



**StarHealth**  
First for your Health & Wellbeing

# 2020 Planner

**First for your  
Health & Wellbeing**

9525 1300



**Annual Report &  
Quality Account Report  
2018-2019**

# 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 and results of a workshop we held with consumers can be found on page 22 of this report. We thank everyone who took part in this process.

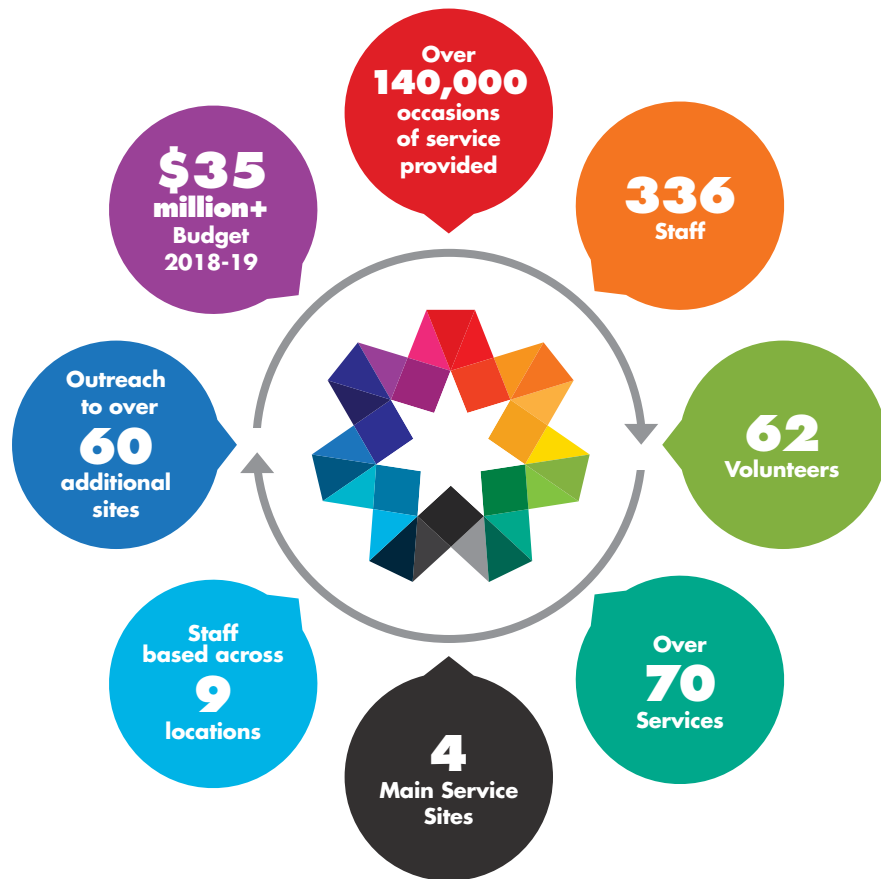
## Contents

<b>Acknowledgments</b>	<b>2</b>	About Star Health - Russian	36
<b>Welcome</b>	<b>4</b>	About Star Health - Somali	37
<b>About Star Health</b>	<b>6</b>	Case Study	38
Services	7	- Transition to the NDIS	
CEO and Chair's Report	8	We hear you	40
Treasurer's Report	10	Gender equality at Star Health and beyond	42
Strategic Plan Update	12	Keeping everyone safe	43
<b>Vision, Purpose and Values</b>	<b>15</b>	Confidence that we are committed to improving services	44
- Vision	15	Helping you access our services	46
- Purpose	15	Making healthy connections	48
- Values	15	Creating new sites purpose built for you	50
Board Profile	16	HEAL - Health Eating Active Lifestyle	52
Management Profile	18	Rainbow Tick Accreditation	54
<b>Quality Account</b>	<b>20</b>	Funders & Partners	56
2018 Victorian Healthcare Experience Survey Results	20	Locations	59
Your Feedback on this Report	22	<b>Holidays and Observances</b>	<b>60</b>
Staff Profile	23	Victorian Business Public Holidays	60
Volunteering at Star Health	24	School Terms	60
Why volunteer with us?	25	Pension Dates	60
Living an Active LiFE	26	Indigenous	60
Infection Control	28	Chinese	60
Oral Health Indicators	29	Greek	61
Environmental Sustainability	30	Russian	61
SMART Recovery	30	Jewish	61
Hearing the Consumer Voice	31	Islamic	61
Collaborative Pair creates Health Expo	32	<b>Diary</b>	<b>66</b>
Speaking Your Language	33		
About Star Health - Greek	34		
About Star Health - Mandarin	35		

# 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.



# 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
- ▶ 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



## CEO & Chair's Report

**The 2018-19 year has been a significant year for Star Health, as we continue to adapt to ensure we are responsive to our community's needs, and to best-position the organisation for the rapidly changing environment we operate in.**

After a lot of hard work by many of our staff, we were very excited to open two new sites on Fitzroy Street in St Kilda and Nepean Highway in Bentleigh this year. These new sites cement our deep commitment to our local communities, improving accessibility and enhancing our ability to provide holistic, wrap-around care to more people. We were honoured to have the Hon. Martin Foley MP officially open our new Fitzroy Street site in March.

Another key highlight this year was the Board's in-depth review of its governance arrangements to ensure that Star Health remains contemporary and is well-positioned for the future. This included updating our Constitution to clarify the role of Members and changing the Board Director appointment process to ensure that the Board is comprised of a diverse mix of skills and attributes.

We have also continued working closely with key partners to advocate strongly for our consumers and community as our environment continues to change. Of particular note is the dedication and commitment of our mental health staff, to support our mental health consumers to transition to the

National Disability Insurance Scheme (NDIS) and other programs and services, in a complex and uncertain environment. We have also secured funding for innovative mental health service models, which enable us to continue offering our mental health expertise in exciting new ways, whilst at the same time continuing to advocate for comprehensive redevelopment of the mental health system to address current gaps.

At a time when the Community Health Sector in Victoria is especially challenged by the numerous changes to funding, policy and competition, it was significant that in 2019 the Board of Star Health made a very clear and unambiguous commitment to remain an organisation which first and foremost exists to serve those members of the Community who are disadvantaged. Overwhelming evidence tells us that this group of people experience the effects of social exclusion and health inequity. So in the light of this, we have been very excited about partnering with DHHS to deliver the South Melbourne Community Capacity Building Initiative with a focus on the public housing estates of South Melbourne. In addition, we remain invested in our work with the homeless in our two Towards Home sites and the work of our clinical staff at the Southbank homeless shelter at Launch Housing.

We would like to acknowledge and thank our talented, dedicated team of more than 300 staff, who continue to go above and beyond for our consumers and local community, as well as our Board of Directors who generously give their time, expertise

and guidance in helping us to work towards our vision. In particular, we would like to acknowledge outgoing Board Chair Judith Klepner, whose unwavering commitment to our local community and diligent stewardship over the past six years has positioned us well for the future.

We would also like to thank our funders and partners who work with us collaboratively to identify and address emerging needs, harnessing our collective efforts to improve the health and wellbeing of our community.

Finally, we would like to thank our fantastic community representatives and volunteers, who are integral to Star Health. This includes an active Community Participation Committee and consumer representatives on other working groups, and over 60 active volunteers who give their time in a wide range of roles. You can read more about how our volunteers and consumers enrich the organisation within this report.

We are proud to present this report to you and would like to acknowledge the work of the Clinical Governance and Quality Committee who have overseen its development. We are looking forward to continuing to work with our consumers, community, funders, partners and other key stakeholders to work towards our vision of **Health and wellbeing for all.**

Damian Ferrie  
**Chief Executive  
Officer**

Tass Mousaferiadis  
**Board Chair**



**Nick Capes**  
Treasurer Board of Directors

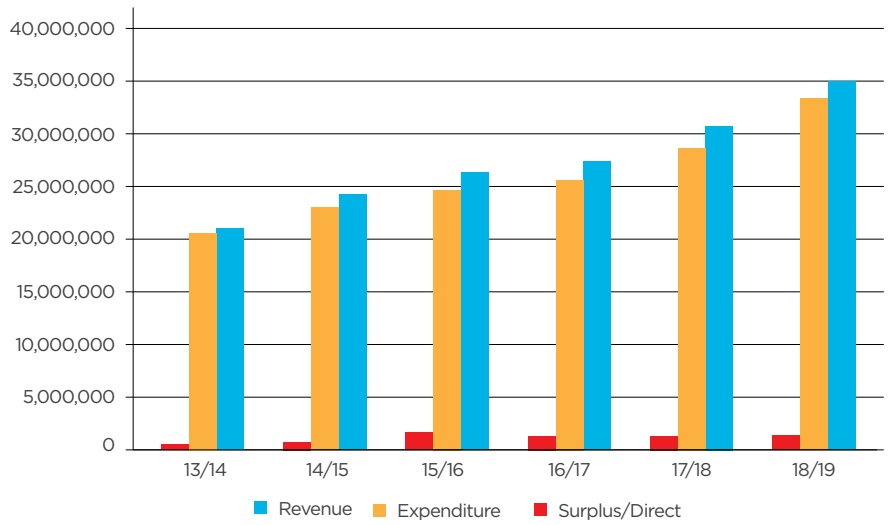
## Treasurer's Report

**Star Health has continued to produce strong financial performances by finishing the 2018-19 year with a strong surplus.**

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 2018-19 year is the seventh consecutive year of surplus.

