Manager, CEH), Cr Phillip Vlahogiannis (Mayor City of Yarra), Chris Atlis (Deputy Chairperson NRCH), Demos Krouskos (Director CEH, CEO NRCH).*

## Multicultural Sexual Health Network (MSHN)

The MSHN brings together people who work across sectors to share information, enhance service coordination and explore ways to improve sexual health for people from refugee and migrant backgrounds.



The Network gives people the opportunity to discuss ideas and strategies to deal with the complex and culturally sensitive issues relating to human immunodeficiency virus (HIV), viral hepatitis and sexual transmissible infections (STIs). Each MSHN forum has a specific focus with speakers from various backgrounds coming together to share their expertise and perspectives.



# NRCH Collaboration with Clarendon Clinic

## Diabetes and Metabolic Health in Mental Illness

NRCH and Clarendon Community Mental Health Clinic developed an integrated service to improve the immediate and long-term health of Clarendon's clients by addressing risk for diabetes and cardiovascular disease, and improving management of diabetes.

People with serious mental illness often experience poor physical health, higher mortality rates and lower life expectancy compared to the general

population. The reasons for this are complicated and include; the impacts of mental illness itself, treatment for mental illness, use of and access to health services, socio-economic status and social connectedness.

As part of the collaboration, NRCH provides a Diabetes nurse on site at Clarendon Clinic for one afternoon per week. The nurse:

- Provides individual consultations with clients,

- Provides group education and information sessions on healthy behaviours to clients
- Maintains a range of handouts for clients on diabetes, cardiovascular disease and healthy behaviours
- Promotes staff education and awareness regarding diabetes and cardiovascular disease risks, prevention and management among their clients through staff information events and meetings preferences.

## Health Independence Programs (HIP)

HIP are a suite of services that are delivered in the inner city area by St Vincent's Health Melbourne (SVHM) and NRCH. HIP services help people to improve their health and ability to live independently in the community and to help prevent hospital admissions, support early discharge home from hospital and reduce the risk of being readmitted to hospital.


Post Acute Care (PAC) provides short term support to assist people recuperate at home following discharge from a public hospital. A wide range of services can be provided and are tailored to meet each client's individual needs. Some of the most common services provided are – home care, showering, nursing, physiotherapy and emergency accommodation. NRCH's team of care coordinators

in the Inner Melbourne Post Acute Care program work closely with hospital staff and community services to ensure that that each client receives the support and care they need to transition home and then to longer term services if needed.

# Health Translations Directory

The Centre for Culture, Ethnicity and Health has been contracted by the Department of Health and Human Services to manage the Health Translations Directory. The Health Translations Directory is a portal for translated information on health and wellbeing. Currently there are just under 12,000 resources in 91 languages covering 79 topics.



We began by developing editorial guidelines and a collection policy and now have begun to review all resources to ensure they are relevant and accurate. The green tick icon  next to a resource indicates that it has been reviewed within the last three years and complies with these new standards.

As part of this project, CEH is also developing 25 new resources a year. In this first year CEH has developed audio and written material in Arabic, Dari, Hazaragi, Farsi, Tamil, Chin and Karen on:

- Understanding the Australian medical system
- Getting medical help on weekends, public holidays and at night
- Tuberculosis

*healthtranslations.vic.gov.au*

# Health Literacy Development Course

The Health Literacy Development Course builds the capacity of agencies to respond to health literacy at the level of the client-practitioner interaction, as well as embedding organisation-wide health literacy strategies into systems, operations, planning and workforce development.

The eight month course comprises four full-day workshops held bi-monthly along with small projects between each workshop so that the learning can be implemented within participants' organisations. There is also an Executives Forum that brings

together course participants and senior executives to plan the way forward for health literacy at all levels of the organisations.

The course is currently in its third year, and in 2014 was delivered to 20 participants from 10 organisations in the western metropolitan region.

Three course were delivered in 2015; one for agencies in the western metropolitan region, the second for organisations across Victoria, and the third for divisions across ACT Health in Canberra.





# CONNECTING WITH OUR COMMUNITIES

## Health Promotion at NRCH

NRCH co-ordinates and supports a range of interesting initiatives that aim to raise awareness, increase knowledge, change attitudes and ultimately change behaviour.

