



2022 Calendar | 36th Annual Report 2020-2021

A message from our Board

Grampians Community Health Board is pleased to present this Annual Report outlining our highlights and achievements over the 2020/21 year.

I know all Board members would like to sincerely acknowledge and thank all GCH staff for their work in what continues to be a disruptive and challenging time for the community and for staff. The systems and COVID planning that is in place have been well and truly tested many times this year.

During the 2020-21 year the Board has considered a number of key programs and initiatives

- The commencement of the GCH Assist service in Horsham. As a locally based community health organisation I am really pleased that we were successful in the tender and be able to provide this important local service for our community.
- The Consumer and Community Involvement Policy, the Consumer Engagement Framework and the formation of the Consumer Advisory Committee occurred, after some time in the development. There has been an initial meeting of this group and I look forward to their input and the opportunity this presents to continue to provide the right services for the community and clients. Thanks to the staff who worked on the establishment, and the group members who have shared their knowledge and experience with us.
- Updating and delivering key governance documents for the organisation including risk management frameworks.
- The first Quality and Clinical Governance meeting of the Board occurred. The Board would like to thank CEO Greg Little and the senior management team including Kathy Day and Kate Astbury. The organisations finances are in good shape and this has been a focus of the Board led by Treasurer David Baird and the work of the GCH Finance Team.
- I would also like to thank all Board members and deputy chairs Tammy Schoo and Paul Margetts and acknowledge the contributions of retiring Board members Helen Francis and Jo Ritchie. During the year we also welcomed new Board members Naomi Goode and Simone O'Brien.

Melissa Morris, Board Chair

This year's calendar showcases some iconic images from towns across our service region.

Thank you to the community members and staff who kindly provided photos, and to Travel Victoria for allowing us to access their image library.



Horsham
Evan Myers

GCH's year in review

It is my pleasure to provide you with the CEO's report to the Grampians Community Health 2020-2021 Annual Report.

Like every community member, business and community group, the staff and clients of GCH have been living and operating under the constraints of the Covid-19. We all hoped that by 2021 the events of 2020 would be behind us, however GCH had to continue to be responsive to the pandemic while not forgetting our responsibility to the community we serve.

GCH demonstrated how nimble and responsive our organisation can be, modifying services to fit with restrictions and lockdowns, always delivering services in a 'Covid-safe' manner, and using phone or video where we could so no services stopped completely.

There were several programs that GCH became involved with to support the state response. As Vaccine Ambassadors we took the lead in keeping the community up to date on vaccination facts and the availability of vaccinations across the region. The work GCH has achieved across the Grampians Wimmera in engaging with people in public housing complexes, caravan parks, supported residential services and other accommodation supporting vulnerable people through the High-Risk Accommodation Response program has been recognised as best practice. We continue to partner with the local government authorities and local health services in response to the pandemic and provide a home isolation support services to people who need it.

I would like to take this opportunity to thank the Horsham Rural City Council, and the State and Commonwealth Governments for having the faith in GCH to take on the home and community care services in the Horsham LGA. Commencing on the 1 January 2021 it was a challenge that tested our systems. It meant we had to recruit staff, connect with clients, formalise many contracts and forge the partnership with the Centre for Participation for volunteer support. I would like to acknowledge the hard work of so many staff, who I won't name individually in fear I would forget someone, that put in long hours, created new programs and ways of doing things, and helped other people outside of their usual job roles. I also welcome the many new staff who joined GCH from HRCC and other places for their work in making this service a success.

With the additional home and community care staff, growth in other GCH programs and the impending Wimmera Orange Door, staff numbers have increased to over 200. To support this growth, I welcomed two new managers and additional program leaders.

This has created an exceptional leadership group at GCH. Coupled with the direction provided by the Board of Directors led by Melissa Morris, it allows us to maintain the support to our staff and community and keep the culture of GCH strong.

Thank you to the staff, leadership group and the Board. I always feel privileged to work with great people and being involved in the important work that GCH does for the community.

Greg Little
CEO





Stawell
Lyn McKenzie



Our Vision

Healthy, resilient people and communities.

Our Purpose

To lead the change toward improved health and wellbeing of people in our region.

Our Core Beliefs

GCH believes everyone should have the opportunity to be a healthy, safe and valued member of their community. GCH provides a safe, inclusive and respectful environment that values a person's culture, beliefs, values, gender identity and capacity.



