



QUALITY ACCOUNT REPORT 2020 2021

+ CALENDAR 2022





Welcome to the RDHS Annual Victorian Quality Account Report for 2020–2021. We are continuing this year to present the report in a calendar format for 2022, which has been a very popular and successful format!

To you, our community, it provides you with a raft of “facts and figures” about our many healthcare programs and services that we offer to the region.

INTRODUCTION

I would like to acknowledge the traditional owners of the lands on which our three campuses are located. I wish to pay respect to Elders past and present and to those emerging.

I also wish to acknowledge the people that make up the many other cultures within our catchment who also provide a rich and diverse community enhancing the way that we all live.

Our Board of Directors under the leadership of our Chair Mr Bruce Myers, remain very engaged and motivated in providing oversight to our Clinical Governance system with a strong emphasis on quality and safety. The Clinical Governance sub-committee of the Board, is under the excellent stewardship of Mrs Carla Kirby who has developed this group and their focus with due diligence. The Board Directors attend our clinical forums and present our leadership team with the challenging questions that duly require scrutiny and answers. However it is you, the community, whom we are ultimately accountable to and it is your feedback, comments and complaints that provide opportunities for improvement on the how and where we provide our healthcare services, those developing and established!

The Board of Directors also have continued the theme of “Innovation, Innovation, Innovation”

within the health service, which is the motivational push for service development and excellence. These times which will sadly be remembered as our “COVID” ones and has continued throughout 2021 to make service delivery challenging and difficult at times.

RDHS continues to look at and review everything we do and 2021 is no different.... we continuously look at the way we do things and ask the question “why” and is there a better way? This year has also seen the introduction of a Dashboard reporting system that surpasses any other reporting we have previously done at RDHS. Through the four reporting pillars of;

- Quality and Safety
- Activity and Performance
- Workforce
- Finance and Sustainability.

The leadership team report via a Dashboard template on these statistics (KPIs) to the Board Directors which then provides a snapshot of the health services’ overall performance and efficiency. Similarly it also provides for “opportunities for improvement” by way of identifying matters that need attention.

RDHS continues to enjoy full Accreditation with all relevant bodies and Government departments in all areas, aged care, sub-acute, primary and corporate. Accreditation and

compliance to the various Government and other agencies is also a reassurance to our community that we meet a set of established standards, put in place to protect their health care needs.

The advent of COVID-19 has meant that RDHS Clinicians provide care in other modes, such as, “telehealth” whereby contact is via the PC. However we continue to explore ways in which we can engage with the community on health messaging...our Facebook page has run very hot with COVID updates, good news stories and as stated important health messages. RDHS Staff find this a useful tool to communicate with its community and whilst not ideal it is a reality in the world we find ourselves in today.

Our partnerships are especially important to us as we are all in the same business of taking care of our unique yet bonded communities. RDHS partners with Mildura Base Public Hospital, Mallee Track and Community Health Services, Swan Hill District Health, Kerang District Health, Sunraysia Community Health Services, Murray Valley Aboriginal Cooperative, Robinvale College, Robinvale Police, Swan Hill Rural City Council, Western PHN, Murray PHN, RFDS, Ambulance Victoria, Bendigo Health to name a few...Together we invest and share our resources in establishing new services, to our Region and

their communities. RDHS is proud to be associated with many of the agencies providing healthcare or related industries within the region.

RDHS acknowledges the GP workforce of Robinvale and are grateful for the ongoing support of Dr Jane Neyland and Dr Dharminder to our health service and our communities. They have worked tirelessly to ensure that the community have access to quality medical services and we are very grateful for their efforts during very trying times. The Allied Health and Early Years teams have continued to use the telehealth model for access to ongoing treatments to their clients.

RDHS is governed by a Board of Directors, led by the Chair, Mr Bruce Myers and as stated previously, they are the accountable authority that ensures that all services and programs provided by the organisation are effective, quality and safe for our community. Our sincere thanks to him for his leadership and vision as we move to the future. The Board is accountable to both the Federal and Victorian Governments through the Department of Health and the communities we serve. The Board provide oversight to the CEO and leadership team for all matters pertaining to the health service, both Clinical and non-clinical.

RDHS is very proud of the quality of services that it provides to the communities of Robinvale, Manangatang and everything in between. We hope you enjoy the 2022 Calendar and that it is both an interesting read and useful to you.

Your feedback is both encouraged and very welcome, no matter if it is relaying to us that you had a good experience within any area of the health service or that you can offer an opportunity for us to improve in. Your feedback is provided to the Board together with any actions the leadership team have recommended, to ultimately resolve any issue. We cannot thank you enough for your support particularly during 2021 while COVID continues to shadow us. Together with you, our

community, we look forward to a brighter 2022 and thank you again for your understanding and patience and support in all the things we do.

This report can also be found on our website www.rdhs.com.au




Bruce Myers
Board Chair




Mara Richards
Chief Executive Officer

ABOUT US

RDHS is a multi-campus facility with our main campus located in Robinvale and further locations with Riverside Campus and Manangatang Campus.

In 1998, RDHS was established as a Multi-Purpose Service (MPS) incorporated under the Health Services Act 1988 and in 2009 expanded to incorporate the then former Manangatang & District Hospital.

RDHS MPS is one of seven MPS's operating in Victoria and one of 146 nationally and funded under the MPS Program, a joint initiative of the Australian Government and state and territory governments. This program provides integrated health and aged care services for some small regional and remote communities. It allows services to exist in regions that could not viably support stand-alone hospitals or aged care homes. RDHS receives Australian Government funding to deliver aged care services with the Victorian Government providing block funding for health services. Under the MPS model RDHS provides a range of services, 20 acute beds, 24 residential aged care places

and provide urgent care services to both Robinvale and Manangatang communities. A comprehensive range of additional services includes renal dialysis, medical imaging, midwifery, visiting nursing, allied health and early years' services (playgroups, support for complex need families).

In 1999 the Robinvale Committee for the Ageing; Riverside Hostel - Residential Aged Care Facility, transferred ownership of the Residential Aged Care business to RDHS for management outside of the MPS model. Riverside Campus, as it is now known, consists of 30 beds and is funded by both the Australian Government and contributions from residents. The basic care subsidy for each permanent resident is calculated using the Aged Care Funding Instrument (ACFI). The ACFI is a tool that the provider uses to assess the care needs of a resident. Riverside Campus

is required to meet the Australian Aged Care Quality Standards.

In addition to service delivery in its immediate area, RDHS provides outreach services to the communities of Ouyen, Boundary Bend and Manangatang in Victoria and Dareton, Wentworth and Balranald in New South Wales. Overall a catchment area of approximately 60,000 square kilometres.

“Through leadership and innovation RDHS will improve the health, wellbeing and strength of our communities.”



Quality Management System



In line with our Values and commitment “Everything that we do is about caring for our community”, RDHS continuously strives to improve our services; identify and eliminate/ minimise risk for our staff, residents and clients.

RDHS demonstrates ongoing commitment to maintaining Quality and Risk including: health & safety management; organisational governance; evidenced based clinical care and support services and adhere to the National Safety and Quality Health Service (NSQHS) Standards, maintaining certification since 2018.

RDHS strong commitment Quality and Risk is reflected in our approach to:

- Ensure accountability for the safety and quality of care at all levels of the organisation, reporting through to the Board of Management.
- Creating safe environments and systems for consumers and staff
- Reviewing and improving the performance of the patient safety and quality systems
- Assisting our healthcare professionals and Visiting Medical Officers monitor the safety and quality of care they provide, and
- Maintaining an outstanding record in the delivery of quality patient care

In July 2020 RDHS commenced and now provides the RDHS Board with a report highlighting our Quality and Risk, Clinical, Financial and Workforce data. This delivers to our Board Members a quick and easy snapshot of our performance for the month and be able to have an early detection on organisational risks before they occur.

Our Clinical Governance Committee continues to provide an ongoing forum for review, governance and recommendation. These meetings are attended by Senior RDHS staff, Board of Management and other external stakeholders. Our Director of Medical Services Dr Peter Sloan has oversight of our clinical practice and supports decision making at RDHS.

Accreditation

As a Multi-Purpose Service (MPS), RDHS provides integrated health and aged care services for our local community. As a joint initiative of the Commonwealth and State Government, RDHS is required to meet an array of relevant standards and accreditation frameworks through the accreditation process.

Our Quality and Safety program was given a boost when we commenced a partnership together with Bendigo Health who, provides RDHS with oversight and direction for its Quality, Safety and Risk programs. This move precipitated a change in our Accreditation body and we are now proudly associated with the ACHS (Australian Council on Healthcare Standards). With that we would like to thank TQCSI for their ongoing assistance with our accreditation.

