



Quality Account Report 2022–2023

+ 2024 Calendar



Introduction



On behalf of the Board and the staff at Robinvale District Health Services, we are proud to present the 22/23 Robinvale District Health Services Quality Account. Our vision ‘through leadership and innovation RDHS will improve the health, wellbeing and strength of our communities’, drives what we do and we hope that as you read the report you will see it evidenced in our performance and the improvements in quality and safety made over the last twelve months.

The Quality Account also provides us with an opportunity to share with you some of the activities we are planning to further enhance the quality of services we provide. Engagement with the community and the people who use our service is important to us. If you have any feedback or ideas for improvement we would love to hear from you.

We are continuing this year to present the report in a calendar format which has been a very popular and successful format based on our community's feedback!

The past 12 months have been a challenging time for RDHS and our community with the Murray River in flood for three plus months and Covid-19 still requiring vigilance. RDHS has always strived to provide the best services that we can, to the highest possible quality, to meet community needs. Despite the challenges faced in the last year, we can proudly say that we have been adaptive and innovative in the way we have provided services to the Robinvale community.

We thank the community for their support in the pandemic response and their willingness to keep everyone safe by presenting for testing and following practices to minimise the spread of COVID 19.

During the year we celebrated numerous events, including International Nurses Day, NAIDOC Week, Australia's Biggest Morning Tea (for cancer research) Breast Cancer Awareness Day and National Reconciliation Week.

RDHS began its journey to understanding and learning about Aboriginal and Torres Strait Islander community history and culture. We believed that the best way to do this was by developing our very first workplace Reconciliation Action Plan, which is a Reflect RAP."

Reconciliation is a concept of vital importance to First Peoples throughout Australia, and in our case to the First Peoples of Robinvale and district. This passion is also shared by the RDHS Board and staff, and there is a genuine desire for RDHS to ensure that the services it provides are inclusive and welcoming to First Nations people.

Reconciliation is a time to improve and strengthen honest, respectful relationships with our First Nations people and the wider community and demonstrate we can defeat racism through our commitment and our actions and indicate value of our Aboriginal and Torres Strait Islander communities.

It therefore seems entirely appropriate that the Robinvale District Health Service (RDHS) Reconciliation Working Group, along with our Aboriginal Action Group, work towards finalising the draft RDHS Reflect Reconciliation Action Plan.

RDHS continues to support local community by presenting end-of-year awards to students at schools in Euston, Manangatang and Robinvale and financially supporting a staff member to undertake the Northern Mallee Leadership Program.

With Victorian Department of Health Regional Infrastructure funding we were able to upgrade bathrooms and resident facilities at the Riverside Hostel, Fire Safety services at the main campus and purchase of neonatal monitoring equipment for our Midwifery program.

The results of the People Matters Survey, an annual online staff survey that provides a snapshot of organizational culture resulted with a staff participation rate of 63% of staff, up from 46% in 2021 and higher than the 34 health service comparator rate of 42%.

A high participation rate is regarded as a positive sign. RDHS promoted and encouraged staff participation in order that we could better understand what was working well and what areas require further improvement.. As might be expected during the time of Covid-19, a number of indicators dropped, including Job Satisfaction, which fell to 66% from 88% (two years ago at the start of the Covid-19 outbreak). Stress remained constant at 18%.

The majority of the 22% of staff who experienced violence or aggression reported that this was from the client base rather than from fellow staff members and the majority of staff agreed that RDHS would make improvements based on the results of the survey, which is certainly our intention.

The specific results of the survey were made available to all staff and we sincerely thank those who gave up their time to participate.

Through all of the challenges, the resilience of staff has shone through and I would like to salute the staff of RDHS and the passion that they have to provide the best care possible to our community. I hope that this calendar reflects the year that was and the determination of staff to care for our community.

Snapshot of RDHS

Everything we do is about
caring for our community.



Robinvale District Health Services acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of the land on which we meet upon and acknowledges and pays respect to their Elders, past and present.



Robinvale District Health Services celebrates, values and includes people of all backgrounds, genders, sexualities, cultures, bodies and abilities.



771
Renal Dialysis
Episodes

11,951
Primary Health Individual
Occasions of Service

1,262
Midwifery Occasions
of Service



Staff
(FTE)
101



45,104
Meals Prepared

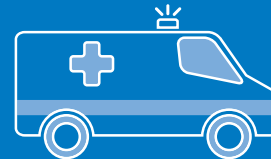


Aged Care Bed Days
(Across Riverside, Robinvale and
Manangatang Campuses)

11,190

1,362

Urgent Care Presentations



Early Years
Groups
had participation of

2,726

attendees across the year.

“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 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 and Aged Care Quality and Safety Commission (ACQSC) maintaining certification since 2022.

RDHS ongoing 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

RDHS continues to provide the RDHS Board with ‘Dashboard’ 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 Directors nominated members, one of whom is the Chairperson, and other external stakeholders.

RDHS has the services of a Director of Medical Services, Dr Craig Winter, who 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.

RDHS maintains 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 continues to ensure all 148 actions across the eight standards are maintained and always investing on the improvements to ensure the best care for our patients, resident and community.

The Aged Care Campuses, Manangatang and Robinvale, also maintain reaccreditation against the NSQHS Standards under the six additional actions related to the Aged Care Module and MPS. With our extensive internal auditing process we ensure that the same processes and procedures are followed continually at all our campuses.

Accreditation at our Riverside Campus was completed in October 2022 with an unannounced visit. Results of this audit were positive with Consumers and representatives interviewed expressing satisfaction with the clinical and personal care they receive and with the way the staff treat them, enable them to have choice over their decisions and advised they feel respected and safe.

These results give us confidence that all our aged care residents are given the best possible service by our extremely caring staff. Riverside Campus expiry of accreditation is now February 2026.



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



Quality and Safety

January 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31 • New Year's Eve	1 • New Year's Day	2 • Re-open of Allied Health Services	3	4	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 • VIC Term 1 Start	30	31	1	2	3



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.

