

# Annual Report & Quality Account

2018-2019



**each**

health . hope . opportunity

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## Customer Definition

EACH is committed to being a customer centric organisation. Our broad definition of customer means we are inclusive of all people who interact or engage with us, either externally or internally.

Our customers include consumers, clients, participants, patients, carers, the community, stakeholders, partners, staff, volunteers and members.

In this document, we use the word customer to describe the people with whom we interact and work.

# Acknowledgement of country



Artwork by Amanda Wright. Displayed at the EACH Boronia site.

We begin by acknowledging the traditional custodians of the land on which we work, and we pay our respects to Elders past and present.

We acknowledge the sorrow of the Stolen Generations and the impacts of colonisation on the Aboriginal and Torres Strait Islander people. We recognise the resilience, strength and the pride of the Aboriginal community and endeavour to encourage and support emerging leaders.



# CEO & Board Chair Message

Our 2018/19 Quality Account and Annual Report is an opportunity to look back at the last twelve months of activity before EACH enters into its 45th year of service to the community.

This report provides a snapshot of our services in action, our customers, our staff and our various communities across Australia. To support these activities and ensure that we continue to focus on providing 'welcome, empathy and hope,' we have completed a number of 'back-of-house' improvements in 2018/19. Improvements to our IT systems have reduced the risk of system outages and downtime and increased data security has reduced the risks associated with phishing and hacking.

A new talent management system has been implemented to support streamlined recruitment. This proved its worth as a number of new EACH sites were established this year, with increased staff recruitment, to support new services and contract extensions. We also successfully undertook a number of quality assurance accreditations throughout the year to ensure our customers continue to experience safe and great care.

This year also saw our NDIS services complete the transition of the majority of our customers from state-funded mental health support services to the NDIS. While this has been a challenging process for consumers as well as EACH, new partnerships with Eastern Health and Monash Health have extended our offering in the mental health support space.

We were also delighted to join together with Manningham Council to commence delivery of youth services in Manningham.

We continue to develop appropriate commercial processes in the 'fee for service' spaces, such as NDIS and My Aged Care. It is essential that we are competitive within this new funding environment, whilst still maintaining the culture of care and compassion that have served our communities well over the past 45 years.

2018/19 has been a challenging year financially for the organisation, as it has for many community services. We know, however, the investment we have made in our people and



systems this year sets a solid foundation for the years to come and we are well positioned to meet the various challenges we see on the horizon, both those directly affecting EACH and those that will affect the sector more broadly. We would like to take this opportunity to thank our staff and volunteers, customers and our communities for their support and commitment to the organisation this year as always.

Please enjoy reading the 2018/19 EACH Quality Account and Annual Report. For more information on our services you can visit our website and Facebook page. Details are on the back cover of this book.

**Peter Ruzyla - CEO**

**Judith Woodland - Board Chair**



Peter Ruzyla CEO and Judith Woodland Board Chair

# About EACH

EACH provides a range of health, disability, counselling and community mental health services across Victoria, New South Wales, Queensland, ACT and Tasmania.

We understand health and wellbeing are determined by a combination of medical, behavioural, social and environmental factors. We recognise that not everyone experiences life equally, by virtue of a range of factors including gender, socio-economic status, cultural background and education level. Our focus is therefore on creating opportunities for equitable outcomes. No matter what someone's starting place, we will support them to achieve their hopes and aspirations.

With this as our foundation, EACH provides a diverse range of services:



Counselling



Child, Youth and Family



Health and Wellness



Support for Older Adults



Mental Health Services



NDIS Services



Housing



**Over 100 Programs**  
across EACH



**1200**  
Staff



**250**  
Volunteers



**41,000**  
Clients supported  
across Australia



**63**  
Sites across Australia

# EACH Out & About

Connecting with people is at the core of our values and behaviours at EACH.

Every year EACH staff across Australia spend time getting out and about in their local community. From festivals to farms, schools to shopping centres, beaches to big cities you will find us. We love to support local events big and small and learn more about what our communities need and want from our services.

In 2018/19 we focused our major events around the theme of 'super-charge your health'. We had some special superhero guests in attendance at these events to take pictures, sign autographs and provide some top tips for improving your health.

We already have a busy events schedule for 2019/20 so next time you see us make sure you say hello!



EACH CEO, Peter Ruzyla promoting mental health awareness at the Ripple Effect event at Ringwood station.





# Community Health & Clinical Services Awards

We are pleased to share some of the EACH programs that have been recognised with awards in 2018/2019.

## Victorian Health Care Awards

EACH had the pleasure of attending the Victorian Health Care Awards where we received a Highly Commended award in the category of Premier's Primary Health Service of the Year.

Congratulations to staff and managers across the organisation who well deserve this acknowledgement of their hard work and dedication.

