



MonashLink

Quality of Care 2010

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What We Do

MonashLink delivers primary care, oral health, counseling services and health promotion from four sites across the Monash area. All of our services are available to people most in need, but costs and eligibility criteria do apply to some services.

Jargon Busters

Cholesterol – A fatty substance found in your body that is needed to produce hormones but when levels are too high, may increase the risk of heart disease

EDAS – Eastern Drug and Alcohol Service

Immunization – To make someone resistant to an infection by giving a vaccine

Primary care – Practical, affordable health care that a person will normally use first, for all their basic health needs over time. Primary care may include screening, treatment and prevention of more serious health problems.

Sterilize – To destroy all bacteria through the use of heat

Type 2 Diabetes – A chronic disease which develops when your body does not respond correctly to insulin (a hormone released by the pancreas)

MonashLink would like to thank the following groups for their contribution in developing this Report:

- City of Monash Young Persons Reference Group
- MonashLink Quality of Care Report Working Group—
John Lewis, Heather Ngyen, Susan Koay, Carolyn Lee-Smith,
Fran James, Anna Meadows

Our Services and programs include:

- Children's Services
- Community Nursing
- Counselling for individuals, young people, couples and families for many issues including grief and loss, family violence, financial problems, alcohol and drug problems, depression and anxiety and other chronic illnesses
- Dental Service
- Diabetes Education
- Early Intervention in Chronic Disease
- Family Services
- Eastern Drug and Alcohol Service (EDAS)
- Health Promotion and Education
- Needle and Syringe program
- Nutrition Education
- Occupational Therapy
- Oral Health
- Physiotherapy

- Podiatry
 - Psychology
 - Speech Pathology
 - Volunteer and Community Visitors Program
- Groups and programs including...**
- Fitness and Movement:
 - Falls and Balance Group
 - Hydrotherapy
 - Tai Chi
 - Strength Training
 - Family and Social Relationships:
 - Cancer Support Group
 - EDAS First Response
 - EDAS Peer Support Group for Families and Others
 - Parkinson's Support Group
 - Men's Responsibility Group
 - Women Reclaiming Their Lives
 - Groups for Children:
 - Keeping Kids Smiling
 - School Readiness
 - SPOT—Speech Pathology

English

For information about any of our services or programs please ring 1300 552 509 for the cost of a local call. We use an interpreter when needed.

Greek

Για πληροφορίες σχετικά με οποιεσδήποτε υπηρεσίες ή προγράμματά μας, παρακαλώ καλέστε 1300 552 509 στο κόστος ενός τοπικού τηλεφωνήματος. Χρησιμοποιούμε διερμηνέα όταν χρειάζεται.

Italian

PER ULTERIORI INFORMAZIONI SUI NOSTRI SERVIZI E PROGRAMMI, SI PREGA DI TELEFONARE AL 1300 552 509, AL COSTO DI UNA CHIAMATA URBANA.
SE NECESSARIO, VERRÀ FATTO USO DI UN INTERPRETE

Simplified Chinese

有关我们的服务或项目的任何信息, 请拨打1300 552 509, 该电话收取本地电话话费。我们会在需要之时安排传译员协助沟通。

- and Occupational Therapy for Preschoolers
- Mini MAG—Motor Action Group for preschoolers
- Tricky fingers
- Groups for Adults, Youth & everyone:
 - EDAS Peer Education program (PEP)
 - Keeping Kids Smiling
 - No More Diets
 - First Bites
 - Feet First
 - Shoe Shopping Tour
 - Supermarket Tours
 - Mindful Moods
 - Memory Management Group

For more information,
Contact us on

1300 552 509



It's Hard Being a Student...

Ming is a student currently studying Year 12 at a secondary college in the City of Monash. His subjects include Maths Methods, Business Management and English as a Second Language. He hopes to get into the course of his choice at university next year.

Can you tell me about the things that really stress you out as a student?

