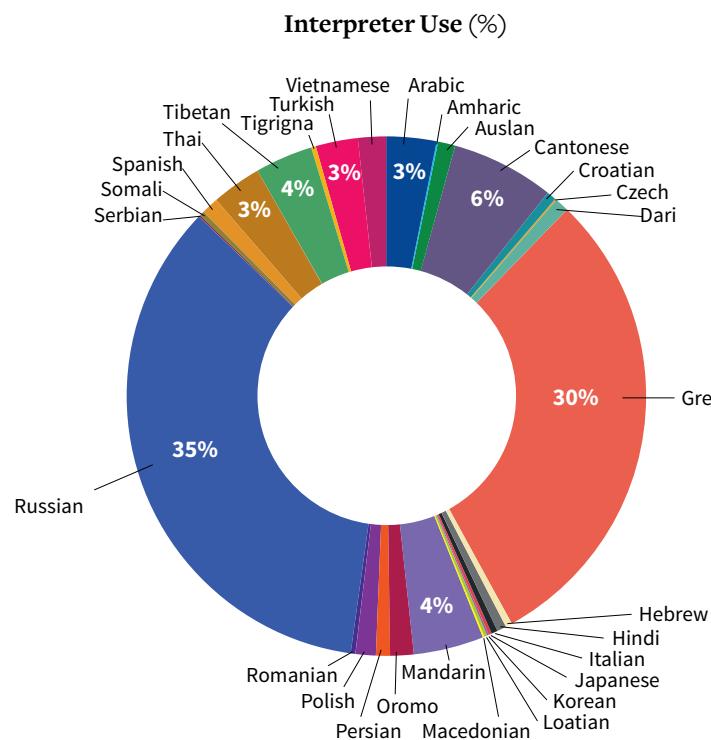


## Quality, safety and consumers

ISCH is a major, not-for-profit provider of health and community services across the southern region of Melbourne and beyond.

We offer health services to all, regardless of the person's ability to pay, and have specialist expertise in engaging high risk and hard to reach groups. Our services stretch well beyond individual clinical services. We also engage in community building and health promotion activities dedicated to increasing the health and wellbeing of the communities we serve.

The diagram on the next page outlines the number of clients served by ISCH; we have delivered more than 100,000 service events to these clients.



ISCH strives to ensure access for all including those from diverse language and cultural backgrounds.

Our health initiatives are making an impact and we have seen a steady growth in the number of clients who identify as Aboriginal and Torres Strait Islanders.

We provide accessible services to clients from linguistically diverse backgrounds by regularly providing translated material and interpreters to our clients. Our most requested languages are Russian, Greek, Mandarin, Italian and Turkish.



\*Average demographic splits across all service areas.

**Total Community & Primary Health 15,078**

**Total Dental 6,740**



Joyce, Infection Control Coordinator

## Client Safety

ISCH takes client safety very seriously. We are committed to ensuring a high standard of care and safety to clients across all of our services. Through a number of strategies and programs we continue to excel in the delivery of safe services and programs in the community.

### Infection Control Committee

Our Infection Control Committee has overseen the implementation of actions from our annual audit in November 2015. As a result, we have de-commissioned our “Health Bus” and all clinical procedures are now undertaken on site or at hygienic outreach facilities. We have also progressed the centralisation of our sterilisation, so that all instruments are now processed at either Prahran or South Melbourne sterilisation facilities.

### Medication management

ISCH continues to meet the Australian standards for medication safety. Our GP Service ensures that medicines (including samples, vaccines and medical consumables) are acquired, stored, administered, supplied and disposed of in accordance with manufacturers' directions and legal and regulatory requirements.

## Oral Health Clinical Indicators

Our dental service receives quality reports on clinical indicators from Dental Health Services Victoria each quarter. This year, we achieved excellent results in the following areas:

- routine tooth extractions in adults
- root canal work that preserves teeth
- making dentures
- triaging to ensure people receive the right care at the right time

In some areas we were outside the normal range of results, namely:

- teeth requiring retreatment within a 6 month period.