## Tackling Tobacco Program

The Tackling Tobacco Program was awarded the Melbourne Health Supporting Great Care Award. EACH along with partners Quit Victoria, North Western Mental Health and Orygen Youth Health ran the Tackling Tobacco Program in the South East of Melbourne. The program supports people with a mental illness to consider reducing or stopping smoking. We are proud to say that a large number of participants have made a serious commitment to tackle their nicotine addictions.

## Knox Community Development Grant

EACH's Oral Health Team were awarded two grants: a Knox Community Development Grant to support 10 Preschools in Knox to plant Busher Tucker Gardens and a grant from Ringwood East and Heathmont Community Bank Branches to support refugee communities with Oral Health Care.



EACH staff with Jake Keogh, Mayor of the Knox City Council receiving the Knox Community Development Grant.

# Local Champions for Gender Equality

As part of 16 Days of Activism, PLEDGE (People Linking to Embrace & Develop Gender Equality) presented the inaugural 'Local Champions Gender Equality Award' to two members of the Knox community.

Fiona Hollis, Leisure Works Skate park Coordinator started a girls only skate group to create a comfortable and safe environment for local girls to skate in a sport typically dominated by males. Fiona continues to see improvements in the group's mental health and confidence.

Rod Matta, local hairdresser (Linea Boronia) provides clients of Family Violence services with free haircuts. Rod got into hairdressing to make people feel good about themselves and saw this initiative as an opportunity to bring some joy to those affected by an issue he feels strongly about.



“

*I started the initiative because I wanted to give something back.*

”

The Health Promotion team works across EACH to support and strengthen health promotion principles and practices. The team works in partnership with community members, government, schools, businesses and other organisations to improve health and wellbeing of population groups experiencing health inequities.



Fiona Hollis at the Knox skate park



Rod Matta with the EACH Health Promotion team





While in training, Rosalie and Aurora travelled around the country visiting kindergartens, schools, shopping centres, football stadiums and the zoo. Aurora loved every minute and her assessor said "I have yet to meet such an engaging Malamute". At the end of 2013, the duo begin volunteering at age care facilities with great results and now frequent the Epworth Hospital.

An EACH caseworker recognised a need for one of her customer and requested a visit from Aurora. These visits continue three years later and the customer has since adopted his own dog with the four of them regularly going for walks and picnics. This was something he hadn't done for 20 years.



*We are very in-tuned with each other and love what we do.*



Rosalie and Aurora accepting their Maroondah volunteer award with EACH CEO, Peter Ruzyla and Volunteer Coordinator, Pauline Godkin.

## Dynamic Duo

In September 2012, Rosalie saw a photo of a rescue dog on a store window. She decided to go just to have a look, but couldn't resist Aurora's warm nature, so she adopted her.

It wasn't long till Rosalie noticed the unique way Aurora interacted with others. She would approach strangers and other dogs at the park to say hello and people would comment on how friendly, calm and well natured she was. Those regular interactions and Rosalie's belief for caring for others drew her to dog therapy volunteer training.



# Ida's 26 Years of Volunteering at EACH

Ida began volunteering in her late teens when her husband introduced her to the scouts. She then went on to volunteer at the Red Cross before being asked to help out at the EACH Op Shop. Ida hesitated at first because she didn't want to take on too much, but after learning of the important services provided by EACH, it was hard not to get involved. "You can make time. Volunteering is rewarding and fun."

Ida frequently goes beyond the call of duty to help her customers. One op shop regular needed clothing he purchased altered, so Ida, being an ex-seamstress, would make the alterations.

Today Ida takes pride merchandising the book section and has built a relationship with a local school teacher and solicitor who help guide her on what books are popular.

26 years on, Ida still has her Monday shift and says it keeps her connected to the community and with her fellow volunteers.

*"I may be slowing down but I'm not over the hill yet. The op shop is a big part of my life and helping people is automatic."*

Learn about volunteering EACH at [each.com.au/about-us/volunteering/](http://each.com.au/about-us/volunteering/)



# Animals as Therapists

EACH is proud to provide a range of counselling and support services for the community with the support of animals as therapists. Animal Assisted Therapy is often used to complement traditional methods of counselling and talk therapy. This type of therapy is based on building bonds between people and animals through interaction and play. Interaction with animals can provide people with a sense of purpose, companionship and love.



## Horses Helping Humans

EACH's Reconnect program provides early intervention support for young people who are at risk of becoming homeless or who are sleeping rough. The program aims to reconnect young people with their families and the community through counselling and practical support. Reconnect Port Macquarie (NSW) has been successfully working with local service, Horses Helping Humans for over 12 months.

In that time the Horses Helping Humans program has provided group support to more than 20 young people identified as being at risk of homelessness. The program provides a safe, secure and nurturing environment for participants, helping to build up their resilience and self-confidence.