"I think as a student the basic things that stress me out are studies. For instance this year is Year 12 so the year end exams are going to be the most stressful: all the tests leading up as well. Knowing that if you do badly at any stage it might affect the final outcome It's really stressful and you have to do well at each stage"

Do you think that these are the things that stress most students?

"Yeah, I would think so. Time management maybe as well...a lot of time is taken up with studies, so there's not really enough time to do the things you want. In Year 11 we got to go

out more often. In Year 12 you have to sacrifice that: say you're having a SAC on Monday, you have to stay in instead of going out. You give up stuff you used to do, like entertainment, weekends, movies, going out, city trips..."

How do you usually cope with that stress?

"I think that you have to balance work and play. I do study, but every night for a short period I just go and play computer games and relax. Playing games takes my mind off the work. After a long day you have to unwind. In the holidays, I try to have an outing with friends...for instance; two days ago I went to Mt Buller with my friends. Sports! Every Sunday I have Badminton and it really helps, because when you're sweating it out, you get your mind off stuff."

If you were finding that you weren't able to cope with the stress anymore even with that balance of work and play,

where could you get help if you had to?

"I would start with the school counselor and after that, my parents. If it's something that can be solved easier, I would think the school counselors could help because they would have experience in this matter. They speak to us as a group and emphasise how important it is to manage your time. I don't want to trouble my parents because they are working, but if it still can't be solved I would go to my parents"

If you could give one piece of advice to other students who might be starting Year 12 next year, what would it be?

"First of all, make sure you choose the subjects you want to do because it makes it so much easier if you're doing something you want to do. I think that managing your time well is also very important. It's not all about study either; you have to have that balance"

"You have to balance work and play"

你必须平衡好工作与娱乐



Top Ten Study Survival Tips for Students

As a student your health, lifestyle and study strategies impact upon how you achieve your study goals. These survival tips can help you care for your body and mind, keep motivated, and study effectively.

1. Look after your health.

Eat a healthy diet (see 'Healthy Eating on a Budget' Tips), exercise regularly and have balanced sleep. If you become unwell visit your GP. Illness can make it harder to achieve your goals.

2. Care for your mood.

Organise something to look forward to and pay attention to things that make you feel happy. It is also useful to spend time thinking about good times and your accomplishments. Improving your mood will help you beat study stress.

3. Stay motivated.

Think about your reasons for studying and imagine how you will feel when you complete your course.

4. Plan.

Assignments often take extra time to complete. Start work on tasks early and aim to complete them with time to spare. Remember



to leave time for planning, taking breaks, proof reading and printing.

5. Prioritise.

Reschedule, or say no to extra commitments when you have a lot of work to do.

6. Stay focused.

When you decide to study, set a goal to study for a specific amount of time in one sitting (try 50 minutes). Sit down and don't get up from your work space until you have met your time goal. You will be surprised at how hard it is to fight distractions, and also how much you get done!

7. Beat distractions.

Turn off distractions, including your mobile phone and Facebook, when you are working. If you become distracted by thinking about things you need to do, or problems you need to solve, write them down on a piece of paper and set aside time to think about them later.

"Ask for help when things are hard"

事情变得复杂时请寻求帮助

8. Balance.

Overall, aim to have a balance between work and play, free time and structured activities, exercise and rest.

9. One thing at a time.

People are most effective when they do one thing at a time so when you are studying study, when you are having fun, enjoy yourself, and when it is time to sleep, sleep!

10. Stay connected.

Spend time with family, friends and other people in the community. Let people know what you are doing and ask for help when things are hard.

EASTERN DRUG AND ALCOHOL SERVICE

The Eastern Drug and Alcohol Service (EDAS) has been providing free and confidential counselling, education and support to individuals and families in the Monash and Knox area for over 10 years. Formed in 1998, EDAS offers a variety of treatment options for young people, adults, family members or friends affected by alcohol, tobacco and other drug use.

EDAS operates from a philosophy of harm minimisation, where individuals are encouraged to set goals that are important to them and supported to work towards making change. This means that people are assisted to find a range of strategies that reduce the potential harms from their use of alcohol, tobacco and other drugs.

