



StarHealth
First for your Health & Wellbeing

**Annual Report &
Quality Account Report
2017-2018**



Acknowledgments

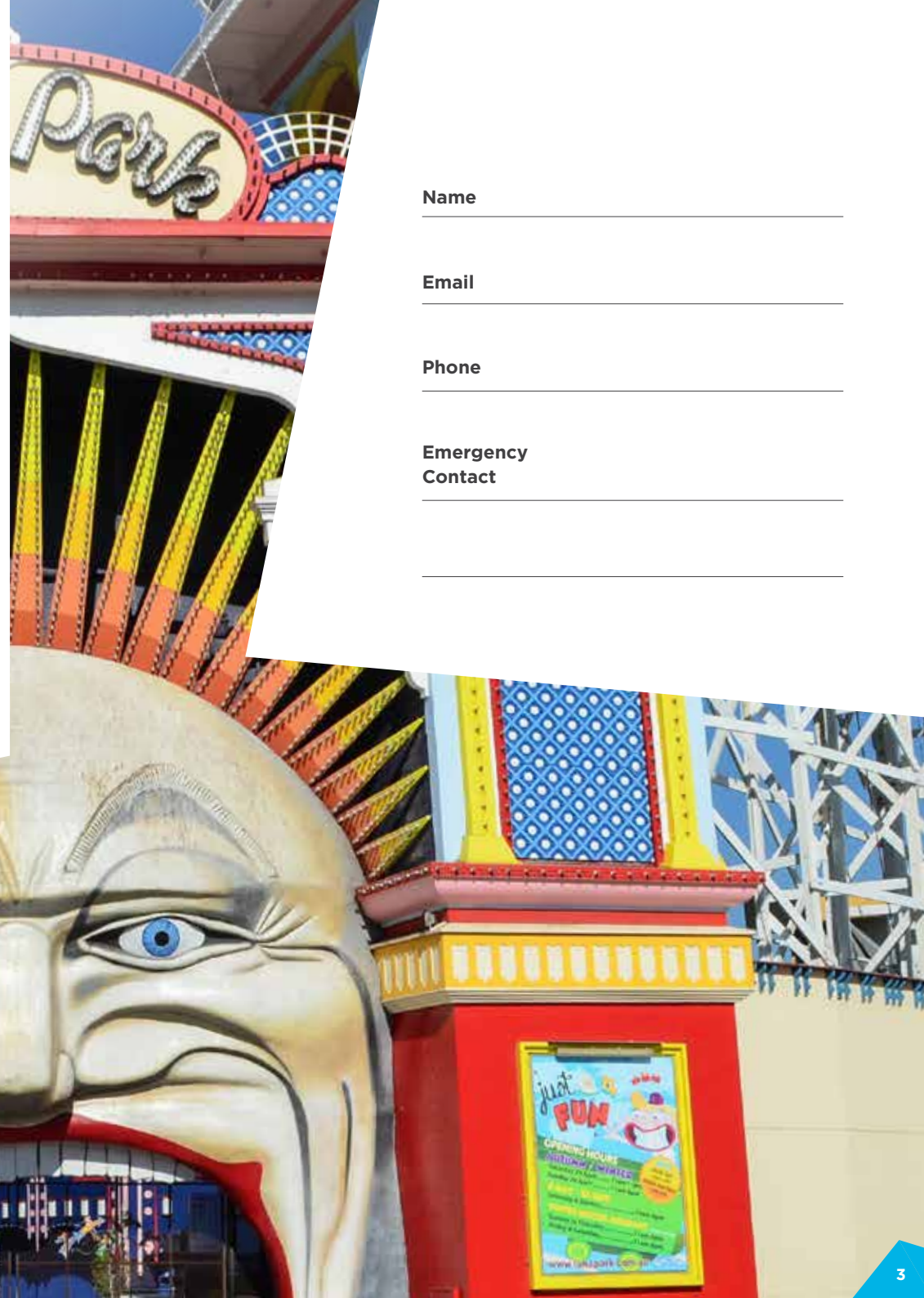
Staff and Board Members of Star Health acknowledge the traditional owners of this land, the Yalukit Willam clan of the Boon Wurrung people, and pay our respects to their elders, past and present. We acknowledge and uphold their continuing relationship to this land.



Star Health is committed to providing an inclusive service and work environment where individuals feel safe, accepted, affirmed and celebrated. Star Health is committed to equity, irrespective of cultural or linguistic background, sexual orientation, gender identity, intersex status, religion or spiritual beliefs, socio-economic status, age, or abilities.



Australian Government



Name _____

Email _____

Phone _____

Emergency Contact _____



Welcome

Welcome to our Annual Report and Quality Account. Each year, Star Health uses this report to share information on who we are, what we do, and report on our performance in delivering health and wellbeing outcomes for our community over the last financial year.

This report has been produced by Star Health staff, Board Members, and our consumers.

We worked with our community to understand what they would like to see in this report through our Community Participation Committee. We also worked with our Health Literacy Working Group to ensure the information included is clear and accessible. We thank everyone who took part in this process.

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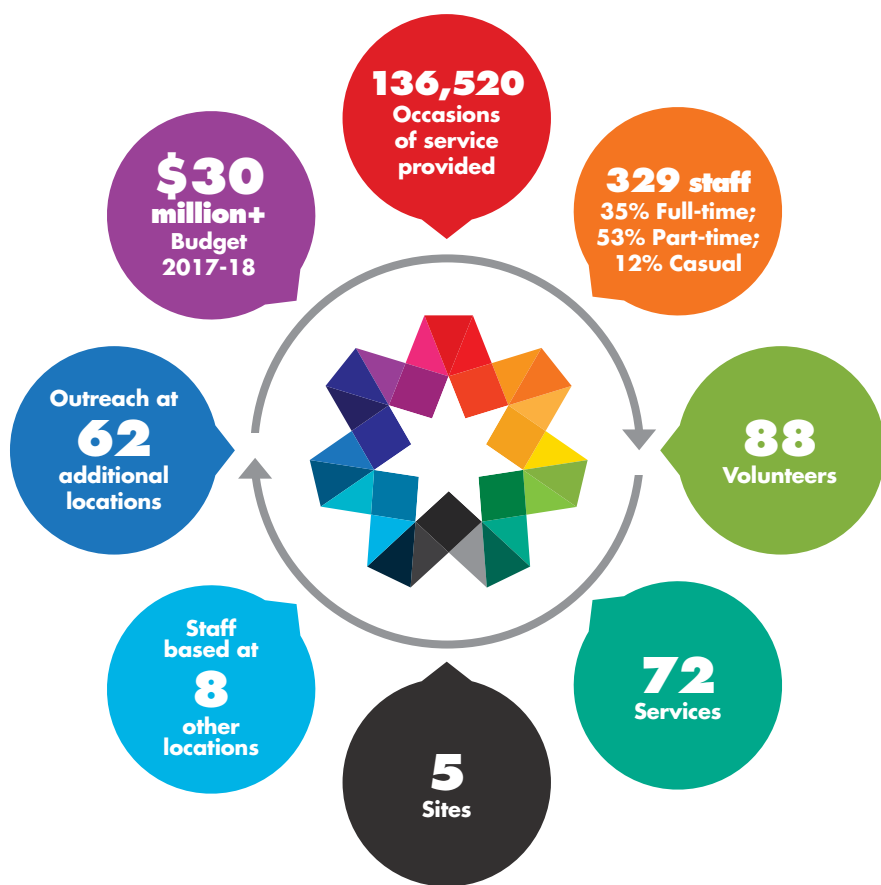
About Star Health

Star Health provides coordinated care when and where needed so our community can achieve their health and wellbeing goals.

We are a not-for-profit community health organisation that has been part of the local community for over 40 years.

Our services span the full range of integrated care needed for those living with chronic and complex conditions, including:

- Alcohol & Other Drug (AOD) Services
- Allied Health Services - Physiotherapy, Podiatry, Occupational Therapy, Dietetics, Speech Therapy (children only)
- Case Management Services
- Child, Youth and Family Services
- Chronic Condition Management - Diabetes Education & Smoking Cessation
- Community Health Nursing and Midwifery
- Counselling
- Dental
- Family Violence Services
- General Practice Doctors
- Harm Reduction Services for people who use alcohol and/or drugs
- Health Promotion and Disease Prevention
- Home Care Packages
- Homelessness & Housing Support Services - including Older Person High Rise Program
- Indigenous Access Services
- NDIS Allied Health Services
- Mental Health Services
- Post-Acute Care
- Sex Worker Education & Support Services





Vision, purpose & values

Vision

Health and wellbeing for all.