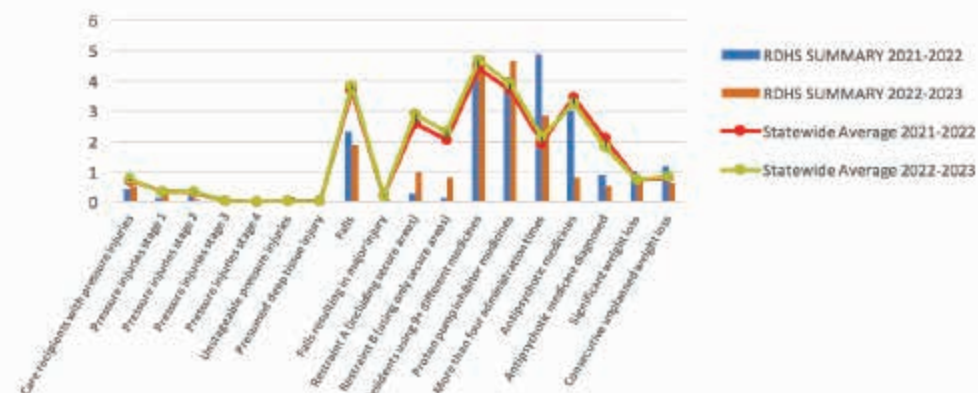
The work we do is varied and different jobs require different skills, but our people are united by five important values which form the foundation for our work.

National Aged Care Mandatory Quality Indicator Program

The National Aged Care Mandatory Quality Indicator Program (QI Program) collects quality indicator data from residential aged care services quarterly. This data provides an evidence base that can be used to improve the quality of services provided to care recipients.

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

Public Sector Residential Aged Care Services



Expanding the QI Program

The National Aged Care Mandatory Quality Indicator Program (QI Program) currently requires residential aged care providers to report on crucial areas of care to support quality improvement and better health outcomes for older Australians.

The program continues to measure the five important aspects of care:

- Pressure Injuries
- Falls and Fall-Related Fractures
- Restraints (Restrictive Practice)
- Medication Management
- Unplanned Weight Loss

Expansion of the QI Program from 1 April 2023 to include the following quality indicators:

- **Activities of daily living** – Percentage of care recipients who experienced a decline in activities of daily living
- **Incontinence care** – Percentage of care recipients who experienced incontinence associated dermatitis

- **Hospitalisation** – Percentage of care recipients who had one or more emergency department presentations
- **Workforce** – Percentage of staff turnover
- **Consumer experience** – Percentage of care recipients who report 'good' or 'excellent' experience of the service
- **Quality of life** – Percentage of care recipients who report 'good' or 'excellent' quality of life

This data helps us monitor the quality of care provided to residents. Providers can use this data to measure, monitor and improve the quality of care they provide.

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.

Medication management plays a critical role in achieving quality of care for older people in aged care and hospital settings. The medication

management quality indicator is reported against:

- Polypharmacy - defined as the prescription of nine or more medications to a care recipient
- Antipsychotics - medications prescribed for the treatment of a diagnosed condition of psychosis

RDHS has reduced the use of antipsychotic medication across the three campuses with the year average highlighting this decline from 3.02 in 2021–2022 to a low of 0.81 in 2022–2023.

RDHS also ensures that restrictive practices are only used as a last resort and in the least restrictive form after all strategies have been tried. RDHS ensures consent and documentation is obtained from the residents or their substitute decision maker. If using a restrictive practice, RDHS staff must monitor residents for signs of decline, distress or harm and regularly review the use of the restrictive practice, to remove it as soon as possible.

There are five types of restrictive practices:

- **Chemical** – using medication that restricts movement or affects abilities to make decisions
- **Environmental** – restricting or limiting movements of residents
- **Mechanical** – use of devices such as bed rails, clothing that prevents you from moving or low beds
- **Physical** – use of force to prevent, restrict or subdue your movement
- **Seclusion** – placing residents alone in rooms or physical space where they can not choose to leave without help

Quality and Safety

February 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29 Ovarian Cancer Awareness Month	30	31	1	2	3
4 • World Cancer Day	5	6 • NSW Term 1 Start	7	8 • Safer Internet Day	9	10
11	12	13	14 • Valentine's Day • National Condom Day	15	16	17 • International Asperger's Day • Random Acts of Kindness Day
18	19	20	21	22	23 • Teal Ribbon Day (Ovarian Cancer)	24
25	26	27	28 • Rare Disease Day	29 • Leap Year	1	2

WHAT IS HEART DISEASE

Heart disease is Australia's leading single cause of death, with 18,590 deaths attributed to heart disease in Australia in 2017. Heart disease kills one Australian every 28 minutes¹.

¹Australian Bureau of Statistics 2018, Causes of Death 2017, ABS cat. no. 3303.0, September.

Heart disease is an umbrella term for range of conditions that affect your heart. Diseases under the heart disease umbrella include blood vessel diseases, such as coronary artery disease; heart rhythm problems (arrhythmias); and heart defects you're born with (congenital heart defects), among others.

The term 'heart disease' is often used interchangeably with the term 'cardiovascular disease'. Cardiovascular disease generally refers to conditions that involve narrowed or blocked blood vessels that can lead to a heart attack, chest pain (angina) or stroke. Other heart conditions, such as those that affect your heart's muscle, valves or rhythm, also are considered forms of heart disease.

Keeping your heart healthy, whatever your age, is the most important thing you can do to help prevent and manage heart disease.

By improving your lifestyle, including your diet and level of fitness, you can minimise your risk of getting cardiovascular disease. Even if you have two or more risk factors, you can still make changes that will reduce your chances of developing heart problems.

However, several things are known to increase the risk of developing heart disease. People with two or more risk factors in their lives are much more likely to get heart disease than those with one or none.