Our Services

Alcohol and Drug Support - Assistance for individuals wishing to cut down or stop alcohol and/or drug use. Support is also available for family, friends and close relatives.

Aboriginal Health and Wellbeing - A holistic program supporting the health and wellbeing of Aboriginal women and children to identify health needs, promote cultural awareness, and assist in planning future community development.

Carer Support - Assistance for people caring for others to access respite and take a break from their caring role.

Counselling - Counselling is an opportunity to resolve problems in a positive way by helping to clarify the issues, explore options to improve wellbeing.

COVID-19 - High Risk Accommodation Response supporting vulnerable people to stay safe, a Vaccine Ambassador to encourage vaccination and reduce vaccine hesitancy, and the Home Isolation Support Service for people who are required to isolate due to exposure to COVID-19.

Disability and NDIS - GCH is a local National Disability Insurance Scheme provider, helping people to transition to NDIS and assisting participants to gain independence, get involved in the community, and improve their wellbeing. GCH provides support for people who are yet to access the NDIS.

Employee Assistance Program (EAP) - Counselling sessions offered to organisations seeking support for their employees.

Family Violence - We offer information, referrals, group sessions, practical support to people and their families at risk of experiencing family violence.

Gambling - Counselling for people that gamble, and people impacted by another person's gambling.

Healthy Mothers Healthy Babies - Assistance for women during their pregnancy to improve access to antenatal, postnatal and other health services.

Nursing - Our nurses provide general health assessment, education, and support in a range of fields including chronic disease management, movement disorders, and drug and alcohol withdrawal.

Mental Health - Assistance, information and practical assistance for those requiring mental health support.

Older people - Assistance for people aged over 65 years, or those who have prematurely aged. Our services support people to live independently in the community. We offer information about home and care programs to support frail older people, and their carers.

Youth - Assistance for young people aged 12 to 25 including mentoring, planning for events, positive school engagement, and outreach with practical support to assist their wellbeing.

Fee for service - All our services can be provided privately on a fee for service basis to those who do not meet the eligibility criteria for free or reduced fee services. We offer health and wellbeing information, education sessions and projects to business, schools or community groups.