Initiatives include:

- Holding events such as World Hepatitis Day, Overdose Awareness Day, Children's Week, Eid dinner, Under One Moon Festival
- Implementing education campaigns regarding handwashing, drinking more water, healthy eating.
- Running ongoing programs - Homework Group, English Conversation Group, Early Language Groups, soccer, healthy relationships.
- Information sessions for new parents, parents of children with speech difficulties, cancer awareness by the Cancer Council, heart health with the Heart Foundation, mental health awareness with Beyond Blue.





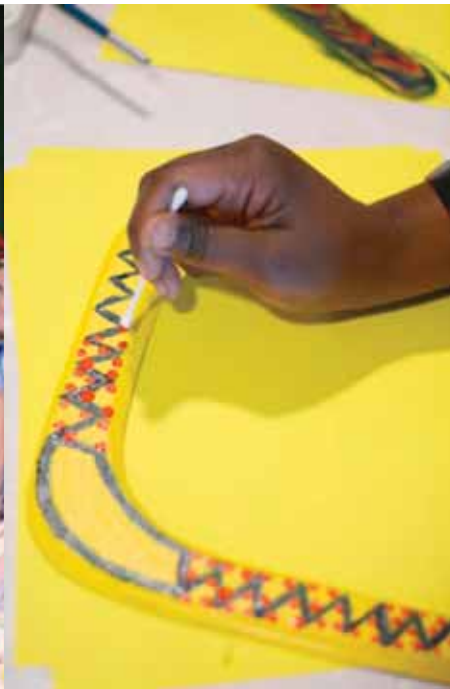


## North Richmond Monthly Community BBQ's

Every month, different programs and services come together to organise a community barbeque in the forecourt of the centre. The BBQs are an opportunity for staff, clients and the community to share a meal and learn about health issues including oral health and healthy eating, celebrate community events including National Aborigines and Islanders Day Observance Committee week, World AIDS Day and World Hepatitis day and allow NRCH to consult with the community about the work that we are doing.

They are incredibly popular with both staff and the community. You are guaranteed to see plenty of smiles and hear a healthy dose of laughter, even on a cold Winter's day!









# Community Events and Festivals

Inclusiveness, respect and learning are the foundations of many community events and festivals supported by NRCH. As the community around the Centre becomes more diverse, it is exciting to share the wonderful colours, sounds, customs and tastes that bring energy and life to Richmond.













# Honouring our Volunteers

## Loraine and Marisa – Water Moves Group Facilitators

We have been the Water Moves Group Facilitator's for a total of 25 years between us and have found it a very rewarding experience - the number of years we've been volunteering is proof of this. We have developed a friendship between us, as well as with the groups' participants. The Group provides participants a social connection, a sense of wellbeing and support. We feel that we get more than we put in.

“ I like to give back to the community what I've been given. I'm able to use my past experience and knowledge to assist the health of participants attending the Group. The smiles of gratitude are a great reward. **-Loraine**

“ Volunteering is very rewarding, I like to be involved and look forward to my hour of serenity each week. Seeing the participants moving better is a great motivation. **-Marisa**

## Experience as Volunteer Finance Assistant at NRCH

My experience at NRCH as a Finance Assistant was very enriching. I got to learn a lot in my field, which will help me in the future. NRCH is an organisation with a multi-cultured environment, which is a very new experience and helps me learn outside my work field as well. The people are friendly and welcoming and that adds on to the advantage to my voluntary experience in the organisation. I was placed in the finance department for my internship and has helped me to learn a lot.

“ It was an enriching experience to work in a multi-cultured fun environment and learn a lot at the same time as well. **- Aditi (Finance Assistant Volunteer)**

Loraine (13 years) & Marisa (12 years) are our longest serving volunteers and are a vital part of our popular Water Moves group.





## Freya - homework group

Being a volunteer is as selfish as it is selfless. I get just as much out of it personally as what I give, if not more. Whenever I leave the homework club I am left with remnants of the children's sense of honesty, humour and curiosity, the interaction leaves me feeling alive and humbled.

The homework club invites the community to assist children from non-English speaking backgrounds with their homework. Helping the kids with homework helps lay the foundations for a stronger positive integration of cultures in Australia. The main goal of a tutor is not to ensure the kids understand Pythagoras theorem, but to ensure they feel safe, welcomed and supported.