Star Health performance for last six years



## Financial Performance

The organisation produced an operating surplus this financial year of \$1.8 Million in line with our prior years' result. Total comprehensive income was \$1.9M reflecting the increased value of our financial assets.

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

Our total operating revenue for the year was \$34.9M, representing a 16% increase from the \$30.5M achieved in the 2017-18 year. The main revenue increases were from additional State and Federal grants across our Primary and Mental Health and Complex Care programmes.

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.

Our operating expenditure for the year was \$33.1M, a 12% increase over the prior year's figure of \$29.6M and in line with the increased programme funding.

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

The operating surplus for the year was \$1.8M, an improvement of \$913K over the prior year.

Overall cash flow during the year remained positive. An increase in our investments, aimed at providing greater long-term returns, resulted in a reduction in our ready cash and term deposits from \$11.5M to \$5.1M, however investment in financial assets increased from \$4.3M to \$10.9M. Our net assets increased from \$13.6M to \$15.5M.

Nick Capes  
Treasurer  
Board of Directors

## 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.

### HOW:

- Understand the current and future consumer need across their lifespan by listening to them about what they value.
- Communicate clearly with existing and potential consumers and referrers in ways that enable them to make choices on their terms.
- Provide easy access by delivering our services where it is most convenient for our consumers – in the community, at home or online.
- Create and improve services alongside our consumers to better meet current and future needs and expectations.

### SUCCESS IS WHEN:

- Consumers recommend us.
- No wait for an appointment.
- Fewer consumers miss appointments.
- Consumers with choice move to our services.
- A diverse group of consumers use our services.
- High consumer satisfaction ratings.

## 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.

### HOW:

- Deliver and expand our coordinated care services so we can help more people who are living with or at risk of chronic and complex conditions.
- Gather evidence of what works through research and evaluating our services and their outcomes.
- Share insights and successes so that our referrers and funders see evidence of our positive impact, and this influences their investment in us.

### SUCCESS IS WHEN:

- Consumers self-report improvements.
- More consumers receive coordinated care.
- We see measurable improvements in consumer health.
- Our quality processes show we deliver best practice evidence-based care.

# Strategic Plan Update

We launched our new Strategic Plan for 2018-21 at the start of 2018, and it provides a roadmap for us to work towards our vision of Health and wellbeing for all.

We have had several key achievements during this first year of the Strategic Plan, including:

- Opening two new custom fit-out sites on Fitzroy Street in St Kilda and Nepean Highway in Bentleigh, providing modern facilities for our valued consumers and staff
- Commencing the South Melbourne Community Capacity Building Initiative in partnership with the Department of Health and Human Services, which pilots an integrated social landlord approach to improve outcomes for public housing residents
- Successfully securing funding for new service models in Mental Health including an innovative new model supporting residents of aged care with psychological wellbeing.
- Further developing our NDIS offering, by consolidating our NDIS early childhood services, and piloting therapeutic supports and service coordination services for mental health consumers
- Successfully moving much of our information technology to the cloud environment, improving mobility and security, and revitalising our social media strategy and presence
- Actively participating in advocacy efforts, including as part of the State and Federal Elections and Royal Commissions, with key partners including the Victorian Healthcare Association, the Victorian Council of Social Service and Mental Health Victoria.
- Using simulation modelling to better allocate resources for oral health services, enabling us to provide more dental services and improve consumer access. This has seen dental chair utilisation increase from 61% to 80%
- Securing transition funding for Mental Health Community Support Services (MHCSS) and Personal Helpers and Mentors Service (PHaMs) for 2019-20 to ensure all consumers are supported until handover to the National Disability Insurance Scheme (NDIS) or alternative programs

## OUR PURPOSE

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

## HEALTH & WELLBEING FOR ALL

### Strategic Plan 2018-2021



StarHealth  
First for your Health & Wellbeing

## WE VALUE

Inclusion, empowerment, equity, social justice, human rights, accountability, learning and innovation.

## 3. HEALTH EQUITY CHAMPIONS

We build partnerships and influence decision makers to help reduce the health inequity in our community.

### HOW:

- Champion the importance of community health and influence government investment in the sector.
- Develop an external policy agenda informed by the unique perspectives of our consumers and staff.
- Build health promotion and prevention partnerships in the community.

### SUCCESS IS WHEN:

- Consumers and staff shape policy priorities.
- Strong partnerships deliver greater impact.
- A growth in media coverage of policy priorities.
- We have strongly advocated for and had input into the development of a Community Health policy and supporting infrastructure.

## 4. ENABLING CULTURE

We foster a consumer centred, empowered and engaged culture.

### HOW:

- We continue to attract, retain and motivate a values aligned, high-performing, consumer centred workforce of staff, students and volunteers.
  - Invest in training and development to grow our workforce's ability to meet our consumers' needs.
  - Support our workforce with simple, consistent and effective systems and processes.
  - Empower our workforce to be innovative and responsive to the needs of our community.
- SUCCESS IS WHEN:**
- We continue to attract and retain a values aligned, high performing workforce.
  - Our workforce recommends us.
  - Our workforce is trained and skilled to deliver consumer centred care.
  - Our workforce feels empowered to bring progressive thinking to us.
  - Consumers tell us our workforce delivers the kind of service they seek.

## 5. SUSTAINABLE GROWTH

We ensure Star Health can deliver support to consumers in the long-term.

### HOW:

- Implement new ways to meet growing demand by expanding our services through innovation, efficiency, strategic alliances, and mergers and acquisitions.
- A business model that supports diverse funding streams including fee for service.
- Reinvest surplus in areas that improve our services and benefit our consumers and community.
- Unlock innovation and discover new ways to deliver a better experience for our consumers.
- We continue to run an environmentally sustainable organisation.

### SUCCESS IS WHEN:

- Our surplus grows and is invested in meeting consumer needs.
- Transparent service investments and cost recovery on other programs.
- Diverse income streams.
- Strategic alliances reduce costs, improve efficiency and improve service options.



## 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.



# Board of Directors



**Tass Mousaferiadis**

**Board Chair**

**Appointed May 2019**

Chair of the Executive Performance & Development Committee  
**Board Member since 2012**



**Michael McGartland**

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



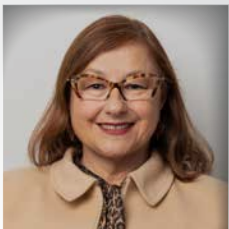
**Judith Klepner**

Member of the Clinical Governance & Quality Committee  
**Board Member since 2004**  
**Board Chair**  
**From Dec 2014 - May 2019**



**Melanie Eagle**

Member of the Clinical Governance & Quality Committee  
**Board Member since 2013**



**Michelle Towstolless**  
**Deputy Board Chair**

Chair of the Nominations committee, Member of the Executive Performance & Development Committee, Member of the Clinical Governance & Quality Committee  
**Committee Member since 2018**



**Nick Capes**  
**Treasurer**

Chair of the Finance & Audit Committee, Member of the Nominations committee, Member of the Executive Performance & Development Committee  
**Board Member since 2014**



**David Endean**  
**Company Secretary**

Member of the Finance & Audit Committee  
**Board Member since 2014**



**Anne Garrow**

Member of the Finance & Audit Committee, Member of the Nominations Committee  
**Board Member since 2013**



**Tori Berquist**

Member of the Clinical Governance & Quality Committee, Member of the Executive Performance & Development Committee  
**Board Member since 2018**



**Bronwyn Gresham**

Member of the Clinical Governance & Quality Committee  
**Board Member since 2018**

## Management Profile



**Damian Ferrie**  
Chief Executive  
Officer



**Tim Rumbold**  
Chief Financial  
Officer



**Grant Hamilton**  
General Manager  
Clinical &  
Community Care



**Kent Burgess**  
General Manager  
Healthy  
Communities



**Helena Butkovich**  
General Manager  
Organisation  
Support &  
Development



# Quality Account

Each year, we proudly present this Quality Account to illustrate the ways in which we continuously improve the quality and safety of our services. We look closely at the results of the Victorian Health Experience Survey (VHES), which is completed by over 300 consumers, their carers, friends and family each year in October and November.

A snapshot of the 2018 results are below and on the previous page. We analyse what you tell us, and use it to partner with you to build on and create services that help you achieve your health and wellbeing goals. Many of the stories in this Quality Account relate directly to what you have told us in the VHES over the last three years.