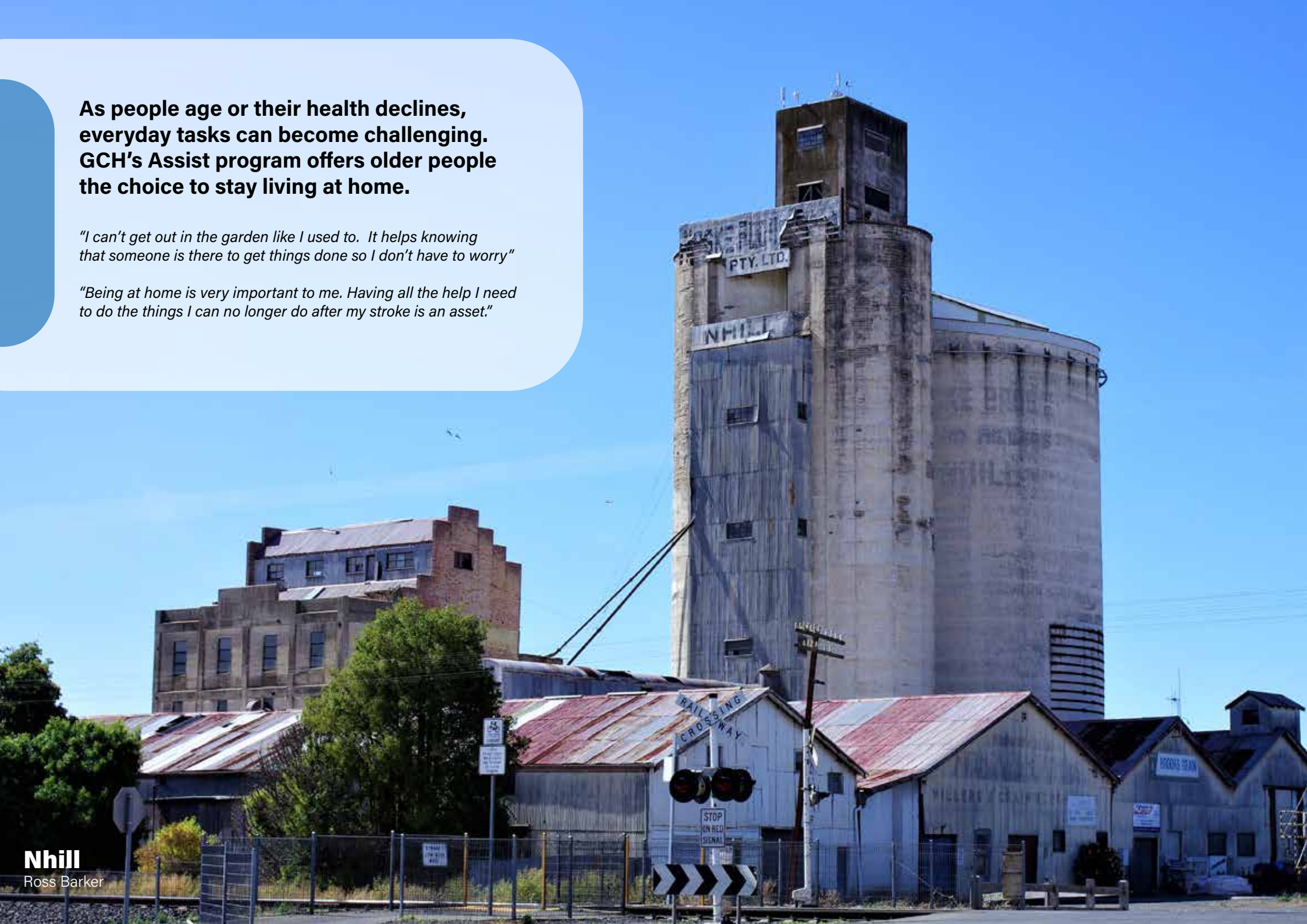


Stawell
Trish Mitchell

As people age or their health declines, everyday tasks can become challenging. GCH's Assist program offers older people the choice to stay living at home.

"I can't get out in the garden like I used to. It helps knowing that someone is there to get things done so I don't have to worry"

"Being at home is very important to me. Having all the help I need to do the things I can no longer do after my stroke is an asset."



January 2022

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
27 Christmas Holiday	28 Boxing Day Holiday	29 GCH is closed today	30 GCH is closed today	31 GCH is closed today	1 New Year's Day	2
3 New Year Holiday GCH is closed today <i>New Moon</i>	4	5	6	7	8	9
10 <i>First Quarter Moon</i>	11	12	13	14	15	16
17	18 <i>Full Moon</i>	19	20	21	22	23
24	25 <i>Last Quarter Moon</i>	26 Australia Day GCH is closed today	27	28	29	30
31 Beginning Term 1	1	2	3	4	5	6



Student placements are helping to create the next generation of staff at GCH. From eight supported student placements, four have been successful in applications for employment with GCH.

"I enjoyed every single day of my placement and was sad to leave at the end of it. I started my first day quite nervous but soon felt comfortable due to everyone's positive and welcoming attitudes.

I am grateful for the opportunity to experience the culture of Grampians Community Health and the wide range of services they offer."

February 2022

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
31	1 <i>New Moon</i>	2	3	4	5	6
7	8 <i>First Quarter Moon</i>	9	10	11	12	13
14	15	16	17 <i>Full Moon</i>	18	19	20
21	22	23	24 <i>Last Quarter Moon</i>	25	26	27
28	1	2	3	4	5	6



Home Care Packages provide more than just a service, it's an investment in a better life. The purchase of a lifter chair from Home Care Package funding has led to an increase in independence.

"My client let me know her shoulder is functioning much better and she has less pain now since having a lifting chair. She is now able to undertake more home care tasks on her own and requested her weekly service be decreased from a two hour service to a one hour service."

Kath, GCH Case Manager

March 2022

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
28	1	2	3 <i>New Moon</i>	4	5	6
7 Labour Day GCH is closed today	8 International Women's Day	9	10 <i>First Quarter Moon</i>	11	12	13
14	15	16	17 St Patrick's Day National Close the Gap Day	18 <i>Full Moon</i>	19	20 International Day of Happiness
21 Harmony Day	22	23	24	25 <i>Last Quarter Moon</i>	26	27
28	29	30	31	1	2	3



The Men's Behaviour Change Program supports men to address their behaviour towards partners, children and family members and to understand they are accountable for their actions.