To be a tutor you do not need all the answers. A good tutor needs to support the students in order for them to come to their own conclusions by empowering them and instilling them with confidence. A great tutor is not only

a supporter but also knows that their greatest teacher is their student.

## What do you like about volunteering in the Homework Group?

I like it when I'm able to help to students make connections between the theory they've learnt at school and the problems they've been assigned as homework. I like it when they are then able to think about the concepts and how best to find the answer for themselves. I think that is where the program is most valuable, a pressure free environment where students can talk openly about where they are having difficulties in their course. Through that process of discussion and bouncing of ideas the students are then able to find out where their gaps in knowledge are and perhaps learn some skills in how they can tackle other problems in the future. The sense of elation you get from the students when they suddenly understand something that has been puzzling them at school is a joy to watch. - **Natasha (Homework Support Program Volunteer Tutor)**



# Working with people who inject drugs



Over the last 18 months as the Nurse on the Alcohol & Other Drugs Program at NRCH I have seen many medical issues affecting our client group. Transmission of blood-borne viruses such as hepatitis C and HIV due to the sharing of injecting equipment or not being blood aware. Skin, soft tissue and bacterial infections due to the injection of drugs are also common. Other substances that may be mixed with drugs can increase bacteria on the skin that may enter the blood stream during the injecting process. Clients may be homeless or are injecting in unhygienic circumstances, which increases risks of infection. Other medical issues affecting our client group are abscesses, septicaemia, leg ulcers, viral endocarditis and septic thrombophlebitis – infected blood clots.

The above highlights the importance of education, early detection and treatment. If not detected and treated early it can lead to more serious complications and long hospital stays with antibiotics administered intravenously.

## What our clients said

### How have we helped you in the past year?

Mentally, confidence, moral support, self belief. Moral support, always a friendly ear, blood tests, dental work, syringe exchange.

### How did this make you feel?

Not marginalised, free to express myself and a venue of support. Healthy, happy, strong.

### Any other comments?

Thank you to all the staff for all the support, open ears and open hearts. Keep smiling.



**Lesa - Alcohol & Other Drugs Nurse**

At NRCH we have been proactive in identifying potential health issues for our clients. With the help of our Practice Manager and GP's making our clients a priority, early identification and treatment leads to better outcomes for the individuals, and reduces hospital admissions and stays. We have also conducted mass blood-borne virus screening in partnership with the Burnett Institute. It involved 130 clients. We held screening over a four day period in the first week of September 2015.

## Naloxone Program

Naloxone is a drug routinely used by doctors and medics to reverse overdoses from opioids such as heroin.

The Naloxone program involves comprehensive overdose management training and the supply, via prescription, of take home naloxone to eligible participants who are not health professionals. People prescribed take-home naloxone will have it administered by a trained peer (usually friend or family member) in the event of an overdose.

In the last financial year we have only had the capacity to train eight clients to administer Naloxone. The number of reported reversals from participants who have completed the training to date is 25. Those who have undertaken the training report feeling empowered and confident to be equipped to deal with an overdose and potentially save a life.

We are looking at increasing the number of participants trained in the next financial year by holding weekly one-on-one sessions.

## Peer Network Program

NRCH has assisted Harm Reduction Victoria in recruiting four peers for their Peer Network Program. The peers have been trained in areas including safer drug using, hepatitis, HIV prevention and overdose prevention. They distribute injecting equipment to the community, often at times when the Needle Syringe Program at NRCH is closed. They identify local issues/concerns and develop an appropriate response. The aim of the program is to increase access to injecting equipment, decrease blood-borne virus transmission and influence problematic behavioural issues. They meet monthly and continue to work on health promotion activities that will benefit those who visit the Richmond area.

The peers have been invaluable to our program and consistently assist and support staff at NRCH. The peers have sat on interview panels when recruiting new Alcohol & Other Drugs Program staff to give a consumer perspective.



# SUPPORTING DIVERSITY

## Aboriginal Care Coordinator

**A partnership to improve access to health care for Aboriginal people.**



My name is Kendra, and I am an Aboriginal nurse with a background in psychiatric nursing. I work across the Health Independence program at St Vincent's Hospital and NRCH helping Aboriginal people with complex health issues to manage and access the care they need. I believe it's important for Aboriginal people to see "Aboriginal faces" in mainstream services to support and to assist in providing colleagues with a better understanding of the particular challenges aboriginal people face; it's two way learning. Building relationships between mainstream services and Aboriginal organisations is a key factor in improving the outcomes of our Aboriginal clients, as it makes both services and Aboriginal people aware of the support that is available.