## 2018 Victorian Healthcare Experience Survey Results

### Who responded to the survey

**62%**  
Females

**37%**  
Males

**1%**  
Transgender

**6%**  
LGBTI+ Community

**6%**  
Aboriginal and/or  
Torres Strait Islander

**39%**  
Had a mental  
health condition

**33%**  
Had a chronic  
illness

**8%**  
Don't Speak  
English at home

**52%**  
Used our  
GP services

**27%**  
Used Star Health  
for more than 4 years

**59%**  
Used our  
Dental services

### Where did we rate well

**97%**  
Consumers rate  
their overall  
care as very  
good or good

**96%**  
Consumers were  
given enough  
privacy during  
appointment

**85%**  
Consumers said the  
service has been  
beneficial to health  
and wellbeing

**88%**  
Consumers said  
health workers  
introduce themselves

**88%**  
Consumers said  
health workers  
are compassionate

**85%**  
Consumers said health  
workers spend enough  
time with them

### What we need to improve

**ONLY 59%**  
of clients said it  
was easy to make  
an appointment

**ONLY 71%**  
of clients reported  
they did not have to  
repeat information

**ONLY 63%**  
of clients were asked  
about other health  
concerns  
(however, this has increased  
from 48% in 2017)

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

# Staff Profile

Star Health is committed to attracting and retaining qualified, professional, friendly and caring staff. Values alignment is high on the list when we are recruiting. We have a robust process, with checks in place to ensure our consumers are receiving the best care possible.

Consumers are involved in the interview process wherever possible and this provides the perfect base on which to build the consumer/health professional partnership.

In 2018/19, we introduced an e-learning platform, Kineo, to support the ongoing learning and development of staff. This system has allowed staff to undertake training in their own time, being flexible around their work with clients.

It has meant that staff can keep up to date with information that is important to their work. It also means there is visibility over who has completed training and allows greater accountability.

## Your Feedback on this Report

On Wednesday 24th July, we held a workshop with a group of consumers, representing our existing Consumer Participation and Health Literacy Committees. The workshop focussed on the format and content of this report, aiming to produce a meaningful and useful document for our community. The table below outlines some of the items raised in this workshop and how feedback was considered.

Item Raised	Action Taken
<ul style="list-style-type: none"><li>▶ The hardcopy diary format can be very big and heavy to carry around</li></ul>	<ul style="list-style-type: none"><li>▶ We have made it easy to remove pages if people want to</li></ul>
<ul style="list-style-type: none"><li>▶ The hardcopy diary does not have anywhere to store papers I might need to keep with me</li></ul>	<ul style="list-style-type: none"><li>▶ We have included a pocket in the cover of the diary</li></ul>
<ul style="list-style-type: none"><li>▶ While the stories on services are great, could there be more practical health information?</li></ul>	<ul style="list-style-type: none"><li>▶ We have included health tips throughout the diary to prompt you throughout the year</li></ul>
<ul style="list-style-type: none"><li>▶ The phone number is not included</li></ul>	<ul style="list-style-type: none"><li>▶ We have put the phone number on the front cover</li></ul>
<ul style="list-style-type: none"><li>▶ Can we have important information translated for those who don't speak English?</li></ul>	<ul style="list-style-type: none"><li>▶ We have translated key messages into our 4 major languages - Greek, Mandarin, Russian and Somali.</li></ul>



# Volunteering at Star Health



# Why volunteer with us?

*"It makes a world of difference to know that there are countless people willing to give their time and support to a good and worthy cause - and that is supporting our communities through volunteering in community services; this one is called Star Health!"*  
 - Rebecca, Volunteer.





## Living an Active LiFE

**These five volunteers assist with the Active LiFE Falls Prevention Program at Star Health. This physiotherapist led, ten-week program aims to improve consumers' balance, so they can continue to live independently at home and in the community.**

Consumers in this program are older adults, with multiple, complex medical issues. This means they are at a higher risk of falls.

The small cohesive group of volunteers assist consumers to perform a range of challenging balance activities, such as standing with eyes closed, kicking a ball, using a wobble board and negotiating an obstacle course.

Consumers benefit immensely from the support given by the volunteers and strong connections are formed as they work together respectfully. Consumers have provided positive feedback about the volunteer support at the end of each program, for example; 'volunteers - pleasant and helpful', 'looked forward to it each week', 'enjoying the company was what I enjoyed most about the program'.

Evaluation of the program showed an average 22% improvement in balance at program completion compared to pre-program commencement. None of this could have been achieved without the support and reliability of the volunteers.

***"Everyone in the class benefited from the friendliness, helpfulness and most of all the encouragement given to us by the volunteers over the duration of the classes. I cannot speak highly enough of them and the motivation they gave us"***  
- Helen, Consumer.

*L-R - Sue (retired nurse), Ann (retired physio) Rosemary (retired nurse), Geoff (retired teacher) and Josh (allied health assistant and health science student).*

***"Since piloting this program in October 2017, I truly believe we would not be able to deliver the high quality, high achieving program that we continue to do today without the contributions of all the volunteers on board"*** - Christina Wyatt, Occupational Therapist.

# Infection Control

On November 15, 2018 the audits were conducted across our dental services using the Royal Dental Hospital Melbourne Dental Clinical Compliance Tool.

## The Compliance Audit Tools were developed on the following standards:

- ▶ Australian and New Zealand Standard: AS/NZS 4187:2014 Reprocessing of reusable medical devices in health service organisations.
- ▶ Australian and New Zealand Standard: Office-based health care facilities - reprocessing of reusable medical and surgical instruments and equipment and maintenance of the associated environment.
- ▶ NHMRC. The National Safety and Quality Health Service Standards for Dental Practices: Standard 3 Hospital Acquired Infections 2011 Australian Guidelines for the Prevention and Control of Infection in Healthcare. 2010.

This audit forms part of a broader quality improvement process that involves the development, implementation and ongoing review of policies, work practices and staff training.

In addition, an external infection control audit was undertaken for the Medical and Allied Health Programs at both the South Melbourne and Prahran sites. Consulting rooms, treatment rooms and the rehabilitation gyms were assessed. General tidiness and cleanliness was also considered. The report identifies any issues or non-compliance with relevant standards and guidelines. This audit tool is based on the requirements in the NHMRC Australian Guidelines for the Prevention and Control in Healthcare 2017.

The clinical areas reviewed received an overall score of 99%. The actions taken over the year are testimony to the rigorous approach to regular environmental auditing, review and improvement.



# Oral Health Indicators

**Star Health has drastically reduced waiting times for dentures. Consumers referred for denture treatment now wait between 3 and 8 weeks (depending on treatment), rather than the 3 - 12 months as experienced previously.**

Star Health will commence a trial of a new model of care for dentistry. When consumers come off the general waiting list, their first appointment will be at an Oral Health Introduction session.

The session will cover general information about oral health prior to beginning any treatment, hopefully leading to consumers understanding how they can significantly improve their oral health with some simple and useful tips from our dental hygienists and reducing their need for emergency care.

This year, the dental team has screened almost 1,000 children at pre-school centres as part of the Childhood Outreach Oral Health Program, run in conjunction with City of Stonnington and City of Port Phillip. Approximately 25% of these children are dependents of Health Care Card holders, and 15% of the children screened have been referred into the clinics for further treatment.

## Environmental sustainability

**In a commitment to environmental sustainability, Star Health engaged a new cleaning contractor who was able to reduce the amount of chemicals used during cleaning processes, whilst still maintaining a high level of cleanliness and compliance with relevant legislative requirements.**

Throughout Star Health facilities, a significant amount of waste is generated through service provision or by staff during the working day. Work has been undertaken to identify waste generation and we are in the process of rolling out a new waste management strategy that will reduce the use of plastic bags and better separate recyclable waste.

## SMART Recovery

**In November 2018 Star Health started a SMART (Self-Management and Recovery Training) Recovery group, based on the SMART Australia model. SMART Recovery groups are a valuable addition to Star Health's range of Alcohol and Other Drug programs. These groups were relatively rare in the Bayside area and we were able to fill a need.**

The program runs on a weekly basis for 90 minutes where the focus is the addictive behaviour and not the substance itself. Meetings are composed of check in (progress update of behaviour to be shared), brainstorming strategies, and check out (clear achievable plan agreed for the week). The program uses resources from SMART Australia's research advisory committee to ensure it is following best practice and meets the needs of our consumers.

Since the second week of January 2019 we have recorded demographic information of our SMART Recovery group, currently held weekly at Prahran. Data shows that 65% of attendees were male and 73% were returning participants. Most participants report their main issue of concern is alcohol (70%). Other forms of addictions such as financial, sex and technology have also been reported.

Consumers join the program after learning about it from either Star Health staff, our web-site, word of mouth and from a local private treatment clinic.

Due to the success of the program a new group is due to commence in South Melbourne and will provide further support and accessibility for those who live nearby.