Purpose

We provide coordinated care when and where needed so our consumers can achieve their health and wellbeing goals.

Values

In all aspects of our work, Star Health upholds the following values:

Inclusiveness

Valuing everyone, embracing diversity and encouraging participation.

Empowerment

Working with people to build their attributes, capabilities and capacity to manage their lives.

Equity

Ensuring all achieve equitable health and wellbeing outcomes, regardless of life circumstances and economic status.

Social Justice and Human Rights

Respecting and promoting the dignity of all individuals and advocating equality of opportunity to a just and fair life.

Accountability

Making our ways of working open, honest and transparent, and taking responsibility for our actions.

Learning and Innovating

Consciously learning and innovating to improve our work and achieve our vision.

Our Strategic Plan

In 2018 we finalised and launched our new 2018-2021 Strategic Plan. The new plan builds on the foundations laid by our 2015-2018 Strategic Plan, which served us well as we consolidated our new name and vision of Health and wellbeing for all.

Progress against 2015-18 Strategic Plan

In 2017-18 we completed all major objectives and actions outlined in the 2015-2018 Strategic Plan. Key highlights over the final year of our 2015-2018 Strategic Plan include:

- ▶ Expanded our program offering, including a major expansion of our Pathways Program (support for sex workers) and successfully tendering for:
 - the Towards Home Program, which provides rough sleepers with comprehensive, wrap-around, 24/7 care and support; and
 - mental health and counselling services (Mental Health Integrated Comprehensive Care and Accessible Psychological Interventions)
- ▶ Developed early childhood and childhood services to be delivered as part of the National Disability Insurance Scheme
- ▶ Expanded the capacity of Communities that Care Stonnington, a community-wide initiative identifying effective ways to promote the positive development of children and young people, and prevent adolescent problem behaviours
- ▶ Completed improvement works at our South Melbourne site to provide more space and improved facilities for consumers, as well as making our main entrance more visible and accessible from the street
- ▶ Continued to grow the size of our organisation, with operating income increasing 11% from the previous year
- ▶ Continued to ensure that Star Health is a well-managed organisation which is dedicated to reducing health inequity within the communities which we work.

Development of 2018-2021 Strategic Plan

Our 2018-2021 Strategic Plan has been developed after extensive consultation with consumers, community members, partners, staff, the Board and other stakeholders.

The Plan affirms our ongoing commitment to our core values, and vision of health and wellbeing for all, whilst also setting out a clearer and more focussed approach to the way we work.

This is reflected in our new purpose:

We provide coordinated care when and where needed so our consumers can achieve their health and wellbeing goals.

Importantly, the Plan very clearly puts consumers at the centre of everything we do. Each of the Plan's five goals is built to ensure that in all aspects of our work, we are focussed on understanding and responding to consumer needs and expectations.

The five goals of the Plan are:

- 1. Consumer Centred** - We invite and engage consumers to help us understand their needs and expectations. We want consumers to be at the centre of everything we do.
- 2. Chronic & Complex Care Experts** - We use coordinated and effective care, to support those with or at risk of chronic and complex conditions to stay healthy in their community.
- 3. Health Equity Champions** - We build partnerships and influence decision makers to help reduce the health inequity in our community.
- 4. Enabling Culture** - We foster a consumer centred, empowered and engaged culture.
- 5. Sustainable Growth** - We ensure Star Health can deliver support to consumers in the long-term.

You can view the full Plan on our website in the "About Us" section, or via this link:
<https://www.starhealth.org.au/about-us/strategic-plan-2018-2021/>



CEO & President's Report

The 2017-18 year has been another big year for Star Health, as well as the community health sector more broadly.

In June 2018, the Victorian Auditor General's Office (VAGO) released a report on the Community Health Program. Importantly, the report provides strong endorsement of the unique and essential role of community health in the primary healthcare system in Victoria.

It also provides several recommendations to further strengthen the community health sector.

Star Health is looking forward to working with Government, including through the newly established Community Health Taskforce, to maximise the potential of the sector in improving health and wellbeing outcomes for our community.

As our external environment continues to change, we remain committed to advocating for issues that affect our community and consumers.

One example of this is our engagement with elected representatives to seek a renewed commitment to community mental health funding and services for some of our most vulnerable community members.

In 2018, we also launched our new 2018-2021 Strategic Plan. The Plan articulates our ongoing commitment to our core values, which underpin our new purpose: We provide coordinated care when and where needed so our consumers can achieve their health and wellbeing goals.

We were particularly excited to be one of the finalists for the Premier's Health Service of the Year Award, which was awarded by the Minister for Health and the Minister for Mental Health in 2017.

This is in no small part due to the hard work of our talented, multidisciplinary team of more than 300 staff, as well as our Board of Directors who continue to generously give their time, energy and expertise to the organisation.

We would also like to thank our partners and funders who continue to support us to work towards our vision, and to support our community and consumers.

Finally, we could not do the work we do without our incredible volunteers and community representatives, whose input we value greatly.

This includes over 80 active volunteers who give their time in a wide variety of roles, and an active Community Participation Committee and consumer representatives on other working groups.

You can read more about other ways we are putting consumers at the centre of health on page 28.

We are proud to present this report to you, and are looking forward to continuing to work with our consumers, community, partners and other key stakeholders to work towards our vision of **health and wellbeing for all**.

Judith Klepner
President

Damian Ferrie
Chief Executive Officer

Board of Directors



Judith Klepner
President
 Chair of the Strategy & Performance Committee
Board Member since 2004



Anne Garrow
 Member of the Finance & Audit Committee, Member of the Strategy & Performance Committee
Board Member since 2013



Bronwyn Gresham
 Member of the Clinical Governance & Quality Committee
Board Member since 2018



Eddie Micallef
 Member of the Clinical Governance & Quality Committee
Board Member since 2006



Frank O'Connor
 Member of the Finance & Audit Committee
Board Member since 1987



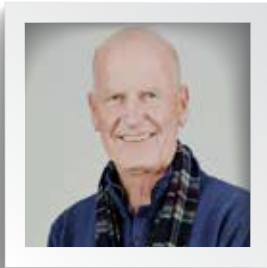
Melanie Eagle
 Member of the Clinical Governance & Quality Committee
Board Member since 2013



Michael McGartland
 Chair of the Clinical Governance & Quality Committee
Board Member since 1991



Tass Mousaferiadis
Vice President
 Member of the Strategy & Performance Committee
Board Member since 2012



Nick Capes
Treasurer
 Chair of the Finance & Audit Committee, Member of the Strategy & Performance Committee
Board Member since 2014



David Endean
Company Secretary
 Member of the Finance & Audit Committee, Member of the Strategy & Performance Committee
Board Member since 2014



Tori Berquist
 Member of the Clinical Governance & Quality Committee
Board Member since 2018



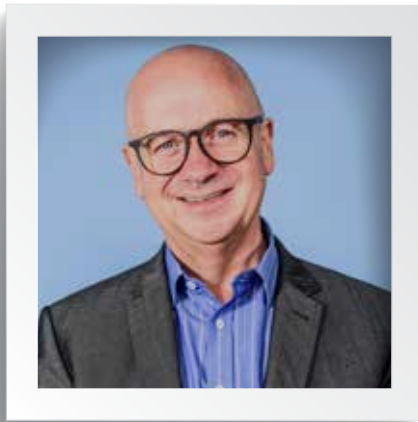
Caroline Radowski
 Member of the Finance & Audit Committee
Committee Member since 2018



Michelle Towstoles
 Member of the Strategy & Performance Committee
Committee Member since 2018