To read more about heart disease risk factors visit <https://www.heartresearch.com.au/heart-disease/risk-factors/>

Consumer & Community Feedback

Patient feedback can be used to improve the quality of healthcare provided by RDHS, improve other aspects of RDHS including administrative and reception services, provide constructive feedback to staff and demonstrates that we value our consumer's views and needs.

Receiving and responding to feedback means our consumers are more likely to have positive experiences at our health service, which in turn leads to positive outcomes for consumers.

One (1) compliments / feedback and six (6) complaints have been received during July 2022 – June 2023. This is lower response than that of 2021–2022

We continually seek 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.

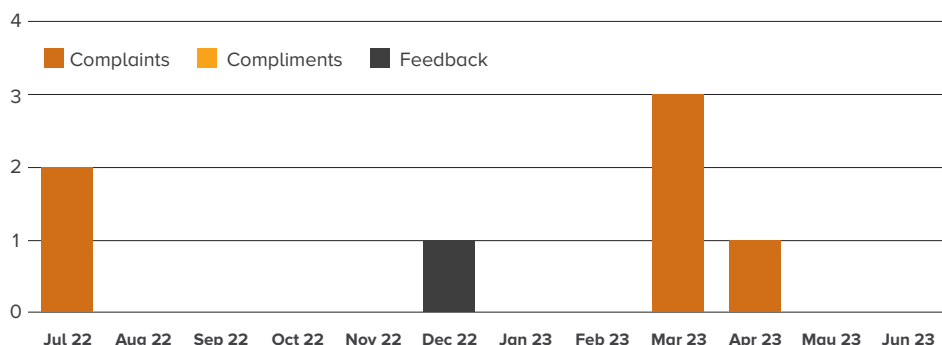
When received, complaints can and do result in ongoing reviews of our current procedures and continuous improvements.

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 continues working towards the involvement of a Community Advisory Committee (CAC) and will commence the membership process for participants in the new year.

Work has commence with the Manager Quality and Safety and Director Primary and Community Services to provide a survey link via SMS or Email after an appointment has been attended, allowing the client to complete a survey at their own accord.

Registered Complaints, Compliments and Feedback



Consumer, Carer and Community Participation – Patient Experience

The 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 recommenced in 2022–2023 however with the low admissions to RDHS Acute Services RDHS continues to not receive any responses.

RDHS uses other means of feedback by using Comments and Complaints and Feedback forms and welcome social media platforms.

In 2022 RDHS registered with Care Opinion, a not-for-profit organisation that facilitates transparent, independent and two-way communication via an online public platform. We are independent from service providers and the government to ensure we remain a neutral party between those receiving care and those providing it.

Care Opinion's vision is for people to be able to share their experiences of health and care in ways that are safe, simple and lead to organisational learning and change. We enable consumers (residents, patients, clients and their carers/families) to share holistic stories with health, community and aged care providers (providers) without reserve or the confines of survey boxes in order to recognise the exceptional care that was received and/or to highlight the need for change.

RDHS continually reviews the ways this data can be collected. The Quality Department with the guidance of the Allied Health Team continue to work 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.



Feedback and Participation

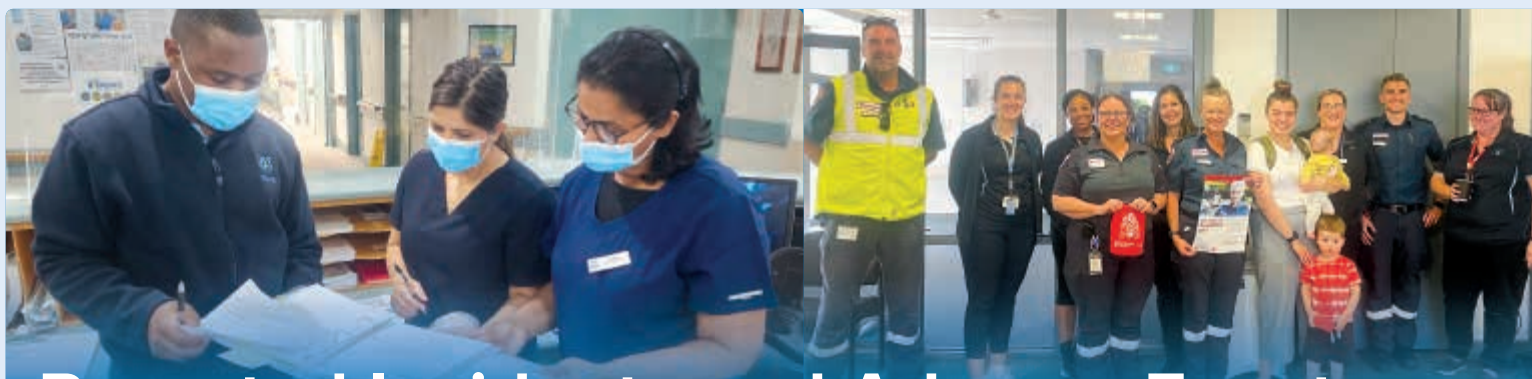
March 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	29	1 • World Compliment Day	2
3 • World Hearing Day • Clean Up Australia Day	4	5	6	7 • Coeliac Awareness Week	8 • Coeliac Awareness Week • International Women's Day	9 • Coeliac Awareness Week • World Kidney Day
10 • Coeliac Awareness Week • World Glaucoma Week	11 • Coeliac Awareness Week • World Glaucoma Week • Brain Awareness Week • Labour Day Holiday (VIC)	12 • Coeliac Awareness Week • World Glaucoma Week • Brain Awareness Week	13 • Coeliac Awareness Week • World Glaucoma Week • Brain Awareness Week	14 • World Glaucoma Week • Brain Awareness Week • National Close the Gap Day	15 • World Glaucoma Week • Brain Awareness Week	16 • World Glaucoma Week • Brain Awareness Week • World Sleep Day
17 • Brain Awareness Week • St Patrick's Day	18 • A Taste of Harmony • March Equinox	19 • A Taste of Harmony • Harmony Day • World Social Work Day	20 • A Taste of Harmony • World Down Syndrome Day • International Day of Happiness	21 • A Taste of Harmony	22 • A Taste of Harmony	23 • A Taste of Harmony
24 • A Taste of Harmony	25 • A Taste of Harmony • Earth Day	26 • A Taste of Harmony • Purple Day for Epilepsy	27 • A Taste of Harmony	28 • A Taste of Harmony	29 • A Taste of Harmony • Good Friday	30 • A Taste of Harmony • Easter Saturday
31 • A Taste of Harmony • Easter Sunday	<div><div>RESPECT</div><div>We interact with others as we would expect them to interact with us.</div></div>					