The NSQHS standards provide a clear statement about the level of care consumers can expect from health service organisations, and they play an essential role with the accreditation process.

With the postponement of the 2020 surveillance audit, RDHS maintained accreditation for the National Safety and Quality Health Service (NSQHS) Standards and continued to submit an annual attestation statement to accrediting agency, ACHS.

Attesting is a formal process involving our Board Governance and Senior Executives, attesting to this practice.

RDHS will undertake full recertification against these standards later in May 2022. The Aged Care areas at Manangatang Campus Aged Care and Robinvale Campus Aged Care will be accredited against the NSQHS Standards with the add it of six additional actions under the Aged Care Module and MPS. With our extensive internal auditing process we ensure that the same processes and procedures are followed at all of our facilities.

Our Riverside Campus is required to participate in one Accreditation audit every three years and one support visit annually. These are now both attended by the Australian Aged Care Quality Agency (AACQA) as “un-announced” visits.

These results give us confidence that all our aged care residents are given the best possible service by our extremely caring staff. Riverside Campus has ongoing AACQA accreditation until February 2022.

Key Performance Indicator	Target	Result
Health Service Accreditation	Full Compliance	Achieved
Residential Aged Care	Full Compliance	Achieved

People Matter Survey

RDHS participated in the 2020 People Matter Survey. The Coronavirus (COVID-19) has influenced working lives across the Victorian Public Health Sector and tested our resilience. This year the People matter survey was changed into a shorter version focused on staff wellbeing.

Wellbeing Indicators

The rate of stress is higher than last year but less than the comparator and public sector. This is to be expected due to the current COVID-19 climate. The main contributors to stress notes as workload, time pressure and social environments (e.g. relationships with colleagues, manager and/or senior leaders).

The psychosocial safety climate score reflects how well our workplace practices and processed support a climate for good psychological health. Our score remained at 14, which indicates a high climate and low risk of adverse outcomes.

Our satisfaction score has increased for 2020 and is higher than both the comparator and public sector. One would expect the same to translate into engagement; however, engagement has seen a slight decline and may be attributed to COVID-19 due to the impact on the healthcare industry.

Patient Safety Climate

Our scoring has dropped from 2019, but remains on par with the comparator group in most of the questions that make up the section.

Strategic focus areas in the previous 12 months and moving forward are as follows:

- The results of the survey will be shared with the entire staff group as part of our continued focus on transparency and feedback.
- An organisational wide action plan to address overall results will be developed, rolled out and monitored with staff input through the People Champions Committee.
- Some key areas will be the continued focus on bullying, harassment and discrimination, and also refreshing awareness on values and acceptable behaviours, and tools on how to address.

QUALITY AND SAFETY

January 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27	28	29	30	31 • New Years Eve 2020	1 • New Years Day
2	3 • New Year's Day Public Holiday	4 • Re-open of Allied Health Services	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26 • Australia Day	27	28	29
30	31 • VIC Term 1 Start					

Respect
We interact with others as we would expect them to interact with us.

Professionalism
We deliver services with integrity, honesty and competence.

Care
We provide a standard of service and support which we would expect for ourselves.

Commitment
This means we are dedicated to sustained promotion and success of the organisation.

Collaboration
We work together in a positive, supportive manner.

VALUES DRIVEN CARE

“Everything we do is about caring for our community”

A positive patient experience is at the centre of everything we do and we rely on the efforts of our dedicated staff to deliver the overall goal of the organisation.

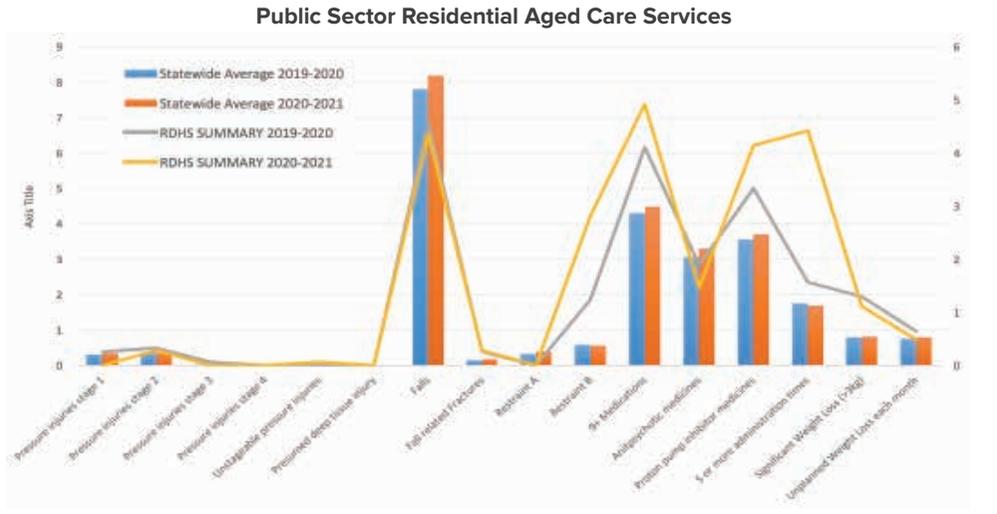
We aim to create and maintain a workplace where the day to day practice of all RDHS staff reflects our values, vision and

purpose to create an environment that enables both positive patient experiences and a positive staff culture.

The work we do is varied and different jobs require different skills, but our people are united by five important values which form the foundation for our work.

Residential Aged Care Services

RDHS three residential aged care campuses (Robinvale, Riverside and Manangatang), each fully participate in measuring and reporting in the key performance indicators, Public Sector Residential Aged Care Services (PSRACS).



The program measures five important aspects of care:

- Pressure Injuries
- Falls and Fall-Related Fractures
- Physical Restraints
- Use of Nine or More Medications
- Unplanned Weight Loss

RDHS uses this data to highlight areas for improvements and continue to conduct surveillance audits on these key indicators to assist with the minimisation of harm to the residents.

Key areas of improvement

RDHS cannot eliminate falls however we are continually aiming to minimise the harmful impact of falls on our residents and patients. This year we recognised a need to improve our quality indicators, specifically falls as well as medication errors and wounds & skin tears.

This also required need to improve employee engagement with consumers and residents/families.

Initially we developed a Weekly Hourly Rounding Log and implemented this within all campuses (Robinvale, Riverside & Manangatang).

Many challenges were met with doubt in regards to the process however embraced and moved forward. With the introduction of the new process, staff had perceived that this was an addition to their current workload and that the form was also overwhelming for staff. Having engagement from all the managers/doctors was also difficult. When KPI's improved there was a thought that we could stop doing what we were doing. However ongoing monitoring from supervisors/managers, time constraints in regard to having to constantly shadow staff and provide feedback however made the process better in the end.

Communicating the change with staff was difficult as we were in the middle of COVID – it was hard to attend each site to provide education and competencies so this was left to Director of Aged Care Services to engage with staff via Zoom or when he was able to attend the sites. Because this was rolled out to all campuses at the same time, not all staff had direct access to the Director of Aged Care for questions when required.

Review of the tool was completed to ensure consistency with process and outcomes. Changes were made to the process based on review. The tool was kept at the nurses station due to constraints from COVID-19, Staff would take the tool to residents to complete rounding and then return to nurse's station.

Changes to facilitate any feedback included, codes were changed, layout changes and colour coding for different shifts.

Continuing of Geri-Connect appointments has shown an improvement in the monitoring of medications, in particular the use of Polypharmacy meds. Residents continue to attend appointments regularly identified that the use of medications after review by the Geriatrician have decreased in the amount used.

Pressure injuries continue to be recorded and it has been identified that reporting of these injuries requires review to ensure appropriate recording. Accurate staging of Pressure Injuries has improved although still room for improvement. We do remain confident that care delivery is sound as there isn't a progression of injury severity.

The Public Sector Residential Aged Care Services (PSRACS) data continues to improve across all aged care campuses. RDHS benchmarks themselves against the state averages continues to meet or strive against the averages.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	1	2 • Chinese New Year	3	4 • NSW Term 1 Start • World Cancer Day	5
6	7	8	9 • Safer Internet Day	10	11	12
13	14 • Valentine's Day • National Condom Day	15	16	17	18 • International Asperger's Day	19
20	21	22	23	24 • Teal Ribbon Day (Ovarian Cancer)	25	26
27	28 • Rare Disease Day	1	2	3	4	5

SUN SMART

Being Australian comes with the risk of developing skin cancer. Unfortunately, it is the most common form of cancer in Australia. Under the sun, your skin can burn in as little as 15 minutes, increasing your risk of developing skin cancer.