# Paws 4 Thought at headspace Knox

Paws 4 Thought is an informal group drop-in session for young people aged 12-25 run by headspace Knox. Young people in the Paws 4 Thought group present with a range of mental health and/or physical health challenges. The group provides an opportunity for these young people to experience unconditional acceptance and love from the dogs in a safe and non-judgemental space.

Young people are invited to interact with the dogs free from expectation or pressure to engage in formal talk therapy. Many of the young people who participate in the Paws 4 Thought group have reported benefits for their mental health, improvements in their social interactions and their ability to better manage anxiety and panic attacks.





# Wellness on the Water

On a balmy spring day, headspace Port Macquarie held its third annual Wellness Paddle on the Hastings River, NSW. The Wellness Paddle is a free event open to people of all ages aiming to raise mental health awareness through community participation in physical activity. The Wellness Paddle invites participants to take to the water in a non-competitive paddle on any kind of non-powered water craft, from inflatable flamingos to kayaks and canoes – anything goes! The Wellness Paddle also features a barbeque breakfast, music and games for those who'd rather stay on dry land. This year over 100 people flocked to the Hastings River to support the Wellness Paddle.

In 2019, the Wellness Paddle was named in honour of local community hero, the late Wayne Jackson. Wayne had strong ties to the Port Macquarie-Hastings community and was a passionate advocate for sport, mental health and wellbeing. With consent from the Jackson family, headspace Port Macquarie renamed their event to remember Wayne and his passion for health and wellbeing.



## headspace

headspace is a free mental health service for young people aged 12-25. EACH is the lead agency for headspace centres in Port Macquarie, Narre Warren, Dandenong and Knox. In addition to counselling and GP services, headspace provides a safe space for young people to come together to share their experiences and offers the opportunity to participate in activities and events such as the Wellness Paddle.



The Port Macquarie headspace team

# Boomerang Bags

The EACH Youth Boomerang Bags Community was born out of another group called 'Your Voice', which empowers young people to have a voice in the community and make positive change. The group were given an opportunity to start a new project and decided on Boomerang Bags.

Boomerang Bags are fabric shopping bags made from second-hand donated material. The initiative diverts plastic and fabric waste while connecting communities and fostering sustainable behaviour.

The group facilitator, EACH Youth and Family worker Julie, sought funds to get the project off the ground. She applied for a small grant, reached out to the EACH community, found a space to gather and collected all the resources needed to begin sewing: sewing machines, overlockers, second hand fabric, scissors and cutting boards.

Together the group learnt to sew from scratch and completed their first bag in July 2018. Since then they have sewn more than 200 bags, and saved over 60 kilos of fabric from landfill.

The bags are placed at various EACH sites and offered on a "pay as you feel" basis. All the money raised goes back to the group, helping them access other workshops.

The group is a safe place that celebrates diversity, is social and supportive, ecologically minded and appreciates creativity. The conversations often revolve around sharing tips on how to reduce consumption and contribute to the health of the community and the environment.



“

*It's been so good getting to know the rest of the group, giving my fellow Boomerang Baggers tips on sewing, having conversations about the importance of looking after our planet & of course the delicious snacks are just a bonus! - Brigitte*

”



EACH team member Julie, setting up a sewing machine



# The Pride Wall at Killara House

Staff member, Alison, wanted to show those who entered the doors of Killara House the inclusiveness and welcoming attitude of the team. She wished for the wall to be a starting point for conversations and education regarding LGBTIQ within the Killara community.

It was a labour of love over four weeks; drawing up the original plans, preparing the surface, outlining and then carefully painting with fellow Killara team members.

Customers were asked if they would like to pick up a brush and assist many times but the common remark was "oh no, I am so worried I will make a mistake, it's too important!"

Staff were thanked by customers who said they now felt more at ease speaking of their children and grandchildren who are LGBTIQ.

“

*I am so grateful to see this at Killara, it makes me feel so happy because I can talk to you about my son now. He is gay and I've hardly spoken about him to people. I felt uncomfortable but this makes me feel able to talk about him.*

”

Aunty Irene Norman, Elder Mullum Mullum Indigenous Gathering Place who visited Killara, has given it her warm stamp of approval.

After such a positive reaction, the team at Killara House felt it important to officially unveil the Pride Wall and to spread this important message to the rest of the EACH community.



Peter Ruzyla and Judith Woodland launching the pride wall



The Killara House team: Athlea, Karen, Alison and Sally

# Beyond Sparkles & Superheroes

EACH staff were excited to join families and the wider community for the 'Beyond Sparkles and Superheroes' children's book list launch. The launch promoted picture books for children 0-6 years as a great way to break down gender stereotypes and promote gender equality. The books on the list are about inspiring children to change the way they view their future.

At EACH we are aware of how crucial and influential the early years are on a child's development. There is no doubt that stereotypes can be incredibly harmful. They help to fuel inequality long into adulthood and can have a harmful effect on both girls and boys.