Management Profile



Damian Ferrie
Chief Executive
Officer



Alan Murnane
General Manager
Primary & Mental
Health



Georgina de Beaujeu
General Manager
Organisational
Support &
Development



Grant Hamilton
General Manager
Clinical &
Community Care

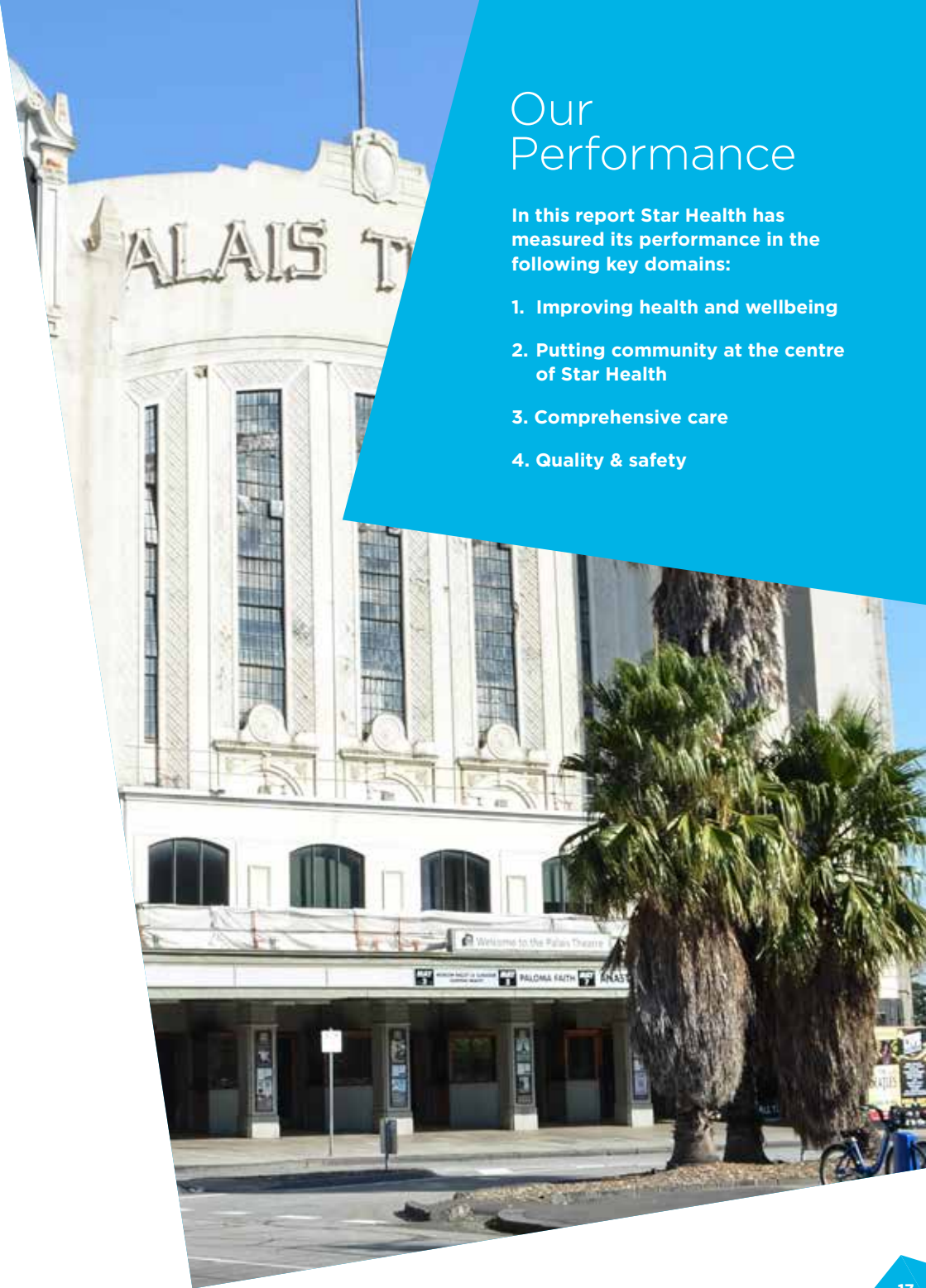


Tim Rumbold
Chief Financial
Officer

Our Performance

In this report Star Health has measured its performance in the following key domains:

1. Improving health and wellbeing
2. Putting community at the centre of Star Health
3. Comprehensive care
4. Quality & safety





Improving health and wellbeing

Reducing health inequity

Reducing health inequity is core to our vision and purpose. Star Health has a long history and reputation for engaging with diverse groups and communities, many of which experience vulnerability and disadvantage.

Health Care and Concession Card holders represent 84% of Star Health's consumers, and we provide

a number of services targeting those experiencing complex issues and other at-risk groups, often in partnership with other service providers.

Examples include our work with indigenous communities, our focus on chronic and complex care, and our approach to mental health care provision outlined below.

A focus on indigenous communities

Since 1999, Star Health has worked in partnership with local Indigenous communities and organisations, acknowledging the need to make a long term commitment to reducing the health inequity experienced by Australia's First Peoples. A recent snapshot of this work includes:

- ▶ A series of camps for young people in regional Victoria, as well as a school holiday program, to strengthen Aboriginal culture and connection to country;
- ▶ Gathering Place programs, such as the Wominjeka BBQ and Our Rainbow Place, provide a point of engagement for community and services in a safe cultural space.

These initiatives succeed in strengthening community connection and linkages with health care and other services; and

- ▶ A monthly Elders lunch, where people can connect and have conversations about issues that are affecting their health, what is happening in the community and work together to problem-solve. This is also a space where Elders can provide feedback to Star Health about our work and what we could be doing differently and better. The Elders lunch is often combined with sessions covering specific topics, including falls prevention, Alzheimer's disease, and the effects of smoking.



A focus on chronic & complex care

Star Health has always had a focus on providing care that is effective and responsive to the needs of the community, and we have developed specific expertise in supporting those with or at risk of chronic and complex conditions to stay healthy.

Recognising that GPs are the most common entry point to the health system for most people, our GP Service is based on a multidisciplinary and integrated model of care, and provides a pathway to the services that people need, when they need them.

This year's Victorian Healthcare Experience Survey (VHES) confirmed the vital role that our GPs play. Of the nearly 400 Star Health consumers who completed the survey:

- ▶ 55% Used our GP service
- ▶ 88% Used ≥ 1 Star Health service
- ▶ 62% were referred by Star Health to other services they needed to help them improve their health and wellbeing (29% said that a referral was not needed).

We are continuing to strengthen the connections between our GPs and other services (including allied health, mental health, alcohol and other drugs, and family services), creating a one-stop-shop for comprehensive health care.



Mental health services that meet different levels of need

Recognising the need to improve the quality and coordination of care for consumers, Star Health provides a stepped care model of mental health support to ensure that individuals receive the right care in the right place at the right time.

We work with consumers to identify the right supports that are highly flexible in their delivery. This is undertaken within a strengths-based, recovery-focussed, person-centred framework.

Our mental health services are designed to meet the needs of individuals encompassing severe, persistent and complex conditions.

This includes mental health nursing and counselling, family support, care-coordination, and psychiatric and psychological care.

Client reflects on the power of groups

I was 12 years old when I first wrote about suicide.

My teachers got wind of this and I was diagnosed with depression and forced into regular counselling sessions.

Unfortunately, nothing really improved and my sadness persisted. After my third serious suicide attempt at the age of 20, I was hospitalised for depression, anxiety and anorexia, as well as drug-induced schizophrenia - I was placed on medication for which I would continue to take throughout my life.

All throughout my teens and twenties I engaged in various forms of treatment in the hope of some kind of shift in my thinking, feelings and behaviours.

I was involved in counselling, traditional psychology, cognitive behaviour therapy, dialectical behaviour therapy, psychiatry, hypnosis, rehabilitation and eating disorder clinics.

Through these methods, I experienced small shifts, but never anything significant, powerful, life changing or enduring.

Two years ago, I was provided with the opportunity to become part of the Personal Helpers and Mentors (PHaMs) Program at Star Health.

At that time, I was unemployed, totally isolated and withdrawn, still experiencing the debilitating effects of anxiety and depression, had just started addressing my issues with drugs and alcohol, and still deep in the throes of my eating disorder.

I had never had a full time job, had never been in a relationship and had no friends or social life. My life was muted, in black and white, on pause for the past 20 or so years.

Carolina, my case manager brought up the idea of attending a group run by Star Health. I had tremendous anxiety, and it took a while to talk myself into it. I still remember the first group I attended.

For me it was a big deal that I was leaving the house, committing to something for 5 weeks, and that I was going to be around people I didn't know.