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 in place a procedure for managing adverse events and that the safety of our consumers and staff continues. Any identified issues are addressed to prevent and/or minimise the likelihood of a similar event occurring.

Incidents are 'scored' against a derived from the response to three consequence-descriptor category questions. The questions are related to;

- **level of harm** (previously 'degree of impact');
- **required level of care** (previously 'level of care') and;
- **level of treatment required** (previously 'treatment required').

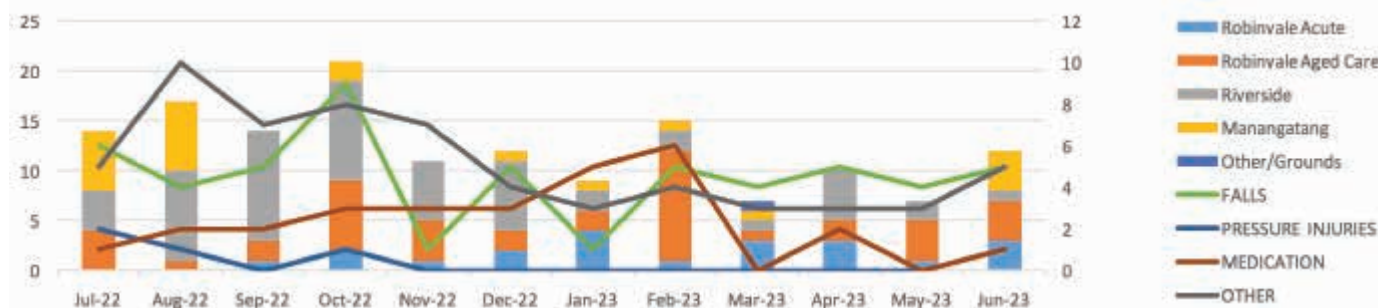
Adverse or Sentinel events are patient events that result in serious harm, or death while in the care of a health service and are required to be reported to Safer Care Victoria.

These events are reported as an ISR 1 incidents and require an In Depth Review of the case and external notifications are made.

RDHS reported nil ISR 1 event and two (2) ISR 2 clinical events during the past year with RDHS Clinical Reviews completed to review these incidents. These reviews are also reported to the RDHS Clinical Governance Committee.

Clinical Incidents reported across RDHS during the 2022–2023 year most classified as ISR 3 and/or ISR 4. Reporting of Clinical Incidents showed a decline to 149 from 194 reported in 2021–2022. A total of 173 incidents both clinical and non-clinical were reported in the 2022–2023 period.

Clinical Incidents 2022–2023



RDHS Staff Achievements



RDHS continually celebrates staff achievements, and recently our Acting CEO Denise Parry visited our Manangatang Campus and presented some of our staff with their Certificates of Service.



Friday 17th February 2023, RDHS celebrated the Service achievement and retirement of Donna Nolan.

Donna has provided 45 years of dedicated service to RDHS, working mostly with the Main Campus and then onto Riverside Campus. Most of the time working nights. 45 years is a lifetime of work and experience and these days to spend it with the one organisation is quite unique.

Well done Donna, and well served. You deserve your retirement and have well and truly earned it.

Reporting and Processes

April 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1 • A Taste of Harmony • Easter Monday • April Fools Day	2 • A Taste of Harmony • Autism Awareness Day	3 • A Taste of Harmony	4 • A Taste of Harmony	5 • A Taste of Harmony	6 • A Taste of Harmony
7 • A Taste of Harmony • Daylight Saving Time Ends NSW, VIC, SA, TAS • World Health Day	8 • A Taste of Harmony	9 • A Taste of Harmony	10 • A Taste of Harmony	11 • A Taste of Harmony • VIC Term 1 End • NSW Term 1 End	12 • A Taste of Harmony • World Health Day	13 • A Taste of Harmony
14 • A Taste of Harmony	15 • A Taste of Harmony	16 • A Taste of Harmony • World Parkinson's Day	17 • A Taste of Harmony	18 • A Taste of Harmony	19 • A Taste of Harmony	20
21	22 • World Hemophiliac Day	23	24 • World Immunisation Week	25 • World Immunisation Week • ANZAC Day	26 • World Immunisation Week	27 • World Immunisation Week
28 • World Immunisation Week • World Day for Safety and Health at Work	29 • World Immunisation Week • VIC Term 2 Start • NSW Term 2 Start	30 • World Immunisation Week	1	2	3	4

LOOKING AFTER YOUR KIDNEYS

Kidney Health Week occurs in April

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 2022–2023

RDHS, with over 1000 Victorian workplaces, continues to work towards becoming 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 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.

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.

RDHS continues to be recognised in the following four achievements.

Achievement Program Healthy Eating

Changes made to the menus to include healthier options. Our catering menu consisting of 62% of green food options and 38% of amber options and our employee menu to have at least 50% green items and no more than 20% red items.

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.

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.

Achievement Program Physical Activity

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.



RDHS Out of School Hours has joined the movement

Exciting news! RDHS Out of School Hours Care are part of the new Vic Kids Eat Well movement. This state-wide movement is focused on transforming the food and drink environments where kids spend their time including OOSH. All Victorian kids deserve access to healthy and delicious food in places where they learn and play.