*"A key message for us is encouraging children to imagine the possibilities of what they can do in a way that is not limited by their gender and that small differences – such as likes, dislikes, strengths and weaknesses – are not based on gender."* - Robyn Williams of Maroondah City Council, who worked with EACH,

Women's Health East, Eastern Regional Libraries, Knox and Yarra Ranges Councils to produce the book list.

*"Parents can play an active role in expanding children's horizons by reading books that challenge traditional gender stereotypes and that is what all of the books on the book list do."*

Robyn said.

**The booklist can be found at:**

[yourlibrary.com.au/beyond-sparkles-and-superheroes/](http://yourlibrary.com.au/beyond-sparkles-and-superheroes/)







# Making Music with Lah Lah

We are always on the lookout to partner with like-minded people so when the opportunity to collaborate with Lah Lah's Big Live Band (Lah Lah) presented itself in late 2018 we jumped at the chance to work together. Lah Lah is one of Australia's most popular children's musical groups and is committed to bringing the joy of music to every child. Lah Lah celebrated its 10th birthday in 2019 and also launched its second television series on ABC Kids, 'The Stripy Sock Club'.

## Filming the Stripy Sock Club

Lah Lah and EACH share a commitment to encouraging the representation of children of all abilities and backgrounds in mainstream media.

As part of that commitment, in January 2019, five EACH families were chosen to participate in the filming of the Stripy Sock Club TV series at the RMIT studios in Melbourne. Some of our families included children accessing our dental service, early childhood intervention services and EACH Child (EACH's Early Learning Centre).

Our competition winners had the opportunity to tour the set and backstage, have their hair and make-up done and film segments with all the stars of Lah Lah's Big Live Band. The kids had a wonderful, once-in-a-lifetime experience, dancing and singing along to their favourite songs.

A few months later we invited the families back

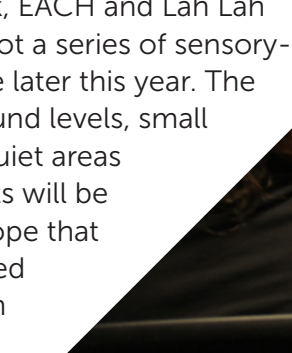
to EACH's head office to watch the finished product where they were surprised by a visit from Lah Lah and Buzz, complete with an impromptu performance in our Customer Information Hub.

You can view footage from the day by visiting our Facebook page.

## Sensory Concerts

Music is essential to every child's development. By talking to families across Australia we recognised that despite many children with sensory-sensitivities enjoying Lah Lah's music and children's music in general, they were unable to attend shows in person. Parents and carers found many venues were challenging to access and the sound levels, bright lights and busy environment of a regular children's show were not sensory-friendly.

In response to this feedback, EACH and Lah Lah have worked together to pilot a series of sensory-friendly shows in Melbourne later this year. The shows will feature lower sound levels, small audience sizes, dedicated quiet areas and sensory toys and objects will be available for children. We hope that these shows are well received so that we can expand them across Australia in 2020.





*“We are often at home or at hospital appointments, this experience took my worries away for a day!”*



# Bush Tucker Garden Grants

EACH's Oral Health Program was successful in receiving community grants from Maroondah City Council and Knox City Council to support having 16 Bush Tucker Gardens planted in preschools around Maroondah and Knox.

Bush Tucker Gardens are an interactive way to engage with children around key healthy eating and oral health messages, and cultural appreciation.

The Bush Tucker Garden project ties in with the "Eat Well" component of EACH's Smiles 4 Miles program and aims to expose children to a range of different foods whilst at the preschool/early learning centre and help families to make healthy food choices.



Launching the Bush Tucker Garden

A wide variety of nutritious foods in early childhood is important for children's growth and development and lays the foundation for children's lifelong relationship with food.

The Bush Tucker Garden project has enhanced children's understanding and appreciation of Aboriginal culture and has played a pivotal role in increasing the children's and families' cultural appreciation, embedding indigenous culture, and improving community connections.



Indigenous Cultural Consultant, Colin Atkinson owner of Wolithiga Wares

# Aboriginal Health & Wellbeing

The Aboriginal Health and Wellbeing team supports the Aboriginal community to access health services and other support services. This team works closely with the Project Hope and Thrive teams who provide counselling and peer support for those experiencing substance misuse, such as drugs or alcohol, and mental health concerns.

The Aboriginal Health and Wellbeing team noticed their customers had difficulty accessing culturally safe alcohol and drug withdrawal and rehabilitation programs. They also noticed they were not accessing counselling services.

As a result of a close working relationship, Project Hope and Thrive has seen an increase in Aboriginal and Torres Strait Islander people being referred to their programs from the Aboriginal Health and Wellbeing team. The advantage of the teams working together is shared care practices which include meetings and ongoing communication to meet the needs of this community.