I didn't really talk to anyone, or absorb the information being delivered, but I was getting out of the house and that was a huge deal. The group gave me a sense of purpose. Once the group was over, I decided to build on the momentum and enrolled in another group. Slowly but surely, my anxiety decreased and I was starting to have a voice.

In time I would start participating in discussions, and as time went on I even engaged with people during breaks and after the groups. Participating in the groups made me feel more confident and like I had something worthwhile to contribute. I started seeing myself as someone who had value and my self-confidence grew.

I strongly believe in the power of groups and believe everyone can experience gains from participating. Whether it is simply getting out of the house, making a commitment to something, being around others or learning skills and mindsets for wellbeing. For me, the group programs at Star Health have been invaluable and I believe paramount in my recovery, and I will continue to take advantage of this resource, and urge others to do the same.

Alice* is now a group co-facilitator in Star Health's Alive 2 Thrive Program.

*Names have been changed to respect the privacy of our consumers. Stories and quotes have been included with the permission of the consumer.



Star Health Staff Profile

Jodie – Health Care Coordinator

Jodie joined our Integrated Team Care Program 18 months ago, after working as a nurse in hospitals.

In her role as Health Care Coordinator, Jodie works with Aboriginal and Torres Strait Islander clients who have chronic diseases - such as cancer, respiratory, renal and cardiovascular diseases, mental health and diabetes - to improve the self-management of their health conditions.

Jodie works with clients and their GPs and other health providers, to establish links with services, and support people to attend appointments and take medications, as well as help clients to better understand their chronic conditions and how they can manage them.

“I enjoy being a part of the Indigenous Access Team at Star Health working with Aboriginal and Torres Strait Islander people to improve their health, and support opportunities for community to come together at events like Our Rainbow Place and Wominjeka BBQ. There is a really big Indigenous community in the area, and I felt really welcomed.”

STORY:

Promoting Indigenous health & culture

It’s estimated that there are over 6,500 Indigenous food species in Australia – how many have you tried?

Star Health staff and Elders joined the award-winning chef from Attica in Ripponlea, Ben Shewry, for a day with senior students from a number of schools in the City of Kingston area to explore making simple and nutritious food with Aboriginal ingredients, and learn about careers in cooking.

Cooking with Indigenous staple foods like wattle seed, kangaroo, salt bush and finger lime provided an opportunity for Elders, Ben and students to talk about the health properties of these foods, Indigenous culture and connection to the land.

Long-term Star Health volunteer and community leader, Aunty Jacko (Judith Jackson) also taught the group to make her famous damper.



Promoting inclusion across Star Health

At Star Health, we value diversity and are committed to providing an inclusive environment where all feel accepted, safe, affirmed and celebrated.

Over the last 12 months, we have supported staff to undertake the following training to strengthen knowledge and skills, enhancing the appropriateness of the care they provide:

- ▶ Indigenous Cultural Awareness Training
- ▶ Living LGBTI
- ▶ Mental Health First Aid

This year our Diversity Working Group has continued to promote awareness about diversity and inclusion and support positive action across the organisation, sharing new and updated clinical guidelines, information on new programs and initiatives, and policy updates, as well as publishing the monthly Diversity Newsletter.

Our committed Working Group represented Star Health at the Horace Petty housing block in South Yarra for Harmony Day, to celebrate cultural diversity together with the Working Together Network. This event brought together locals across cultures and nationalities and provided a unique opportunity to connect and raise awareness of Star Health services in the area.

Star Health once again joined in the annual celebration of LGBTQIA+ culture at the Midsumma Festival, hosting a stand where staff met community members and shared information about the services we offer.

Transitioning to the National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is a new national government initiative for people living with a disability to get the care and supports they need to live a better and ordinary life, and has been rolling out in the South East region since April 2018. The NDIS is changing the way people access support and services.

Our specialist mental health and child development workers have been working alongside our consumers, their families, carers and other supports to ensure their transition to the NDIS is as smooth as possible. Star Health is working with consumers to help them access the information they need to prepare for the NDIS transition process. Our staff have also been attending NDIS planning sessions with consumers to ensure their voice is heard and needs are accurately captured and addressed through NDIS packages.

"My experience with the NDIS has certainly been made clearer by Star Health and working with my case manager has been so valuable to understand and prepare for this process.

I have had preliminary conversations about the NDIS with my case manager and attended a very informative Q&A session that Star Health held.

I received the 'My story My plan' booklet to help me prepare for a meeting with the NDIS, and my case manager is supporting me to complete this process. I was also given a calling card so I knew what to expect when the NDIS called and knew how to manage the call in the way I wanted to.

I was made aware that doctors and other service providers would need to provide letters of support and have been working with my case manager to obtain this information.

I feel prepared for the NDIS planning meeting and I know Star Health will be there to support me and I am very thankful for the information and advice I have been given."

- Star Health consumer.



Putting community at the centre of Star Health

Partnering at all levels

Star Health recognises the unique perspective and immense value our consumers and community provide, and we are committed to strengthening and expanding their active participation in all parts of what we do, including:

- ▶ **Peer workers in our programs**
We have engaged peers with sex industry experience to be part of a research team to interview up to 40 sex workers to seek input on how we can make our case management service more person-centred and responsive.
- ▶ **Service reviews**
We have worked closely with consumers using a co-design model to ensure our mental health groups are more relevant. This led to the piloting of new groups for pre-employment and self-esteem, and increasing our offering to over 20 multi-week group programs.

We work closely with consumers to develop skills to co-facilitate these groups, provide opportunities for our consumers and make our groups stronger.

- ▶ **Annual audits**
Star Health commissions consumer-led annual audits of our reception and waiting areas, which have resulted in improved consumer access, wayfinding, signage and dedicated child play areas.
- ▶ **Interview panels**
Star Health currently has 25 consumers who have been trained in the interview process and who support us to choose the best staff. Over 2017-18, consumers sat on 67% of our interview panels. This result fell short of our 75% target, and we are looking at ways to strengthen our processes to improve on this result.

Consumer feedback

Feedback is crucial in ensuring that we improve our services and ensure consumers feel they are in control of their care.

Star Health actively encourages consumers to provide feedback in the following ways:

- ▶ Face-to-face or over the phone with Star Health staff or via email quality@starhealth.org.au
- ▶ Feedback Forms, which are available in several languages at each reception area.
- ▶ Using the iPad at our Feedback Stations on-site.

- ▶ Online via social media, Google Review, and Care Opinion.

Between July 2017 and June 2018, we received a total of 264 items of feedback about the quality of our services, accessibility, our facilities and staff.

Of this feedback:

- ▶ 68% were compliments and suggested improvements
- ▶ 32% were complaints.

What you said ▶ What we did

The range of services that Star Health offers is not clear

We have updated content on our website to make it easier to find out about all the services Star Health provides. This information is also available in the Star Health Welcome Brochure, which can be found in the waiting areas at all of our sites.

We will be focusing on improving the website over the next year.

The range of materials available when waiting is limited

We have installed TVs in the waiting room at our South Melbourne site, which includes information on the services we offer, as well as useful health tips. There are also magazines and books available.

It is hard to make an appointment. Sometimes I have to wait for someone to call me back.

We have started a project to redesign how we get people into the right appointments the first time they call.



Community Participation Committee

Our Community Participation Committee (CPC) has been active for 12 years, and is comprised of up to 14 community representatives and staff. The CPC champions community participation across the organisation, progresses key projects and provides an opportunity for members to contribute to the core work of Star Health and strengthen their skills.

Over the last 12 months, the CPC has influenced Star Health work and programs by:

- ▶ Contributing to the Star Health Strategic Plan 2018-2021
- ▶ Providing advice in relation to the slide design & information available on TVs in the South Melbourne waiting area
- ▶ Providing input and feedback on strategic initiatives, including the client portal for the new Client Information Management System
- ▶ Engaging with key staff around consumer experience planning and system design

- ▶ Holding Star Health accountable to the 2017 CPC Audit Action Plan, and the 2018 Family Friendly Audit.

The CPC has also started engaging with other working groups across Star Health, such as the Health Literacy, Dual Diagnosis & Diversity Working Groups, to share information and learnings.