Our OOSH already has great strategies to help kids make healthy choices, like water being our drink of choice. We have given sugary drinks the boot.

During the Vacation Program we changed up the menu and gave fruit and veggies a chance to shine with our Tasty Tuesdays.

And we have more changes planned. Over term one we want to switch up the snacks – ditch the sweets brought from home and just offer delicious healthy snacks that give kids the fuel they need.

To learn more about our Vic Kids Eat Well program check out their website: vickidseatwell.health.vic.gov.au



RDHS Early Years and Festival Fun

Our RDHS Early Years team during the year attended many community events and festivals including the Community Lantern Festival, setting up a stall that offered free children's activities. This activity is a partnership between Robinvale District Health Services, Mallee family Care and Communities for Children.

Children came to do activities as soon as the tables were set up. Families expressed appreciation of the free children's activities and the opportunity for children to make their own lanterns, some of which were then entered into the Lantern competition!

Educators were kept busy guiding, encouraging and assisting children when needed. There were over 50 Lanterns made at the stall. Children used and built on existing skills with lots of cutting with scissors, colouring, gluing and pasting, communicating and social skills. RDHS Out of School Hours program also attended the festival, with two of the children participating in a dance wearing traditional costume.

We appreciate the planning that goes into such activities and it is a great opportunity to inform families of our services available in the community.

Community Participation

May 2024

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

PROFESSIONALISM

We deliver services with integrity, honesty and competence.

INTERPRETER SERVICES

Our vibrant townships of Robinvale and Euston on the Murray River is home to many different nationalities, and according to the 2021 census data, has a resident population of around 4,800. Although as many of the locals will tell you, this is severely understated. They believe a more accurate figure is between 8,000–10,000 people, due to the seasonal employment nature of the area and many residents being missed at data collection time. None the less, Robinvale-Euston is one unique multicultural melting pool.

Translating and Interpreting Service (TIS National) provide RDHS interpreting services 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 2022–2023 RDHS utilised the TIS National services on 82 occasions, with Allied Health Services continuing to request the most assistance from interpreters with the Vietnamese language the most requested.



Gender Equality

In response to the *Gender Equality Act 2020* (GE Act) that was introduced in March 2021, Robinvale District Health Services submitted their 2021–2025 Gender Equality Action Plan. The plan represents RDHS's commitment to promoting gender equality in the workplace.

Following consultation with our staff, we committed to providing a culturally safe environment for all our staff, volunteers and community and promote respect, diversity and inclusion in all areas of the service, while also aligning to our corporate values.



Examples of progress to date include:

- We open meetings and gatherings with Acknowledgment to Country and our commitment to celebrating gender equality and inclusion.
- Our policies and procedures are reviewed with an intersectional lens to ensure gender equality and inclusion and statement of same is included in the policy template.

- The opportunity of flexible working arrangements has been normalised amongst staff across all campuses.
- Recruitment practices /on boarding has been updated to ensure that it is gender-neutral.

RDHS will continue to strive for gender equality and have it as a cornerstone of our work and service environment for all people.



10,000 Steps Challenge

RDHS continued with the 10,000 Steps Team challenge in 2022, with some die-hard participants who were willing to take the challenge.

RDHS continued with the 10,000 Steps Team challenge in 2022, with some die-hard participants who were willing to take the challenge. 16 participants registered on the 10,000 steps website and became official challenge walkers.

There were also a number of “unofficial” walkers who maybe didn't get to log all their steps but were certainly walking in the RDHS spirit. Officially we clocked a total 2,379,713 steps. That calculates to be over 1,000km. An easy walk to Melbourne and back or one way to Sydney.



Embrace Equality

Imagine a gender equal world. A world free of bias, stereotypes, and discrimination. A world that's diverse, equitable, and inclusive. A world where difference is valued and celebrated. Together we can forge women's equality. Collectively we can all Embrace Equity.

RDHS cleaning staff are just some of our team in our workplace that are represented by a strong diverse group of women.

They are happy to help RDHS embrace equity on Wednesday 8th March. Just like our cleaning staff we want our whole workplace to Embrace Equity. Our services would not run without them.

Raising Awareness

June 2024

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

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 symbolise 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 Week celebrations are held across Australia each July to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. NAIDOC is celebrated not only in 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 your local Aboriginal and Torres Strait Islander community. The national NAIDOC theme this year is 'Get Up! Stand Up! Show Up!', and pays respect to a proud history of resistance and activism by Aboriginal and Torres Strait Islander peoples.

RDHS held their Annual Flag Raising Ceremony and BBQ Luncheon on Thursday 7th July 2022, attended by representatives from RDHS Staff, residents and Ambulance Victoria. Also in attendance was the then Swan Hill Rural City Council, Mayor Councillor Jade Benham (now MP Member for Mildura) and Ali Cupper (previous MP - Independent for Mildura).

RDHS thanks sincerely Auntie Rose Kirby for her Welcome to Country and assistance with the flag raising along with Joe Colombo (Ambulance Victoria), Peter Matsumoto (RDHS Mental Health Team Leader) and local children from the Early Years Vacation Program. Also we would like acknowledge the Food Services team for the lunch preparation of the BBQ, Zzak and our maintenance staff for preparing the seating, fire pit and cooking our BBQ lunch.

Celebrations also took place at our Manangatang Campus with Staff and residents enjoying a BBQ cooked by Fred and colouring in activities with Shine.

Our Residents at Riverside Campus celebrated NAIDOC week with Beef Stew lunch prepared by our kitchen staff and a week of activities including painting and walk out and about the town.

RDHS Lifeblood Team Results

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.

