



north richmond  
community health

2017–2018

# Quality Account

Healthcare that builds community

# TABLE OF CONTENTS

---

## About North Richmond Community Health

---

Our vision, mission and ambitions	5
Welcome	6
Acknowledging the Wurundjeri Ancestors	8

## Statewide plans and statutory requirements

---

What we are doing to improve cultural responsiveness and safety for Aboriginal Staff, clients and families	10
Partnership with royal children’s hospital	11
Sexual Health Study with Deakin University	12

## Consumer, carers and community participation

---

Our Volunteers	14
Children’s week	15
Feedback	16
Community’s participation in designing care	17

## Quality and safety

---

Interpreting services 22

Preventing harm in healthcare 23

Hand hygiene compliance 24

Quality account feedback pages 25

Accreditation 26

## Comprehensive care

---

Care coordination helping client's access services to better manage their health 28

Conversations About Care Conference 2018 30

Transformative recovery, Occupational Therapy 32

# About North Richmond Community Health

## 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

# Welcome

---

On behalf of the NRCH Management and staff I am pleased to present our 2017-2018 the CEO's report to NRCH members and the community.

NRCH services and programs continued to grow in 2017-2018.

The Centre for Culture Ethnicity and Health (CEH) received additional Victorian Government funding to undertake a major NDIS agency support project. Access to NDIS services for culturally diverse communities remains a top priority for families that need support with disability care. The project will assist NDIS providers to become more culturally responsive and inclusive of people from diverse backgrounds.

Allied Health Services continue to expand particularly in the areas of aged care and disability support. The Counselling/ Casework Program continues to prioritise family violence support particularly for women and children.

The Oral Health Program (OHP) continued to innovate its model of

care and expand services to high need communities including children and older people in aged care facilities.

NRCH medical services has also expanded with the recruitment of additional GPs including a number of GP pharmacotherapy (opioid replacement therapy) prescribers enabling NRCH to support a higher number of clients wishing to address problematic drug use.

After a long and successful advocacy campaign the Victorian Parliament passed legislation to establish Victoria's first Medically Supervised Injecting Room (MSIR) and the 2<sup>nd</sup> only in Australia. The Victorian MSIR is closely modelled on the very successful Sydney Medically Supervise Injecting Centre that has been operating for the past 17 years. The license to operate the MSIR was granted to NRCH and the facility

will be located on the current NRCH site initially in a transitional facility. The Victorian Government also announced that a purpose built facility will be constructed at 23 Lennox Street and is expected to open in mid-2019. I congratulate the Victorian Government for this very courageous and compassionate decision that will save lives and lessen the harm on clients and the general community caused by public drug use.

I especially thank the very dedicated community campaign led by Residents for Victoria Street Drug Solutions and the Yarra Drug and Health Forum for their tireless advocacy and support.

This most important harm reduction initiative will have a major impact on improving safety in our community. Our motto is safety for all including all our clients and the general public.

We thank the Victorian Government and all our funders including Department of Health and Human Services, Department of Justice and Regulation, Commonwealth Department of Health, Dental Health Services Victoria, City of Yarra and all our partner organisations for providing additional funding to address these urgent health care issues in our community.

We look forward to continuing to working together in 2018- 2019.

I thank all our very dedicated and professional staff for their tireless and selfless contribution to improving the health and well-being of our community.

I especially thank our wonderful volunteers who give so generously of their time, skills and knowledge. We look forward to working together next year.

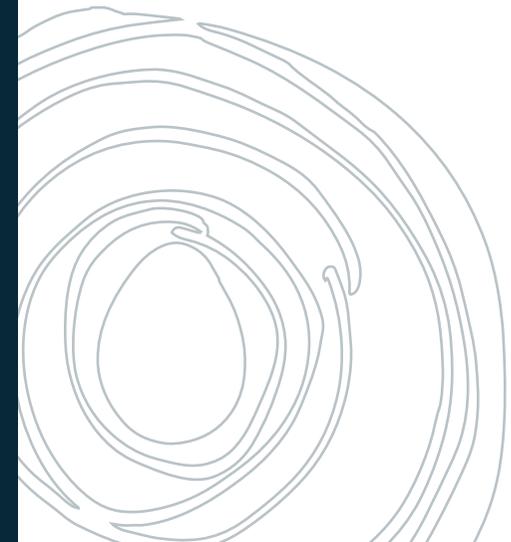


**Demos Krouskos**  
*Chief Executive Officer*

# Acknowledging the Wurundjeri Ancestors

---

NRCH is privileged to be given the name 'Wulempuri-Kertheba' by local Aboriginal elder. The name translates from the Woi Wurrun 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.