We have conducted an initial review of these results and identified thematic issues in relation to:

- the ways ISCH prioritises clients with deep cavities to ensure urgent pain relief
- the ISCH “caries control” model of treatment.

An independent in-depth analysis of the data with review of each case in these four clinical indicators is planned for later this year.

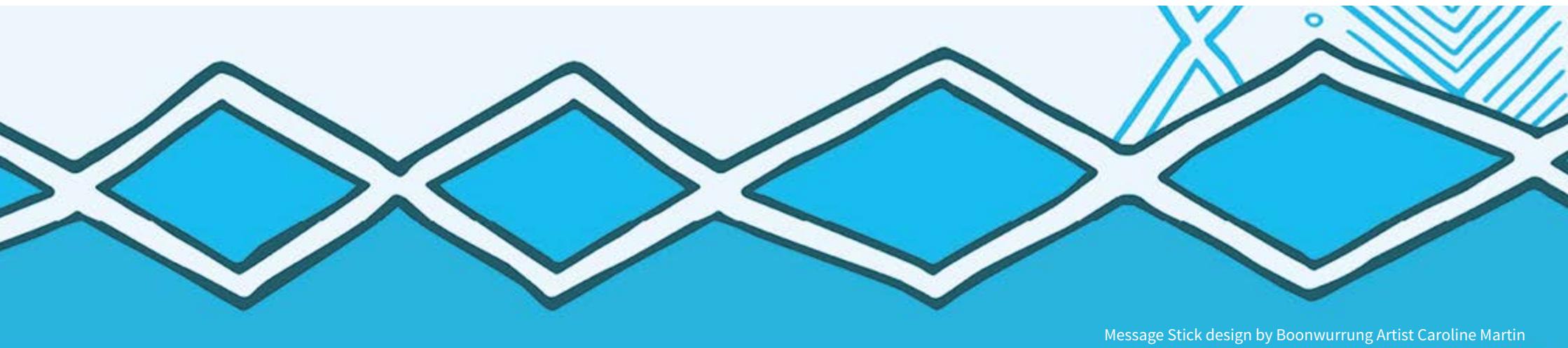


Jordan, Indigenous Youth Worker

## Improving Aboriginal Health

### Koolin Balit

Koolin Balit means healthy people in the Boonwurrung language. This Victorian Government strategy commits the health system to improve the length and quality of life of Aboriginal people in Victoria by 2022. ISCH currently identifies and implements initiatives - such as our Indigenous Access Program - that align with these strategic directions with the aim of achieving significant and measurable outcomes in Aboriginal health.



Message Stick design by Boonwurrung Artist Caroline Martin

## Urban South Project

This year, ISCH focussed on better understanding how our services can be more culturally responsive to the local community.

Our Aboriginal Health Coordinator has worked hard to increase access to our services and has succeeded in increasing Aboriginal health checks in the Urban South area by 23% (from 78 to 96 clients).

This was done by conducting a cultural audit within the organisation alongside an analysis of health statistics of Aboriginal people not accessing community health services compared to the total popular alongside a push to increase health services for under 25 year olds.

## Promoting Healthy Lifestyle Project

The health and wellbeing of Aboriginal women was a priority for ISCH in 2015. The organisation took on a multifaceted approach including; dieticians working with Aboriginal Elders to support healthier food choices; cancer prevention checks for local aboriginal women; a reduction in smoking rates through nicotine replacement therapies; and a

continued focus on working with Aboriginal youth to understand, respect and share cultural knowledge.

## Smoke Free and Deadly; journeys shared, moving towards being smoke free.

Smoke Free and Deadly was a collaborative film project aimed at reducing smoking rates and promoting cultural pathways for a more holistic approach to health in the Aboriginal community.