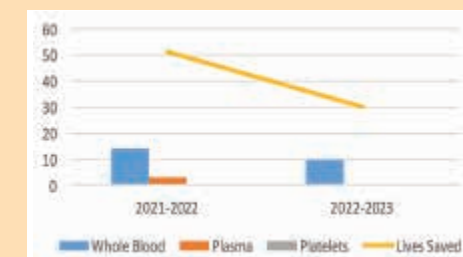
The actual process of giving blood only takes 15 minutes, plus another 30 minutes for admin and rest after the donation.

The blood that's 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!

Staff at RDHS continued to donate their time and blood with although lower this year. But 10 donations saved 30 lives! That took less than an hour out of their day.

If you are 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!

RDHS Blood Donations



Working Together

July 2024

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

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

RDHS commenced to host activities and programs which was once a norm, in 2022-2023 the recommencement of the programs and activities to actively contribute to building the capacity of our consumers, carers and community members to participate throughout their health care journey.



Women's Health Week September 2022

September was Women's Health Month. RDHS celebrated with a variety of health events and activities. This year's theme was: **Health checks are important for disease prevention and detection.**

RDHS have been part of Women's Health through their Jean Hailes Women's Health Week celebrations. Did you see the Amcal Chemist window with our skeleton doctor and a reminder of all the health checks women should consider? Our message was reinforced at our Women's Health evening.

An extraordinary 50 ladies, from teenagers through to octogenarians, attended.

The evening included Mindful Drawing to help us settle our minds and focus on being in the moment. Whilst relaxed, we heard from local leader Akesa Kei.

Akesa currently works for Our Place and based at the P-12 College. She is passionate about engaging our youth through sport and helping them understand and reach their full potential. Akesa was a student at Robinvale. After completing her tertiary qualifications, she has returned to her local community and become an inspiration for those she works with. Her talk was followed with a wealth of information from Dr Jane Neyland who ensured everyone understood the importance of regular health checks. The evening concluded with resident dietitian Lisa McWilliam challenging everyone to include 30 plant based foods in their weekly diet.

National Stroke Week 8–14 August 2022

We celebrated Stroke Week in August 2022 by running community events, in partnership with Ambulance Victoria, in Robinvale and Manangatang.

It was a great opportunity to check each other's blood pressures, and learn a bit more about what to do when someone is experiencing a stroke.

If you suspect a stroke, think of F.A.S.T. and ask If you see any of these signs, call triple zero (000) straight away.

R U OK? Day

It's a very important question. And it can be a lifesaving question. At our Manangatang Campus, we raised awareness of the important topic of R U OK Day.

R U OK day was also celebrated at our Main Campus. Residents celebrated R U OK Day with cakes and conversation. A reminder that a conversation could change a life. Yesterday, today and every day R U OK?

Health and Fitness

August 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31	1 • World Breastfeeding Week	2 • World Breastfeeding Week • Jeans For Genes Day	3 • World Breastfeeding Week
4 • World Breastfeeding Week	5 • World Breastfeeding Week	6 • World Breastfeeding Week	7 • World Breastfeeding Week • Dental Health Week	8 • Dental Health Week	9 • Dental Health Week	10 • Dental Health Week • International Youth Day
11 • Dental Health Week • International Left Handers Day	12 • Dental Health Week	13 • Dental Health Week	14	15	16	17
18 • National Day of Action Against Bullying and Violence	19	20	21 • Speech Pathology Week	22 • Speech Pathology Week	23 • Speech Pathology Week • Daffodil Day	24 • Speech Pathology Week • Wear It Purple Day
25 • Speech Pathology Week	26 • Speech Pathology Week	27 • Speech Pathology Week	28 • Speech Pathology Week	29 • Speech Pathology Week	30 • Speech Pathology Week	31 • Speech Pathology Week

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 continues to help pre- schools and kindergartens to promote good oral health habits to children in their care.

In 2023 the 3 pre-schools are collaboratively working to share effective ways to spread these messages. Together we are designing educational experiences for students and learning experiences for families as well as offering dental screening for all children.

Teaching good dental health practices
5 easy ways your child – and you – can take good care of their teeth.

There's no doubt early childhood is a crucial time for growing healthy minds and establishing healthy habits.

While care of the teeth often begins at home, we can play a significant role in supporting dental health.

We are committed to helping children – and families – learn about the steps to good dental health and to build good dental practices into our daily program.

This includes sharing the importance of:

Together We Can Make A Difference

1. Drinking tap water
2. Eating healthy foods
3. Limiting sweet foods and drinks
4. Brushing our teeth twice a day
5. Visiting the dentist



Say Thank You to a Nurse!

International Nurses Day is celebrated around the world every May 12, the anniversary of Florence Nightingale's birth. RDHS want to thank all their nurses for the tireless and dedicated job they do every day.

RDHS nurse unit manager Binu Joy shares with us why she loves nursing. Binu has been working at RDHS for over 16 years. Her roles have included acute aged care, dialysis, and the urgent care center.

Binu enjoys serving and caring for sick people and the people of the community. Nursing has always been a passion since her childhood. Seeing other nurses wearing their uniforms and how they assisted people attracted her to become a nurse and fulfilling her childhood dream. Binu's advice to anyone interested in the field of nursing is that you need a mindset to see and understand other people's pain. Nursing is all about compassion and love, having sympathy for people and most importantly caring for them.

Let's Celebrate Midwives



Meet RDHS's local Midwife Vicki Broad and learn a little about her as we celebrate International Day of the Midwife (May 5th).

How long you been working in RDHS? More than 16 years Why did you choose to be a Midwife?

I was approximately 14 years old when I decided I wanted to be a midwife. As a child I was very maternal. I was always very curious about pregnancy and childbirth and fortunately I got lots of practice on my parents farm prior to doing my Nursing and Midwifery.

What do you like in Robinvale?

I love the women and the work that I do – I think it's a wonderful service that women can access locally, instead of having to travel to Mildura for care.

What is your favourite things about being midwife?

The relationships it enables you to build. You get the opportunity to support a family in one of the most vulnerable and memorable times in their lives. The job can be extremely challenging but the rewards undoubtedly outweigh the stresses.