The good thing about skin cancer is that it is largely preventable. How? All you have to do is apply a combination of these five steps.

1. Slip on sun protective clothing that covers as much of your body as possible.
2. Slop on SPF 30 or higher broad-spectrum, water-resistant sunscreen, at least 20 minutes before sun exposure. Reapply every two hours when outdoors or more often if perspiring or swimming.
3. Slap on a broad-brimmed hat that shades your face, neck and ears.
4. Seek shade.
5. Slide on sunglasses.



Consumer & Community Feedback

RDHS continually seeks consumer feedback through surveys (internal and external), direct contact and our complaints and feedback process. Website and social media pages are maintained and local media is utilised on a regular basis to publish Community Updates that contain information on initiatives, general health issues for the RDHS Community catchment area.

Three (3) compliments / feedback and seven (7) complaints have been received during July 2020 – June 2021.

In June 2021 a new format of the Consumer Complaints and Feedback form was implemented via the RDHS website allowing consumers to directly input their concerns. RDHS will advise community of the new system via social media and website of the new form.

When received, complaints can and do result in ongoing reviews of our current procedures and continuous improvements. In response to the previous complaints related to food services;

RDHS implemented a Catering Services Consultant reviewed all RDHS menus and processes and lead to a change to our current menus.

Changes made to the menu to remove the repeated egg dishes and cheese cake items with the oversight of the dietitian.

Riverside Campus resident Focus Group Fine Dining Meetings are a success with 5 resident attending each month. Residents voice their

complements and their concerns which we take on board and resolve the issues. Autumn and winter menu cards made to go on the table for resident to view each day. Place mats, water jar station for self-service were purchase. The dining room also seen the removal of the freezers and fridge removed also to enhance the dining experience. Pictures of the local area were printed and placed around the dining lounge room.

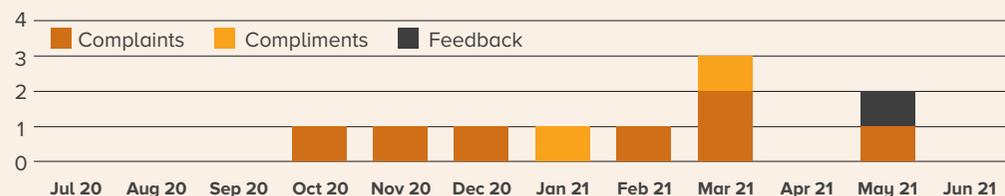
Commencement of buffet breakfast is a success with the majority of resident enjoying the self-service. The variety along with 2 hot choices each day are enjoyed

RDHS continues to publish a community newsletter to keep our community members informed of upcoming events, current services and even provide them with a healthy recipe or two. The newsletters are available in our waiting areas and offices for access and links on our website and Facebook pages.

RDHS staff receive any continuous improvements and feedback via staff meetings and general communication. Compliments and feedback in way of unofficial cards and verbal “thank you”, praising staff and highlighting their hard work and commitment to patient centred care.

RDHS continues to actively endorse our Community Advisory Committee (CAC) and continually looking for new members. For further information visit our RDHS website and click on Community Advisory Committee.

Registered Complaints, Compliments and Feedback



Consumer, Carer and Community Participation – Patient Experience

Victorian Healthcare Experience Survey (VHES) questionnaire seeks to discover the experience of people, who have been admitted to any Hospital for care. Potential respondents are randomly selected from people who were discharged from RDHS in the preceding month. Collection and reporting of the patient experience data has been on hold during 2020–21 while the Victorian Agency for Health Information (VAHI) lands a new agreement for the running of the VHES program and implements changes to increase the relevance data.

RDHS uses other means of feedback by using Comments and Complaints and Feedback forms and welcome social media platforms. In June 2021 a new format of the Consumer Complaints and Feedback form was implemented via the RDHS website allowing consumers to directly input their concerns. RDHS will advise community of the new system via social media website and posters in the facility.

After the introduction of the “Happy IPads Survey” at all campuses the responses

continued to decline and in some circumstances nil, this was due to the impact of COVID 19. Appointment attendance continued to be provided via Telehealth platforms. RDHS continually reviews the ways this data can be collected. The Quality Department with the guidance of the Allied Health Team are working on the possibility of emailing or sending via SMS a link after a telehealth or face to face appointment has been attended, that would allow the client to complete a survey at their own accord.

Patient Experience and Outcomes

Key Performance Indicator	Target	Result
Victorian Healthcare Experience Survey – Discharge Care Quarter 1, 2, 3	Full Compliance	Achieved*

* Less than 30 responses were received for the period due to the relative size of the Health Service.

FEEDBACK & PARTICIPATION

March 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	1 • World Compliment Day	2	3 • World Hearing Day	4	5
6 • World Glaucoma Week • Clean Up Australia Day	7 • World Glaucoma Week	8 • World Glaucoma Week • International Women's Day	9 • World Glaucoma Week	10 • World Glaucoma Week • World Kidney Day	11 • World Glaucoma Week	12 • World Glaucoma Week
13 • Coeliac Awareness Week	14 • Coeliac Awareness Week • Brain Awareness Week • A Taste of Harmony Week • Labour Day Holiday (VIC)	15 • Coeliac Awareness Week • Brain Awareness Week • A Taste of Harmony Week	16 • Coeliac Awareness Week • Brain Awareness Week • A Taste of Harmony Week	17 • Coeliac Awareness Week • Brain Awareness Week • A Taste of Harmony Week • St Patrick's Day	18 • Coeliac Awareness Week • Brain Awareness Week • A Taste of Harmony Week • World Sleep Day	19 • Coeliac Awareness Week • Brain Awareness Week • A Taste of Harmony Week
20 • Coeliac Awareness Week • Brain Awareness Week • A Taste of Harmony Week • International Day of Happiness	21 • A Taste of Harmony Week • World Down Syndrome Day	22 • A Taste of Harmony Week	23 • A Taste of Harmony Week	24 • A Taste of Harmony Week	25 • A Taste of Harmony Week	26 • Purple Day for Epilepsy
27	28	29	30	31	1	2

RESPECT

We interact with others as we would expect them to interact with us.

EPILEPSY AWARENESS MONTH

Be part of the movement and help spread the word by wearing purple on March 26th.

Dig out the best of your purple garb - March is National Epilepsy Awareness Month. Marked by a huge range of community activities, media campaigns and events, the month culminates on Purple Day on 26th March.

Reported Incidents and Adverse Events

RDHS continues to report all incidents that occur at our RDHS campuses using the Victorian Health Incident Management System (VHIMS) in collaboration with the Department of Health.

VHIMS provides the organisation with a standard electronic method for reporting, recording and monitoring incidents / near misses that occur within the health setting. This ensures that if things go wrong, the organisation has a procedure for managing adverse events.

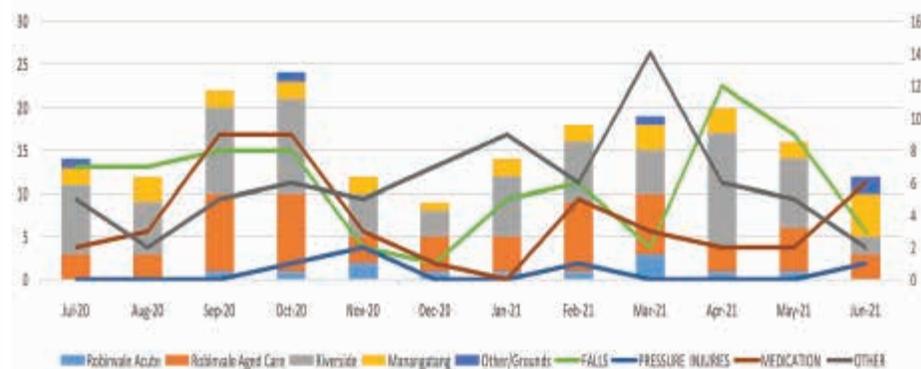
This confirms that the safety of our consumers and staff maintained and that any identified issues that are addressed to prevent and / or minimise the likelihood of a similar event occurring again.

There were 192 Clinical Incidents reported across RDHS during the 2020–2021 year most classified as ISR 3 and / or ISR 4. This was a significant rise on reported last year.

Sentinel events are adverse patient safety events that result in serious harm, or death of a patient while in the care of a health service and are required to be reported to Safer Care Victoria.