The ISCH Indigenous Access team and a Free from Tobacco worker along with the local Aboriginal community collaborated with filmmaker Tim Church to create this cultural resources. The film aims to inspire Aboriginal and Torres Strait Islander people to reconsider the nature of their relationship to smoking.

Beyond simply quitting smoking, the resource recognises that the preservation of Aboriginal culture and heritage is essential to present and future generation's wellbeing.

The program was very positively received by the local community and is now receiving national recognition and distribution.

## Powerful Boys/Powerful Community

Powerful Boys/Powerful Community empowers young Aboriginal boys to gain confidence and heal from trauma.

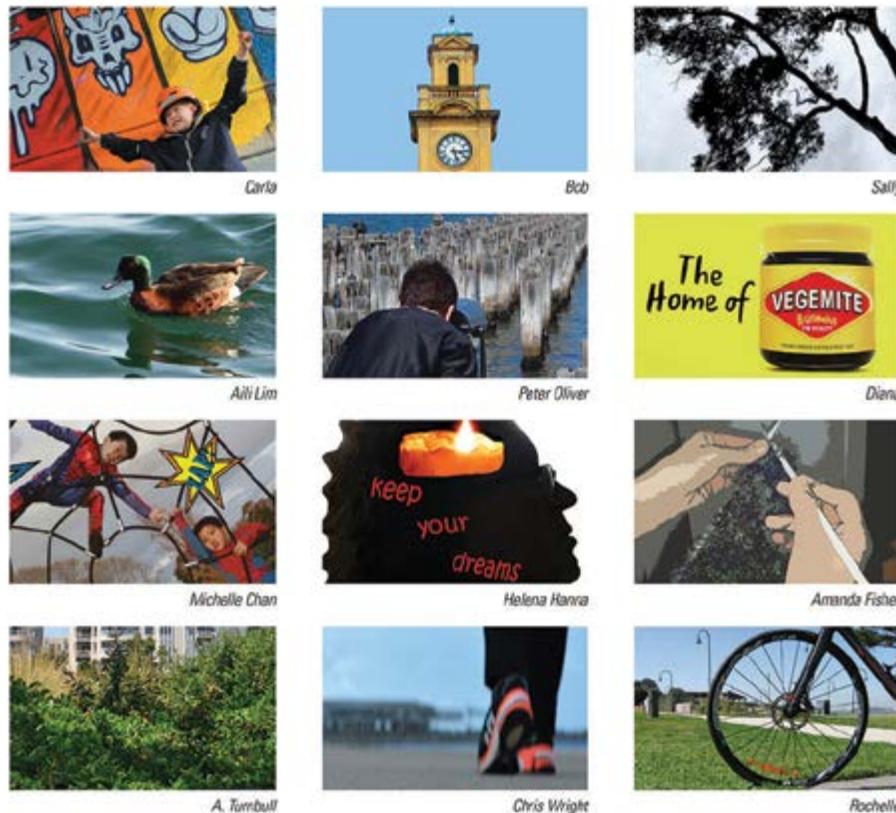
The boys, aged 11-17, go bush camping with a traditional owner who teaches and guides the boys alongside ISCH Indigenous Access staff and local Aboriginal men.

The participants experience and take part in storytelling, dance, song, survival skills, water/fire safety, cooking on an open fire, cultural lessons and bushwalking. Participants report some wonderful positive outcomes including cultural revival, a feeling of connection to their cultural that strengthens their identity, and a sense of belonging and family.

## RACV 'Gon Drive Aboutz' – Driving Program

The RACV 'Gon Drive Aboutz' program has assisted 30 Aboriginal community members to obtain their driver's license.

Through the use of interactive videos, online practise tests, driving apps and group activities, the program has seen a total of 25 people book for their Learner's permit test, another three for the Probationary test. In addition, other drivers who were reapplying for their licences were able to participate in education sessions such as drink driving education.



Posters of PORTTogether

## Consumers, Carers and Community Participation

### PORTTogether

PORTTogether connects people in the Port Melbourne community through celebratory story telling about the people and places of Port Melbourne. The project combines PORTTogether courses delivered in partnership with Port Phillip Community Group, with an ongoing blog which anyone in the community is welcome to contribute to.