World Patient Safety Day

World Patient Safety Day (WPSD), is observed annually on 17 September and aims to raise global awareness about patient safety and call for solidarity and united action by all countries and international partners to reduce patient harm. Patient safety focuses on preventing and reducing risks, errors and harm that happen to patients during the provision of health care.

Early Years

September 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 • Father's Day	2	3	4 • PKD Awareness Day	5	6 • National Asthma Week	7 • National Asthma Week
8 • National Asthma Week • World Physiotherapy Day • International Literacy Day	9 • National Asthma Week • Women's Health Week • World First Aid Day	10 • National Asthma Week • Women's Health Week • World Suicide Prevention Day	11 • National Asthma Week • Women's Health Week	12 • Women's Health Week • R U OK? Day	13 • Women's Health Week	14 • Women's Health Week
15	16	17 • World Patient Safety Day	18	19	20 • VIC Term 3 End	21 • World Alzheimer's Day • International Day of Peace
22	23	24	25	26	27 • NSW Term 3 End • National Police Remembrance Day • World Heart Day • Friday before AFL Grand Final	28
29	30	1	2	3	4	5
World Alzheimer's Month Childhood Cancer Month Gynaecological Cancer Awareness Month						

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 continues a successful run of all programs in 2022–2023.

Early Years continues supporting families within of our community in the growth and development of children with a focus on some of our more vulnerable families. Working with families that may be socially isolated, socially and linguistically diverse (CALD), Indigenous, have a child with a disability or developmental delay, are known to child protection, are living with a mental illness, are young parents and families who have a lack of access to transport.



HIPPY

HIPPY is a two year home-based early childhood enrichment program. It builds the confidence and skills of parents and carers to create a positive learning environment to prepare their child for school. Parents/carers and families are encouraged and empowered to read, play with and engage in educational activities with their child regularly over the two years prior to child starting school.

HIPPY is delivered by trained home tutors and provide flexible delivery options to families such as ZOOM, face to face and phone. Since RDHS commenced with this delivery it has increased engagement from participants and maximising the benefits of HIPPY for families in our community. Currently RDHS have 55 children enrolled and participating in the program.



MVPP (Mobile Visiting Play Program)

MVPP is a home based leaning through play program with sessions planned and tailored to each child's individual needs.

Educators assist and support families to link and connect to community and services whilst enhancing child's learning and development. The program is delivered as a weekly one hour play session.

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. Currently there are 29 participants in the program.

Engagement in our programs gives the opportunity for Community to see RDHS as an organisation meeting their needs, providing support and building stronger relationships.

Supported Playgroups

RDHS Early Years run 4 playgroups per week during Victorian school term.

These playgroups offer a variety of activities and are well attended.

Playgroup days and venues are as follows:

- **Wednesday – Play and Learn**
- **Wednesday – Coolamon Kids**
Playgroup specific to Aboriginal and Torres Strait Islander families. Coolamon Kids is in partnership with between MVAC and RDHS.
- **Thursday – Polyplay**
- **Friday – Jump and Jive**
- **Kids Together – Holiday Playgroup**

Currently have 234 clients registered as Playgroup participants – 94 adults and 140 children.



Challenges and Successes

COVID-19

COVID-19 presented a huge challenge in both our personal and professional lives.

Early Years grew stronger as a team, remaining positive and supportive of each other. Support from different departments within the organisation to implement innovative practices. A bit of trial and error to start with and some upskilling for staff in the area of technology we were able to continue supporting families in our community with all Early Years programs continuing to be delivered. Ongoing use of skills and different ways of connecting with families and services.

Staffing/Workload

None of us have enough hours in the day! We are a strong team supporting each other to ensure the job gets done. Drawing on each other's strengths to ensure we are compliant with different policies, procedures, guidelines and documentation to meet funding requirements, which vary for each program. We have been able to cover for those who have taken leave for various reasons and maintain a supportive and positive workplace environment.

Early Years

October 2024

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

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

RDHS continues to share with our community what has been happening at all our campuses and continued with our FEEL GOOD FRIDAY posts on our Facebook and Instagram platforms.

A lot has been happening over the year at RDHS and we would like to share with you all our feel good feels.



Sadie - Our Therapy Dog

They say that pets can brighten anyone's day and by the look of these photos it sure does. Sadie is a regular visitor and some might say a therapy dog to our Manangatang residents and from the photos below can see that she has formed quite the bond with our resident Freule.



Enjoying Gardening

Residents at our Riverside Campus, in their past enjoyed being outside and in the garden. This is when our Maintenance Gardener Joe was happy to share with them a selection of seedlings that he has been growing so that residents could enjoy this past time activity again at Riverside in his own time. It will be great to see what produces from their gardening skills.

Residents at our Manangatang campus enjoyed also being in the garden, potting some marigolds and a kind donation of sweet pea seeds.

It is said that Sweet Pea Seeds are to be planted on St. Patrick's Day. So to mark the occasion our residents, wearing green of course, prepared the garden pot and planted the seeds.

Wildlife Visit to Aged Care

Residents at RDHS Aged Care and Riverside Campuses had the opportunity for a hands on wildlife encounter with a visit from EnviroEDU. They couldn't believe how soft the possum fur was!

Thank you to EnviroEDU, it was such a rewarding visit for our residents.



Pony Love

Our staff member Emma brought in her Pony and its 3 week old foal to share with the residents on our Main Campus. Residents enjoyed the morning sun and a few pats or two.



R U OK Afternoon Tea

Manangatang residents enjoyed R U OK day with staff, with a lovely cupcake to go along with their afternoon tea.

Engaging Events

November 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29 November Month	30	31	1	2
3	4	5 • Melbourne Cup Day	6	7	8	9
10	11 • Remembrance Day	12 • World Pneumonia Day	13 • World Kindness 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

COLLABORATION

We work together in a positive, supportive manner.