Our counsellors are all professionally qualified and are flexible in their approach to engaging with young people, individuals and families.

Counsellors work from a range of settings including the community health centre, youth services and schools. After hours appointments at the centre are available on Thursday evenings if required.

You can find out more about EDAS through our website www.edas.org.au or by calling the EDAS Duty Line on **1300 650 705** (Monday to Friday 10am–4pm).

“My experience with EDAS has all been very positive. I like the way the workers go about trying to help you control your intake of substances and harm minimisation, rather than just telling me I have to quit all the time and pushing me in that direction. It does make quite a difference for some people. It makes it really hard to listen to advice if I feel like I’m being pushed in a certain direction.

Having my worker meet me at Knox or locally is really helpful. It takes a lot of the stress from getting around out of it; it is also encouraging because they have to go out of their way for the appointment which gives it a more personal feel. I most likely would not make it to all my appointments if I had to go all the way to MonashLink.

It is hard enough to discuss some things with a worker so having a worker that is friendly is good. If I get the vibe from a worker that this is just to pay the bills then it makes it quite difficult to talk to them”

“They have to go out of their way for the appointment which gives it a more personal feel”

为了使这次约见更私人化，他们必须另辟蹊径。



"I have a daughter who has suffered from heroine addiction for 6 years and alcohol for 3 years plus the dual diagnosis of Borderline Personality Disorder. It has been a very long and painful road for both of us, and I would like to thank EDAS for the vital role they played in helping me deal eventually and effectively with the problems I encountered as they presented one by one.

In 2008 I was referred to the Family Therapist. At the time my daughter was suffering from addiction to both heroine and cocaine. She had recently returned from a study trip in the USA and was out of control.

Through her gentle and informed approach the Family Therapist gave me (for the first time in my journey) the necessity, awareness, courage and ongoing support I needed to take the appropriate steps to do the hardest thing I had ever had to do so far in my life... to lovingly detach, stand back and hand over to my daughter the responsibility for her own life. She did not want to live. She had already made over a dozen intentional suicide attempts over the previous 6 years. I had resuscitated her 6 times to that date. It was with enormous pain, guilt and sense of foreboding that I made this decision. But I had come to the realization with my therapist's help, that the way I was handling the situation was not

working, and even though my methods had, what I thought were her best interests at heart, I came to realize that she would never take responsibility for her own life, or even start to value it, if I kept living her life for her through my enabling behaviour. I learned to see my own behaviour through the lense of understanding my own childhood responses to my early family situation. Armed with these insights, I found the courage to face, even with the knowledge that she would most probably attempt suicide yet again, my decision to ban her from the house.

In fact my daughter did overdose again in my garage and yet again, I resuscitated her. That was her last overdose attempt.

She managed bravely, to overcome her cocaine and heroine addictions over the ensuing 18 months. She is still grappling with her alcohol problems for which she has recently taken full responsibility. She has arranged, and is currently in Rehabilitation in an attempt to re track her life. In fact, she now wants to live, and have a productive life.

I will never be able to thank EDAS and the Family Therapist enough. Without her vital knowledge, compassion, input and ongoing support, both my daughter and I would not have the quality of life which we are now both able to claim"



"I found the courage to face my decision"

我鼓起勇气，面对自己的决定。

You can find out more about EDAS through our website www.edas.org.au or by calling the EDAS Duty Line on **1300 650 705** (Monday to Friday 10am–4pm)

Ten Tips for Students to 'Eat Healthy' on a Budget

1. Eat before you shop

Shopping when we feel hungry often leads us to buy more food than we need. We may be tempted to buy food that is convenient but is much more expensive.

2. Shop around

Local markets or fruit and vegetable shops may be cheaper than large supermarkets.

3. Bulk buying

Buying in bulk is cheaper than buying single serves. Divide the food into portions and freeze for use later on. Or you could shop with a friend or two and divide the portions and the cost.

4. Plan meals

Planning meals will help you avoid wasting food and money. Consider your schedule eg. work, classes, study to organize when you will eat meals at home and when you are out for dinner. Taking lunch from home is usually cheaper and healthier than buying at a café.