# Statewide plans and statutory requirements



# What we are doing to improve cultural responsiveness and safety for Aboriginal Staff, clients and families

---

The North Richmond Community Health (NRCH) Alcohol and Other Drugs (AOD) Program received funding from the Department of Health and Human Services (DHHS) to employ an Indigenous Health Worker to improve how we connect with indigenous clients, to strengthen community support, and provide referrals for health and welfare assistance.

Employing people from specific cultural groups to deliver harm reduction services has historically proven difficult, due primarily to stigma and discrimination towards people who inject drugs and clients' experience of real or perceived lack of confidentiality by culturally specific services.

An estimated 30% of clients that access the AOD program are indigenous and have historically disconnected from health services. Since 2005 the AOD program has engaged with the indigenous community and has built a strong reputation for being a culturally aware service provider.

The Indigenous Health Worker connected with external aboriginal health, welfare and justice services, however they identified that engaging indigenous clients was difficult given that they often prefer to utilise mainstream health services as opposed to aboriginal-specific services.

The clients and staff have built a positive relationship leading to better health outcomes.

# Partnership with royal children's hospital

---



The Centre for Culture, Ethnicity and Health (CEH) was excited to announce a new training partnership with The Royal Children's Hospital (RCH) in 2018.

This partnership will see 6000 staff undertake training to build on their existing knowledge and skills of working with refugee and migrant communities.

We are honoured to be working with such an important and renowned organisation with our Cultural Competence training module.

We admire the incredible work that RCH does to improve the health and well-being of children in our community, who come from diverse cultures and backgrounds.

“

“The passionate care provided by RCH is fundamentally based on respect, which aligns with our own values at CEH.

We are delighted to partner with such a renowned organisation in healthcare, whose work improves the lives of so many people,”

- *Co-Manager of CEH Bernice Murphy*

# Sexual Health Study with Deakin University



The Centre for Culture Ethnicity and Health (CEH), operating as part of the North Richmond Community Health Centre partnered with Deakin University in late 2017 and two other providers of international education and international student groups associated with these providers, to deliver the “Sex, Study and Safety” project.

Clinicians and health insurers have registered concern about high rates of unplanned pregnancies, blood borne viruses (BBVs) and sexually transmissible infections (STIs) in the international student population. All these issues were addressed in the ‘Sex, Study and Safety’ project. This project was designed to promote the sexual health and wellbeing of international students and empower them with skills and knowledge to experience healthy relationships through a peer led model, which included training international students to educate their peers about BBV/ STIs, sexual health and healthy relationships.

Interested tertiary institution staff formed a part of the project, supporting students to be involved and incorporating BBV/STI awareness raising into their various roles, where appropriate. Peer leaders were trained and supported by CEH and university staff to deliver sexual health/healthy relationships and BBV/STI messages to their peers, and through the student focused publications. A key aspect of the project was the development of resources, led by students. Students were encouraged to develop creative resources, with essential information about sexual health, healthy relationships and available service providers. These resources have been and will continue to be available beyond the project timeline, with support from student groups who can steer students to these resources.

# Consumer, carers and community participation

# Our Volunteers

## Acknowledging the contributions of volunteer Loraine Chessells

---

In August , 2017 we took the opportunity to thank one of our most committed volunteers, **Lorraine Chessells.**

Lorraine, who just turned 80, has volunteered at NRCH for almost 16 years. She began as a facilitator of the Warm Water Exercise Group and now helps to facilitate the Chair-based Exercise program.

Lorraine is extremely committed to the health and wellbeing of our community. She's campaigned long and hard for Water Exercise to return in the City of Yarra, and it looks like she has successfully negotiated for the program to return at the Epworth Hospital.