In 2015, ten people completed the PORTTogether 2 (Posters of PORTTogether) poster design course. Participants created 18 posters using the Five Ways to Wellbeing framework- Connect, Be Active, Take Notice, Keep Learning and Give.

The posters were exhibited in the “ART-Contained” pop-up exhibition space on the Port Melbourne Waterfront and in the windows of local businesses on Bay Street in Port Melbourne.

14 volunteers contributed 70 hours of their time to the running of the course and showcasing the posters to the community. PORTTogether is part of the broader SHIP Project (Social Health and Inclusion Port).

## Disability Responsiveness

The Disability Act 2006 requires that ISCH must ensure an effective complaints management process which allows us to report on any complaints we receive and improve accessibility to our services. Any person can make a complaint about our disability services. This year, two complaints were made about ISCH disability services.

### What you said

You had a bad experience with one of our team members on the phone, when requesting a service

The door in the disabled toilet at our Southport site was difficult to open, and jammed itself on your wheelchair.

### What we're doing

We spoke to the team, and have introduced improved customer service training for all reception staff.

We will upgrade the door to an automatic door in our next site works scheduled for early 2017.



Siamak and Jack, Dentists

## Enhancing our response to consumers, clients and staff

### Diversity Working Group

ISCH's Diversity Working Group fosters a positive culture that promotes and supports diversity. Comprised of ISCH staff and consumer representatives, the group seeks to achieve:

- Equitable access to services by ALL people
- Services that embrace the diversity of a community, group and/or individuals
- Informed practice that is responsive to the diverse differences between people and groups (such as culture, age, gender identity, sexual orientation, faith and spirituality and socioeconomic disadvantage).

ISCH is excited to be working towards attaining accreditation for the Rainbow Ticks Standards. These standards will help us better to understand and implement LGBTI+ inclusive service delivery. We are dedicated to ensuring that LGBTI+ consumers and community know they will receive inclusive and high quality services from the moment they step through the door.

### Organisational Culture

At ISCH, we recognise that a strong culture that values teamwork, accountability and the capacity for staff to "speak up" is linked with improved quality and safety outcomes for our clients.

ISCH undertakes a cultural survey with staff every three years and runs "culture pulse surveys" intermittently. We value the feedback from our staff immensely, and based on the results of these surveys we have implemented the following strategies to improve our work environment:

- Training for our leaders in leading through change and uncertainty
- Improved communication across ISCH in the form of fortnightly bulletins and quarterly staff site meetings
- Planning for an E3 learning platform that allows staff to better monitor their training
- A strong, demonstrated commitment to open disclosure and a just culture.

## Spotlight on Client Feedback

### Consumer Site Audit

ISCH is committed to providing services that are responsive to the needs of our clients. This includes issues relating to quality and safety.

Each year we engage consumers through the Consumer Participation Committee to conduct an audit across our main sites, which provides valuable insight from our clients. Last year this feedback resulted in the development of the new consumer Feedback Stations and the installation of televisions in the waiting areas.

Key actions identified in this year's audit are:

- Update and distribute brochures and posters: "Rights and Responsibilities" and "Accessing an Advocate"
- Update the play area at Prahran to create a more welcoming and usable environment for children and their families
- Improve facilities for clients with hearing and vision impairment, with guidance from Vision Australia.

ISCH looks forward to addressing each of these actions in the coming year.



Peter, Grant and Belinda, Interview Panel

### Consumer Participation Committee



## Consumers on interviews:

ISCH recognises the great value and unique perspective consumers provide in the selection of new staff. We set ourselves the ambitious target of having a consumer on the interview panel for 75% of recruitment interviews. We achieved a rate of 73% in 2015-16. In the last year, we have trained six new consumers for interview panels, and have had 14 consumers actively involved on panels.