## Hearing the consumer voice

**To ensure that we are listening to the experiences and views of our consumer group and making improvements, the Star Health Consumer Participation Committee (CPC) meets monthly. The CPC focusses on projects that allow us to hear firsthand about our services and environment and we can then work in partnership on solutions to continuously improve.**

**In 2018/19, the CPC:**

› **Conducted site audits of client waiting areas which recommended:**

- Improvements to signage;
- Improvement to our feedback stations;
- Clearer and easier to find information on our fees;
- Better access to hand hygiene products;
- Clocks in the waiting areas.

› **Worked in partnership with Star Health on:**

- A review of the Service Access and Support Program and how we can streamline access into all services;
- Content on the waiting room televisions and how this can best inform consumers;
- Recruitment – consumers sit on interview panels and have direct input into selection of candidates;
- Development and design of the new Fitzroy St site;
- Design of a new initiative – a client portal containing health information that can be accessed via internet or a smart phone app;
- Content for this report.

A highlight for the year was a visit from Senator Penny Wong during her tour of the Star Health Prahran site in April 2019.





## Collaborative pair creates Health Expo

Earlier this year, Jacqui Redlich (Case Manager at Layfield Court) and June Sorbi (a member of the Consumer Participation Committee), teamed up to tackle the “Collaborative Pairs Project”, developed by the Kings Fund in the UK, and funded through the South Eastern Metropolitan Primary Healthcare Network (SEMPHN).

The “Collaborative Pairs Project” involved a monthly session for six months, where health professionals and consumers met to improve leadership, collaboration and communication, with the ultimate goal of building skills in co-design of services and improvements.

Jacqui and June both came out of the experience reporting that they had gained tools and skills to use, not only in their chosen project (a Health Expo at the end of this year), but in their broader day to day experiences.

A major learning outcome was that you can team with others to create something faster and better than you can on your own. It also highlighted that there are always obstacles, but that you can build skills to better deal with them and you can get around them by working together.

Star Health is committed to including our consumers in all facets of the organisation and to having their ideas feed directly into the design and improvement of all our services. The relationship with our consumers is an equal partnership, where each learns from the other and works toward common goals. June and Jacqui have certainly demonstrated that this is possible, and we can't wait to see the results at the Expo.

## Speaking your language

Star Health consumers are always provided an interpreter when required. We have block bookings for the most common languages on certain days and times so that staff and consumers know there is a consistent resource available. We pre-book sessions through the Victorian Translating and Interpreting Service (VITS) and the Translating and Interpreting Service (TIS). And, if there is a situation where an interpreter is not available face to face, we can access the relevant interpreter via phone.

**We also provide written materials in different languages at our sites, for example:**

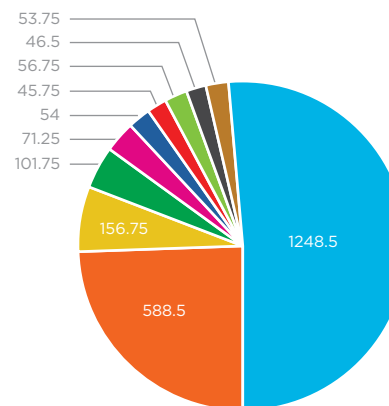
- Our rights and responsibilities brochures are translated into 3 different languages – Mandarin, Greek, Russian;
- The Charter of Aged Care Rights is accessible in 18 different languages and the relevant staff know where to find this;

- Dental care following an extraction is translated into different languages.

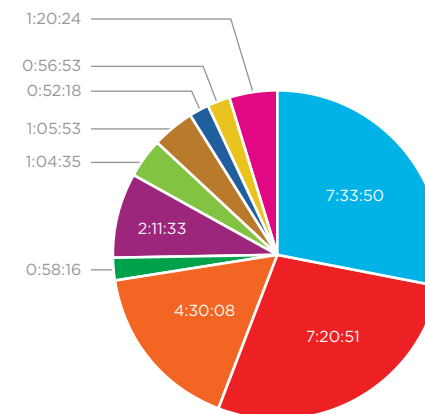
**Future projects in this area will include:**

- Full translation of the “Welcome to Star Health” brochure;
- Braille materials to be created;
- Translated information to appear on our waiting room TVs.

**Interpreter Usage (on site) - Language by hours**



**Interpreter Usage (phone) - Language by hours**



- RUSSIAN
- GREEK
- MANDARIN
- CANTONESE
- TIBETAN
- AMHARIC
- ARABIC
- SOMALI
- TURKISH
- OROMO
- VIETNAMESE

## Σχετικά με την Υπηρεσία Υγείας Star Health

Η υπηρεσία υγείας Star Health έχει δεσμευθεί να παρέχει μια περιεκτική υπηρεσία κι ένα εργασιακό περιβάλλον όπου οι άνθρωποι θα αισθάνονται ασφαλείς, αποδεκτοί, επιβεβαιωμένοι και τιμώμενοι. Η Star Health έχει δεσμευθεί στην ισότητα, ανεξάρτητα από την πολιτιστική ή γλωσσική καταγωγή, σεξουαλικό προσανατολισμό, ταυτοποίηση γένους, διαφυλικής κατάστασης, θρησκείας ή πνευματικών πεποιθήσεων, κοινωνικοοικονομικής κατάστασης, ηλικίας ή ικανοτήτων.

Στους πελάτες της Star Health παρέχεται πάντοτε διερμηνεία όταν χρειάζεται. Ορισμένες ημέρες και ώρες κάνουμε γενικές κρατήσεις διερμηνέων για τις πιο διαδεδομένες γλώσσες ώστε το προσωπικό και οι πελάτες να γνωρίζουν ότι διατίθεται διερμηνεία εκείνες τις μέρες και ώρες.

Κάνουμε προ-κρατήσεις διερμηνέων μέσω της Υπηρεσίας Διερμηνέων και Μεταφραστών Βικτώριας (VITS) και την Υπηρεσία Μεταφραστών και Διερμηνέων (TIS). Αν σε περίπτωση δεν υπάρχει διαθέσιμος διερμηνέας, μπορούμε να βρούμε διερμηνέα στη συγκεκριμένη γλώσσα μέσω τηλεφώνου.

### Υπηρεσίες που διατίθενται στην Star Health

- Υπηρεσίες για το Αλκοόλ και Άλλα Ναρκωτικά (AOD)
- Παραϊατρικές Υπηρεσίες Υγείας Φυσιοθεραπεία, Ποδιατρική, Εργασιοθεραπεία, Διατροφολογία, Λογοθεραπεία
- Υπηρεσίες Συντονισμού Υπηρεσιών
- Υπηρεσίες για Παιδιά, Νέους και Οικογένειες
- Διαχείριση Χρόνιων Παθήσεων Ενημέρωση/εκπαίδευση για το Διαβήτη και Κόψιμο του Καπνίσματος
- Κοινωνική Νοσηλευτική και Μαιευτική
- Συμβουλευτική
- Οδοντιατρικές υπηρεσίες
- Υπηρεσίες για την Ενδοοικογενειακή Βία
- Γιατροί Γενικής Ιατρικής
- Υπηρεσίες για τη Μείωση των Επιβλαβών Αποτελεσμάτων για άτομα που κάνουν χρήση αλκοόλ ή και άλλων ναρκωτικών
- Προαγωγή της Υγείας και Πρόληψη Ασθενειών
- Πακέτα Οικιακής Φροντίδας
- Υπηρεσίες για Αστέγους και Βοήθεια Εύρεσης Στέγασης - περιλαμβάνει το Πρόγραμμα Ηλικιωμένων που κατοικούν στις εργατικές πολυκατοικίες
- Υπηρεσίες Πρόσβασης για Αυτόχθονες
- Παραϊατρικές Υπηρεσίες Υγείας του Εθνικού Συστήματος Ασφάλισης Αναπηρίας (NDIS)
- Υπηρεσίες Ψυχικής Υγείας
- Μετεγχειρητική Φροντίδα
- Υπηρεσίες Ενημέρωσης και Υποστήριξης Εργαζομένων στον Κλάδο του Σεξ.