5. Write a shopping list

Once you have planned your meals, write a list of ingredients you require and try your best to stick to it. This helps you to avoid more 'impulse' buying.

6. Go for grains

Rice, pasta, noodles, bread and corn are great foods to fuel our brains. Grain based meals are cheap, easy to cook and very filling.

7. Buy food in season

Fruit and vegetables cost less when they are in season. This is because shops do not have added expenses for storage.

If you need to buy food out of season for a particular recipe, look for canned or frozen options.

8. Freeze leftovers

When cooking recipes that have 3 or more serves plastic containers can be a real investment. Simply portion the excess serves into the containers and freeze. These meals will keep in the freezer for up to 3 months. They are cheaper than bought frozen meals and they save you time in the kitchen.

9. Drink Water

Water is the best drink for our bodies and brains; tap water is completely safe and also has added fluoride for healthy teeth. Soft drink, fruit juice and cordial are very expensive when compared to water.

10. Share dessert

When out for dinner, suggest sharing a dessert. This saves you money and extra calories!

"Local markets may be cheaper than large supermarkets"

本地集市可能比大型超市更便宜。



Keeping Kids and Adults Smiling

The Oral Health Service has had another busy year. As **Graph 1** shows, we were below the percentage for the region for unplanned treatment of adults by the middle of 2009. Our waiting time for general dental treatment for adults is also down; from 12 months in July 2008 to 3.5 months in March 2010.

Our exciting program 'Keeping Kids Smiling' helps schools, the community and the Oral Health Service to join together to meet the health needs of local children. The program started with two local primary schools and is expanding rapidly. The children go on an adventure through the "tooth kingdom" and get the chance to meet our very own tooth fairy. The program also involves:

- dental check-ups
- fun activities (board games computer games etc)
- learning how to brush & floss
- learning about everyday and snack foods

The children go home with a 'show-bag' of information as well as toothbrush and toothpaste. They also take home a record of their dental check-up and



"This is the way we clean our teeth"

这是我们清洁牙齿的方式

recommended treatment based on their level of risk. Many of the children considered 'high' risk have never been to the dentist before, or used a toothbrush. They sometimes have three or more teeth that need filling. This shows the need for this program. Importantly, the program means we are seeing more children. We saw 1,900 children between July 2009 and March 2010. As

you can see in **Graph 2**, children are also returning for check-ups and treatment earlier.



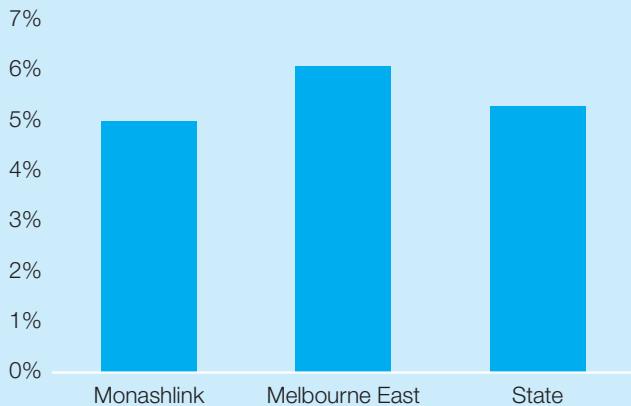
The children go home with a 'show-bag' of information

孩子们拿了展会资料袋回家。

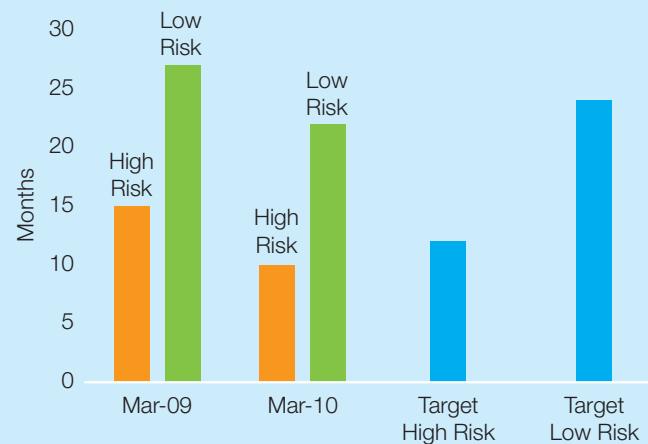
Keeping Kids and Adults Smiling (Continued)

Attention: Graphs Ahead!