**Thank you to Loraine for your hard work and commitment!**

# Children's week

The NRCH Child Health and Development Team (CHAD) and the NRCH Oral Health Program partners with the City of Yarra Maternal and Child Health and other Yarra Children's Services to host an annual children's day event. The event provides families with information around accessing health and wellbeing services. Families also enjoy building connections with their local community.



# Feedback

---

The Child Health and Development team have designed a fun play session called Play in the Park for children aged 2 to 4 years old and their parents or carers. The sessions are set in one of Richmond's great local playground, Citizens Park and are facilitated by an Occupational Therapist and a Speech Pathologist.

Play in the Park works with families who face barriers in getting to parks to play and spend time with their children. Some families struggle to find time to visit the park, or may be unsure which equipment is safe for their children. The play session aims to help parents learn how to use the playground to help children develop strength, fitness, coordination, language, social and emotional skills. Our therapists help parents support and coach their children as they encounter new experiences and challenges and turn them into learning moments.

## The results

Many children and parents have had fun meeting and getting to know each other and experiencing the park!

We were there rain, hail or shine – and we all had fun and learned many new skills.

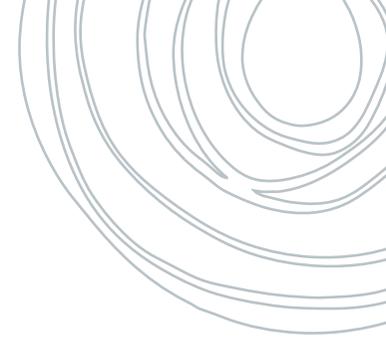


# Community's participation in designing care

---

*In June 2018, NRCH opened the medically supervised injecting room (MSIR). Initially approved for a two-year trial, this service is the culmination of years of campaigning by those who have seen the need for such a facility in North Richmond, many of whom have lost loved ones to heroin overdose. MSIR is a space where people who inject drugs can do so under medical supervision, without judgement, and with facilitated access to health care and social support.*

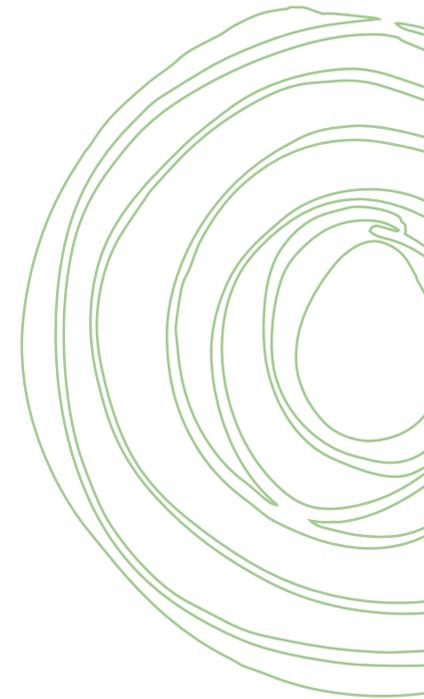
As part of the planning for the MSIR, we held a barbecue and called the event 'Food for Thought' where 50 people who use the NSP shared their thoughts about the services they use and how a model of service might look for them. From our consumer consultation we found our community needed a "one-stop-shop" and a safe environment with experienced staff.



## **A one stop shop**

Many clients talked about wanting to do more with their time and some expressed difficulties in finding employment. We found a need to provide clients with connections to education, meaningful work and recreational activities, such as sports and barbecues.

Our community also expressed a need to access a wide range of services in one place, such as medical, housing, legal and mental health services.



## A safe environment and experienced staff

Consumers provided their ideas around who would be best suited to work at a medically supervised injecting room. They expressed a need for people:

- ▶ with personal experience or experience working in alcohol and other drug services
- ▶ who are respectful, confidential, understanding, non-judgmental, culturally aware and helpful
- ▶ who can take the time to talk to the people who use the service
- ▶ with training in first aid and overdose response.