"The relationship with my friends and family is much more balanced now. My oldest son has even told me he is proud of me. At no time was I made to feel like a bad person, instead I was made to feel like I was a great person with behaviours that could be changed through effort and knowledge."

MBC Participant

Warracknabeal

Jasmine W

April 2022

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
28	29	30	31	1 <i>New Moon</i>	2 <i>World Autism Awareness Day</i>	3
4	5	6	7	8 <i>End Term 1</i>	9 <i>First Quarter Moon</i>	10
11	12	13	14	15 <i>Good Friday</i> GCH is closed today	16	17 <i>Easter Sunday</i> <i>Full Moon</i>
18 <i>Easter Monday</i> GCH is closed today	19	20	21	22	23 <i>Last Quarter Moon</i>	24
25 <i>Anzac Day</i>	26 <i>Beginning Term 2</i>	27	28	29	30	1

GCH welcomed our youth's suggestions on how to celebrate IDAHOBIT Day, with staff education on use of pronouns, a morning tea fundraiser, chalk art, and messages of support on social media.

"When you lead with your own pronouns, people who care about you knowing will respond in kind, and then you don't need to ask. It creates a safe environment where, over time, colleagues, clients and community feel more comfortable sharing how they identify and what pronouns they use."

Tarsha, GCH staff training presentation.



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
25	26	27	28	29	30	1 <i>New Moon</i>
2	3	4	5	6	7	8 <i>Mother's Day</i>
9 <i>First Quarter Moon</i>	10	11	12	13	14	15
16 <i>Full Moon & Lunar Eclipse</i>	17 <i>IDAHOBIT Day</i>	18	19	20	21	22
23 <i>Last Quarter Moon</i>	24	25	26 <i>National Sorry Day</i>	27 <i>Reconciliation Week</i>	28	29
30 <i>New Moon</i>	31 <i>World No Tobacco Day</i>	1	2	3	4	5



A collaboration between services helped one young lady with intellectual disability to leave an abusive relationship and regain her independence.

Financial assistance and an Intervention Order were put in place to keep her safe. Accommodation was found which allowed her to keep her animals, a key support and source of strength.

Family violence counselling helped to rebuild confidence and trust.

"The difference in this young lady is absolutely amazing, she just beams from ear to ear."

Kaye, Family Violence Support Worker.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
30	31	1	2	3	4	5 World Environment Day
6	7 <i>First Quarter Moon</i>	8	9	10	11	12
13 Queen's Birthday GCH is closed today	14 Men's Health Week <i>Full Moon</i>	15 Elder Abuse Awareness Day	16	17	18	19
20	21 <i>Winter Solstice Last Quarter Moon</i>	22	23	24 End term 2	25	26
27	28	29 <i>New Moon</i>	30	1	2	3



Managing mental health can be the key to getting your life back on track. The Forensic Mental Health program works to improve mental health and rehabilitation outcomes for people on Community Corrections Orders.

"I just wanted to let you know how grateful I am for your help in getting me to this place and level of self-awareness."

"It's my last day today, thank you for the time and effort you have put in with me to help me understand my mental health and myself better."

St. Arnaud
Maurice Billi

July 2022

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
Beginning Term 3			Full Moon			
18	19	20	21	22	23	24
		Last Quarter Moon				
25	26	27	28	29	30	31
				New Moon		