Graph 1: Unplanned treatment for Adults within 6 months of a filling June 2008 to June 2009



Graph 2: Recall Targets for Children



Preventing Infection

Our Infection Control Committee has done lots of work this year but has much more to do. The infection control audit we carried out last year resulted in many recommendations, including the need for better tracking and transport of dental instruments.

We are developing a new centralized and simple sterilizing system, using the large 330cubic centimeter sterilizer at our Clayton site. **This unit is so large that it had to be lowered in place by a crane when Clayton was being built!**

We are also writing new infection control procedures that will be used at every one of our sites. These procedures include management of:

- needle-stick injury
- fluid spills



- hand-washing
- staff immunization
- cleaning of surfaces.

We have regular training for staff, most recently on Hepatitis C and B. For information about

Our new steriliser

我们新型的灭菌剂

these two viruses, you can call the **Hepatitis C Infoline on 1800 703 003**.

Diabetes Talk for the Chinese

為華人而設的糖尿病講座

There are more and more Chinese-speaking migrants coming to live in the city of Monash. The scientific studies told us that the Chinese community has higher risks to developing Type 2 Diabetes. Our dietitian Tammie Choi decided to work out a way to deliver health information to this community, to help prevent and manage diabetes.

We worked closely with the local Chinese community, asking many questions to find out how the program should look, what the most interested topics are, what else could make it easier for them to attend the session. The program *Chinese First Bites*/血糖控制講座 was designed according to what the community said. It runs regularly in Mandarin or Cantonese, at the MonashLink Glen Waverley site. Topics include what diabetes is, discussion of Chinese cultural foods and their effects on blood sugar levels, tips to lower cholesterol. Participants are provided with clear take-home messages, and written information.

The Chinese clients said that the program was very informative. They appreciated the discussion on typical Chinese foods and practical tips to cook and eat healthier. Many are

Tammie's Profile

My name is Tammie Choi. I have been working at MonashLink for three years as a dietitian and recently I have also become involved in health promotion. I came to Australia from Hong Kong about 7 years ago, bringing with me my Chinese language & culture. I always feel privileged being Chinese because I am valued at MonashLink. The management welcomed my idea of running Chinese programs like Chinese First Bites. I am so happy that my language skills & cultural background had become a tool to help the Chinese community living in the area.



'Chinese First Bites' with Tammie Choi,
Facilitator

“中国初尝客” 协作者：塔米·崔

recommending their friends and family members to the program. They believe the newly learnt health information helps them to stay healthy!

Community Participation at MonashLink

Community Consultation for this Report

Every year consultation takes place to find out what people think of our Quality of Care Report and how we can improve it further. This year, we consulted with the City of Monash Young Persons Reference Group. This group advises Council of the issues affecting young people in Monash, to make sure that young people are heard.

This Group gave us their opinion on last year's Report and what would make this year's Report 'youth-friendly'. Most thought that last year's Report was very good, with a great balance of colour, photos and writing. They wanted this year's Report to have a youth focus, with graphics, colours, stories and photos that grabbed their attention. We think we have done a good job! **What do you think?**

Quality of Care working group

This Group is made up of staff members at MonashLink, volunteers at MonashLink and past or current consumers of our services. Our aim is to develop the Quality of Care Report each year. The Group is chaired by the Quality Coordinator. We meet from March until the Report is published and we make all the decisions about the layout, content and purpose of the Report, based on community consultation.