16 DAYS OF ACTIVISM



The global 16 Days of Activism against Gender-Based Violence is a key international moment to call for an end to violence against women and girls. It runs from 25 November (the International Day for the Elimination of Violence Against Women) until 10 December, Human Rights Day. Each year RDHS puts up a banner for the duration of the 16 days to remind the community to start conversations around family violence.

Dialysis and Blood Products

RDHS Nursing staff continue to provide a high quality service, which is continually 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.

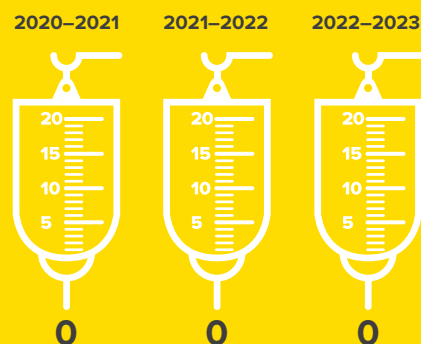
771 episodes of dialysis were conducted in the past year, which is a reduced from the previous year. However, continued dialysis training is maintained to ensure a skilled workforce is provided to the RDHS community.

Demand for dialysis services continues to increase with discussions in place to review the capability of this in the future.

RDHS continues to maintain safe and appropriate use of Blood and Blood products. Following the National Guidelines, the management of Blood Transfusions are maintained to a high standard and 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.

BLOOD TRANSFUSIONS



Quality and Safety – Infection Control

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

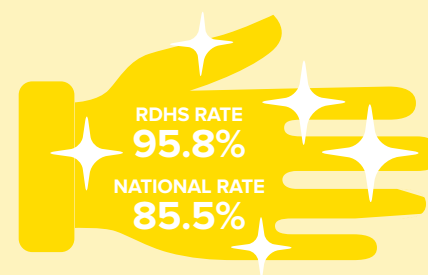
The intention of Standard 3 - Preventing and Controlling Healthcare-Associated Infection Standard aims to improve infection prevention and control measures to help prevent infections, and the spread of antimicrobial resistance through the appropriate prescribing and use of antimicrobials.

RDHS maintains ongoing accreditation for all NSQHS Standards until June 2025, with significant work continuing to strengthen compliance against the standards.

Hand Hygiene

Nationally in 2022-2023, 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 95.8% which is an increase on the previous year.

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

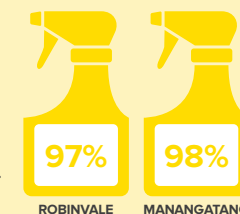
Influenza is the most common vaccine-preventable disease in Australia. All RDHS staff are strongly encouraged to have the flu vaccination. A high level of staff flu vaccination ensures the risk of transmitting the flu is reduced to co-workers, patients and their families.

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



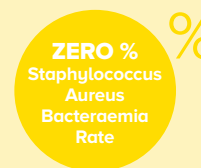
Environmental Cleaning

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



Staphylococcus Aureus Bacteraemia (SAB)

Infection rates within Robinvale District Health Services continue to remain low, with a SAB rate of 0% once again for 2022-2023.



Quality and Safety

December 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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	5 • 16 Days of Activism • International Volunteer Day	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	28
29	30	31 • New Year's Eve	1 • New Year's Day	2	3	4

Seasons greetings
from the Board and Staff of RDHS.

Image: Annie Spratt on unsplash.



Our Services

Hospital (sub-acute)

- 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

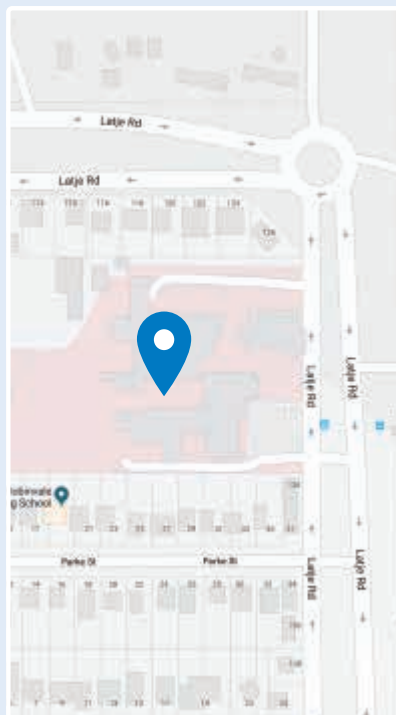
- Immunisation Program
- Men's Programs
- Dietetics
- Occupational Therapy
- Pap Smear Screening/Women's Health
- Physiotherapy
- Podiatry
- Social Work
- Speech Pathology

Home Nursing Service

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

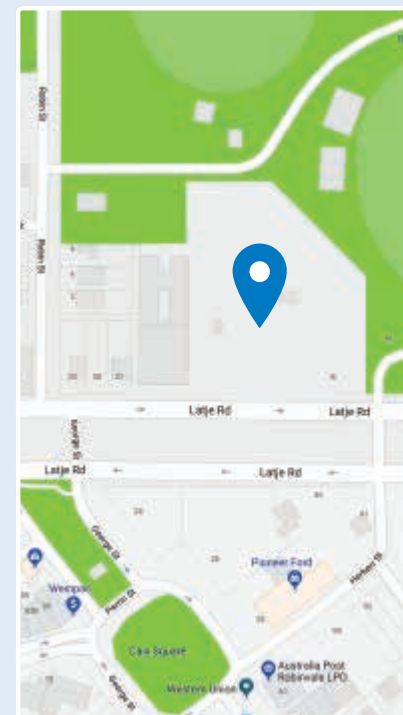
Support Services

- 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. Scan the QR Code below to complete our survey or head to <https://form.jotform.com/223399545966878>



Scan code to provide your feedback.

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 quality@rdhs.com.au or telephoning 03 5051 8111.

Learn more about us

www.rdhs.com.au

E info@rdhs.com.au