I have really enjoying getting to know and working with the staff from all the different services.

It's also great to be a part of the Aboriginal health team at St Vincent's as they provide a lot of support and cultural advice to me working as a clinician.

### **MAKING A DIFFERENCE—Katie's story**

I first met Kendra at Reconciliation Week celebration. I'm a single mum with two active little kids. I have some health problems and needed to have a day procedure at St Vincent's. The problem was that I needed to have someone stay overnight after the procedure but it was really hard as I don't have family or anyone nearby to help with my kids. It was good meeting Kendra, she was able to help me look at the options and to make all the arrangements. She also arranged things at the hospital to make sure that I had the procedure early in the day. In the end it all went really smoothly, I had the procedure, then I went to the Aboriginal Hospitality House to stay the night. My family support worker collected my kids from child care and Kendra arranged for the Post Acute Care program to pay for a carer to sleep overnight there with us.

NRCH in partnership with St Vincent's Hospital received funding for this initiative under the Koolin Balit Statewide Action plan.



# Multicultural Community Action Network (M-CAN)

The M-CAN helps improve the sexual health of people from refugee and migrant backgrounds.

Refugee and migrant communities are more vulnerable to blood-borne viruses and sexually transmissible infections and generally experience poorer health outcomes compared to the established Australian population. The idea behind M-CAN is that communities are more powerful when they work together and support each other.

M-CAN brings together members from refugee and migrant communities to help like-minded people work towards improving the sexual health of their own communities. High-risk sexual behaviour can be a consequence of stress-factors related to the migration experience, exposure to new sexual cultures and loss of social networks.

As a group, members of M-CAN will become advocates on the health issues which they believe are important. They will develop community-driven campaigns to raise awareness and promote change.

## M-CAN Member Profile



**Meet Samuel, peer educator and M-CAN member**

### **How did you get involved in M-CAN?**

It started in 2010 when I attended a conference here in Melbourne themed 'Diversity in Health'. People from around the world were discussing various issues related to refugee and migrant health. I met staff from CEH who invited me to be a peer educator. The peer education program was very exciting and has now been developed to be a M-CAN. I am happy to be part of this new program.

### **Why do you think other people from the community should be involved in this new initiative?**

I think other community members who have the capacity should support initiatives like this. They provide a platform from which culturally sensitive information is disseminated to their communities - in ways that are culturally appropriate. I think in terms of accessing sexual health information, there is a huge gap between multicultural communities and mainstream communities. This gap can only be filled if members of the multicultural communities are given the opportunity to play a leading role in discussing sexual health issues with their own people.

### **What are some of the advantages for being involved in M-CAN?**

One of the greatest benefit is that you get a lot of satisfaction by being involved in health promotion issues in your own community.

Community leaders are consulted on a variety of health issues and CEH will provide additional skills to participants who may want to use these skills as pathways to employment.

# Youth Ambassadors Program

The Youth Ambassadors Program brings together young people from refugee and migrant backgrounds who are passionate about improving the health of their communities. We creatively engage, support and empower young people from ages 15-25 to take action around the issues of blood-borne viruses, sexually transmissible infections and healthy relationships.

The first workshop for 2015 focussed on blood-borne viruses and sexually transmissible infections. The youth ambassadors brainstormed how they could use their leadership skills in their community to help prevent transmission. A representative from Victorian Legal Aid also spoke about healthy relationships and the law.





# Improving oral health for people living with disability

NRCH and SCOPE received a partnership grant from the Wrigley Company Foundation for a pilot project that aimed to improve the oral health of people living with a disability.

The pilot involved:

- providing SCOPE clients with oral health in-home assessments.
- developing oral health resources for carers and SCOPE staff.
- NRCH oral health staff delivering workshops to SCOPE staff and carers, which covered oral disease, causes and management of tooth decay and general oral hygiene topics.
- oral health staff building skills and confidence in communicating with clients who have a disability, motivational techniques, understanding disability and reducing patient anxiety levels associated with dental treatment.
- building strong relationships between the two agencies.