The Quality of Care Working Group; Heather, Susan, Fran, Anna, Carolyn and John

监护质量监督小组成员包括：希瑟（Heather）,苏珊（Susan）,佛朗（Fran）,安娜（Anna）,卡洛琳（Carolyn）和约翰（John）。



Community Feedback

All feedback from people who use or visit MonashLink is treated as private and we have a policy that guides us when managing feedback and complaints. Next year, this policy is due to be reviewed. As part of this review we will be asking the community how we can 'do it better'.

From **July 2009 to June 2010**, there were only **23 complaints** made to MonashLink. These complaints were mostly about people being refused a service because they weren't eligible, not getting an appointment when they wanted it, or not being happy with the service when they received it. All of the issues raised were addressed and improvements were made to the service or program when needed.

Forty-two people provided compliments, feedback and suggestions for improvement, which is a big increase from last year. This is a good thing as feedback helps us improve our services. Some of the feedback and suggestions were to:

- Have a Chinese Voicemail message, which can be checked regularly by Chinese-speaking staff member or volunteer. **Our response** was to change our Interpreting Policy to include clear guidelines for all Reception and health care staff on how to

Last graph: promise!

Type of Complaint July 2009–June 2010



use the Telephone Interpreting Service. We are about to commence training on these new guidelines

- Review the information pack sent to clients about building/parking/service access. This suggestion was followed up and the pack was reviewed and changed

- Provide a day-minding facility for children at our Clayton site. This suggestion has not been acted upon. Our reasons were that Clayton Community Centre already has a daycare centre which is able to be used by the community. MonashLink has also booked out the daycare centre for the day for an all-day event

Interview with Sally-Ann Nadj – Community Engagement Coordinator

What is your background and why were you interested in this role?

I have worked in the health and community sector for about 20 years. My roles have been quite diverse. I moved to Melbourne from a small country town in NSW and started as a Diet Supervisor at the now closed St Andrews Hospital I then moved onto St Vincent's (St V's) Hospital as a Nutrition Technician. I was at St V's for 8 years before starting my family. I then moved into the more flexible hours of the community sector taking on the challenging role as Manager of a struggling Early Childhood Intervention Centre in Melbourne's outer southeastern suburbs – this was one of the most rewarding roles of my career. From there I took up the role of Outreach Coordinator with The Starlight Children's Foundation granting wishes to chronically and terminally ill children in Victoria, South Australia & Tasmania. I then decided to have some "me time" and took up full time study in Community Development. During that time I did a lot of project work and honed my skills at dealing with government bureaucracy, working in local government, and with a local MP. I then joined MonashLink in the Neighbourhood Renewal position and now this one.

Community engagement and participation is a vital component in increasing the sustainability of health & well being improvements. The community needs to play a role in determining how MonashLink services are planned and delivered and I feel very passionately about connecting our community to the ways in which this can be done.

What does your role involve?

At the moment I am creating ways in which the community – our consumers, can get more involved in MonashLink particularly around decision making, hence I have set up the Consumer Register. The Consumer Register will allow access from MonashLink staff directly to consumers of our service who want to participate in focus groups, steering committees and working groups. It will give consumers a clear pathway into these roles and also give them access to training and support. I have also just begun an organization wide staff engagement and training program to introduce staff to including consumers in their project planning and reviews. I have also created a MonashLink newsletter that will keep everyone informed about what is going on! However, some of this work may have to wait a bit as I have just had a baby!



Sally Nadj, our Community Engagement Coordinator

萨莉·那迪 (Sally Nadj) 是我们的社区联络协调人。

How will your role improve services and programs?

Working together with consumers, community groups and organisations leads to better decision making, fosters networks and relationships, it builds trust, confidence and capacity thereby improving health and well being.

If you are reading this, you are a consumer! If you are interested in being on our Consumer Register, please contact the **Consumer Engagement Coordinator** on **1300 552 509**

Tell Us What You Think

We would like you to tell us what you think of this Report.

Please take the time to fill out this survey and return to:

Fran James,
Quality Coordinator,
568 Neerim Rd,
Hughesdale 3166



How do you rate the quality of this Report? (Please circle)

1 2 3 4 5 6 7 8 9 10

What did you like most?

What didn't you like?

Where to Find Us