### Επικοινωνία μαζί μας

Τηλέφωνο: 9525 1300

Email: [info@starhealth.org.au](mailto:info@starhealth.org.au)

Ή επισκεφθείτε την ιστοσελίδα μας: [www.starhealth.org.au](http://www.starhealth.org.au)

## 星医疗简介

星医疗 (Star Health) 致力于提供包容的服务及工作环境, 让所有人在此感到安全, 并受到他人的接纳、肯定与尊重。不论人们的文化语言背景、性取向、性别认同、双性性征、宗教或精神信仰、社会经济地位、年龄或能力, 星医疗都一视同仁。

星医疗消费者始终在必要时享受口译服务。对于最常用的语言, 我们在特定的日子及时间段有大量订单, 因此员工及消费者都知道有可获取的稳定资源。

我们通过维多利亚口译服务 (VITS) 及全国口译服务 (TIS) 进行提前预定。如果遇到口译员无法提供面对面服务的情况, 我们可通过电话接线相关口译员。

### 星医疗可提供的服务

- 戒酒及其它药品 (AOD) 服务
- 辅助医疗服务——理疗、足疗、职业疗法、食疗、语音治疗
- 个案管理服务
- 儿童、青年及家庭服务
- 慢性病管理——糖尿病教育及戒烟
- 社区卫生护理与助产
- 咨询
- 牙科服务
- 家暴救助服务
- 全科医生
- 酗酒及吸毒人员的降低伤害服务
- 健康促进与疾病预防
- 家庭护理一套式服务
- 无家可归者及住房支持服务——包括《老年人高层住宅项目》
- 原住民通道服务
- 全国残障保险计划 (NDIS) 辅助医疗服务
- 精神健康服务
- 急症后护理
- 性工作者教育与支持服务。

### 联系我们

电话: 9525 1300

邮箱: [info@starhealth.org.au](mailto:info@starhealth.org.au)

或浏览我们的网站: [www.starhealth.org.au](http://www.starhealth.org.au)

## О службе Star Health

Star Health делает все возможное для обеспечения доступности услуг и для создания рабочей атмосферы, в которой люди ощущают заботу, безопасность, дружелюбие и уважительное отношение к своей индивидуальности. Работники Star Health привержены принципу равноправия всех граждан, независимо от этнического происхождения и языка, сексуальной ориентации, половой самоидентификации, интерсексуального статуса, вероисповедания или духовных убеждений, социально-экономического положения, возраста и возможностей.

Потребителям услуг Star Health, при необходимости, всегда предоставляются услуги переводчиков. У нас по определенным дням в определенное время дежурят переводчики, говорящие на наиболее распространенных языках, чтобы наши работники и потребители услуг знали, что у них есть постоянная возможность воспользоваться этим видом услуг.

Мы предварительно заказываем услуги переводчиков через переводческие службы Victorian Translating and Interpreting Service (VITS) и Translating and Interpreting Service (TIS). В ситуациях, когда переводчик не может прийти к нам и перевести лицом к лицу, мы можем воспользоваться услугами переводчика по телефону.

### Услуги, предоставляемые в Star Health

- Помощь при алкоголизме и наркомании
- Услуги работников смежных медицинских специальностей (Allied Health) - физиотерапия, уход за ступнями ног, социально-бытовая реабилитация (Occupational Therapy), диетология, логопедия
- Индивидуальная координация услуг
- Услуги для детей, молодежи и семей
- Помощь при хронических заболеваниях - Разъяснительная работа при диабете и отказе от курения
- Медсестринские и акушерские услуги по месту жительства
- Психологическая помощь
- Зубоврачебная помощь
- Услуги пострадавшим от насилия в семье
- Врачи общей практики
- Услуги, направленные на уменьшение вреда, для людей, использующих алкоголь и/или наркотики
- Пропаганда здорового образа жизни и профилактика заболеваний
- Пакеты услуг на дому
- Услуги для бездомных и поддержка в жилищных вопросах – в том числе Программа помощи пожилым людям, проживающим в высотных домах
- Услуги для аборигенов
- Услуги работников смежных медицинских специальностей (Allied Health) в рамках NDIS
- Психиатрическая помощь
- Услуги по уходу после острого периода заболевания
- Разъяснительная работа и поддержка сексуальных работников.

### Свяжитесь с нами

Телефон: 9525 1300

Эл. почта: [info@starhealth.org.au](mailto:info@starhealth.org.au)

Или посетите наш веб-сайт: [www.starhealth.org.au](http://www.starhealth.org.au)

## Wax ku saabsan Star Health

Star Health waxay ballan-qaadaysaa inay bixiso adeegyo loo wada dhan yahay iyo beya'd shaqo halkaas oo shaqsiyaadku dareemaan nabadgelyo, aqbalaad, xaqiijin iyo damaashaad. Star Health waxay ballan-qaadaysaa sinaanta, iyadoo aan loo eegin dhaqamada ama asalka luqadeed, qaabka galmada, aqoonsiga jinsiga, heerka galmada, diinta ama aaminsanaanta ruuxiga ah, heerka dhaqan-dhaqaale, da'da, ama awooda.

Macaamiisha Star Health waxaa marwalba la siiyaa turjumaan markii loo baahdo. Waxaan haynaa ballamaha loogu talagay luqadaha ugu caansan maalmaha qaarkood iyo waqtiyada qaar si shaqaalaha iyo macaamiisha ay u ogaadaan inay jirto ilo joogta ah oo la heli karo.

Waxaan horay u sii diyaarinay ballamaha annaga oo adeegsanayna Adeegga Fasiraadda iyo Tarjumaadda ee Victoria (VITS) iyo Adeegga Fasiraadda iyo Tarjumidda (TIS). Haddii ay jirto xaalada aan la heli karin turjumaan fool ka fool ah, waxaan heli karnaa turjumaanka habboon ee taleefanka.

### Adeegyada laga heli karo Star Health

- Adeegyada Khamriga & Daroogada (AOD)
- Adeegyada Caafimaadka la Wadaago Teerabiga fiisiyaha, daaweynta cagaha, teerabiga shaqada, nafaqada, teerabiga hadalka
- Adeegyada Maareynta Kiiska
- Adeegyada Ilmaha, Dhallinta iyo Goyska
- Maareynta Xaaladda Daran Waxbarashada Sonkorowga & Joojinta Sigaar-
- Kalkaaliyaha iyo Umulisoooyinka Caafimaadka Bulshada
- La-talinta
- Ilkaha
- Adeegyada Rabshadaha Goyska
- Dhakhaatiirta Guud ee Caafimaadka
- Adeegyada Yaraynta Waxyeellada Dadka Isticmaala khamriga iyo/ama daroogada
- Horumarinta Caafimaadka iyo Ka-Hortagga Cudurrada
- Xirmooyinka Daryeelka Guriga
- Adeegyada Taageerada Guri la'aanta & Adeegyada Gurisiinta - marka lagu daro Barnaamijka Dadka Waaweyn ee Sare kaca
- Adeegyada Helitaanka Asaliga
- Adeegyada Caafimaadka Taageera ee NDIS
- Adeegyada Caafimaadka Maskaxda
- Daryeel-Soo-Bixid Xun Kadib
- Adeegyada Caafimaadka iyo Adeegyada Taageerada Galmoodka.

### Nala soo xiriir

Taleefanka: 9525 1300

Email: [info@starhealth.org.au](mailto:info@starhealth.org.au)

Ama ka eeg website-ka: [www.starhealth.org.au](http://www.starhealth.org.au)

## Case Study

### Transition to the NDIS

**Michael lives with anxiety, chronic pain and a severe hearing impairment. Unfortunately, these disabilities have developed simultaneously and affected his quality of life. Michael has spent most of his life socially isolated and has found it challenging to develop and maintain relationships due to difficulties with trust that stem from a traumatic childhood. Michael has always felt he was treated differently due to his hearing impairment and has been fearful of judgment regarding his sexual identity. Michael has often experienced debilitating panic attacks, which he could only overcome with medication and resting at home for a few days.**

Since working with his case manager at Star Health, Michael has thrived and developed into a confident man, who is motivated to change his life for the better. Michael has developed a close friendship, breaking down trust barriers, which included providing his friend a spare key to his apartment. Michael goes swimming, walks the neighbour's dog and recently purchased an electronic bike.

Although Michael has come a long way on his recovery journey, there are still some hurdles which NDIS is helping him to overcome.

With his NDIS plan, Michael has been able to access personal training at the local gym. This is something he thoroughly enjoys, and it benefits his mental health and wellbeing. He has been able to access ceramics classes, something he was previously unable to access due to lack of finances. Michael finds working with his hands soothing and beneficial for his mental health. He has been able to access a psychologist, as well as deep tissue remedial therapy from a physiotherapist which is helping to manage his chronic pain.

Initially, Michael was sceptical about the NDIS and what it could offer, but with the help of his support co-ordinator and NDIS, he is now beaming at the opportunities and care it has provided.

*\*Michael has been involved all the way through writing his story and has given his consent with the hope that it may be of help to others.*



## We hear you

During the months of November 2018, February, April and May of 2019 we received high levels of feedback via our feedback stations and forms across Prahran and South Melbourne. The majority of this feedback was related to our phone system – e.g. wait times, hold music, or not getting through at all. As Graph 1 below shows, our Service Access and Support (SAAS) team answer over 64,000 calls per year and with a small team spread across sites, this volume of calls was difficult to manage.

Some of the feedback received, highlighted inconsistent messages or information being passed onto consumers. To help address this, we introduced a Knowledge Management System (KMS). The KMS acts a bit like a Star Health Google; a single source of information to which our SAAS team can refer to and trust. This has increased the consistency in the message passed to our consumers.