Some strengths of this shared care practice are:

- Community members were reporting they felt culturally safe
- Focus on trauma informed practice; understanding, recognising and responding to trauma
- Person centred approach as a result of teams working together
- Project Hope and Thrive teams offer a range of expertise and skills for working with those with both mental health and substance use conditions
- Project Hope and Thrive offers whole of health assessments, peer support, and therapeutic counselling services
- Customers value the safety in the relationship with the Aboriginal Health and Wellbeing team and willingness to access services with Project Hope and Thrive.

Key to the success of these programs is how the EACH service principles are part of their everyday practice so that each member of the community knows 'we welcome you with empathy and hope'.



The EACH Aboriginal Health Team



# Making Music in Hobart



Our Music and Ukulele Group in Hobart celebrated their 4th birthday late last year. The group started in December 2014 and was created for older adults who wish to learn or re-learn an instrument like: piano, ukulele, guitar, drums, singing or even playing spoons.

The group focuses on musicality, performance, microphone and stagecraft singing and, of course, doing so in a social environment.

Lessons are facilitated by highly qualified and experienced tutors with a large range of instruments.

The longest standing member, Pat has improved her ukulele skills and enjoys the social aspect of the group.

“

*The teachers are very patient – I have learnt so much in this group. Learning the ukulele has helped me with coordination and keeping my mind and hands active.*

*I enjoy my sessions. There is not one session that we don't have a good laugh together. - Pat*

”

# Coordinated Care for Debra

In June 2017, Debra had a stroke which severely affected her memory, mobility and strength. Following her discharge from hospital Debra required intensive therapy to recover her balance which impacted her daily living.

Eight weeks after her stroke, Debra showed no signs of improvement, so The Aged Care Assessment Team assessed Debra and referred her to EACH for Short Term Restorative Care (STRC).

Short Term Restorative Care is an eight week intensive program designed to reverse or slow a person's functional decline. The program is delivered by a team of health professionals to help people adapt to their changing needs.

Debra's team included an occupational therapist, exercise physiologist, physiotherapist and dietician. Debra also received minor home modifications such as hand rails and paving along with a stair lift so Debra could safely access her living areas upstairs.



Debra recalls having a hard time walking, especially walking on uneven ground and staying upright. Prior to STRC she had many falls and couldn't drive or work. Debra stated this was because she lost confidence and didn't leave her home.

By far the most successful result was when Debra's balance improved thanks to the Exercise Physiologist, Dylan.

“

*I received 8 weeks of restorative care with Dylan ... I credit him for my recovery of my balance and confidence.*

”

Shortly after completing the STRC program, Debra was assigned a Home Care Package and chose EACH as her provider.

Debra has formed lovely friendships with her support workers Danielle and Donna who provide domestic support and gardening services for her. Debra really enjoys her new raised veggie patches and is grateful for her paving which allows her access to her garden.

Gardening has been wonderful therapy for Debra. Thanks to her new found confidence she is able to now spend time weeding her garden beds and potting up orchids in her shade house.

Debra credits the STRC program and says that it provided “wonderful helpful people that made my life easier and more fulfilling”.



# EACH Community Sleep Out

On a freezing July evening, a team of EACH staff participated in the St Vinnie's Community Sleep Out. Led by EACH veteran of more than thirty years, Carole. Their home for the evening was outside a church hall in Boronia where they spent a long night with no power, no heating and just their sleeping bags to stay warm. Their goal was to raise much needed funds for the Vinnie's soup kitchen and direct aid programs to support people in our community who are sleeping rough.

Joining Carole were EACH team members Jemma, Troy, Kylie and EACH CEO Peter Ruzyla. The team worked together to fundraise and smashed their target by raising over \$3,000.

## Homelessness Services @ EACH

EACH recognises that stable and affordable housing is a key determinant of health, wellbeing and economic security. People experiencing homelessness and housing insecurity are amongst the most vulnerable and disadvantaged people in our communities.

Although EACH is not a crisis service, we do have a number of programs available to assist community members who are homeless, or at risk of homelessness. Talk to one of our Service Access Advisors on 1300 003 224 to get advice about what services are right for you.



# EACH Housing 10 Year Anniversary

EACH Housing is a wholly owned subsidiary of EACH that focuses on providing social housing in the Eastern Region of Melbourne. EACH Housing currently manages 63 properties including specialist housing for community members experiencing long term homelessness.