Many consumers wanted staff with particular backgrounds and experience, including:

- ▶ peer workers
- ▶ aboriginal workers
- ▶ doctors and nurses
- ▶ caseworkers and counsellors.

People thought the medically supervised injecting room should be a calm, safe, confidential and private space and that:

- ▶ monitors and helps people if they overdose
- ▶ has clear rules about violence, dealing, cleaning up and being respectful of others
- ▶ has limited police presence
- ▶ provides security guards
- ▶ provides women only spaces.



## Where do we go from here?

Ideas that were discussed on the day were forwarded to NRCH and the Department of Health and Human Services (DHHS). The transitional MSIR opened on 30 June 2018 and within the first two months staff responded to 140 overdoses, many which would have otherwise been fatal.

The construction of the purpose-built facility began in September 2018. The permanent site will offer specialised services while enabling the local health service to continue its important work. This will also ensure people have access to the full range of treatment, rehabilitation and support they need to reduce harm from their drug use.



Thank you so much for running this site all staff are doing a really great job and all staff are very helpful and kind to me when I visit.

It's good to know somewhere that I can go to get information and ask questions and get good advice about my health regards.

Thank you for doing a great job here.

kindest regards,  
Anonymous



Quality  
and  
safety

# Interpreting services: breaking language barriers in health

To build positive experiences and outcomes for clients with different communication and language needs, NRCH only uses professionally qualified interpreters.

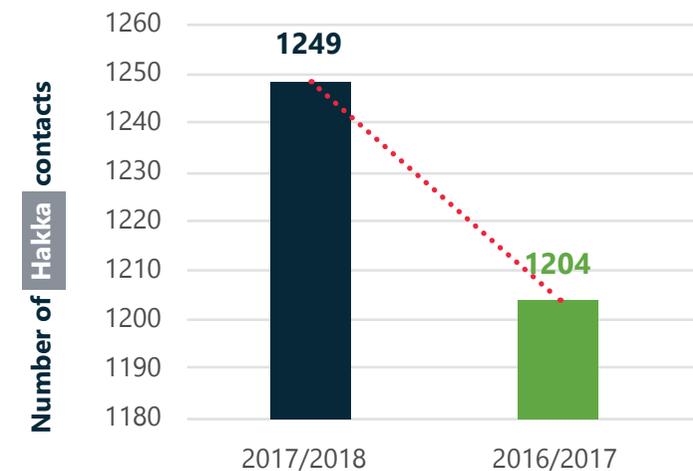
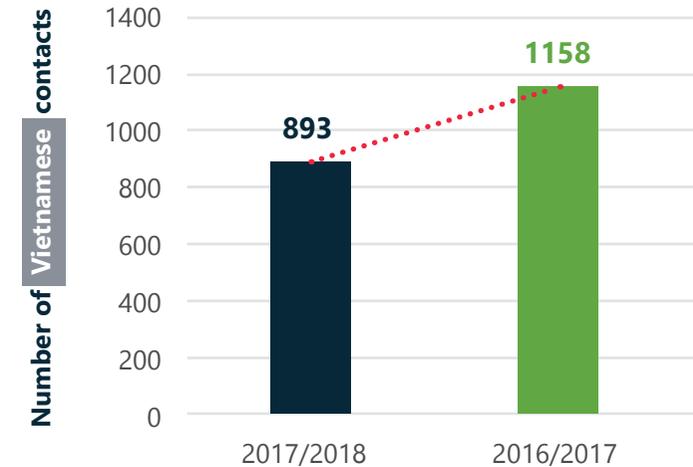
In 2017-18 there were 5,231 times where clients accessing NRCH services were assisted to communicate through interpreters which was an increased from 4,562 from the previous year 2016-17.