## Feedback from the project

### CARERS:

*Joanne loved her electric toothbrush and I feel so much more capable in cleaning her teeth after our visit from Alyson and Rachel.*

**- Joanne's sister**

*Nadia really likes the feel of the brush in her hand when it is vibrating and it has made it so much easier for me to clean her mouth.*

**- Nadia's mother**

### SCOPE STAFF:

*It was great to have the rare opportunity to be able to have our concerns about our clients' oral health addressed. The education session was so informative – there was stuff I didn't know about, that now really makes sense.*

**- Peter and Richard**

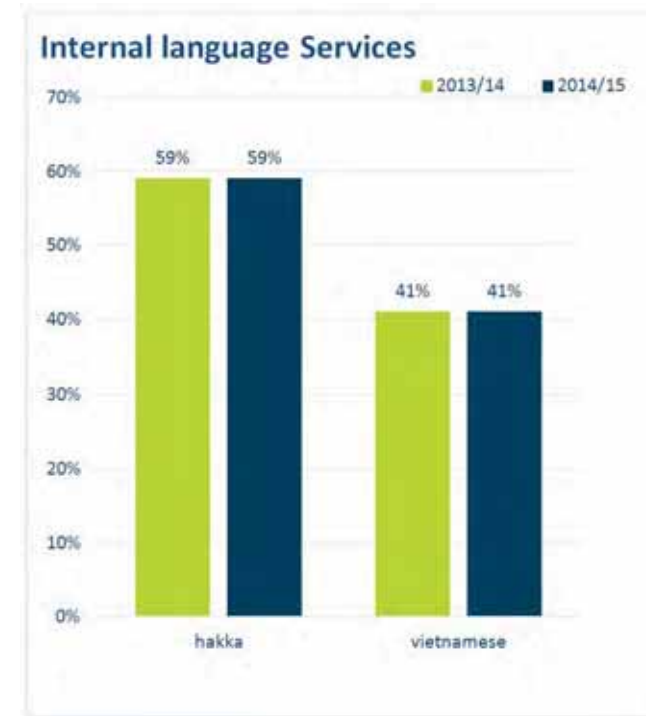
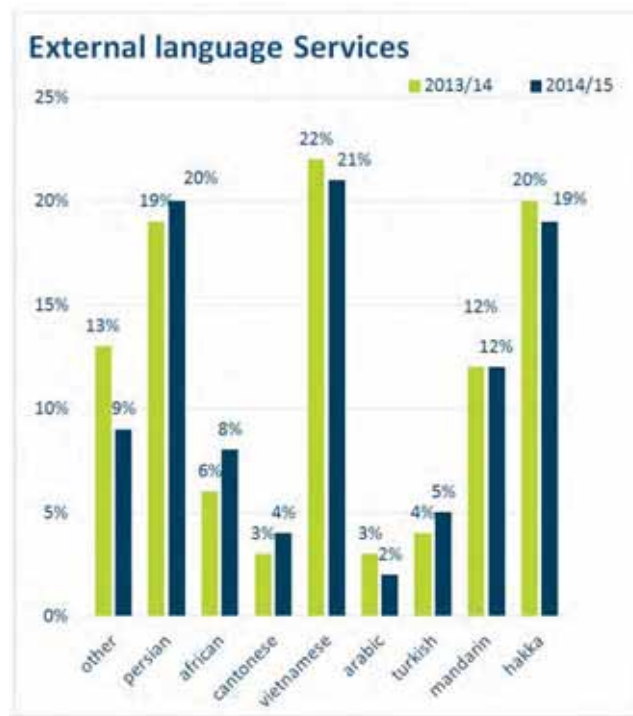
*Can we please have you come to our clients' residential homes to teach our other staff?*

**- Narinda**

# Interpreting and translation

Average number of clients supported at NRCH per day for past year	22
Average number of hours of interpreting provided at NRCH per day for past year	16
Average number of languages supported at NRCH each week	28

Programs with highest use of interpreters	<b>Dental (31%)</b>
	<b>Medical (36%)</b>



“

My name is Nga, and I am the Vietnamese interpreter at North Richmond Community Health. I love meeting people and learning new things. Being an interpreter, I am able to see many Vietnamese clients and facilitate them in communication relating to their health, personal or family issues.

At the same time I can learn more knowledge from these meetings. At the end of the day, it is such a rewardable feeling when I can contribute my skills and knowledge to our community.