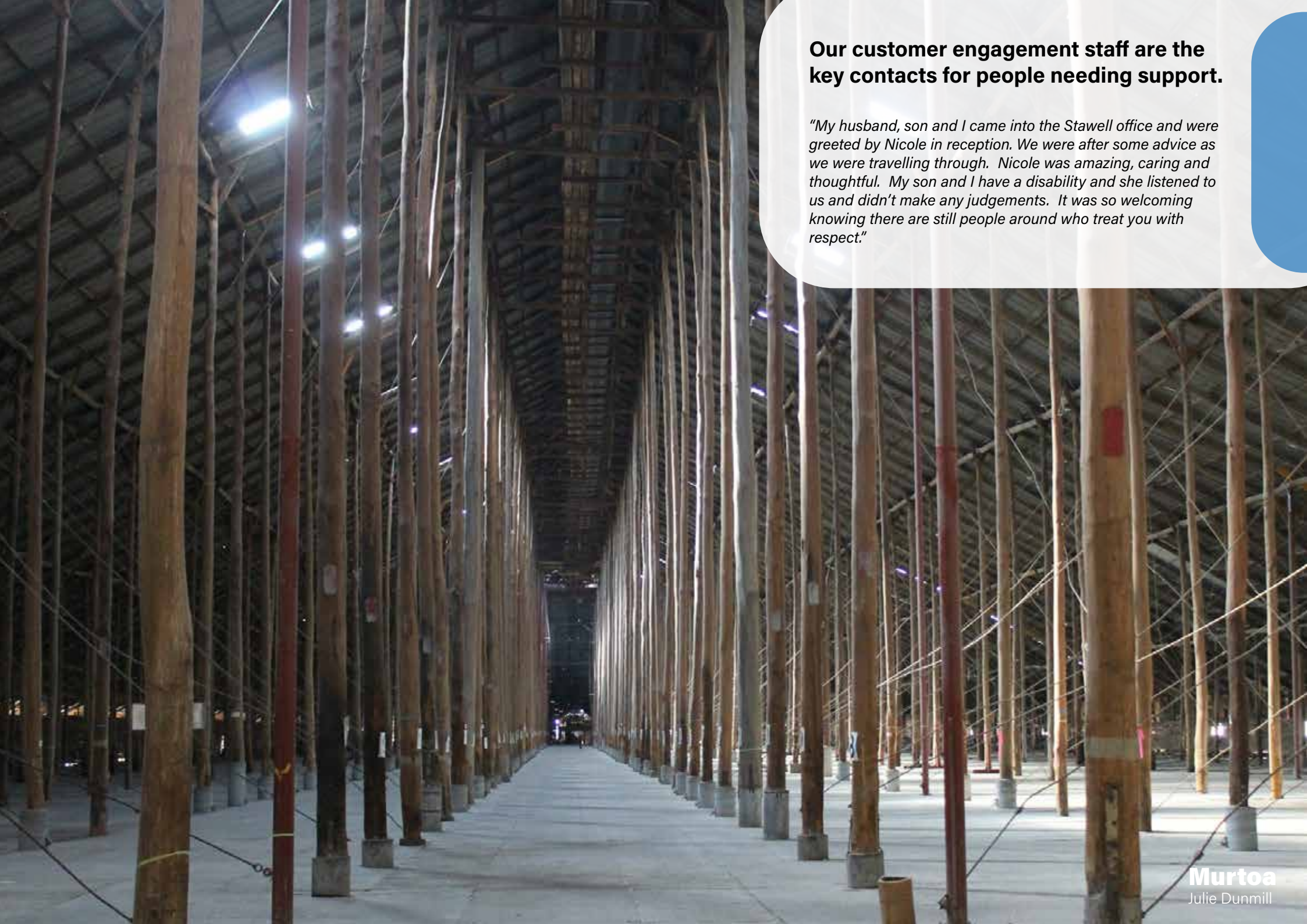
NAIDOC Week

First Quarter Moon

Full Moon

Last Quarter Moon

New Moon



Our customer engagement staff are the key contacts for people needing support.

"My husband, son and I came into the Stawell office and were greeted by Nicole in reception. We were after some advice as we were travelling through. Nicole was amazing, caring and thoughtful. My son and I have a disability and she listened to us and didn't make any judgements. It was so welcoming knowing there are still people around who treat you with respect."

August 2022

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1	2	3	4	5 <i>First Quarter Moon</i>	6	7
8	9	10	11	12 International Youth Day <i>Full Moon</i>	13	14
15	16	17	18	19 <i>Last Quarter Moon</i>	20	21
22	23	24	25	26	27 <i>New Moon</i>	28
29	30	31 International Overdose Awareness Day	1	2	3	4



Jeparit
Launa S

As a Volunteer, you can help yourself while helping others. Our volunteers have told us that:

They feel connected. Volunteering provides the opportunity to meet local people who are caring, helpful and friendly.

They feel included. GCH is non-judgemental, inclusive, respectful and caring of people's needs.

They see opportunities. GCH provides a variety of opportunities to build on the strengths of their volunteers.