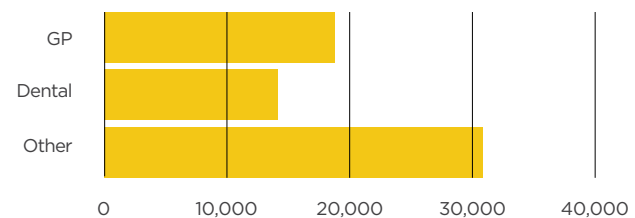
Another theme within our feedback was around the wait times before speaking to someone and how often we experienced technical difficulties. While Graph 2 below shows that we answer 70% of our calls within 60 seconds, there are times when the wait time was significantly longer. To help address this, we created the SAAS Hub. The SAAS Hub brings together all the staff who take incoming calls for the organisation on the 9525 1300 number. The creation of the Hub has resulted in improvements to how we handle your calls.

We are working on future proofing our telephony system and have identified solutions that will ensure we answer all calls more promptly, have access to the information consumers need, when they need it and remain ahead of technical difficulties.

Any changes are always considered with the consumer experience front and centre and we will do everything possible to ensure any changes present little noticeable impact.

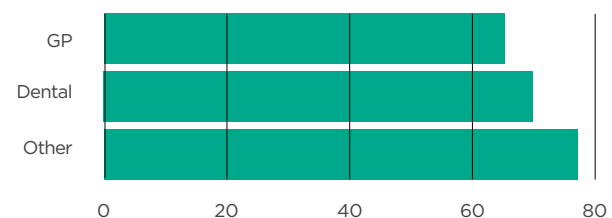


Graph 1: Calls answered by service



Total calls answered in 2018/2019  
**64,034**

Graph 2: % of calls answered within 60 seconds by service



Average percentage answered within 60 seconds  
**70.2%**

# Gender equality at Star Health and beyond

**Gender inequality is recognised as the key underlying driver of violence against women and the leading risk factor contributing to the burden of disease for women aged 18 to 44 years in Australia. Star Health has joined with partner organisations across the region to provide leadership in promoting gender equality, with the aim of reducing the prevalence of violence against women.**

Gender equality is a central pillar of our health promotion strategy and we are working to ensure that women who access our services and work for us and are not only safe, but also that they are respected, valued and treated as equals in private and public life.

**The early years provide an opportunity to help children establish positive personal identities and equitable notions of gender that avoid stereotypes. Building on our existing relationships with early learning services, we are undertaking a pilot “Being Equal” program in six early learning centres. We support these centres through:**

- Regular network meetings;
- One-to-one meetings;
- Training - 34 educators from the six centres;
- Surveys - 83 staff across the centres completed a baseline self-reflection survey to establish their understanding, commitment and engagement with gender equity.

**In developing our gender equality strategies, we recognised that it was essential that Star Health was a role model of best practice in promoting gender equality for our staff and consumers. Over the past 12 months we have:**

- Put policies and procedures in place to support staff impacted by family violence;
- Used the “Our Watch Workplace Equality and Respect Survey” and organisational self-assessments to build a shared understanding of our current gender equality and this will guide the work we continue to do.

Star Health is committed to continuing this work to ensure there is an understanding of the link between gender inequality and family violence, how this impacts on different groups within the community, and to give people the skills to call out disrespect and sexism towards women and girls.

## Keeping everyone safe

**Star Health is committed to ensuring that anyone who visits our sites or accesses services is safe (this includes consumers, carers, family, friends, staff, volunteers, etc). We have undertaken the following projects and actions to ensure we have the best structure and processes in place for everyone:**

- Resilience training for staff to ensure they have the tools to support consumers when they are overwhelmed;

- To support clinicians and consumers during outreach programs we are testing a new duress system which is linked to mobile devices;
- Maintenance and cleaning contracts to ensure that sites and equipment are kept in good working order.

On 15 May, 2019, Star Health transitioned to VHIMS Central to manage incidents. This new system will allow us to more readily identify patterns and trends with incidents and better respond with solutions.



## Confidence that we are committed to improving services

To ensure that we continue to provide high quality services, Star Health has current accreditation against the following sets of Standards:

- ▶ QIC Health and Community Standards - these ensure our Governance and Management structures best support us;
- ▶ Rainbow Tick - ensuring we provide a safe and inclusive space for the LGBTI+ community;
- ▶ Human Services Standards;
- ▶ National Safety and Quality Health Services (NSQHS) - dental service;
- ▶ National Standards in Mental Health Services (NSMHS) - Mental Health services;
- ▶ Aged Care Quality Standards;
- ▶ Australian General Practice Accreditation Limited (AGPAL) - GP services;
- ▶ Child Safe Standards;
- ▶ Early Childhood Intervention Services - this will fall under the NDIS Practice Standards in the future.

Stemming from accreditation against these standards, the organisation created and now reports against an ongoing Quality Work Plan. This is addressed monthly at the Quality Improvement Committee and quarterly at the Clinical Governance and Quality sub-committee of the Board and ensures we hold ourselves accountable to improving our services to our consumers.



## Helping you access our services

**The introduction of My Aged Care represented a shift in the way consumers aged 65 and over access our services. Star Health received almost 1,600 referrals through the My Aged Care system over the 2018/2019 financial year. Whilst the transition to this new system was rolled out in a way that minimised the impact on consumers, the Service Access and Support (SAAS) Team received consistent feedback that accessing the My Aged Care portal online was cumbersome and difficult for this cohort. This burden was exacerbated for those who do not have English as a first language, or those who have low computer skills.**

In response to this, a select number of SAAS team members were trained in the processing of My Aged Care referrals from both the provider end, and the consumer end. This provided a deeper understanding and appreciation of what consumers experience when accessing the site and attempt to create an account to submit a referral request.

At first, SAAS would speak to consumers who expressed hesitation at passing through the My Aged Care portal to provide reassurance and guidance on how to navigate the site, but it was quickly realised that this didn't do enough to support the consumer and they were at risk of not accessing services at all.

To help further, SAAS commenced a trial whereby any consumer believed to be at risk, was contacted and had their referral submitted by a SAAS team member on their behalf. This was completed with the consumer on the phone providing consent and the necessary information. This trial is still underway, and we hope the results will provide us greater insight into the needs of our over 65 consumers and in turn allow us to develop the processes and capacity to facilitate their seamless access to Star Health services.







## Making Healthy Connections

**When Sarra, Helen and Olivia first attended Star Health for individual physiotherapy appointments, they had never met each other. Each came from a different background, but all were hoping for a solution to long held aches and pains.**

Following an initial independent assessment by a Star Health physiotherapist, they were referred to the same treatment group to continue work focussing on improving strength, balance and endurance. These sessions take place in a “gentle and relaxed atmosphere” in the new gym at the South Melbourne site. Under the guidance of Allied Health Assistants, the women began attending twice per week and, as Olivia states, “we quickly became friends and really helped motivate each other”.

It soon became apparent that Sarra, Helen and Olivia had improved so much that they required further challenges and the women were referred to a Star Health community strength training group. These programs operate in partnerships with community gymnasiums that by agreement, allow our consumers to use the facilities for a low cost at off peak times with the support of Star Health physiotherapists and exercise physiologists. This was a major step for the trio who were initially quite intimidated as they had never been to a “big gym” before.

The bonds established through the treatment program helped these women through their introductory sessions at the community gym and they have been attending these sessions ever since. Sarra feels very lucky to have a Star Health staff member present who explains how to do each exercise and she hopes to keep attending this group “for as long as possible”, while Olivia reports that as a result of attending these groups she is “stronger than she’s ever been”.

Star Health programs have enabled the trio to not only improve their physical well-being, but to develop friendships they did not expect when their original assessments took place.

*\*Sarra, Helen and Olivia have consented to their story being told.*



## Creating new sites purpose built for you

**Throughout the years of delivering services at our Mitford Street site in St Kilda, it became apparent that the layout was not ideal for the delivery of services. With the sale of this site, an opportunity arose to locate, design and open a new site that has consumer needs as the focus.**

Our Fitzroy Street, St Kilda site was officially opened in February 2019 by the Hon Martin Foley MP with consumers, staff and stakeholders in attendance to celebrate.

The design of Fitzroy St involved workshops with consumers and staff to ensure that rooms were well equipped and accessible. The site is single storey, so there is no need for stairs or a lift. The other great advantage of the site is the location. There is great accessibility via public transport with a tram stop directly out the front. There is also public and disabled parking close by.

A new feature of the building is an electronic room booking system which enables efficient use of clinical rooms and maximises the number of consumers we can service at the site.

We also opened a new site in Bentleigh. This space has allowed our Mental Health and Family Violence teams to have access to areas where they can collaborate with each other, while still having spaces for client interaction.

Star Health will continue to monitor the sites it operates to ensure they are best meeting the needs of consumers and allowing staff to deliver services in the best possible environment.