# ORAL HEALTH PERFORMANCE DATA

## Clinical Indicators



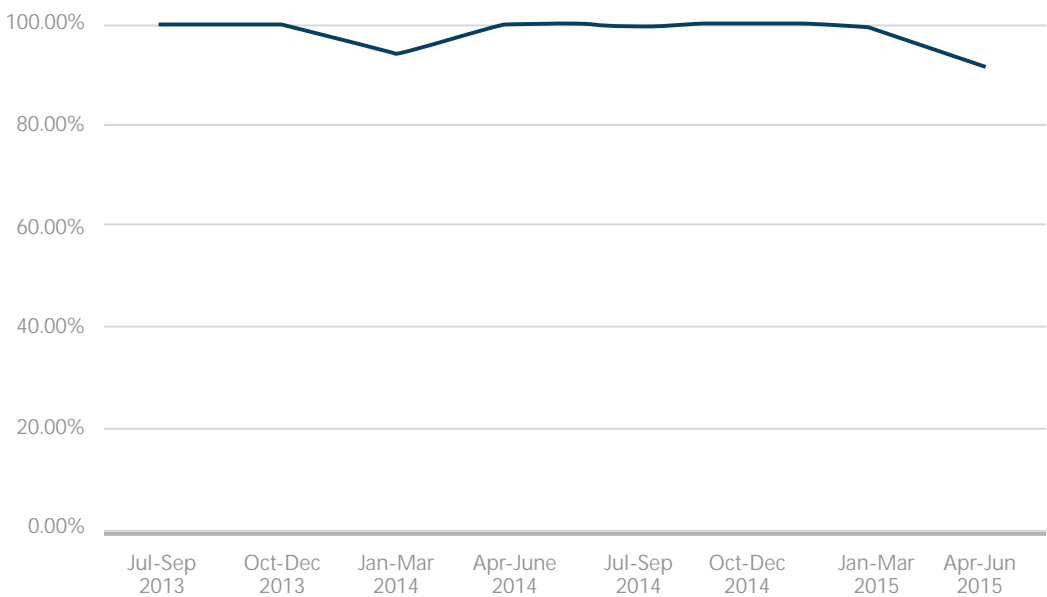
■ NRCH    *Please note this indicator looks at retrospective data.*  
■ Region  
■ State

# Preventing the spread of infection

## Cleaning

An important way to reduce the risk and spread of infection is to maintain a hygienic environment.

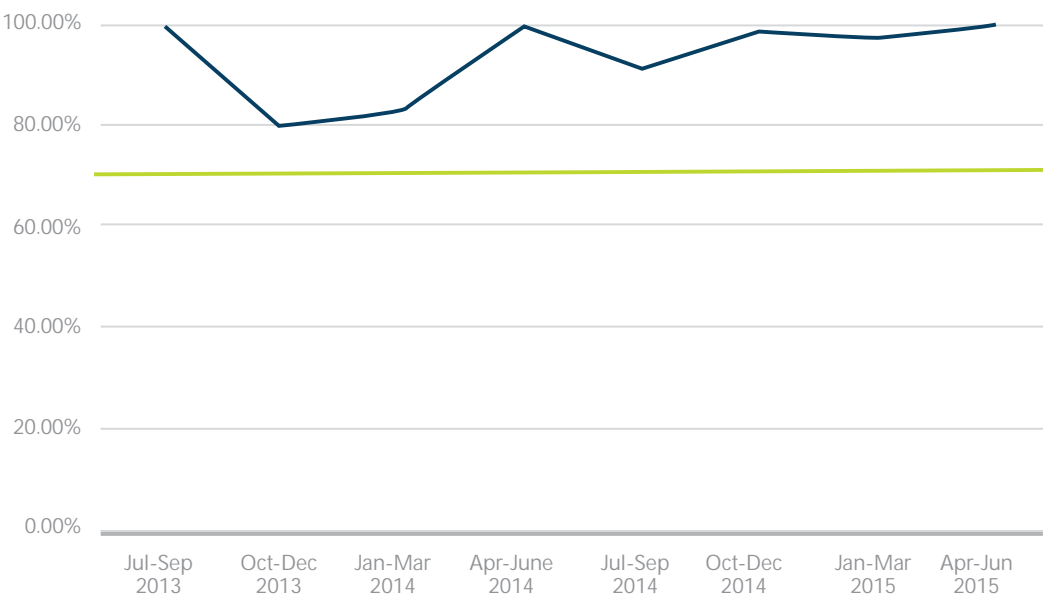
Monthly environmental audits are undertaken internally combined with a yearly independent external audit to maintain the cleanliness of NRCH.