Our volunteers support people to attend medical appointments, keep fit and active, and remain connected as well as supporting the agency behind the scenes.

September 2022

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
29	30	31	1	2	3	4 <i>Father's Day</i> <i>First Quarter Moon</i>
5	6	7	8 <i>RU OK Day</i>	9	10 <i>Full Moon</i>	11
12	13	14	15	16 <i>End term 3</i>	17	18 <i>Last Quarter Moon</i>
19	20	21	22	23	24	25
26 <i>New Moon</i>	27	28	29	30	1	2

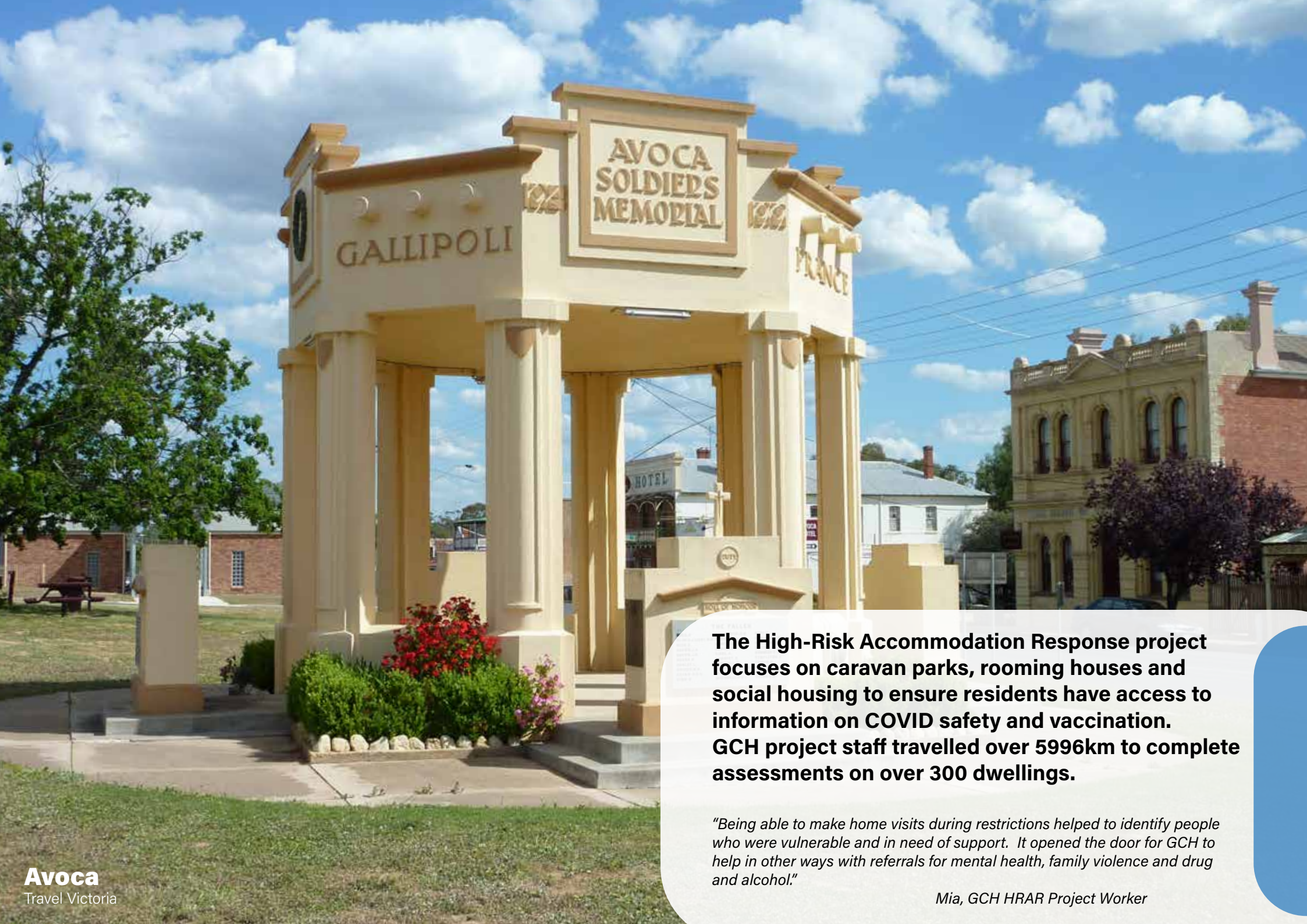
Anxiety and depression are not uncommon and for aged care residents, this has increased with the impact of COVID-19 restrictions. Aged care residents now have access to a new counselling service. Face to face supports and group sessions will be provided within residential aged care, bringing the services to people who need them.