In 2019, EACH Housing is celebrating 10 years of providing social housing to the community. To celebrate this special occasion here are some quick facts about EACH Housing:



**1** Studio  
**20** One Bedroom  
**32** Two Bedroom  
**10** Three Bedroom



**Knox, Cardina, Maroondah,  
Yarra Rangers, Dandenong,  
Gippsland, Casey, Whitehorse,  
Boroondara & Manningham**



More than  
**200 adults &  
100 children**  
housed



**Dogs, Cats, Rabbits,  
Chickens, Lizards, Turtles,  
Frogs, Snakes, Wombats  
& Birds**



**1655**  
Maintenance  
request



Respite provided  
to more than  
**200 people**

You can read more about EACH Housing in their 2018/19 annual report or at [eachhousing.com.au](http://eachhousing.com.au)





# Employee Engagement Survey

Staff engagement is the level of enthusiasm and dedication staff feel towards their workplace.

In 2019, EACH conducted a survey to check the level of staff engagement. 71% of all staff completed the survey. The survey results have been shared with the Executive and Board of EACH, EACH staff and managers. Managers shared the reports with their teams so they can develop action plans.

The survey asked staff about their awareness of EACH's service principles. The EACH service principles were co-designed by staff and customers to provide a consistent level of service and quality.

The survey showed 87% of staff were aware of the service principles and 83% of staff knew how to apply these in their day to day work.

In the past year the service principles have been promoted through staff orientation sessions to demonstrate how a consistent way of working can improve customer experience. EACH has also prioritised training to 'recognise and respond to the impact of trauma' to all frontline staff, NDIS service providers and managers. An understanding of the impact of past traumatic life experiences can help staff respond better to distressed clients.

# Our Oral Health Educators

Good oral health habits are important for healthy teeth and gums.

The Oral Health Educator is a new role at EACH introduced after three dental assistants were provided the opportunity to further their studies in Certificate IV at RMIT and receive a qualification in Oral Health Education.

The Oral Health Educators knowledge and skill allows them to give oral health instruction when assisting the dental clinician at the chair side, at kindergartens, outreach programs or at supported residential services.

The oral health team have a new model of care which is about prevention of dental problems rather than fixing them as they arise.

Through this new model, customers will be given the opportunity to have an appointment or group session with an Oral Health Educator before their dental treatment to help improve their oral hygiene and have the best chance of a healthy mouth and limited visits to a dentist.

The oral health team are excited about having the Oral Health Educators on the team as they know they will have a positive impact on their customers oral health.

**30,342** DENTAL APPOINTMENTS

**4,198** CHILD CUSTOMERS

**8,134** ADULT CUSTOMERS

## Customers request for interpreters

The oral health team provide dental care to a wide range of customers from different backgrounds, cultures and languages. Interpreters are available to give all customers the same opportunity to understand and be involved in decisions about their dental care and treatment. In the past year, Burmese, Mandarin, Arabic and Cambodian were the top four interpreter services used.





# Dorothy's Story

Dorothy Barber's career began when she graduated as a Social Health worker in 1984. She secured a role finding homes for children at Intercountry Adoption and then moved to the Department of Human Services where she supported professionals working in child abuse cases.

While working as a senior Social Worker at Centrelink, Dorothy supported her local community as a board member at Golden Wattle House; a social activity group for older adults. In 1998, Golden Wattle amalgamated with EACH and Dorothy joined the EACH board. The change concerned the community but Dorothy saw this was a great opportunity to strengthen the services delivered from Golden Wattle.



*Even though EACH was forced to grow and lost its family feeling, it's amazingly professional to its clientele and has a good reputation amongst the other health providers - that makes me pretty proud.*



Dorothy Barber with the EACH Board members in 2015

Dorothy's proudest achievements include advocating for a doctor at Yarra Glen, helping those affected by the Black Saturday Bush Fires and implementing the Stephanie Alexander Kitchen Garden into local primary schools; a foundation promoting food education. Tragically, whilst Dorothy worked to support her local community, she was one of the many who lost their homes in the Black Saturday fires.

We thank Dorothy for her 20 years supporting EACH and for the many more years helping the state's most vulnerable people.

# Adrian's Story

*My name is Adrian, I am 40 years old. I am currently studying at RMIT, completing a certificate IV in Alcohol and Other Drugs (AOD). I hope to soon be working in community services in either AOD or mental health. I am quite passionate about both of these services. I feel that the majority of people will find themselves having difficulties in one of these areas at some point in their life, although they may not choose to utilise a relevant service. I am someone who has now accessed both. I am very grateful for the help that I received and have no qualms about sharing my experience of this with others.*

*I have been volunteering in a consumer participation capacity for a number of agencies primarily in mental health and AOD services over the past 3 years. It was something I felt was important, a way for me to give back to the community and also contribute to improving services for consumers.*

*It's also enabled me to feel heard and respected as well as kept me connected to others at times in my life when I had very little social contact.*

*I have been a member of the EACH Quality Governance Committee since April 2019. When the opportunity to join the committee arose, I felt that it was a way I could further represent a wider portion of the community not just mental health or AOD, whilst gaining experience that involved greater governance and had further reaching impact.*



*The Quality Governance Committee makes decisions and asks for recommendations around policies and procedures that ensure the best experience and outcomes for both staff and consumers. This includes ensuring accreditations are met, safety is kept paramount and risk is kept to a minimum.*

*In my opinion, the work that happens in the committee keeps EACH accountable for quality care and services.*



# Customer Experience Survey

## Health Experience Survey

EACH participates in the annual Victorian Health Experience Survey (VHES) developed by the Department of Health and Human Services. This survey helps us understand the experience our customers have at EACH and shows us what we do well and where we need to improve.