Participating consumers agreed that "*a consumer perspective has been highly valued by staff*", and new staff are impressed by ISCH's commitment to consumer involvement.

## Feedback Stations

The ability for clients to provide feedback to ISCH is paramount to our success. During their annual audit, members of the Consumer Participation Committee found that client feedback forms were not visible and suggested improvements that could encourage more feedback.

We are excited to report that through the vision of one of our volunteers, John Nairn, and our Community Engagement Officer, Fiona Noble, we rolled out the newly designed Feedback Stations. Each station is home to an OBAN hub – an accessible and adjustable electronic feedback system, as well as the paper form providing greater opportunity for client feedback.

The new hubs are proving very popular with our clients who can now leave feedback in one of four ways:

1. A Feedback Form, available in multiple languages
2. On an iPad using Oban
3. Care Opinion ([www.careopinion.org.au](http://www.careopinion.org.au)) an independent site where you can tell a story of your experience with us
4. Our website, at [www.ischs.org.au/your-rights/feedback/](http://www.ischs.org.au/your-rights/feedback/)

Clients are overwhelmingly happy with the treatment they receive, and the excellent manner, skills and professionalism of ISCH staff. Complaints are provided to the relevant Manager, who contacts the client (if requested) to resolve the issue.



Feedback is vital to ensuring that we continue to improve our services to give everyone the best experience possible and supports us in achieving our vision of health and wellbeing for all.

In the last year, we received 433 pieces of feedback, 80% of which were compliments. This represents an astounding 423% increase on feedback from last year (82 pieces of feedback, of which 45% were compliments).

### What you said

We need extended hours for GP services

The phone system is confusing and I'm on hold for too long

The Prahran waiting room is crowded and noisy

The waiting time for GP appointments is too long

### What we did

We are now open late on Wednesday evenings, providing GP and Allied Health appointments until 8pm

We are reviewing how clients access our service – and will be updating our phone and messaging system to make it easier and faster for people to access help

We have developed and opened a second waiting room specifically for Dental clients, upstairs at Prahran

We know our GPs are very thorough, which can mean that some appointments run overtime. We've reviewed the GP appointment times to ensure a more reasonable waiting time, while still ensuring high quality of care.



Chris, Volunteer Concierge

## Volunteering

Volunteers play a vital role in the health and community sector. Without volunteers, ISCH would be unable to deliver many vital services to our community.

### Volunteer Concierge

The Volunteer Concierge service offers ISCH clients a warm welcome and point of contact for any queries during their visit. Our team of volunteer concierges operate at our Southport and Prahran sites, and we hope to expand the locations and hours of the service over the next 12 months.

Chris is volunteer concierge at our South Melbourne site on Monday mornings. He knows how important great service is, and greets people with a big smile and assists them to the waiting areas for their appointments. As a user of some of our services, Chris has valuable insight into what makes a warm and friendly service. Chris says, "I enjoy the role as I get to talk to people and develop my confidence while learning about the organisation and what the community has to offer".

Our staff and clients appreciate the welcome that the Concierges provide, and agree it's a much nicer way to start the day.

### 2016 Minister for Health Volunteer Awards - Aunty Jacko

Judith Jackson is a well-respected Aboriginal Elder who has played a vital role caring for people for more than 40 years in Port Melbourne, St Kilda, South Melbourne and Prahran. Judith's significant contribution to the community was recognised this year when she received the Outstanding Achievement Award for supporting diversity at the 2016 Minister for Health Volunteer Awards.

Volunteering for ISCH since 2002, her role involves leadership and mentoring to ensure a dedicated culturally safe space is provided to community members. Her most treasured role in community is that of 'Aunty' to everyone, which she says is a very important honour for her to hold.

She can be found on a weekly basis at the Wominjeka BBQ held at Veg Out Gardens in St Kilda and fortnightly at Our Rainbow Place at ISCH's Mitford Street, St Kilda site.