"We believe this program will enrich the lives of our residents and offer a platform to address any mental health issues and reduce anxiety and depression."

Manager, Residential Aged Care Facility



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
26	27	28	29	30	1	2
3 <i>Beginning Term 4 First Quarter Moon</i>	4	5	6	7	8	9
10 <i>World Mental Health Day Full Moon</i>	11 <i>Mental Health Week</i>	12	13	14	15	16
17	18 <i>Last Quarter Moon</i>	19	20	21	22	23
24	25 <i>New Moon & Solar Eclipse</i>	26	27	28	29	30
31	1	2	3	4	5	6



The High-Risk Accommodation Response project focuses on caravan parks, rooming houses and social housing to ensure residents have access to information on COVID safety and vaccination. GCH project staff travelled over 5996km to complete assessments on over 300 dwellings.

"Being able to make home visits during restrictions helped to identify people who were vulnerable and in need of support. It opened the door for GCH to help in other ways with referrals for mental health, family violence and drug and alcohol."

Mia, GCH HRAR Project Worker

November 2022

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
31	1 <i>Melbourne Cup Day GCH is closed today First Quarter Moon</i>	2	3	4	5	6
7	8 <i>Full Moon & Lunar Eclipse</i>	9	10	11 <i>Remembrance Day</i>	12	13
14	15	16 <i>Last Quarter Moon</i>	17	18	19	20
21	22	23	24 <i>New Moon</i>	25 <i>16 Days of Activism Against Gender Based Violence</i>	26	27
28	29	30 <i>First Quarter Moon</i>	1	2	3	4

NDIS builds an individual's capacity to achieve independence.

A young person who relied on their carer was supported by GCH to apply for NDIS funding. The carer had been unwell and could see the person they cared for would need to build their skills to be able to make decisions and manage their life independently.

The NDIS plan has helped them to:

- Attend day program activities to build confidence
- Prepare their own meals without help
- Plan their own activities on the weekend
- Problem solve issues independently
- Build relationships



December 2022

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
28	29	30	1	2	3 International Day of People with Disability	4
5 International Volunteer Day	6	7	8 Full Moon	9	10	11
12	13	14	15	16 Last Quarter Moon	17	18
19	20 End Term 4	21	22	23 New Moon	24	25 Christmas Day
26 Boxing Day GCH is closed today	27 Christmas Day Public Holiday GCH is closed today	28	29	30 First Quarter Moon	31 New Year's Eve	1

Our Services

Our Intake staff remained onsite throughout all COVID restrictions and lockdowns, supporting people to access the services they needed.

"Thank you for being very helpful and informative regarding lockdown and allocating a driver during this time. You are lovely. You have made my day"

When people are in distress, or have complex issues, they can be unsure what services they require. Our staff enable them to tell their story and help to connect them with the right information, services and support.

"Before I spoke to you, I felt like every place I contacted was fobbing me off and I was getting nowhere. You have been the first person to actually listen to me"

 **24,530**
phone calls

 **July 2020**
1711
active clients

 **June 2021**
2395
active clients

 **An average of**
20 weeks
support

 **3229** new supports
commenced in 2020-2021

 **We offer over 60**
different programs

 **571,391** km travelled
to provide services

Our Clients

- Aged from 1 year old to 100, with an average age 50
- From over 140 different postcodes
- 35 different countries of birth
- 11 different languages spoken
- 98 Aboriginal people
- 3 Torres Strait Islander people
- 5 Aboriginal and Torres Strait Islander people

What our clients have told us:

 **43 Compliments** **29 Complaints**

"You were there for me when I had no one and helped me see I'm stronger than I ever knew."

"Just a quick email to say thank you for the wonderful work you are doing in the community and for helping me gain my confidence back."

"Thank you for not giving up on me and thank you for believing in me."