The survey was completed by customers from a range of services. From the 66 questions asked our customers told us:

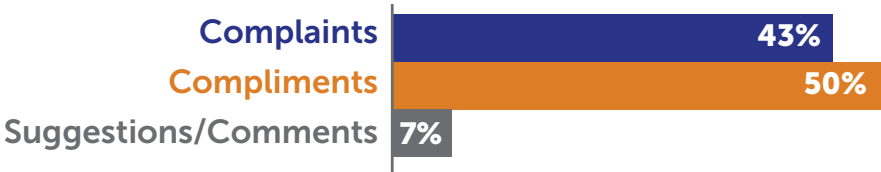
- our reception staff are polite and helpful
- they felt physically safe at our health service
- they were treated fairly by the service
- they rated the care they received as good or very good

The following are areas our customers told us we could make improvements:

- more information available in other languages
- make it easier to find our services
- better information about how to make a complaint

## Customer Feedback

All customer feedback is important to EACH. We offer many ways to make it easy to give feedback: in person, phone, email, the EACH website or our feedback form. Feedback can be complaints, compliments and suggestions or comments. By providing us with your feedback you tell us what



What our customers told us	What we did
Customers letting us know that sometimes workers were arriving late for their organised shift	Improved our systems so up to date information about shift times, days and customer preferences is available to our support workers
Customers not wanting to have to repeat their story when changing from one Support Coordinator to another	One team developed and implemented a handover summary form for customers changing from one NDIS Support Coordinator to another
Request for more details about the EACH Pharmacotherapy Clinic	An information sheet describing this service and contact details developed

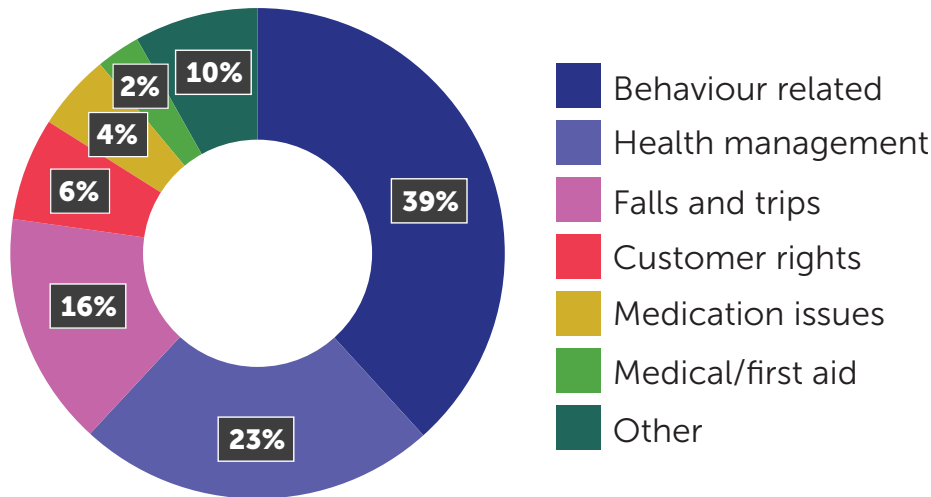
# Keeping EACH Customer Safe

At EACH we are committed to customer safety, a safe environment and providing safe practice. Incidents involving customers are reported so they can be managed and followed up correctly.

All incidents are reviewed to learn what might have or did go wrong. This means EACH can make changes to reduce risks to our customers and the community. This is important as it helps us continuously improve our policies and the way we work.

Over the past year we have improved how we use our first aid kits by making them portable so they can be moved and taken to where they are needed.

## Incidents Involving Customers





# Quality Accreditation

EACH's quality vision is for all customers to 'experience great and high quality care.' To check we are providing this high level of service to our customers we regularly undergo external assessments or audits called accreditation.

EACH is accredited against many standards and in 2018 we successfully achieved ISO 9001:2015 certification. In 2019 we had our first check up to make sure we are still meeting these standards.

During our external assessments, the assessors visited EACH sites in New South Wales, Victoria, Tasmania and the ACT. They talked to many EACH staff and customers and also read many of our documents such as the EACH policies and procedures and organisational plans.