Reported ISR 1 incidents are classified as “Sentinel Events” and require an In Depth Review of the case and external notifications are made. RDHS reported one ISR 1 event and ten ISR 2 events during the past year with RDHS Clinical Reviews and Sentinel Review by Safer Care Victoria were completed to review these incidents. These reviews are also reported to the RDHS Clinical Governance Committee.

Clinical Incidents 2020–2021



Escalation of Care Processes



Escalation of Care is when the signs of a clinical deterioration, which often come first, before a serious adverse event such as increase heart rate, blood pressure, respiratory rate, O₂ saturation, and decreased consciousness. Appropriate and timely detection, escalation of the deteriorating patient will minimise the risk of complications and/or adverse outcomes.

On an occasion a female patient attended our UCC with shortness of breath for couple of days and was worse on the day of presentation to UCC. Upon assessment by the RN, the patient, who had a history of asthma, Oxygen Saturation levels were only 88% in room air and was struggling to breathe and speak in full sentence.

RDHS continues to use the Adult Observation and Response Chart (ORC) across the organisation as a tool to monitor patients and the ViCTOR (Victorian Children’s Tool for Observation and Response) charts which are utilised for paediatric patients aged 0 – 18 years* and specifies the actions to be taken in response to deterioration from the norm. The purpose of these charts is to support accurate and timely recognition of clinical deterioration, and prompt action when deterioration in a patient is observed.

Listening to the chest and an ECG was attended by RN which were abnormal. Nurse initiated medication was administered to settle the wheezing/SOB and the patient was transferred to MBPH via emergency ambulance for further evaluation management. This patient was then treated for severe pneumonia in MBPH. Thorough assessment and timely transfer by our UCC staff in this case is appreciable

RDHS has had a low rate of Sub-Acute admissions during the 2020–2021 period however with attendance in Urgent Care Centre, staff have shown prompt response to Escalating presentations.

We continue to review our policies and procedures to ensure best practice standards are in place and complete Medical Record Clinical audits on Sub Acute admissions once discharged. RDHS is currently in drafting process to develop a tool in order to conduct audits on all Urgent Care Presentations to ensure procedures are being followed and RDHS is achieving the desired outcomes in relation to the Escalation of Care cases.

REPORTING & PROCESSES

April 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	1	2
3 • Daylight Saving Time Ends NSW, VIC, SA, TAS	4	5	6	7 • World Health Day	8 • VIC Term 1 End • NSW Term 1 End	9
10	11 • World Parkinson's Day	12	13	14	15 • Good Friday	16 • Easter Saturday
17 • Easter Sunday • World Haemophilia Day	18 • Easter Monday	19	20	21	22 • World Mother Earth Day	23
24 • World Immunisation Week	25 • World Immunisation Week • ANZAC Day	26 • World Immunisation Week • VIC Term 2 Start • NSW Term 2 Start	27 • World Immunisation Week	28 • World Immunisation Week	29 • World Immunisation Week	30 • World Immunisation Week

LOOKING AFTER YOUR KIDNEYS

90% of kidney function can be lost without any symptoms. There are currently 5 million adults living in Australia at risk of developing chronic kidney disease due to risk factors such as diabetes, hypertension, obesity and being of Aboriginal and Torres Strait Islander origin. Kidneys are the unsung heroes of our bodies and perform a number of very important jobs such as filtering your blood to remove waste and toxin and help to keep your blood pressure regular.

Adult Australians are at an increased risk of chronic kidney disease if they: have diabetes, have high blood pressure, have established heart problems (heart failure or heart attack) or have had a stroke, have a family history of kidney failure, are obese with a body mass index (BMI) 30 or higher, are a smoker, are 60 years or older, are of Aboriginal or Torres Strait Islander origin, have a history of acute kidney injury.

Achievement Program: Healthy Eating Recognition Smoking Priority Recognition & Mental Health Priority Recognition

RDHS has joined over 1000 Victorian workplaces to become a happy, productive and healthy workforce in the Healthy Workplaces Achievement Program. This is a free, evidence-based health and wellbeing program that will help your workplace create an environment that promotes health and healthy behaviours.



The program is centred around five health areas. Each health area has a set of targets to achieve, guiding your workplace's healthy changes. By achieving the health area targets, you'll improve your workplace's physical environment, policies and practices, and culture. Your workplace will also receive Victorian Government recognition as a healthy workplace.

The Achievement Program is a Victorian government supported initiative, delivered by the Cancer Council Victoria. The Achievement Program can be applied in the workplace, early childhood care or in schools.

Achievement Program: Healthy Eating

The Health Promotion team at RDHS worked on the Healthy Eating Priority within our workplace. The team made changes to our catering menu to include healthier options and reduce discretionary options. Food items are categorised into green (best choice), amber (choose carefully) and red (limit).

The catering menu now consists of 62% of green food options and 38% of amber options. New additions to the menu include, wraps, yoghurt, zucchini slice and a grazing platter. The employee menu was also altered

to meet the guidelines, which are to have at least 50% green items and no more than 20% red items. RDHS implemented a Healthy Eating Policy, which encourages promoting the best possible food choices when catering is provided.

RDHS has included information on our healthy eating guidelines in employee induction/orientation and our employees and managers are jointly involved in supporting and promoting opportunities for healthy eating in the workplace.

Achievement Program: Mental Health and Wellbeing

Improving workplace participation and increasing social inclusion can increase wellbeing and productivity. Mentally healthy workplaces have a positive workplace culture, help staff manage stress, support people with mental health conditions and have a zero-tolerance approach to discrimination. RDHS, received recognition for the Mental Health Priority. Some of the things that helped us receive recognition are:

- Increased training opportunities (stress management talks at depart- mental meetings)
- Mental Health First Aid Training

- Introduction of 5 minute walk breaks for staff
- Promotion of mental health days on social media/community news- letter
- Holding mental health events (e.g. mental health webinars)
- Updating relevant internal policies
- Creation of the People's Champion Committee
- Recognising and rewarding employee achievement

Achievement Program: Smoking

Reducing smoking rates among staff and promoting a smoke free workplace helps protect the entire workforce from the harms of tobacco smoke, and can improve health. A workplace can support a smoke free environment by having clear policies, education and resources to help assist smoking cessation. We acknowledge that smoking is an addiction and take care that people who smoke are not stigmatised.

The Health Promotion team at RDHS worked on the Smoking Priority in our workplace and in September we were recognised for having a smoke-free workplace. We have a smoking policy, signs displayed with no smoking on site and Quit resources available to staff. We have a smoke-free policy that outlines our

commitment and ways to support staff to quit smoking and complies with Achievement Program 'our policy requirements'.

Achievement Program: Physical Activity

Physical activity reduces the risk of serious chronic illnesses like heart disease, cancer and diabetes. Regular physical activity improves blood pressure, cholesterol and cardiovascular fitness and improves mental health. Workplace physical activity is associated with a reduction in psychological distress, less time taken off for sick leave, a more productive workforce, and less burnout incidences.

RDHS received recognition for the Physical Activity priority by creating an infrastructure and culture that celebrates physical movement and reduces sedentary behaviour. We have policies and procedures in place that support physical activity, active travel and reducing sitting for long periods of time. Physical activity in the workplace is actively encouraged and supported by senior management. We provide resources, support and information to encourage increased physical activity.

COMMUNITY PARTICIPATION

May 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 • World Asthma Day	4	5 • World Hand Hygiene Day • International Midwives Day	6 • International No Diet Day	7
8 • Mother's Day	9	10 • World Lupus Day	11	12 • International Nurses Day	13	14 • World Red Cross Day
15 • International Day of Families	16	17 • World Hypertension Day	18	19 • World IBD Day	20	21
22	23 • Exercise Right Week	24 • Exercise Right Week • World Schizophrenia Awareness Day	25 • Exercise Right Week • World Thyroid Day	26 • Exercise Right Week	27 • Exercise Right Week • Australia's Biggest Morning Tea	28 • Exercise Right Week
29 • Exercise Right Week • Wear White at Work Day (Suicide and Mental Illness)	30 • World MS Day	31 • World No Tobacco Day	1	2	3	4

PROFESSIONALISM

We deliver services with integrity, honesty and competence.

INTERPRETER SERVICES 2020–2021

Within the Robinvale and surrounding districts, it is home of many different culturally, linguistically and diverse communities. There is a large mix of Tongan, Asian, Australian, Malaysian and other residents who account for more than 30 languages spoken in the community.

RDHS interpreting services are provided by Translating and Interpreting Service (TIS National) and available for clients who require one by phone or face to face if able to secure a local interpreter in the language required. This ensures that only accredited personnel are utilised. This is at no charge to the client.