## HEAL - Healthy Eating Active Lifestyle

**In response to an identified need to address lifestyle diseases such as type 2 diabetes and obesity within our community, Star Health has recently begun running the Healthy Eating Activity and Lifestyle (HEAL) program. HEAL aims to support participants to make long term healthier lifestyle choices through improved awareness of healthy eating and increases in physical activity.**

The program runs for 8 weeks and hopes to empower participants to take responsibility for their own well-being by focusing on changes to health-related behaviours.

Over the 8 weeks, each 2 hour session consists of a discussion on a designated topic and one hour of targeted physical activity. Star Health conducts a pre and post program assessment and further follow ups at 5 months and 12 months.

The initial HEAL program was well received with feedback from those involved proving very positive; participants appreciate the time staff spent “addressing individual issues”, the “common sense approach” given to eating and making food choices, and the “supportive group and staff involved”. All involved agreed that the program had raised their awareness, knowledge and skills of the health benefits of healthy eating and physical activity.



# Rainbow Tick Accreditation



In 2017, Star Health was successful in obtaining Rainbow Tick Accreditation; and recognition of our commitment to providing safe and inclusive services for the LGBTI+ community.

A variety of initiatives and activities have been undertaken across the organisation to ensure we maintain this environment, including:

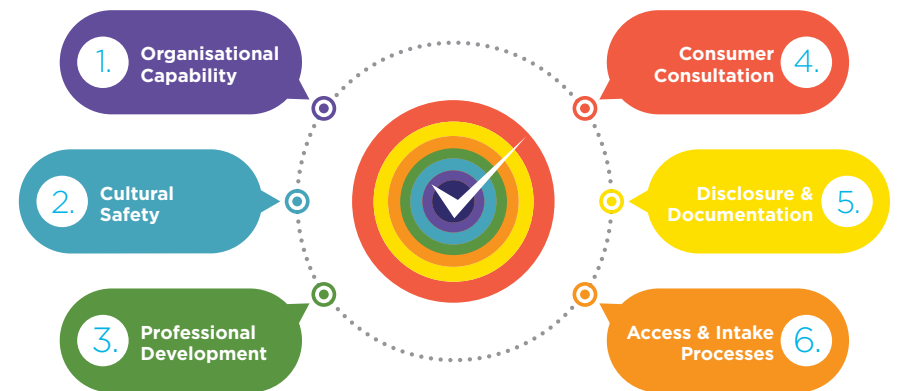
- ▶ Partnering with other stakeholders to ensure current trends and the most up to date knowledge is gathered and distributed;
- ▶ Celebrating key dates for the LGBTI+ community;
- ▶ Training for all staff and volunteers;
- ▶ Focus groups held with consumers from the LGBTI+ community;
- ▶ Participation in the Midsumma festival, where we ran a survey with 94 responses and gathered information about how we can continue to ensure our services are safe and inclusive – see word cloud on the next page, created from these responses.

We have also completed work around how we gather information and allow LGBTI+ consumers to feel safe to disclose if they wish to do so. Our registration forms have added fields and our staff have processes to identify LGBTI+ consumers in our Client Management Systems, should they wish to disclose.

Our printed materials are inclusive and contain language and images to reflect this and we make the Rainbow Tick logo visible to give a visual symbol to clients that they can feel safe.

We will be accredited against the Rainbow Tick standards again in early 2020 and we are committed to maintaining a safe and inclusive environment for everyone.

## 6 Standards of the Rainbow Tick Accreditation

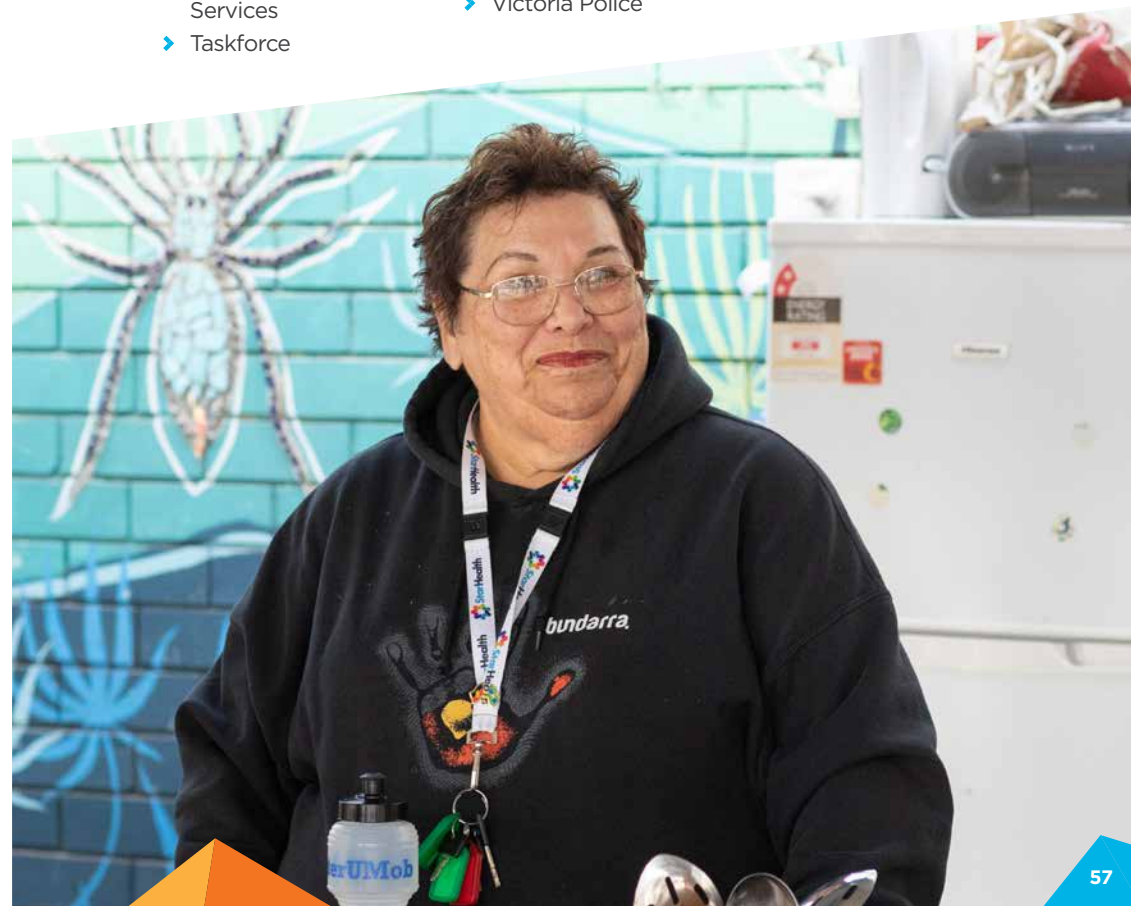


### Word cloud from Midsumma survey

**Pronouns**  
 Confidential Approachable  
 non-discriminative Comfortable Queer  
**Diverse** Staff  
 Safe Understanding Accessible  
 Posters Rainbows Allies Comfortable  
**Holistic** Friendly Knowledgeable  
 Respectful **Acceptance** Free  
 non-judgmental

# 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
- › Borderline Personality Disorders Australia
- › Bubup Womindjeka Family and Children's Centre
- › 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
- › Harold Holt Swim Centre
- › Headspace Elsternwick
- › Housing Choices
- › HousingFirst
- › 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 & Aquatic Centre
- › Odyssey House Victoria
- › Oz Harvest
- › Office of Housing
- › Police-Citizens Youth Club
- › Port Melbourne Business Association
- › 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
- › SouthPort Community Centre
- › 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
- › Toorak Prahran Cricket Club
- › TRY Australia
- › 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

### **Bentleigh**

Level 4, Suite 2,  
973 Nepean Highway,  
Bentleigh VIC 3204

**Opening Hours:**

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

**Trains:** Frankston Line  
(Moorabbin Station)

### **Prahran**

240 Malvern Road  
Prahran VIC 3181

**Opening Hours:**

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

**Trams:** 72, 78, 79  
(Corner Chapel Street  
& Malvern Road)

**Trains:** Sandringham Line  
(Prahran Station)

### **SouthPort/South Melbourne**

341 Coventry Street  
South Melbourne VIC 3205

**Opening Hours:**

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

**Trams:**  
112 (corner Clarendon  
& Coventry Street);  
96 (South Melbourne)

### **St Kilda**

22-28 Fitzroy Street  
St Kilda VIC 3182

**Opening Hours:**

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

**Trams:**

Route 96, Stop 134  
- Fitzroy Street & Park Street  
Route 16, Stop 134  
- Fitzroy Street & Park Street

Route 12, Stop 143  
- Fitzroy Street & Park Street  
(Stop is on Park Street)

Routes 3, 5, 64 & 67, Stop 30  
- St Kilda Junction,  
5 to 10 minute walk along Fitzroy.  
(All tram stops are wheelchair  
accessible and have tactile  
ground surface indicators).