## Hand hygiene

Effective hand hygiene practices is one of the most important ways of reducing the spread of infection.

The national benchmark for hand hygiene is 70% . The Oral Health Program for the 2014/2015 period had an average compliance of 97%.



# QUALITY IMPROVEMENTS

## Accreditation

In June 2015, as part of the three year accreditation cycle, NRCH undertook a mid-cycle review against the National Safety and Quality Health Care Standards (NSQHS) and Quality Improvement Council (QIC) Health and Community Services standards.

As we were fully accredited in 2013, this review was to assess our progress against elements considered to be critical in maintaining quality and safe standards.

NRCH successfully met all requirements of the assessment.

### **Met with Merit was achieved for:**

- Orientation and ongoing training programs
- Quality of Care
- Partnering with clients and their in families in planning for their treatment
- Our governance partnerships which was reflective of a diverse range of backgrounds in our community.

### **NRCH is accredited against the following standards:**

- NSQHS (Oral Health Services)
- Home Care Standards (occupational therapy, dietetics and volunteers)
- Royal Australian College of General Practitioners (medical services)
- Quality Improvement Council Standards (all of NRCH)



## Client feedback

NRCH is committed to providing clients and their families with the best possible person-centred services. We encourage clients to provide verbal and/or written feedback about their experiences and perceptions of our services.

Client feedback allows us to understand what we are doing well and what areas we may need to improve. Over the last year, we received a total of 10 complaints, seven suggestions for improvement and 22 compliments. All complaints were addressed promptly and actions were put in place.



*Thank you for the report as well as all of your support, you've really been amazing and always gone above and beyond, with the kinder visits and great reporting and goal setting.*



*Grateful for services received and praising staff for the wonderful work in health prevention.*

## How to give feedback

**Where possible discuss your feedback directly with staff. Alternately feedback cards are available in English, Arabic, Chinese and Vietnamese at reception area.**

# TELL US WHAT YOU THINK



We would like to know what you think about this report. Your feedback will help us improve next year's report.

## WAS THE REPORT INTERESTING?

- ☐ All of it    ☐ Most of it    ☐ Some of it    ☐ None of it

## WAS THE REPORT EASY TO READ?

- ☐ All of it    ☐ Most of it    ☐ Some of it    ☐ None of it

## WHAT DID YOU LIKE MOST ABOUT THE REPORT?

## WHAT DO YOU THINK COULD BE IMPROVED?

### Please complete and return to:

Wendy Borowiak, Quality & Risk Co-ordinator

North Richmond Community Health, 23 Lennox St, Richmond, 3121

**E:** [wendyb@nrch.com.au](mailto:wendyb@nrch.com.au)

**T:** 9418 9974

# OUR SERVICES

## Medical Services

9418 9800

- GP's
- Paediatrician
- Psychiatry
- Psychotherapy
- Family therapy

## Nursing & Allied Health

9418 9800

- Community health nursing
- Paediatric Speech Pathology
- Occupational Therapy
- Diabetes Education
- Physiotherapy
- Podiatry
- Psychology
- Midwifery
- Women's health nurse

## Oral Health Program

- Richmond 9418 9873
- Fitzroy 9411 3505
- Denture clinic 9418 9873

Counselling Casework Community Programs 9418 9800

Alcohol & Other Drug Program 9418 9800

Inner Melbourne Post-Acute Care 9418 9954

Centre for Culture, Ethnicity and Health 9418 9929

## Co-located Services

- City of Yarra Maternal & Child Health 9421 6548
- Mental Illness Fellowship 9418 9892
- Fitzroy Legal Service 9419 3744
- Melbourne Pathology 9287 7820
- Australian Hearing Audiology services 8610 4300
- Odyssey—Alcohol & drug counselling 1800 700 514

## Group Activities

9418 9800

- Basketball
- Companion animal support group
- East Timorese living longer living stronger group
- English conservation class
- Homework support
- Playgroup
- Richmond Diabetes Education Class
- Tai chi group
- Vietnamese Mothers' Playgroup
- Water moves
- Zumba





north richmond  
community health

## North Richmond Community Health Limited

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