During 2020–2021 RDHS utilised the TIS National services on 49 occasions with Allied Health Services requested the most assistance from interpreters with the Vietnamese language the most requested.

Let's Talk About Mental Health!

Mental Health Illnesses are very common. One in five (20%) Australians aged 16-85 experience a mental health illness in any year.



The most common mental illnesses are depressive, anxiety and substance use disorder. These three types of mental illnesses often occur in combination. For example, a person with an anxiety disorder could also develop depression, or a person with depression might misuse alcohol or other drugs, in an effort to self-medicate. Of the 20% of Australians with a mental illness in any one year, 11.5% have one disorder and 8.5% have two or more disorders. Almost half (45%) Australians will experience a mental illness in their lifetime (Black Dog Institute).

RDHS continues to look at all approaches to challenge Mental Health and deliver forums to assist the community on how to tackle this topic. The past years RDHS has successfully provided the community with Mental Health specific plays and advocates to highlight the importance of Mental Health Awareness. With COVID restrictions enforced in 2020 and 2021, RDHS has not been able to provide the community with such forums, but has reached out to community via Facebook and the RDHS Website to promote awareness.

In 2020, Luke Benham, was inspired to raise money and change the landscape of mental health in the Robinvale Community and provide a service for those who may be suffering, who might be aware of changes in thought patterns, and for carers of people going through some issues or other illness and just need someone to talk to.

With RDHS a weekly clinic for anyone to drop in and discuss any mental health issues, or just have a chat with a dedicated Mental Health Professional commenced.

The Mental Health Drop-In Clinic has been operating Monday, Wednesday and Fridays and is staffed by either a social worker, counsellor or mental health nurse. In addition, we have also maintained a mental health presence over traditional shut down periods of Christmas and Easter with an on-call service available throughout. Use of the Drop-In Clinic varies from week to week. Sometimes we have no presentations on a day, with other days having several presentations. Those who do present mostly have fairly complex needs and we are able to refer back to one of our clinicians or to external providers, depending on need. We believe that the clinic has had a positive impact for the local community.

RDHS has become a presence at the Robinvale College one day a week, as a drop-in service and has also started seeing children at St Mary's.

While COVID has impacted on our ability to undertake the number of group sessions we hoped to this year, we have still been able to run several Mental Health First Aid courses for the community with some focusing on the mental health impacts of gambling, two sessions specific to Indigenous mental health and some general sessions.

RDHS Lifeblood Team Results

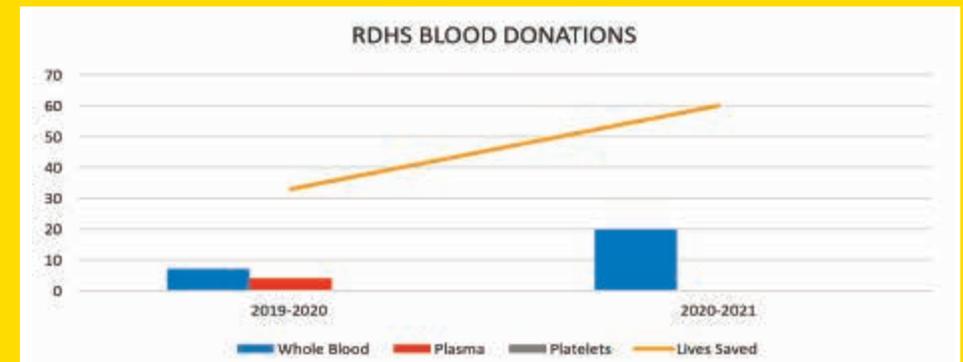


Did you know...? One in three Aussies will need blood or a blood product in their lifetime. Therefore Australia needs around 33,000 donations every week, and during COVID times it is still safe to donate blood.

During the 2020-2021 year, staff at RDHS have donated 20 times, saving a total of 60 lives! That's 20 times they have taken less than an hour from their time towards saving three peoples lives. The actual process of giving blood only takes 15 minutes, plus another 30 minutes for admin and rest after the donation.

The blood that is donated is used for blood diseases, cancer, anaemia, heart disease, stomach disease, childbirth, operations, trauma and burns. A positive is that after your donation there's a table full of snacks for you to eat. Also, when you receive that all important SMS that your blood donations is on its way to give life to some in need!

If you're nervous about donating, we highly recommend making a team and going together as the social support is an added bonus. Thanks to all our staff who donate blood!



RAISING AWARENESS

June 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13 • Men's Health Week • Queen's Birthday	14 • Men's Health Week • World Blood Donor Day	15 • Men's Health Week	16 • Men's Health Week	17 • Men's Health Week	18 • Men's Health Week
19 • Men's Health Week	20	21 • International Day of Yoga	22	23	24 • VIC Term 2 End	25
26	27	28	29	30	1	2

FOCUSING ON
ABILITIES
NOT DISABILITIES

RDHS works with all consumers to ensure that services are appropriate and delivered in the right settings by the right people. This includes people living with a disability. Improvements are continuously being made, both large and small, across the health service. RDHS currently working on producing their Disability Action Plan and continue to take action to ensure further improvements to accessing the facilities and providing services for people living with a disability. RDHS will consult with people with disability including community members, staff and by using social media platforms and the RDHS website. We will also engage with the RDHS Consumer Advisory Committee.

PRIDE MONTH

Pride Month is a series of pride parades, protests, and celebrations that are held in many cities around the world starting in June. Most cities around the world hold their pride celebrations during each year in June and sometimes extending till August. The marches, celebrations, parades, and activities symbolize the recognition and acceptance of same-sex marriages and legal protections for gay couples and families. Those participating in pride events also often on some occasions fight for anti-discrimination laws and trans rights among other LGBTQ-related causes. The protections and acceptance vary from one place to another, according to IGLTA.

NAIDOC Week

Working together we are one, is the goal of all government services provided within the local community and beyond. Our partnerships with the indigenous community continues to strengthen and be recognised at events, gatherings and other socially inclusive activities such as Harmony Day and NAIDOC Celebrations. From flying of the Aboriginal Flag to Acknowledgement to Country during monthly board meetings, RDHS aims to provide a culturally safe and welcoming environment for Aboriginal people who wish to access the health service.

NAIDOC celebrations are generally held across Australia each July. With the COVID conditions and restrictions during July 2020, new dates were announced and held during November 8th to 15th 2020, to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

NAIDOC is celebrated not only by Indigenous communities, but by Australians from all walks of life. The week is a great opportunity to participate in a range of activities and to support our local Aboriginal and Torres Strait Islander community.

RDHS celebrated NAIDOC Week on Thursday 12th November with a traditional Welcome to Country and Smoking Ceremony by Daryl Singh in front of staff and community members.

The ceremony highlighted the importance and significance of NAIDOC Week to those that attended.

As part of the smoking ceremony, those that were on site, walked around the smoke to completely cleanse and help keep the bad spirits away from them.

Daryl with his brother then proceeded to play the Didgeridoo, a beautiful sound resonating through the gum trees.

Celebrations were also held at our Manangatang and Riverside Campuses with residents and staff enjoying delicious damper and Daryl also performing with the Didgeridoo.



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27	28	29	30	1 • NSW Term 2 End	2
3 • NAIDOC Week	4 • NAIDOC Week	5 • NAIDOC Week	6 • NAIDOC Week	7 • NAIDOC Week	8 • NAIDOC Week	9 • NAIDOC Week
10 • NAIDOC Week • National Diabetes Week	11 • National Diabetes Week • VIC Term 3 Start	12 • National Diabetes Week	13 • National Diabetes Week	14 • National Diabetes Week	15 • National Diabetes Week	16 • National Diabetes Week
17	18 • NSW Term 3 Start	19	20	21	22	23
24	25	26 • National Pain Week	27 • National Pain Week	28 • National Pain Week	29 • National Pain Week	30 • National Pain Week
31 • National Pain Week						

CARE

We provide a standard of service and support which we would expect for ourselves.

DIABETES IN AUSTRALIA

Diabetes is the epidemic of the 21st century and the biggest challenge confronting Australia's health system.

Facts about diabetes (Diabetes Australia)

- 280 Australians develop diabetes every day. That's one person every five minutes.
- Around 1.8 million Australians have diabetes. This includes all types of diagnosed diabetes (1.3 million known and registered) as well as silent, undiagnosed type 2 diabetes (up to 500,000 estimated).
- More than 120,000 Australians have developed

diabetes in the past year.

- For every person diagnosed with diabetes there is usually a family member or carer who also 'lives with diabetes' every day in a support role. This means that an estimated 2.4 million Australians are affected by diabetes every day.
- Total annual cost impact of diabetes in Australia estimated at \$14.6 billion.