**In the past year, EACH successfully passed the following standards:**

Name of the standard	How did we go?
ISO 9001:2015 Annual Review EACH wide	<ul style="list-style-type: none"><li>• Achieved ongoing certification against the standards</li><li>• The assessors identified one main improvement area to help strengthen our reporting to EACH committees and directors</li><li>• The assessors also made four suggestions for improvements</li></ul>
The NDIS Practice Standards Port Macquarie, NSW	<ul style="list-style-type: none"><li>• The new NDIS standards were passed</li><li>• The assessor commented that "EACH is a 5 star organisation"</li><li>• The assessors made four suggestions for improvements</li></ul>
headspace Model Integrity Framework Wantirna, VIC Narre Warren, VIC Dandenong, VIC Port Macquarie, NSW	<ul style="list-style-type: none"><li>• All four EACH-led headspace centres achieved full certification during this first time process.</li><li>• The assessors commended the Clinical Practice Manuals, as well as how we respond to the needs of young people from Aboriginal and Torres Strait Islands and other cultural backgrounds.</li></ul>

# Voluntary Assisted Dying

Every person approaching the end of life should be provided with quality care, which relieves pain and suffering, maximises quality of life and provides compassionate support to family, friends and carers. In addition to the palliative and end-of-life care options already available across Australia, Victoria is the first state to pass Voluntary Assisted Dying (VAD) laws. The Voluntary Assisted Dying Act 2017 (Vic) enables Victorian residents, over the age of 18 years and with decision making capacity, who are facing imminent death as a result of an incurable, advanced and progressing medical condition to choose the manner and timing of their death. The Act was passed in parliament on 29 November 2017, after more than two years of extensive public debate and consultation, and came into effect on 19 June 2019.

Alongside EACH's already strong stance on the right to 'choice and control', EACH is supportive of the implementation of the VAD legislation for our customers. However, without any current services dedicated specifically to palliative or end-of-life care, EACH will operate as an information and support service provider only within the state-wide model of care framework. This means that EACH will support people to find information regarding VAD and to access VAD when they choose.

EACH formed a working group involving customers, along with personnel from both head office and our operational areas. This working group worked together, in the lead up to 19 June 2019, to establish the necessary systems and processes required

to support EACH's role within the state-wide framework. They established the internal guidance that support our personnel to provide authoritative and user tested information regarding VAD to our customers and pathways to support customers to access VAD when requested.

Facing a progressive and terminal condition is both difficult and confronting. The needs and wishes of individuals at this time may be very different and people should be provided with care that is consistent with their preferences and values. High quality care relies on open communication, informed decision-making and collaboration among customers, healthcare providers, families, friends and carers. The work EACH has progressed regarding VAD means that all personnel are able to provide valuable support and information to our customers as they consider their available options.





# Financial Summary

	2017/18 (\$)	2018/19 (\$)
Revenue from operations	93,292,873	101,212,216
Non-operating income	672,593	586,085
Capital grants	2,991,272	1,141,022
Total revenue	96,956,738	102,939,323
Total expenses	99,864,344	107,642,366
Surplus/(deficit)	(2,907,606)	(4,703,043)
Other comprehensive income/(loss) (Gain on revaluation of properties and fair value measurements)	(24,569)	1,590,119
Total Comprehensive Income/(loss) for the year	(2,932,175)	(3,112,924)

## Assets (extract of balance sheet (as at 30 June 2018))

Cash & liquid investments	19,385,984	16,406,907
Property, plant & equipment	43,414,607	45,173,705
Other assets	5,300,651	5,680,300
Total assets	68,101,242	67,260,912

## Liabilities

Trade & other payables	20,185,387	24,364,068
Provisions	16,509,708	14,603,621
Total liabilities	36,695,095	38,967,689

## Net assets

Net assets	31,406,147	28,293,223
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# Acknowledgement of Funding Support

We would like to acknowledge that the services we deliver across Australia are made possible by funding from the federal and state governments:



## Australian Government

- Department of Health (DoH)
- Department of Social Services (DSS)
- Department of Human Services (DHS)
- Department of Families, Housing, Community Services and Indigenous Affairs (DFaHCSIA)
- Department of Education and Training (DET)



- Department of Health and Human Services (DHHS)
- Department of Justice (DoJ)
- Dental Health Services Victoria (DHSV)
- Victorian Responsible Gambling Foundation (VGRF)



- NSW Health

We also recognise and value the support and partnerships of local governments and government agencies:

- Knox City Council
- Whitehorse City Council
- Primary Health Networks (PHNs)
- Eastern Health
- National Disability Insurance Agency

We would like to acknowledge all the partnering health, community and advocacy organisations who collaborate with us to build healthy communities.



Thank you to Freedom Furniture for their generous support of projects and services we provide in the community.



## EACH services include:



Counselling



Mental Health



Child, Youth and Family



NDIS



Health and Wellness



Support for Older Adults

### Not sure who to call?

Access services and receive advice about what services are right for you

 1300 003 224

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