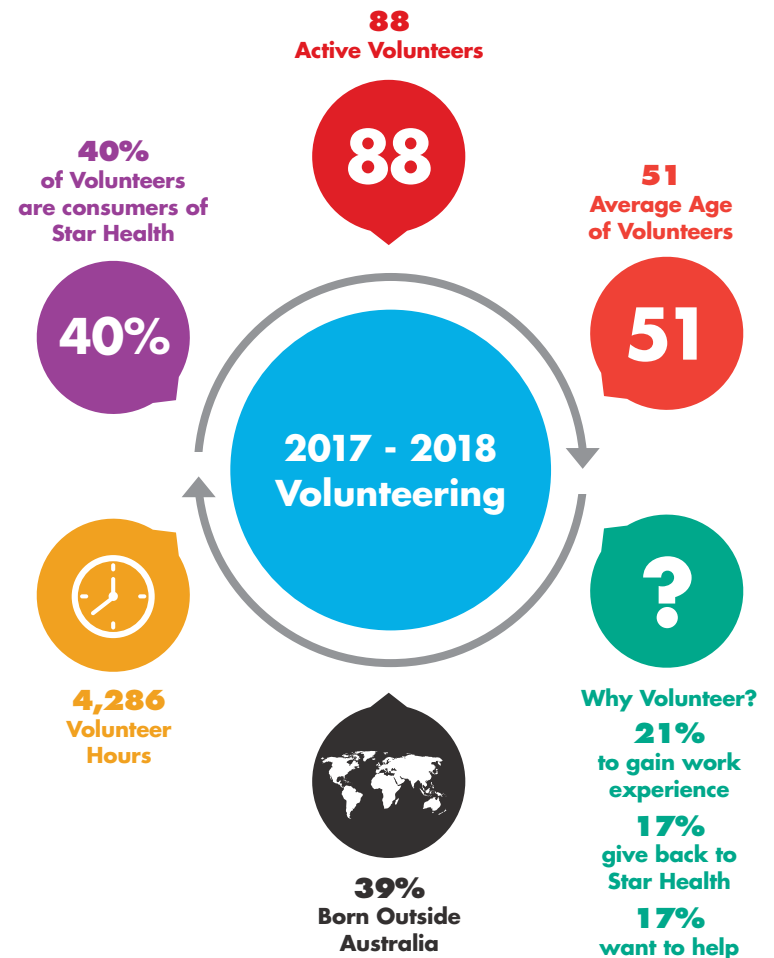
“Being new to the CPC this year I have really enjoyed coming together as a group and sharing ideas and experiences. I have also enjoyed various areas of Star Health presenting to our group and have learned a lot about the organisation. My highlight was the Q&A time we had with our CEO Damian where we got to ask the tough questions.”

- Kylie, CPC consumer member

“A sense of ownership and belonging comes from being part of the CPC. I feel part of the decision-making processes in an advisory capacity. This is my community and I value my input being appreciated.”

- Claire, CPC consumer member

Volunteering at Star Health

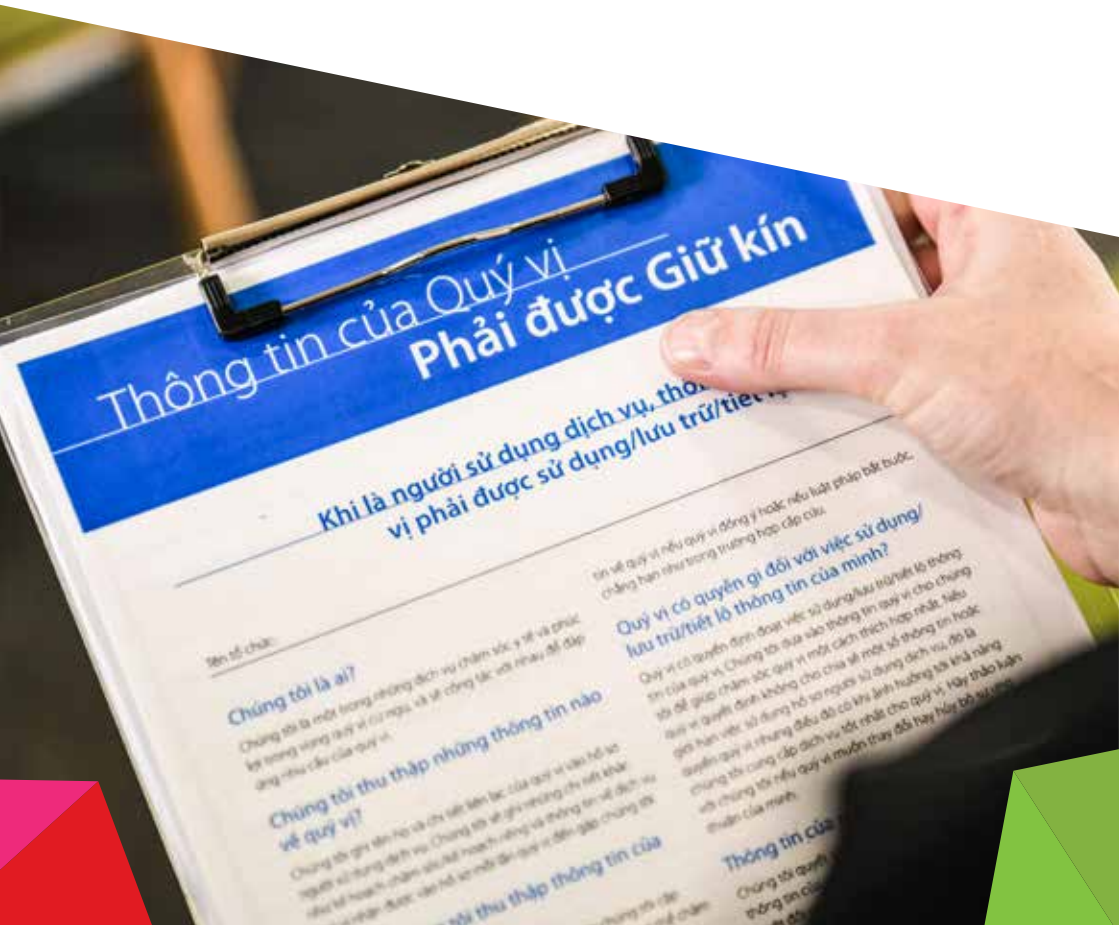


Interpreter use

To ensure access for everyone, including those from culturally and linguistically diverse backgrounds, we provide a range of language and interpreting services whenever they are required, as well as materials in all major languages in our community.

Over the last 12 months, we provided 1,723 instances of interpreter support to Star Health consumers in 31 languages.

Our most commonly requested translation services are Russian, Greek, Mandarin, Tibetan, Cantonese and Somali.



My journey with Star Health has included a variety of experiences and learnings. As a consumer with the mental health team my support worker introduced me to some fantastic group programs such as warm water exercise, a gardening group and a bike group.

Not only did we explore what Star Health had to offer but further out in my community the different activities available for me to participate in.

My most rewarding has been volunteering with Star Health on a weekly basis as it really gives me a sense of purpose, has taught me new skills and I have become more social.

It's a great feeling to help others and it has really improved my mental health and outlook. I have also become involved with the Community Participation Committee, bringing my own skills and ideas to the group and finding out all the new happenings at Star Health. It is a very interesting role.

- Star Health volunteer and consumer.



Building health literacy one word at a time

Did you know that 60% of Australians have low health literacy?

The Australian Commission for Safety and Quality tells us Health literacy is made of both individual and environmental factors.

INDIVIDUAL HEALTH LITERACY

Patients' skills, abilities, knowledge and experience

Understanding and being able to act on information about health and health care

HEALTH LITERACY ENVIRONMENT

How easy or hard information or services are to understand

At Star Health, we have established a Health Literacy Working Group of staff and consumers to ensure that our consumers can understand the information we provide and our services are easy to use. We want all consumers to be able to access the care they need and make informed decisions around their own health and wellbeing.

Over the past 12 months the group has:

- ▶ Reviewed 17 information resources, including eight organisation-wide resources and 10 service-specific resources for occupational therapy, dental, mental health and dual diagnosis
- ▶ Coordinated an introduction to health literacy training for 13 staff and 5 consumers
- ▶ Developed a Health Literacy strategy for 2018-19
- ▶ Partnered with seven organisations within the Southern Metropolitan Primary Care Partnership (PCP) to undertake a pilot project to test the effectiveness and suitability of the Victorian PCP eLearning Health Literacy modules for staff and consumers.