Healthy Promotions and Consumer Partnerships

During a normal year, RDHS would continue to hold many programs and activities to actively contribute to building the capacity of our consumers, carers and community members to participate throughout their health care journey.

As it had in the 2019–2020, a pause was put on many of our annual programs, after a successful year in 2018 and attempts to commence the program our Quick hands program ended in the later months of 2020, due to staff turnover and that we had no one trained to deliver this program.

It is planned that once restriction are eased and group programs are able to be commenced QuickHands will recommence.

Women's Health Week: September 2020

Due to gathering limitations from the Victorian Government, we could not hold an event for Women's Health Week so we held a social media campaign. The week aimed to highlight women's health and what it means to be healthy. Two of the biggest barriers for women not maintaining a healthy lifestyle are, lack of time and health not being a priority. We asked our staff what they do to stay healthy.

Meet Anita our Manager Allied Health and Community Nursing, who shared with us why she got into Womens health and incontinence Nursing.



"I had a lot of gynaecological issues as a result of endometriosis and as a result, a lot of surgeries, and then infertility. I was able to

have three boys using IVF. My eldest was a result of a donor egg from my sister and my twins, resulted from "one more round of IVF" using my eggs. The twins left a lasting legacy on my bladder and for the past 18 years have suffered from stress urinary incontinence. That means any increase in intra-abdominal pressure – coughing, sneezing, laughing – can result in urinary leakage. I have had two surgeries to try and repair this and regularly do my pelvic floor exercises and yoga to increase my core strength. Last year and the one before I had bouts of adult croup and the incontinence came back worse than ever. There is a positive though. What I have been through was the reason I became a nurse and then upskilled to become a Women's Health Nurse and a Continence Nurse."

Some tips to maintain continence:

- Healthy diet and lifestyle choices can help prevent incontinence.
- Drinking plenty of water and avoiding alcohol, fizzy drinks and caffeine.
- Eat plenty of fibre rich foods and get the right amount of fruit and veggies in your diet
- Maintain a healthy body weight and try to get 30 minutes of gentle exercise a day.
- Do your pelvic floor exercises regularly to keep your muscles strong.
- Practice good toilet habits – go when you need to and avoid going "just in case".

If you do have incontinence see a professional.

What to do if you have incontinence issues?

1 in 3 women who have had a baby will have some form of Urinary incontinence and women are often too embarrassed to speak to their GP about it. Continence nurses are specially trained to assist people of all ages to understand and manage incontinence. In many cases continence can be cured or treated and a continence nurse can help with this. A continence nurse can work with you to determine what is causing your incontinence, discuss treatments and management options as well as help you access funding for the purchase of continence products. The main message is don't be embarrassed to ask for help!

10,000 steps challenge

The 10,000 steps challenge ran for 5 weeks in August and September 2020. With Seven teams entering with a total of 35 participants who took part in the challenge. Participants used a pedometer, activity tracker or their phone to record their steps each day on the 10,000 steps website or app. Participants took over 6,973,075 steps by the end of the tournament. It was a fantastic effort by everyone involved. The challenge will be commencing again in late August 2020 hoping to engage more teams with five members per team.

RDHS Midwife Winner of Victorian Rural Health Award – Outstanding Contribution by a Rural Nurse / Midwife

The 2020 Victorian Rural Health Awards took place virtually on Thursday 15 October, celebrating over 30 health professionals from across regional and rural Victoria.

This year our very own Midwife – Vicki Broad was announced WINNER OF OUTSTANDING CONTRIBUTION BY A RURAL NURSE/MIDWIFE.

RDHS would like to congratulate Vicki for her continued commitment and dedication to the women of Robinvale/Euston and surrounds.



WINNER OF OUTSTANDING CONTRIBUTION BY A RURAL NURSE/MIDWIFE: VICKI BROAD

Vicki Broad is a midwife working at Robinvale District Health Services. As a solo midwife based in Robinvale for the last 13 years, she is recognised for her dedication to providing midwifery services and supporting countless women during their antenatal period.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1 <ul style="list-style-type: none"> • National Pain Week • World Breastfeeding Week • Dental Health Week 	2 <ul style="list-style-type: none"> • World Breastfeeding Week • Dental Health Week 	3 <ul style="list-style-type: none"> • World Breastfeeding Week • Dental Health Week 	4 <ul style="list-style-type: none"> • World Breastfeeding Week • Dental Health Week 	5 <ul style="list-style-type: none"> • World Breastfeeding Week • Dental Health Week • Jeans For Genes Day 	6 <ul style="list-style-type: none"> • World Breastfeeding Week • Dental Health Week
7 <ul style="list-style-type: none"> • World Breastfeeding Week • Dental Health Week 	8	9	10	11	12 <ul style="list-style-type: none"> • International Youth Day 	13 <ul style="list-style-type: none"> • International Left Handers Day
14	15	16	17	18	19	20
21 <ul style="list-style-type: none"> • Speech Pathology Week 	22 <ul style="list-style-type: none"> • Speech Pathology Week 	23 <ul style="list-style-type: none"> • Speech Pathology Week 	24 <ul style="list-style-type: none"> • Speech Pathology Week 	25 <ul style="list-style-type: none"> • Speech Pathology Week 	26 <ul style="list-style-type: none"> • Speech Pathology Week • Wear It Purple Day • Daffodil Day 	27 <ul style="list-style-type: none"> • Speech Pathology Week
28	29	30	31 <ul style="list-style-type: none"> • International Overdose Awareness Day 	1	2	3

WHAT IS A SPEECH PATHOLOGIST

Speech pathologists study, diagnose and treat communication disorders, including difficulties with speaking, listening, understanding language, and reading, and writing, social skills, stuttering and using voice. They work with people who have difficulty communicating because of developmental delays, stroke, brain injuries, learning disability, intellectual disability, cerebral palsy, dementia and hearing loss, as well as other problems that can affect speech and language. People who experience difficulties swallowing food and drink safely can also be helped by a speech pathologist.

Speech Pathology Australia (the Association) has a range of **fact sheets** on a number of important topics including the role of a speech pathologist and the specific communication difficulties they treat.

Smiles 4 Miles



Smiles 4 Miles is an oral health promotion program for preschool-aged children developed by Dental Health Services Victoria and implemented in partnership with Robinvale District Health Services (RDHS) throughout the region. The ‘Smiles 4 Miles’ program was launched in the region in February 2019.

Smiles 4 Miles helps pre-schools and kindergartens to promote good oral health habits to children in their care. In December with RDHS the Robinvale Pre-School received a Smiles 4 Miles award, recognising their work to improve the oral health of some of our youngest community members.

Services achieve the Smiles 4 Miles award by implementing healthy eating and oral health policies, engaging with families about the importance of oral health, and educating children through a variety of fun learning experiences based on the Smiles 4 Miles key messages – Drink well, Eat well and Clean well.

Rachael Knight, Health Promotion Officer, at RDHS says the program is a great way to help children have healthy teeth and gums for life.

“Good habits are formed early. Children take lessons they learn at a young age with them, right up to adulthood. By promoting

good oral health behaviours early in life, we can decrease the likelihood of poor oral health later in life,” Rachael said.

Robinvale Pre-School had been doing lots of learning experiences around eating, drinking and cleaning well. Recently Rachael from RDHS came and taught the children how to Clean well with Chomper the dragon. The children loved being able to practice brushing Chomper’s teeth in a circular motion and reaching all the teeth for a good clean by ‘smiling like a monkey’ and ‘roaring like a lion’. At the end Chomper ‘spat it all out’ and sprayed them with water much to the preschooler’s delight!

Robinvale Pre-School is committed to helping children – and families – learn about the steps to good dental health and to build good dental practises into their daily program. This includes sharing the importance of:

Drinking well – By drinking tap water or plain milk and avoiding sugary drinks like cordials, juices and soft drinks.

Eating well – By eating a variety of nutritious foods each day and limiting sugary foods, particularly between meals.

Cleaning well – By brushing teeth twice daily, adults should help children until at least the age of 7.



RDHS Values Launch and Staff Achievements

On Wednesday 19th May 2021, before the last Lockdown, RDHS, as an organisation, celebrated the achievements and innovations by our staff over the past 12 months.

Presentations ranged from, our garden and kitchen staff growing and supplying vegetables to our kitchens, to the delivery of Playgroup classes via You Tube during COVID, which “wowed” our staff and Board Directors present.