# 9525 1300

**Email: [info@starhealth.org.au](mailto:info@starhealth.org.au)**



## Holidays & Observances

### Victorian Business Public Holidays

New Year's Day	1 Jan
Australia Day	27 Jan
<small>(26 Jan is a Sunday, hence Monday is a public holiday)</small>	
Labour Day	9 Mar
Good Friday	10 Apr
Easter Sunday	12 Apr
Easter Monday	13 Apr
ANZAC Day	25 Apr
Queen's Birthday	8 Jun
Friday before the AFL Grand Final	<small>(Subject to AFL schedule)</small>
Melbourne Cup	3 Nov
Christmas Day	25 Dec
Boxing Day	28 Dec
<small>(26 Dec is a Saturday, hence Monday is a public holiday)</small>	

### School & Kindergarten Term Dates

Term 1: 29 January to 5 April*
<small>(Students start 30 January in government schools)</small>
Term 2: 23 April to 28 June
Term 3: 15 July to 20 September
Term 4: 7 October to 20 December

### Pension Dates

Thursday 2 Jan, then every second Thursday.

### Indigenous

Survival Day	26 Jan
Close the Gap Day	19 Mar
Sorry Day	26 May
National Reconciliation Week	27 May - 3 Jun
Mabo Day	3 Jun
NAIDOC Week	5 - 11 Jul
National Aboriginal and Islander Children's Day	4 Aug
Internal Day of the World's Indigenous Peoples	9 Aug

### Chinese

New Year Holiday	1 Jan
Spring Festival	24 - 30 Jan
International Women's Day	8 Mar
Ching Ming Festival	4 Apr
Labour Day Holiday	1 May
Youth Day	4 May
Children's Day	1 Jun
Army Day	1 Aug
Dragon Boat Festival	25 - 26 Jun
National Day	1 - 7 Oct
Mid-Autumn Festival	1 Oct

### Greek

New Year's Day	1 Jan
Epiphany	6 Jan
Orthodox Ash Monday	2 Mar
Independence Day	25 Mar
Orthodox Good Friday	17 Apr
Orthodox Easter Sunday	19 Apr
Orthodox Easter Monday	20 Apr
Labour Day	1 May
Orthodox Whit Sunday	7 Jun
Orthodox Whit Monday	8 Jun
Assumption Day	15 Aug
Ochi Day	28 Oct
Christmas Day	25 Dec
2nd Day of Christmas	26 Dec

### Russian

New Year Holidays	1 - 6 Jan
Orthodox Christmas Day	7 Jan
Defender of Fatherland Day (holiday 24 Feb)	23 Feb
International Women's Day (holiday 9 Mar)	8 Mar
Spring and Labour Day	1 May
Victory Day (holiday 11 May)	9 May
Day of Russia	12 Jun
National Unity Day	4 Nov

### Jewish

Purim	10 Mar
Pesach	9 - 16 Apr
Shavuot	29 - 30 May
Tish'a B'Av	30 July
Rosh Hashana	19 - 20 Sep
Yom Kippur	28 Sep
Sukkot	3 - 9 Oct
Shmini Atzeret	10 Oct
Simchat Torah	11 Oct
Chanukah	11 - 18 Dec

### Islamic

Isra and Mi'raj	22 Mar
Start of Ramadan	24 Apr
Laylat al-Qadr	19 May
Eid Al Fitr - End of Ramadan	24 May
Eid al Adha	31 July
Islamic New Year	20 Aug

# 2020 Planning

## January

1	Wed
2	Thu
3	Fri
4	Sat
5	Sun
6	Mon
7	Tue
8	Wed
9	Thu
10	Fri
11	Sat
12	Sun
13	Mon
14	Tue
15	Wed
16	Thu
17	Fri
18	Sat
19	Sun
20	Mon
21	Tue
22	Wed
23	Thu
24	Fri
25	Sat
26	Sun
27	Mon
28	Tue
29	Wed
30	Thu
31	Fri

## February

1	Sat
2	Sun
3	Mon
4	Tue
5	Wed
6	Thu
7	Fri
8	Sat
9	Sun
10	Mon
11	Tue
12	Wed
13	Thu
14	Fri
15	Sat
16	Sun
17	Mon
18	Tue
19	Wed
20	Thu
21	Fri
22	Sat
23	Sun
24	Mon
25	Tue
26	Wed
27	Thu
28	Fri
29	Sat

## March

1	Sun
2	Mon
3	Tue
4	Wed
5	Thu
6	Fri
7	Sat
8	Sun
9	Mon
10	Tue
11	Wed
12	Thu
13	Fri
14	Sat
15	Sun
16	Mon
17	Tue
18	Wed
19	Thu
20	Fri
21	Sat
22	Sun
23	Mon
24	Tue
25	Wed
26	Thu
27	Fri
28	Sat
29	Sun
30	Mon
31	Tues

## April

1	Wed
2	Thu
3	Fri
4	Sat
5	Sun
6	Mon
7	Tue
8	Wed
9	Thu
10	Fri
11	Sat
12	Sun
13	Mon
14	Tue
15	Wed
16	Thu
17	Fri
18	Sat
19	Sun
20	Mon
21	Tue
22	Wed
23	Thu
24	Fri
25	Sat
26	Sun
27	Mon
28	Tue
29	Wed
30	Thu

## May

1	Fri
2	Sat
3	Sun
4	Mon
5	Tue
6	Wed
7	Thu
8	Fri
9	Sat
10	Sun
11	Mon
12	Tue
13	Wed
14	Thu
15	Fri
16	Sat
17	Sun
18	Mon
19	Tue
20	Wed
21	Thu
22	Fri
23	Sat
24	Sun
25	Mon
26	Tue
27	Wed
28	Thu
29	Fri
30	Sat
31	Sun

## June

1	Mon
2	Tue
3	Wed
4	Thu
5	Fri
6	Sat
7	Sun
8	Mon
9	Tue
10	Wed
11	Thu
12	Fri
13	Sat
14	Sun
15	Mon
16	Tue
17	Wed
18	Thu
19	Fri
20	Sat
21	Sun
22	Mon
23	Tue
24	Wed
25	Thu
26	Fri
27	Sat
28	Sun
29	Mon
30	Tue



# 2020 Planning

## July

1	Wed
2	Thu
3	Fri
4	Sat
5	Sun
6	Mon
7	Tue
8	Wed
9	Thu
10	Fri
11	Sat
12	Sun
13	Mon
14	Tue
15	Wed
16	Thu
17	Fri
18	Sat
19	Sun
20	Mon
21	Tue
22	Wed
23	Thu
24	Fri
25	Sat
26	Sun
27	Mon
28	Tue
29	Wed
30	Thu
31	Fri

## August

1	Sat
2	Sun
3	Mon
4	Tue
5	Wed
6	Thu
7	Fri
8	Sat
9	Sun
10	Mon
11	Tue
12	Wed
13	Thu
14	Fri
15	Sat
16	Sun
17	Mon
18	Tue
19	Wed
20	Thu
21	Fri
22	Sat
23	Sun
24	Mon
25	Tue
26	Wed
27	Thu
28	Fri
29	Sat
30	Sun
31	Mon

## September

1	Tue
2	Wed
3	Thu
4	Fri
5	Sat
6	Sun
7	Mon
8	Tue
9	Wed
10	Thu
11	Fri
12	Sat
13	Sun
14	Mon
15	Tue
16	Wed
17	Thu
18	Fri
19	Sat
20	Sun
21	Mon
22	Tue
23	Wed
24	Thu
25	Fri
26	Sat
27	Sun
28	Mon
29	Tue
30	Wed

## October

1	Thu
2	Fri
3	Sat
4	Sun
5	Mon
6	Tue
7	Wed
8	Thu
9	Fri
10	Sat
11	Sun
12	Mon
13	Tue
14	Wed
15	Thu
16	Fri
17	Sat
18	Sun
19	Mon
20	Tue
21	Wed
22	Thu
23	Fri
24	Sat
25	Sun
26	Mon
27	Tue
28	Wed
29	Thu
30	Fri
31	Sat

## November

1	Sun
2	Mon
3	Tue
4	Wed
5	Thu
6	Fri
7	Sat
8	Sun
9	Mon
10	Tue
11	Wed
12	Thu
13	Fri
14	Sat
15	Sun
16	Mon
17	Tue
18	Wed
19	Thu
20	Fri
21	Sat
22	Sun
23	Mon
24	Tue
25	Wed
26	Thu
27	Fri
28	Sat
29	Sun
30	Mon

## December

1	Tue
2	Wed
3	Thu
4	Fri
5	Sat
6	Sun
7	Mon
8	Tue
9	Wed
10	Thu
11	Fri
12	Sat
13	Sun
14	Mon
15	Tue
16	Wed
17	Thu
18	Fri
19	Sat
20	Sun
21	Mon
22	Tue
23	Wed
24	Thu
25	Fri
26	Sat
27	Sun
28	Mon
29	Tue
30	Wed
31	Thu







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