*"I've gained a lot from being a member of the Health Literacy Working Group. Reflecting on language and how it's used is always interesting to me. The ideas and suggestions we come up with in the group are put to good use. It's important work that we do, which is satisfying to know."
- Consumer member*

*"We at the Dual Diagnosis Clinic developed posters to tell people about our clinic. These needed to provide a simple and direct message to our clients using no jargon. The Health Literacy Working Group came on board and helped us with constructive and valuable feedback. I cannot commend enough the wonderful work they did and how positive it was to work with them during the review process."
- Staff member*



Supporting young people to be heard

Youth Voice is led by 'Communities That Care Stonnington', an evidence based, partnership project working to create a healthy, connected and inclusive community that is safe and supportive for all children and young people.

Q&A

with Youth Voice community member Liam

What inspired you to want to be a part of the reference group for Communities That Care (CTC) Stonnington Youth Voice?

At first, I stumbled into the group because of a community basketball game.

After attending the first meeting what really made me want to keep coming back was the potential I saw in the group to be able to do such great things. Our group works as a voice for young people in our community.

So often young people can feel as if their views are overlooked and ultimately this is one way that we can stand up and give our perspective and work together to make the changes we want to see in the community.

CTC Stonnington Youth Voice created a short film called TALK ABOUT IT on personal experiences and challenges around mental health. How did this come about?

Coming together the group believed that mental health issues were underlying a lot of negative behaviour we were noticing in the community, and so we decided we wanted to make

a video in order to raise awareness and really attempt to break down the stigma associated with talking out about your own mental health.

I hope that the film speaks to school aged kids. They're coming to a point where they're going to start facing some difficult and stressful times and I believe it's important for them to understand that there are people who they can talk to, to work through problems they face.

I also hope it sparks conversations between parents and their children because so often there is a lack of communication at the toughest of times.

Watch TALK ABOUT IT here:
<https://www.youtube.com/watch?v=pT0ovuVVSdA>

Comprehensive care

Star Health is committed to providing the right care, at the right time, in the right place.

Dental outreach

Recognising the importance of oral health, we do all we can to help our community access our Dental Service. In addition to our dental clinics in South Melbourne and Prahran, Star Health provides outreach in supported residential services, residential aged care facilities and preschools. Using an innovative service model, our Oral Health Therapists travel to supported residential services to provide health education, conduct assessments and screenings, and arrange referrals for treatment for residents. In 2017-18, Star Health Oral Health Therapists visited eight residential facilities, conducted dental screenings for 41 consumers, and provided follow-up treatment in the dental clinic to 24 residents.

Health Care Homes

More than 50% of Australians have at least one chronic health condition, and need support from a number of health professionals. At Star Health, we make sure this care is coordinated and flexible to suit the needs of our community. Through our Health Care Homes Program, we work with consumers who have complex and chronic health conditions to link services together, including GP, Allied Health and other specialist services. This approach is also designed to increase an individual's understanding of their health condition and encourage proactive self-management, ultimately avoiding hospitalisation.



Star Health Staff Profile

Maycon – Dual Diagnosis Practitioner

In Victoria, as in other parts of the world, services are working with increasing numbers of people with dual diagnosis – individuals who are experiencing mental health and substance use issues at the same time. Recognising the strong links between mental health and substance use, Maycon works to provide coordinated and integrated support to people at our Dual Diagnosis Clinics in Prahran and South Melbourne.

Maycon works with consumers to increase their understanding of how the brain works, and the impacts of alcohol and other drugs on their mental health. Maycon also provides counselling support, works with clients to develop collaborative care plans, and arranges referrals to other services within and external to Star Health so that our consumers are receiving the care that they need.

“I came to work with Star Health because the organisation offers a broad range of services that support people in a holistic way. Star Health really values and invests in its people, and supports staff to provide the best care that they can to our consumers”.

Supporting health and wellbeing through art

Trent is an energetic volunteer who joined Star Health at the end of 2016.

Trent provides an enjoyable two hour art class for Hollydale Lodge, a Supported Residential Service (SRS) in Malvern East. The residents at Hollydale Lodge experience a range of complex issues, including mental health issues, disability, dementia or age-related frailty, and are supported with everyday activities.

Each week, Trent creates a space where residents can be creative and use the making of art to help improve their overall health and wellbeing. Trent is very creative and keeps residents engaged by using different materials and techniques including tie dye, stickers, pastels, paints, pencils, plaster,

paper mache, clay moulds, canvas, jewellery making and using flower pots. Trent has combined his self-taught ability in painting with his interest in wanting to help others. He is always looking for ways to support the residents and knows when to extend them within their art ability and has some residents planning an exhibition at the SRS.

Outside his volunteering he works full time as a Social Media Advisor and is studying his Masters of Therapeutic Arts Practice and a Bachelor of Metaphysical Science.

Trent was nominated for the 2018 Victorian Minister of Health Volunteer Awards and also received the Star Health Volunteer Excellence Award at the end of 2017.





Quality & safety Improving consumer access

Upgrade of facilities at our South Melbourne site

With the support of a generous grant from the Victorian Government, we have invested more than \$1 million in our South Melbourne site so that we are better equipped to meet the needs of our community now and into the future.

We have a new multi-functional gym, and six additional counselling rooms to meet increased demands for counselling and mental health support.

Our new reception and waiting area has almost doubled in size and has significant increased seating, including more privacy, and the new entrance now makes it easier for our consumers to see and enter the building.

Access to Allied Health and Dental Services

This year, we continued to improve access to our allied health services after successfully reducing waiting times in 2016-17. After conducting a review of how consumers access our allied health services, the process of assessment and identification of needs, booking appointments, and goals of care and expected outcomes, we worked with our staff to identify ways to increase the amount of time spent with consumers. Between September 2017 and June 2018, we have increased the time our allied health team are spending with consumers by 19%.

We have also made a number of changes to reduce the amount of time people are waiting for dental appointments, including allocating time each day for emergency appointments to reduce the number of people who have to sit and wait for an appointment to become available. Through use of the Dental Health Services Victoria (DHSV) Voucher Scheme, we have also been able to reduce the waitlist for denture treatment by 50%.



Victorian Healthcare Experience Survey 2017

Each year Star Health participates in the Victorian Healthcare Experience Survey (VHES), a state-wide survey conducted on behalf of the Department of Health and Human Services. The survey collects data and feedback from a range of consumers of Victorian public health services, and provides an excellent opportunity for us to identify areas for improvement and make changes. This year, Star Health consumers completed almost 400 surveys. The results are below.

Almost **400** Surveys completed!

Who responded to the survey

60%

Females

38%

Males

2%

Other

38%

LGBTI+ Community

4%

Aboriginal and/or Torres Strait Islander

37%

Had a mental health condition

22%

Had a chronic illness

10%

Don't Speak English at home

55%

Used our GP services

24%

Used Star Health for more than 4 years

54%

Used our Dental services

Where did we rate well

97%

Very good or good care

94%

Always given privacy in appointment

90%

Treated with respect & dignity"

93%

Felt physically safe

81%

would recommend

90%

Felt welcomed

What we need to improve

ONLY 48%

of clients were asked about other health concerns

ONLY 45%

of clients know how to make a complaint

ONLY 68%

of health workers helped with client goal setting

We are working on these areas as part of our business plan for the next financial year.

Clinical Governance & Quality

Star Health has a proactive and integrated approach to safety and quality based on a clear Clinical Governance and Quality Framework that supports staff to deliver their responsibilities in providing a safe, effective, individual, connected and consistent experience for consumers.

We have two committees that oversee this work:

- ▶ The Clinical Governance and Quality Committee of the Board that sets a clear vision, strategic direction and just organisational culture that drives consistently high-quality care and services and facilitates strategic partnerships and consumer engagement.
- ▶ An internal Continuous Quality Improvement Committee that oversees implementation of the Quality Workplan.

Every three years, Star Health takes part in a quality accreditation review. Our last full accreditation review was in June 2017, during which Star Health received full accreditation against the following standards:

- ▶ Quality Improvement Council Standards
- ▶ Department of Human Service Standards
- ▶ National Safety and Quality Health Service Standards
- ▶ National Standards for Mental Health Services
- ▶ Rainbow Tick Standards.

In 2017, Star Health also received full accreditation against the Aged Care Standards for the first time. The Star Health GP Service is AGPAL accredited.