RDHS also officially launched our Values and Behaviours commitment, which formed the basis of a presentation from our Huron Studer Group coach, Jaime Thomson. All those present then acknowledged the RDHS VALUES with the signing by Board Directors and Staff who were present on the day, of the official framed parchment.

RDHS is committed to holding this Staff event annually!

International Nurses Day



May 12th is International Nurses Day; an event acknowledged all around the world on the anniversary of Florence Nightingale’s birth.

We celebrated our nurses at all our campuses with a BBQ lunch and afternoon tea.

Thank you for everything that you do, it is about caring for our community!

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31	1 • National Asthma Week • National Health and Physical Education Day	2 • National Asthma Week • Walk to Work Day	3 • National Asthma Week
Liptember Month Prostate Cancer Awareness Month Dementia Awareness Month Childhood Cancer Month						
4 • National Asthma Week • Father's Day	5 • National Asthma Week • Women's Health Week	6 • National Asthma Week • Women's Health Week	7 • National Asthma Week • Women's Health Week	8 • Women's Health Week	9 • Women's Health Week • R U OK? Day	10 • Women's Health Week • World Suicide Prevention Day
11	12	13	14	15	16 • VIC Term 3 End	17
18	19	20	21 • World Alzheimer's Day	22	23 • NSW Term 3 End	24
25	26	27	28	29 • World Heart Day	30 • Friday before AFL Grand Final	1

COMMITMENT

This means that we are dedicated to sustained promotion and success of the organisation.

WOMEN'S HEALTH WEEK

Jean Hailes Women's Health Week is a week dedicated to all women across Australia to make good health a priority. The two biggest barriers for women not maintaining a healthy lifestyle is 'lack of time' and 'health not being a priority'. Women's Health Week is the time to do something for your health and start making positive changes that can last a lifetime.

Early Years Network



The Early Years have been successful in the continuation of all programs in 2021 enabling us to provide support to families in our community with care and respect. Working in collaboration between our programs as well as with other services provides positive outcomes and enhances the learning and development of children.

Each of our programs have reflected on and made improvements to strategies developed and implemented throughout 2020, such as, the use of technology, to achieve the continuing engagement of families and delivery of programs.

Much of our program delivery has been during lockdowns and following restrictions.

HIPPY

We now have the ability to provide flexible delivery options to families such as zoom, face to face and phone. This has increased engagement from participants therefore

maximising the benefits of HIPPY for families in our community. Tutors videoed the delivery of 48 HIPPY learning packs and attached them to a You Tube link (Tutors completed 96 Videos). This allowed flexibility of delivery during lockdown and home schooling.

In addition to the delivery of learning packs families have been provided with yoga mats, yoga dice, books and a free workshop “Self Care for Parents and Carers” to coincide with Metal Health Week.

Tutors have had the opportunity to upskill by identifying their strengths and supporting further learning avenues for them to undertake further education such as, early childhood workshops, Personal Care Assistant (PCA) course, food safety supervisor course, Microsoft Excel course and bookkeeping.

Other personal development undertaken as a whole has been supporting cultural diversity, enhancing engagement amongst participants and further understanding the HIPPY language and model.

MVPP (Mobile Visiting Play Program)

With home visits not possible staff have utilised the Toy Library.

16 families receive a weekly home delivery and exchange of toys/activities chosen by educators that are age and developmentally appropriate and promote family interactions. Families have input with their feedback by informing educators of their child's interests and engagement in activities. Each activity is accompanied by a blurb that gives suggested use and learning outcomes.

Families are registered members of the toy library and can now access it independently if they choose to do so.

Playgroups

Playgroup facilitators made a change from zoom to YouTube in the delivery of Playgroup sessions. This YouTube link is then accessible through RDHS Early Years Facebook page This enables families to view playgroup activities at their own convenience.

Planning of 3 weekly playgroups resulted in providing a variety of fun activities such as dancing, singing and stories. These sessions also provided the opportunity to promote messages relating to our general health and wellbeing. Feedback from community has been positive, with not only children viewing but also adults who have commented on the clips being ‘uplifting’ and very funny.

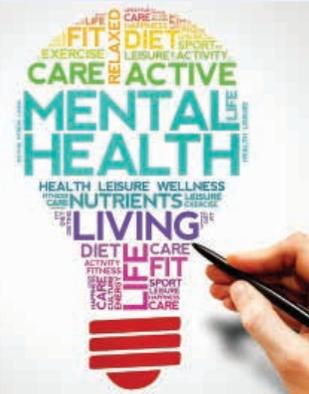
OOSH

OOSH staff have worked collaboratively with administration staff and families in the implementation of a new sign in and billing system with the intention of this being more effective and reducing some issues with the previous system.

Facing the challenges of working in covid times has strengthened our Early Years team, both personally and professionally and we strive to achieve whilst working with professionalism and commitment as a supportive and strong team with families of our community.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	29	30	1 • BPD Awareness Week • World Smile Day
2 • BPD Awareness Week • International Day of Non-Violence	3 • BPD Awareness Week • VIC Term 4 Start	4 • BPD Awareness Week	5 • BPD Awareness Week	6 • BPD Awareness Week	7 • BPD Awareness Week	8
9 • World Mental Health Week • National Carer's Week • National Nutrition Week	10 • World Mental Health Week • National Carer's Week • National Nutrition Week • World Mental Health Day • World Homeless Day • NSW Term 4 Start	11 • World Mental Health Week • National Carer's Week • National Nutrition Week	12 • World Mental Health Week • National Carer's Week • National Nutrition Week • World Arthritis Day	13 • World Mental Health Week • National Carer's Week • National Nutrition Week • World Sight Day	14 • World Mental Health Week • National Carer's Week • National Nutrition Week • Global Handwashing Day	15 • World Mental Health Week • National Carer's Week • National Nutrition Week
16 • World Mental Health Week • National Carer's Week	17 • World Mental Health Week • National Carer's Week	18	19	20 • World Osteoporosis Day	21	22
23	24 • Occupational Therapy Week • World Polio Day	25 • Occupational Therapy Week	26 • Occupational Therapy Week	27 • Occupational Therapy Week • World Occupational Therapy Day	28 • Occupational Therapy Week	29 • Occupational Therapy Week
30 • Occupational Therapy Week	31					

MENTAL HEALTH MONTH



National Mental Health Month is an initiative of the Mental Health Foundation Australia (MHFA) to advocate for and raise awareness of Australian mental health. It is an important time where the Australian community comes together to raise awareness and promote better mental health for all. Throughout this month, many events have been organised in each state of Australia aiming to attract and unite Australians of all ages and backgrounds to raise awareness and promote better mental health for all.

Engaging with our community



Celebrating FEEL GOOD FRIDAYS

With COVID playing a huge part in the events that were scheduled to take place at RDHS being postponed, staff and our residents needed the occasional pick me up, or as we would say “FEEL GOOD FRIDAY”. Introduced by our Activities Staff Friday’s on our Facebook page, RDHS would celebrate it being Friday with a feel good post.

We all know that new shoe feeling we get.... that’s what this smile is about Maddie an RN at our Main Campus purchased our resident Charlie some new shoes this week. As you can see by the smile on his face just how much he is admiring his new shoes. He shook hands with Maddie and I think the photo shows the appreciation and happiness from both of them. Sometimes it’s the small things in life that mean the most.

Book Donation

Adam McNicol (Ten Bag Press) was kind enough to donate copies of “The Mallee, A journey through north-west Victoria” and “They’re Racing at Manangatang” to Robinvale District Health Service Campuses. Here is our resident Lindsay & his wife Betty checking out “The Mallee” book.



Children’s Drawings

Children from the Euston Pre-School recently asked if they could do a drawing for the Residents to display in their dining area.

Here is Isla presenting the poster to Charlie who by the look of the smile on his face loved the drawings by the children.



Rob and Val’s Well Wishes

Our Consumer Mascots Rob and Val while at home wanted to send their well wishes to our residents in aged care by providing a piece for their Jigsaw puzzle. If you would like to provide your piece Rob and Val encourage you to print your own template and send it into RDHS.

Rob and Val loved the bright colours and hope that this will be a valuable piece to our community puzzle.

Men’s Sheds

Men’s Sheds provide a safe and friendly environment for men to gather and or work on meaningful projects, with the ultimate aim of improving the health and wellbeing of their members.

Most of the men who are members of the Men’s Shed Robinvale Euston are over the age of 65 and may have various physical co-morbidities.

While many of them may have completed their First Aid Certificates, our local Men’s Shed did not have a defibrillator. Being approximately 250 metres from the health service, it may take precious time to get to the shed and in some cases this can be too late if there is a cardiac incident.