## External Interpreters

Languages	2017-2018 (Percentage)	2016-2017 (Percentage)
Vietnamese	18%	22%
Mandarin	16%	23%
Hakka	11%	16%
Greek	10%	7%
Cantonese	9%	4%
Arabic	7%	7%
Turkish	6%	6%
Oromo	4%	4%
Amharic	3%	1%
Tigrinya	2%	0%
Dinka	2%	1%
Tetum	2%	2%
Sudanese Arabic	2%	1%
Persian	2%	1%
Somali	1%	2%
Dari	1%	0%
Thai	1%	1%
Spanish	1%	0%
Chaldean	1%	0%
Italian	1%	0%
Serbian	1%	0%
Croatian	1%	1%
Khmer	1%	0%
	100%	100%

## In-house Interpreters

Languages	2017-2018 (Number of Contacts)	2016-2017 (Number of Contacts)
Hakka	1249	1204
Vietnamese	893	1158



# Preventing harm in healthcare

---

At NRCH staff have access to an internal incident reporting system enabling them to document harmful incidents and ensure they are reviewed. An 'incident' is an event or circumstance that resulted in, or could have resulted in, unintended and/or unnecessary harm to a person, or property loss/damage.

**In 2017-2018, there were 117 incidents reported. Of these, 94 were related to incidents involving drug related issues, two reported clinical incidents and 20 workplace health and safety incidents.**

After Incident is collated and key trends identified, the OHS committee and the Emergency Response Committee assess risks and consider ways to improve safety. Their recommendations are important and frequently lead to changes such as how we work, what equipment is provided, what our environment looks like and whether policy changes are required.



# Hand hygiene compliance

---

Hand hygiene remains the single most important action to reduce the risk of healthcare infections.

In 2017 -2018 overall hand hygiene compliance at NRCH remained consistently over the 80 per cent target rate.

**Healthy Ageing Hub Expo and Flu Clinic** - The CHSP team were present to promote our services and the clients post their vaccination were offered a "hot cross bun"

The event welcomed potential consumers and their carers to learn more about our services. There was an opportunity to test various occupational therapy equipment.

In March 2018 The NRCH GP Clinic and the Commonwealth Health Support Program (CHSP) conducted our annual flu clinic. 250 people attended which was an increase on last year's numbers.

Those who are eligible for free government supplied seasonal influenza vaccine include:

- ▶ people who are 65 years of age and over
- ▶ pregnant women at any time during their pregnancy
- ▶ Aboriginal and Torres Strait Islander people aged 15 years and older
- ▶ residents of nursing homes and other long term care facilities
- ▶ any person 6 months of age and older with a chronic condition such as;
  - cardiac disease
  - chronic respiratory conditions
  - immunocompromising conditions
  - renal disease
  - diabetes and other metabolic disorders
  - chronic neurological conditions
  - haematological disorders.



# Quality account feedback pages

---

This year we spoke to clients and consumers about their opinions of the Quality Account for 2016-2017.

**This approach gave us a good idea of how to communicate with clients. Key themes included:**

- ▶ visual information and pictures without too much long text
- ▶ use waiting rooms because there is time to read
- ▶ posters or use of televisions
- ▶ papers to take away and read the information with family (interpreters).



# Accreditation

NRCH is always working to improve our standards and ensure that we can continue to deliver the safest, highest quality care to our clients and their families. One of the ways we do this is through our accreditation programs, which are reviewed against a range of external accreditation agencies.

Program	Accreditation agency	Accreditation program	Outcome
Oral Health Program	Quality Innovation Performance	National Quality and Healthcare Standards	Accreditation achieved ✓
NRCH	Quality Innovation Performance	National Quality and Healthcare Standards	Accreditation achieved ✓
General Practice	Australian General Practice Accreditation Limited	Australian College of General Practitioners Standards	Accreditation achieved ✓
Occupational therapy and dietetics	My Aged Care Australian Government	Community Care Standards	Accreditation achieved ✓

## How accreditation helps us to improve

We are continually reviewing and responding to recommendations that arise out of our ongoing accreditation activities. For example, it was highlighted that clients and their families were unsure of how to provide feedback to the service. Therefore, we undertook a project to examine the most effective method that would allow clients and their families to provide feedback. We discussed with clients what would work for them and developed some different approaches to meet their differing needs.

# Comprehensive care

# Care coordination helping client's access services to better manage their health

---

Care coordination is an integral part of the Health Independence Program's model of care. At North Richmond Community Health, there are 13 care coordinators with post-acute care program and St Vincent's Complex Care Service. The care coordinators are all experienced clinicians, nurses, occupational therapists, physiotherapists and social workers. Their role is to work with people to improve their health, help them navigate the system, link them to health and community services and reduce hospital presentations and admissions. As each person's situation is different, this means engaging each person in a way that works best as an individual.