Infection control

Over the last 12 months, our Infection Control Committee has continued to make improvements to ensure that our service environments meet the highest safety and hygiene standards, including:

- ▶ Conducted environmental audits of reception and clinical areas and implemented enhanced infection control protocols, including the installation of antimicrobial hand gel dispensers
- ▶ Employed a permanent Sterilisation Technician to improve and oversee the sterilisation of dental and podiatry equipment
- ▶ Supported staff to undertake professional development in infection control, hand hygiene, and compressor and suction maintenance.

Medication safety

Star Health is accredited against the National Safety and Quality Health Service Standards for medication safety, and holds a Health Services Permit that ensures all medications are managed in line with the requirements of the Drugs, Poisons and Controlled Substances Act (1981) and the Drugs, Poisons and Controlled Substances Regulations (2006).

Our policy, procedure and practice frameworks ensure that medicines are acquired, stored, administered, supplied and disposed of in accordance with all relevant legislative and regulatory requirements.



Oral Health Indicators

The safety and performance of our Dental Service is monitored by Dental Health Services Victoria. Over the last year, we have achieved excellent results in the following areas:

- ▶ Low rates of tooth extractions within 12 months of endodontic (root canal) care;
- ▶ Low rates of unplanned return within seven days of teeth being extracted; and
- ▶ Low rates of dentures being re-made within 12 months of initial placement.

The results showed that we were slightly outside the normal range in:

- ▶ Treatment being completed within six months of initial endodontic (root canal) care.

On further examination of this result, we found that four clients did not return for their appointment to complete their treatment. We are currently looking at better ways to encourage people to attend scheduled appointments and complete their dental treatment.

Incident management across Star Health

Star Health is committed to providing a safe environment for our consumers, staff and volunteers.

Star Health uses the Victoria Health Incident Management System (VHIMS) to report near misses and incidents, and regularly reviews incidents to ensure we are continuously improving the quality and safety of our services.

Our Senior Leadership Team reviews all incidents on a monthly basis, while a quarterly summary is shared with the Clinical Governance and Quality Committee of the Board. This helps us to learn from any incidents or near misses to prevent them from happening again.

Over the 2017-18 financial year, Star Health had 97 incidents reported.



Star Health Staff Profile

Wol – Men’s Behaviour Change Facilitator/Counsellor

Working as part of our Family Violence Program, Wol engages with men who use violence against their families to develop new non-violent behaviours.

A qualified counsellor, Wol facilitates individual and group counselling sessions, and provides case management to individuals.

Wol provides practical support to men to address their needs in relation to their use of violence, and often works to address interlinked issues relating to housing, mental health, substance use, and legal and employment issues.

“I find the change process within each and every individual really interesting. It is important to separate the behaviour from the human. I practice from a non-judgemental perspective and work collaboratively with the men to reflect upon and change destructive behaviours.”

Child Safety

Star Health is a child safe organisation, and has zero tolerance for child abuse. We are committed to listening to and empowering children and young people, and promoting their health, safety and wellbeing through all that we do.

Star Health has systems and processes in place to ensure the protection and safety of children and the prevention of abuse, including:

- ▶ A Child Safety Policy and Procedure that details child safe practices and mandatory reporting requirements
- ▶ Mandatory online child safety training for staff
- ▶ All Star Health staff and volunteers hold a Working With Children Check
- ▶ The appointment of a Child Safety Officer, who provides guidance for volunteers and staff who are concerned about child safety and need support navigating reporting requirements.



Environmental sustainability

Every year, we look at ways to improve our environmental sustainability and performance. Star Health is committed to developing a green culture, which is promoted through the actions and initiatives of our organisation and our staff. In 2017-18, we have worked to reduce our impact on the environment in the following ways:

- ▶ Introducing a new waste reduction program across our sites, supporting staff to separate items into garbage, recycling, and compost. This is reducing the amount of waste going to landfill
- ▶ Installing energy-efficient LED lights and solar panels at our South Melbourne site
- ▶ Providing tablets to more of our staff so that they can work from anywhere, which reduces the number of car trips between our sites, saving fuel
- ▶ Secure storage and bike racks for bicycles to encourage staff to ride to and from work
- ▶ Upgraded to smaller and more efficient reverse-cycle heating and cooling systems in our South Melbourne and Prahran sites that can be turned on only when the space is being used
- ▶ Reduced printing through use of the hold printing function, and default greyscale colour setting on printers at all of our sites; and
- ▶ Undertaking a full review of our fleet, and phasing out older fleet vehicles and replacing with fuel-efficient Hyundai i30 models.



Research & Innovation

Alcohol and Other Drugs Model of Care

Over the last year we have developed a new comprehensive Model of Care for people seeking alcohol and/or other drug treatment that is based on international best practice. This new model is designed to improve access to high quality AOD support.

Our initial review looked at international literature relating to peer models, harm reduction, clinical and recovery AOD interventions, and best practice service models for the treatment of AOD-related harms in the community setting. Our new Model will create a stable program for our consumers, while enabling flexibility and innovation in practice.

The next step is to develop strategies to improve and measure consumer outcomes through coordination of integrated care, quality of life oriented services and aftercare. We are also implementing innovative supervision models to better support our staff.

Enhancing patient outcomes through innovations and partnerships

Star Health is partnering with Launch Housing to provide on-site community health nursing and occupational therapy services at a 51-bed crisis accommodation facility in Southbank. Clients can stay at this facility for up to 8 weeks, during which there is intensive planning to assist them in obtaining longer-term accommodation.

Locating clinicians on-site at Launch Housing provides an avenue for Star Health to engage with some of the most vulnerable people sleeping rough in a safe environment, and slowly build relationships in a non-intrusive way. This program has a particular focus on unmanaged chronic health conditions, and on rebuilding people's confidence in healthcare providers, as many clients have not engaged with the health system in a long time.

Star Health staff also link clients with other health services and accompany them to appointments, including at Star Health, and work with Launch Housing case managers to ensure continuity of care. Over the last year, our nurses worked with 293 people, supporting them with a range of health services including wound care, sexual health screening, immunisation, and hepatitis C management.

Partnerships

Partnerships are an important part of how we do our work, and help us bring together expertise and resources to better meet the needs of our community. We have many wonderful partners, including:

City of Port Phillip and City of Stonnington

Star Health has established strong partnerships with local government, including the City of Port Phillip and the City of Stonnington. There is a strong alliance and mutual understanding of community needs and we work together to develop and implement strategies to address these needs. Through both annual community Grants and Funding Deeds, we receive funding support for a range of programs and events that include Indigenous, homelessness, Supported Residential Services, physical activity, nutrition and social connectedness.

Thorne Harbour Health

We have joined forces with Thorne Harbour Health (formerly the Victorian AIDS Council) on the Peer Advocacy Response Training initiative (PARTi Project), which builds the harm reduction capacity of nightclubs in Stonnington and Port Phillip, with the aim of creating a safer environment for staff and patrons. After assessing the training needs of each venue, the PARTi Project develops individualised training packages that include information on drug-related first aid, harm reduction strategies, preventing and responding to sexual assault/harassment and de-escalation techniques. Five clubs have been trained by the PARTi Project and more trainings are scheduled in the coming months.



Treasurer's Report

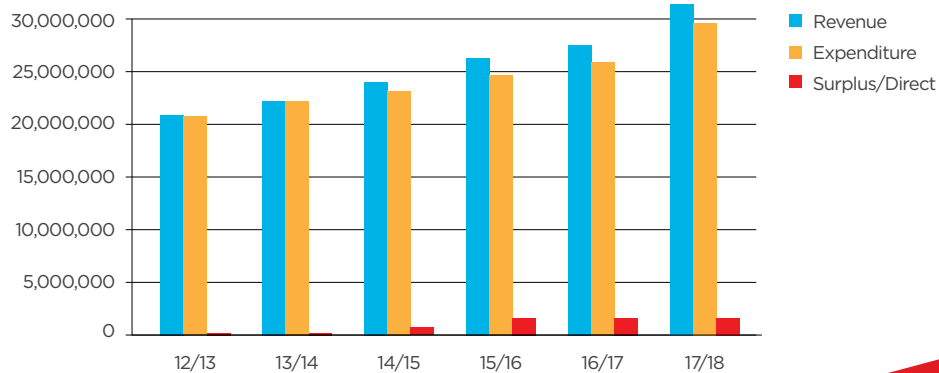
Star Health has continued its run of strong financial performances by finishing the 2017-18 year with another excellent result.