Judith also provides guidance to ISCH and other agencies regarding the provision of services to the Aboriginal community. Her knowledge on ways of working better and smarter with her community is highly valued by ISCH.



## 2015-2016 VOLUNTEERING

**135**  
Active volunteers

**5462**  
Volunteers hours

**3812**  
Client contacts

**35%**  
Volunteers born outside Australia

It keeps me active and connected to my local community

MATTHEW

**73%**  
Female volunteers

**47**  
Average age of volunteers

I enjoy the people you meet, the things you achieve and the experience you gain

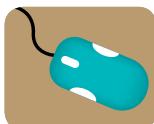
REBECCA



Volunteers led local walking groups



Volunteers transported clients to Victoria Market, health groups and appointments



Volunteers helped with admin tasks and mailouts



Volunteers supported the Hustling to Health (RhED) program



Volunteers ran Wominjeka BBQ for local community



Volunteers ran art classes at SRS facilities



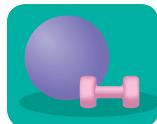
Volunteers greeted clients in reception



Volunteers facilitated nutrition programs



Volunteers welcomed cruise ships passengers



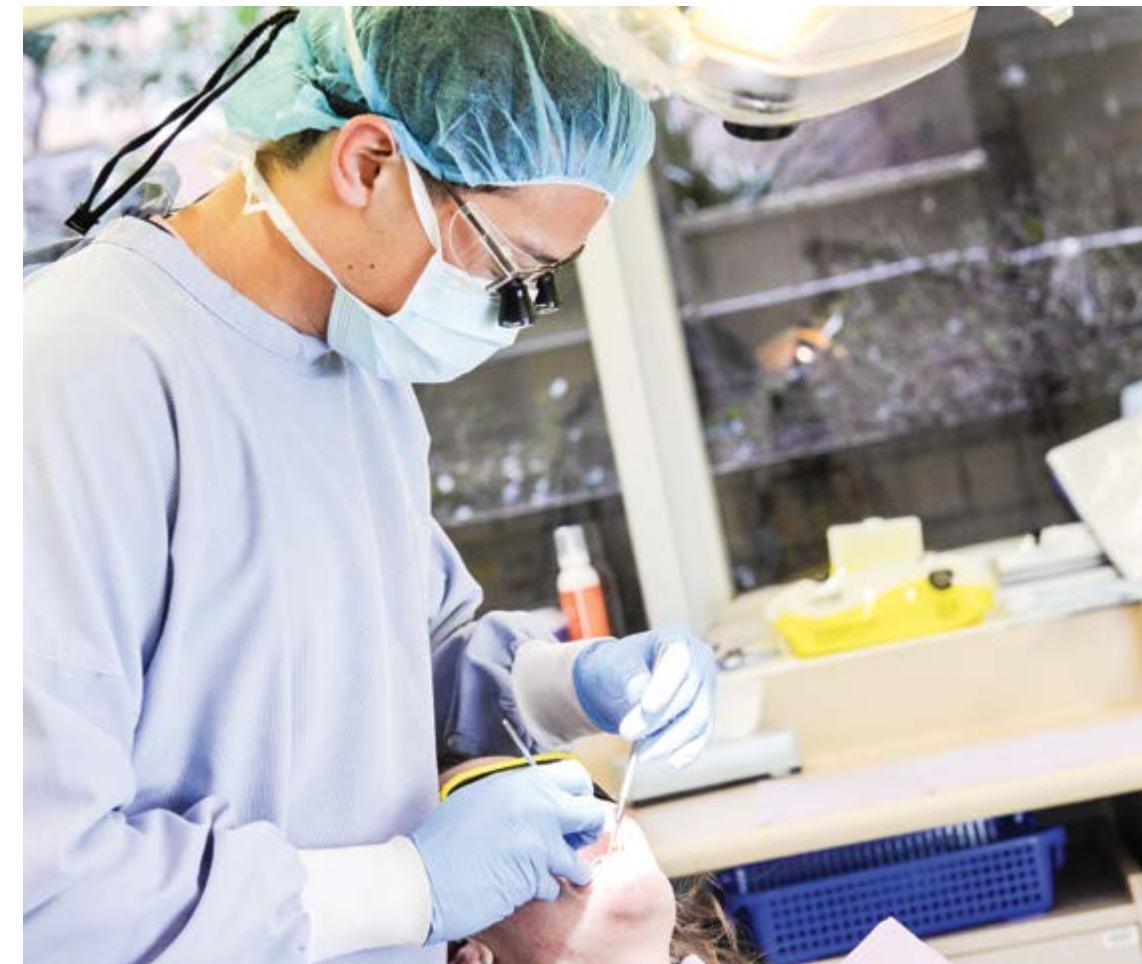
Volunteers assisted with physio programs