Improvements from feedback:

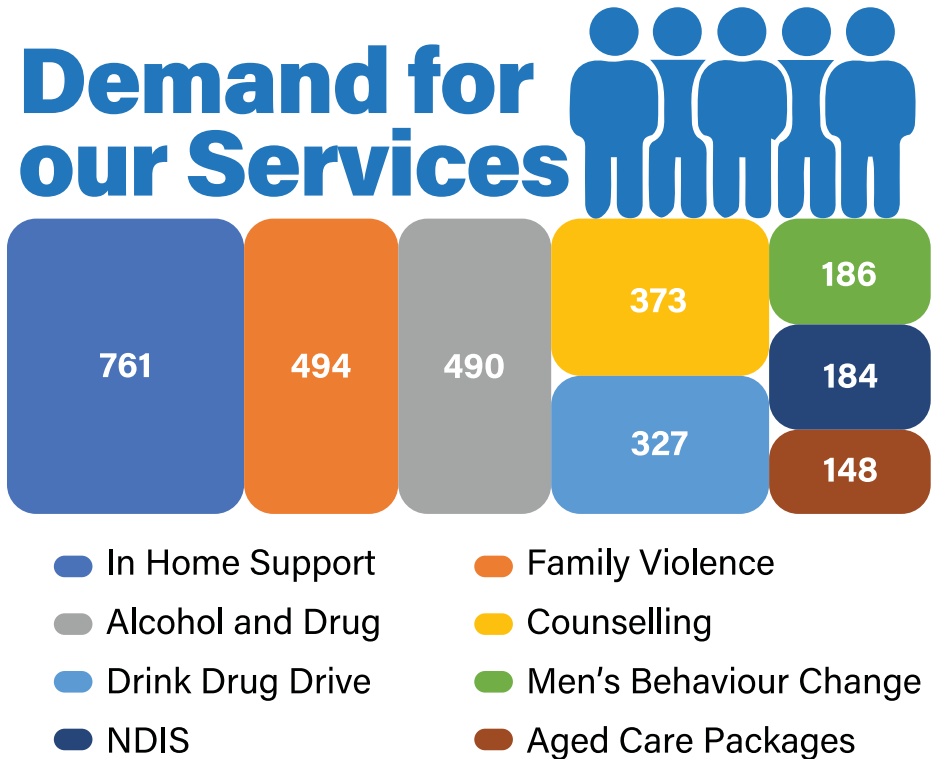
- With a growth in our Plan Management services, participants were not receiving statements in a timely manner. To resolve this, we introduced a new software package. This has automated some of our processes so we can provide monthly plan statements, and participants can check their balance at any time.
- Taking on the Horsham home and community care service on the 1st of January presented some challenges. Feedback regarding issues with invoicing required system improvements to streamline our process including outsourcing printing and postage.

Our Workforce

- 200 employees - 163 female, 37 male
- Age range from 18 to 71
- Average years of services 4.77
- Longest length of service 33 years
- 268 applicants for 65 positions

Our Volunteers

- 47 volunteers
- Average years of service 7
- Longest length of service 21 years
- Combined total years of service 316



Our Community Advisory Committee

Committee members include service users, interested community members, and representatives from partner agencies who have a connection with various consumer groups. This group brings a wealth of knowledge and experience. They know what barriers people face when accessing services and have made some suggestions on how we can improve.

- Provide information on services in different ways – school newsletters, local papers, talking to groups
- Keep information simple and easy to understand
- Encourage people to contact if they are unsure what services they need
- Recognise the impact on people when there is a change in their care team
- Use social settings as a platform for people to connect - find people in need rather than them finding us
- Engage with the migrant community to increase understanding of the population and their needs

Grampians Community Health

For you, your family & our community



Stawell _____ **8-22 Patrick Street**
Ararat _____ **60 High Street**
Horsham _____ **70-72 Hamilton Street**
St Arnaud _____ **85 Napier St**
Warracknabeal _____ **2 Cox Street**

www.gch.org.au | **03 5358 7400**

Connect with us



Acknowledgement of Country



Grampians Community Health acknowledge the Traditional owners of the area we live and work and acknowledge their ancestors who have been custodians of this land for thousands of years. We acknowledge and pay our respects to their Elders past and present and extend that respect to all Aboriginal people.

Cover Photo - Stawell, Lyn McKenzie