## Fiona's Story

Fiona has been supported by the Health Independence Program at NRCH for the last 12 months. We have worked to engage with Fiona, to support her access to NDIS, and link her to and support to keep to appointments with St Vincent's.





“

“I have lived alone since my mum died 7 years ago and I don't have any family or friends who visit or phone me. I have schizophrenia, diabetes and asthma and often get chest infections. I worry about my breathing and about taking the right medications at the right time each day.

The hardest thing for me is feeling so lonely. I also find it hard doing all the chores at home as I can't bend down and can't walk very far. The council used to send someone to help me but they stopped coming and I didn't know where to get help. Last year St Vincent's and Gaylene helped by cleaning my townhouse and moving my bed downstairs so I don't have to walk up the stairs so much.

Since January this year, Gaylene and Sue from NRCH have helped me with lots of things. They encouraged me to start thinking about the things I like to do and could do. We started having some outings, we went to the beach, the park, the botanic gardens or just a drive and a coffee. I am feeling more motivated to get up and go out. They talked to my mental health worker and the NDIS. It took a while but now I am finally getting help at home from Sacred Heart under the NDIS. They have helped me sort out my phone and medications. I now come to NRCH each week to see Dr Nick and Thea the nurse. I can have a shower here too if I want. I also see the podiatrist and dietitian. Gaylene still takes me for outings and I chat to Sue each week too.”

*- Fiona and the team, October 2018*

# Conversations About Care Conference 2018

In March 2018 NRCH brought consumers and health professionals together for the Conversations about Care conference.



Conversations about Care is the third healthcare conference hosted by North Richmond Community Health. The conference as an incubator for change in the way we work with our communities to improve their health outcomes.

This year, a diverse group of over 160 delegates and speakers from a range of backgrounds gathered to address the importance of consumer-centred care. We engaged and empowered consumers by inviting them to share their experiences with healthcare. We were inspired by the stories from young Harvey Owen, a boy who has spent his life in and out of surgery, and other brave consumers. It was clear that consumers were not the only ones who needed empowerment. There was an equal need for healthcare professionals to be supported.



## For further information:

[www.wheremindmeetsmouth.com.au](http://www.wheremindmeetsmouth.com.au)



The topics are quite diverse and cover a lot of ground. It has a great atmosphere and its very well run.

It brings in a whole range of people you wouldn't normally see and gives perspectives you wouldn't normally get.

- *Delegates who attended the conference*



# Transformative recovery, Occupational Therapy

---

We provide a holistic Occupational Therapy service to elder adults living in the high-rise housing estate that often feel socially isolated. It is delivered by providing 'risk of fall' related education and care through using several physiotherapy disciplines. The program also serves as a social outlet for the community members that live in isolation.



NRCH's No Falls Group is a physiotherapy group that runs for 15 weeks and comprises of Cantonese, Hakka, Mandarin Vietnamese and English speaking members. The service increases social connections, awareness in mitigating falls, confidence levels and independence. The physiotherapy sessions have also enabled the group to break cultural and linguistic barriers, with members enthusiastically sharing food recipes with one another during each session.

Through education from our No Falls Group dietitian, consumers become more aware of healthy nutrition practices. Members gain advice on several healthy protein, calcium rich snacks as well as providing a snack at the end of the No Falls group physiologically enhance the session. This preventative health and nutrition education helps to enhance body strength and stability for overall long term health benefits.

We're here to support and build our community. We're here for all people, of all backgrounds. No matter who you are, what you've experienced, what your family looks like or where you've come from, we're here for you. Your story is unique. We want to hear it and we want to help.



North Richmond Community Health  
(Wulempuri-Kertheba) stands on the traditional lands  
of the Wurundjeri people. We pay our respects to  
their elders, past and present.

[nrch.com.au](http://nrch.com.au)



@nrchAUS



north richmond  
community health  
Wulempuri - Kertheba