The organisation continues to chase efficiencies whilst maintaining focus on growth strategies.

We have continued to successfully tender for services in both new and existing areas.

The constant focus on operational improvements is providing the benefit of the consistent delivery of operational surpluses. The 2017-18 year is the sixth consecutive year of surplus.

Star Health performance for last six years



Financial Performance

The organisation produced a total surplus this financial year of \$1.8 million (an increase from a surplus of \$1.6M 2016-17).

Our total operating income for the year was \$30.5M, representing an 11% increase from the \$27.5M achieved in the 2016-17 financial year.

Our operating expenditure for the year was \$29.6M, a 10% increase over the prior year's figure of \$26.9M. The operating surplus, excluding the gain on the sale of Mitford Street was \$0.9m, an increase of \$0.3M on last year. The sale during the year of our Mitford Street property and subsequent profit on sale (\$0.9M) contributed towards a final surplus of \$1.8M.

Cash flow during the year was a positive increase of \$1.9M leaving the organisation with a very healthy balances of cash and available-for-sale investments at year end.



Nick Capes
Treasurer Board of Directors

Our strong and improving financial position will allow us to continue to grow our services to be accessible to all, whilst maintaining our focus on reaching out to those most in need.

I would like to thank our funders who have supported us over the past year and helped with our ongoing success, enabling us to work with and support our community. I would also like to thank our dedicated staff who work tirelessly enabling us to provide our services whilst delivering strong results.

Finally I would like to thank my Board colleagues, particularly those on the Finance and Audit Committee, for their support and ongoing commitment.

Nick Capes
Treasurer
Board of Directors

Funders & Partners

- ▶ Access Health
- ▶ Albert Park Rotary
- ▶ Alcohol and Drug Foundation
- ▶ Alfred Health
- ▶ Albert Park Yachting and Angling Club
- ▶ Baker IDI Heart & Diabetes Institute
- ▶ Bayside Peninsula Integrated Family Violence Partnership
- ▶ Bolton Clarke (formerly Royal District Nursing Service)
- ▶ Borderline Personality Disorders Australia
- ▶ Bubup Womindjeka Family and Children's Centre
- ▶ Bunning's Warehouse
- ▶ Cabrini Health
- ▶ Community Housing Limited
- ▶ City of Cardinia
- ▶ City of Casey
- ▶ City of Glen Eira
- ▶ City of Kingston
- ▶ City of Port Phillip
- ▶ City of Stonnington
- ▶ Communities That Care Ltd
- ▶ Christian Brothers College
- ▶ CoDesign Studio
- ▶ Consumer Affairs Victoria
- ▶ Deakin University
- ▶ Department of Education & Training Victoria
- ▶ Department of Health & Human Services Victoria
- ▶ Department of Health
- ▶ Department of Justice & Regulation Victoria
- ▶ Dental Health Services Victoria
- ▶ Diabetes Australia
- ▶ Families, Housing, Community Services and Indigenous Affairs
- ▶ Footscape
- ▶ Four Seasons Condoms
- ▶ Gambler's Help
- ▶ Goodlife Port Melbourne
- ▶ Goodlife Prahran
- ▶ Greek women's group
- ▶ Harold Holt Swim Centre
- ▶ Headspace Elsternwick
- ▶ Housing Choices
- ▶ HousingFirst (formerly Port Phillip Housing Association)
- ▶ Inkr 7 Café
- ▶ Inner East Local Learning and Employment Network
- ▶ Jewish Care
- ▶ Launch Housing
- ▶ Melbourne Magistrates Court
- ▶ Melbourne Polytechnic
- ▶ Melbourne Sexual Health Clinic
- ▶ Mental Health Victoria
- ▶ MIND Australia
- ▶ Monash University
- ▶ Melbourne Sports and Aquatic Centre
- ▶ Odyssey House Victoria
- ▶ Oz Harvest
- ▶ Office of Housing
- ▶ Police-Citizens Youth Club
- ▶ Port Melbourne Business Association
- ▶ Port Melbourne Neighbourhood Centre
- ▶ Port Melbourne Primary School
- ▶ Port Phillip Community Group
- ▶ Prahran Assumption Football Club
- ▶ Prahran Community Learning Centre
- ▶ Prahran Mission
- ▶ Presentation College Windsor
- ▶ Proud 2 Play Inc
- ▶ QUIT Victoria
- ▶ Recreation South Melbourne
- ▶ Rotary Club of Prahran
- ▶ Sacred Heart Mission
- ▶ Salvation Army
- ▶ SAX Healthcare
- ▶ SecondBite
- ▶ Southern Melbourne Primary Care Partnership
- ▶ South Eastern Melbourne Primary Health Network
- ▶ Southport Legal Service
- ▶ Southport Community Housing Group
- ▶ Southport Day Links
- ▶ SouthPort UnitingCare
- ▶ South Port Uniting Church
- ▶ South Yarra Primary School
- ▶ Social Spoons (Gold & Silver Cafés)
- ▶ St. Kilda Legal Service
- ▶ St Kilda Community Housing
- ▶ St Kilda Parish Mission
- ▶ St Kilda Youth Services
- ▶ Taskforce
- ▶ Thorne Harbour Health (formerly Victorian AIDS Council)
- ▶ Toorak Prahran Cricket Club
- ▶ TRY Australia
- ▶ Uniting
- ▶ University of Melbourne
- ▶ Victorian Council of Social Services
- ▶ Victorian Hospitals Industrial Association
- ▶ Victoria International Container Terminal
- ▶ Victorian Healthcare Association
- ▶ Victoria Police
- ▶ Wellways
- ▶ Windsor Community Bank Branch of Bendigo Bank
- ▶ Windsor Primary School
- ▶ Women's Health in the South East
- ▶ Woodfrog Cafe
- ▶ Youth Engagement Partnership
- ▶ Youth Support & Advocacy Service
- ▶ Yarra Community Housing





Locations

South Melbourne

341 Coventry Street
South Melbourne VIC 3205

Opening Hours:

Monday - Friday: 8:15am - 5:00pm

Wednesday: 8:15am - 6:00pm

Trams: 112

(corner Clarendon & Coventry Street);
96 (South Melbourne)

Prahran

240 Malvern Road
Prahran VIC 3181

Opening Hours:

Monday - Friday: 8:15am - 5:00pm

Tuesday: 8:15am - 7:30pm

Trams: 72, 78, 79

(Corner Chapel Street & Malvern Road)

Trains: Sandringham Line
(Prahran Station)

Cheltenham

Level 2, 11 Chesterville Road
Cheltenham VIC 3192

Opening Hours:

Monday to Friday: 8:15am - 5:00pm

Trains: Frankston Line
(Cheltenham Station)

Buses: Westfield Southland Bus Hub

Mitford Street

18 Mitford Street
St Kilda VIC 3182

Opening Hours:

Monday - Friday: 8:30am - 5:00pm

Trams: 96 & 16 (Acland Street stop);
3 & 67

(Corner Carlisle Street & St Kilda Road)

Buses: 246 & 600

(Corner Acland & Barkly Street)

Star Health Services

Our services span the full range of integrated care needed for those living with chronic and complex conditions, including:

- › **Alcohol & Other Drug (AOD) Services**
- › **Allied Health Services - Physiotherapy, Podiatry, Occupational Therapy, Dietetics, Speech Therapy (children only)**
- › **Case Management Services**
- › **Child, Youth and Family Services**
- › **Chronic Condition Management - Diabetes Education & Smoking Cessation**
- › **Community Health Nursing and Midwifery**
- › **Counselling**
- › **Dental**
- › **Family Violence Services**
- › **General Practice Doctors**
- › **Harm Reduction Services for people who use alcohol and/or drugs**
- › **Health Promotion and Disease Prevention**
- › **Home Care Packages**
- › **Homelessness & Housing Support Services - including Older Person High Rise Program**
- › **Indigenous Access Services**
- › **NDIS Allied Health Services**
- › **Mental Health Services**
- › **Post-Acute Care**
- › **Sex Worker Education & Support Services**



StarHealth
First for your Health & Wellbeing

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