Recently our Men’s Shed were successful in a funding application which has assisted with the purchasing of a defibrillator for the shed. On Tuesday 29th June 2021, Dr. Anne Webster MP Federal Member for Mallee visited our Men’s Shed, chatting with members to congratulate them on their recent purchase and happily toured our shed.



ENGAGING EVENTS

November 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	1 • Melbourne Cup Day	2	3	4	5
6	7 • Perinatal Anxiety & Depression Awareness Week	8 • Perinatal Anxiety & Depression Awareness Week	9 • Perinatal Anxiety & Depression Awareness Week	10 • Perinatal Anxiety & Depression Awareness Week • Remembrance Day	11 • Perinatal Anxiety & Depression Awareness Week • World Pneumonia Day	12 • Perinatal Anxiety & Depression Awareness Week • World Kindness Day
13 • Perinatal Anxiety & Depression Awareness Week • World Diabetes Day	14 • World Diabetes Day	15	16	17	18	19 • International Men's Day
20	21	22	23	24	25 • 16 Days of Activism	26 • 16 Days of Activism
27 • 16 Days of Activism	28 • 16 Days of Activism	29 • 16 Days of Activism	30 • 16 Days of Activism	1	2	3

COLLABORATION

We work together in a positive, supportive manner.

16 DAYS OF ACTIVISM



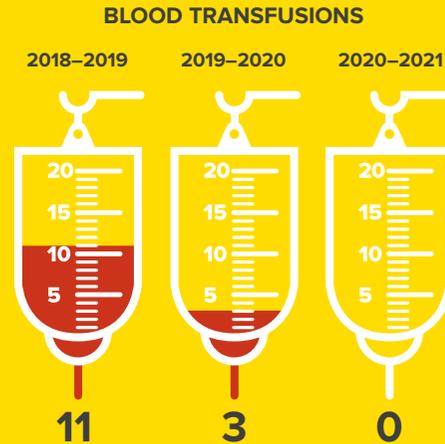
Each year, from 25 November to 10 December, the **16 Days of Activism** campaign calls for action against one of the world's most persistent violations of human rights – violence against women. In Australia, on average one woman a week is murdered by her current or former partner. During the 16 Days of Activism, people around the world unite to raise awareness about gender-based violence, challenge discriminatory attitudes and call for improved laws and services to end violence against women for good.

Blood and Blood Products

RDHS continues to maintain safe and appropriate use of Blood and Blood products.

Following the National Guidelines, the management of Blood Transfusions is maintained to a high standard and is monitored by regular audits.

During the past financial year RDHS had no presentation for Blood Transfusions, however with ongoing auditing and review of policies and procedures to ensure best practice process are in place, staff continue to show 100% compliance in providing this service to the community with nil issues raised.



Hygiene and Cleaning

All acute Australian healthcare facilities are to obtain accreditation against the National Safety and Quality Health Service (NSQHS) Standards.

The intention of Standard 3 - Preventing and Controlling Healthcare-Associated Infection Standard aims to improve infection prevention and control measures to help prevent infections, and the spread of antimicrobial resistance through the appropriate prescribing and use of antimicrobials.

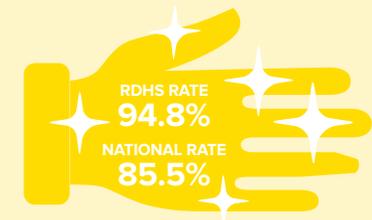
RDHS maintains ongoing accreditation for all NSQHS Standards until November 2022, with significant work continuing to strengthen compliance against the standards.

vaccine available for everyone in Australia will help protect you, your family and your community from coronavirus.

Hand Hygiene

Nationally in 2020–2021, the average National compliance rate for Hand Hygiene was 85.5%, RDHS maintains a high performance level sitting well above the national rate and benchmark with results of 94.8%.

As an organisation, RDHS continues to promote hand hygiene, endorsing best practice standards not only with our staff but our consumers as well.



Staff Influenza and COVID-19 Immunisation

Influenza is the most common vaccine-preventable disease in Australia. All RDHS staff are strongly encouraged to have the flu vaccination. A high level of staff flu vaccination ensures the risk of transmitting the flu is reduced to co-workers, patients and their families.

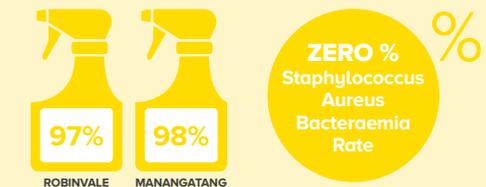
Vaccination sessions were offered at each campus as it assisted in improving staff influenza vaccination uptake.

- 2021 84% staff immunised
- 2020 90% staff immunised
- 2019 86% staff immunised

Environmental Cleaning

Environmental Cleaning continues to be an area of high standard and importance at RDHS. As per previous years all areas for all campuses proudly remain above the expected average benchmark of 85%.

Robinvale - 97% | Manangatang - 98%



In 2021 it was announced directive by the Department of Health that ALL RDHS staff must have a COVID-19 vaccination. By having a safe and effective COVID-19

Staphylococcus Aureus Bacteraemia (SAB) Infection rates within Robinvale District Health Services continue to remain low, with a SAB rate of 0% once again for 2020–2021.

Dialysis

RDHS Nursing staff provide a high quality service which is supported by clinical/ medical staff from Royal Melbourne Hospital.



Dialysis care at RDHS continues to provide a service to the local community and the occasional visitor or short term client waiting for a permanent placement. RDHS skilled staff ensure a quality service is provided under the auspice of Royal Melbourne

Hospital. Further staff have undertaken the dialysis training to maintain a skilled workforce. 911 episodes of dialysis were conducted in the past year an increase since the 2019-2020 period.

QUALITY AND SAFETY

December 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	1 • 16 Days of Activism	2 • 16 Days of Activism	3 • 16 Days of Activism • International Day of Persons with Disabilities
4 • 16 Days of Activism • International Volunteer Day	5 • 16 Days of Activism	6 • 16 Days of Activism	7 • 16 Days of Activism	8 • 16 Days of Activism	9 • 16 Days of Activism	10 • 16 Days of Activism • Human Rights Day
11	12	13	14	15	16	17
18	19	20 • VIC Term 4 End • NSW Term 4 End	21	22	23	24 • Christmas Eve
25 • Christmas Day	26 • Boxing Day	27 • Christmas Day Holiday	28	29	30	31 • New Year's Eve



Seasons greetings
from the Board and Staff of RDHS.



Our Services

Hospital (sub-acute)

- 20 sub-acute medical beds
- Stabilisation and resuscitation
- Urgent Care Centre
- Maternity Program - Ante and Post Natal Care
- Palliative care
- Post-Acute Care
- Medical Imaging
- Renal Dialysis

Aged Care

- Riverside Campus - 30 Low Care Residential Aged Care beds
- Main MPS site - 14 High Care Residential Aged Care Beds
- Manangatang Campus - 10 High Care Residential Aged Care Beds
- Respite Care
- Adult Day Activity and Support Service

Primary Care Services

- Aboriginal Liaison Officer
- Access & Support Worker
- Early Years Program
- Aged and Disability Support
- Asthma Education
- Counselling
- Diabetes Education
- Exercise Physiology
- Health Promotion / Education

- Immunisation Program
- Men's Programs
- Dietetics
- Occupational Therapy
- Pap Smear Screening/Women's Health
- Physiotherapy
- Podiatry
- Social Work
- Speech Pathology

Home Nursing Service

- Visiting Nurse Service
- Palliative Care Nursing / Volunteers
- Post-Acute Care

Support Services

- Administration
- Customer Services
- Employer Training Programs
- Graduate Nurse Program
- Hospitality and Facilities Management Services
- Information Technology
- Meals on Wheels
- Occupational Health and Safety
- Public Relations
- Supply
- RDHS Linen Service
- Volunteer Services



Robinvale Campus

128-132 Latje Road
Robinvale VIC 3549
(03) 5051 8111



Riverside Campus

39 Latje Road
Robinvale VIC 3549
(03) 5026 1071



Manangatang Campus

37-39 Pioneer Street,
Manangatang, VIC 3546
(03) 5035 1500

At RDHS we continuously strive to improve and your feedback is a valuable part of this process.

We encourage you to send us your feedback to drive change within our organisations and guide what you read about in the future editions of the RDHS Quality Account Report.

The Quality Account Report Calendar is available on the RDHS website to download and printed copies will be available at all campuses. You can also request a hard copy of the calendar by emailing info@rdhs.com.au or telephoning 03 5051 8111.

Learn more about us

www.rdhs.com.au 

E info@rdhs.com.au