Volunteers mentored clients



Volunteers designed resources



David, Dentist

### Dental as Anything

Dental as Anything is an assertive outreach program that increases access to dental care for people with mental illness. This service is crucial as people with mental illness experience higher rates of tooth decay, gum disease, oral cancer and greater discomfort and in many cases, clients have not seen a dentist for a number of years.

Operating since 1998, our dental and mental health staff visit external venues each week to identify, screen and provide dental appointments for people with mental illness. In addition to dental services, people are also cross-referred to other programs such as housing support, case-work support or other allied health programs to more fully meet their needs.



Yianni, Intake and Referral Worker

## Responding to vulnerable populations

### Mental Health Intake

The ISCH Mental Health program welcomed a new intake worker this year, helping to provide a more efficient pathway into the right types of support for people experiencing mental illness.

The new Mental Health program intake worker has been appointed to:

1. manage direct referrals to the PHaMs program, and
2. to support clients to access a mental health package via the external central intake system operating across Victorian funded mental health services.

The aim of this newly created position is to:

- provide better access to mental health services
- improve clients' experience
- provide consultation and support re service access to clients, carers, families and other service providers
- engage and support individuals and communities who cannot readily access the phone based intake system (such as the CALD community, clients experiencing homelessness and members of the Aboriginal/Torres Strait Islander community).

### Supporting Connections

The ISCH Supporting Connections team provides unique and rewarding programs to help Supported Residential Service (SRS) residents lead healthier and happier lives. Their goal is to link residents with community services, help them feel empowered and able to contribute to their community and promote relationships amongst the residents themselves.

One of the most rewarding programs saw enthusiastic and creative volunteers provide art sessions with residents. The rewards for both volunteers and residents were so significant, that one volunteer has added an additional fortnightly session. An exhibition of the artwork created has been shown at one of the SRSSs.

Other projects have included a song writing course, bowling outings, music sessions and sing-alongs, African drumming workshops and the very popular mobile animal farm.

Helen, Gary and Tara



## ISCH's commitment to addressing family violence

ISCH, along with our partners within the Bayside Peninsula Family Violence Partnership, play a leading role in implementing the recommendations from the Royal Commission into Family Violence.

In 2015-2016 our Family Violence Team continued to lead innovative and responsive service delivery to address violence against women and children. Our partnership with the Magistrates' Court of Victoria has grown, increasing access to the Men's Behaviour

Change Program for another 15 men. We also partnered with the Department of Justice and Regulation, to become an approved provider of Men's Behaviour Change Programs for Corrections Victoria clients.

In addition, we have increased support available to women and children experiencing family violence, with ISCH becoming a key referral pathway for women and children seeking individual counselling and group work to support their safety and recovery.

## Accreditation

ISCH is certified against six quality standards: QIC Health and Community Services Standards, National Safety and Quality in Healthcare Standards, National Standards for Mental Health Services, Department of Human Services Standards, Royal Australian College of General Practitioners Standards and the Community Care Common Standards.

ISCH successfully underwent our mid-cycle accreditation review in December 2015, where the assessors found that we have been progressing well against the improvement initiatives outlined in our Quality Work Plan. Items in progress include:

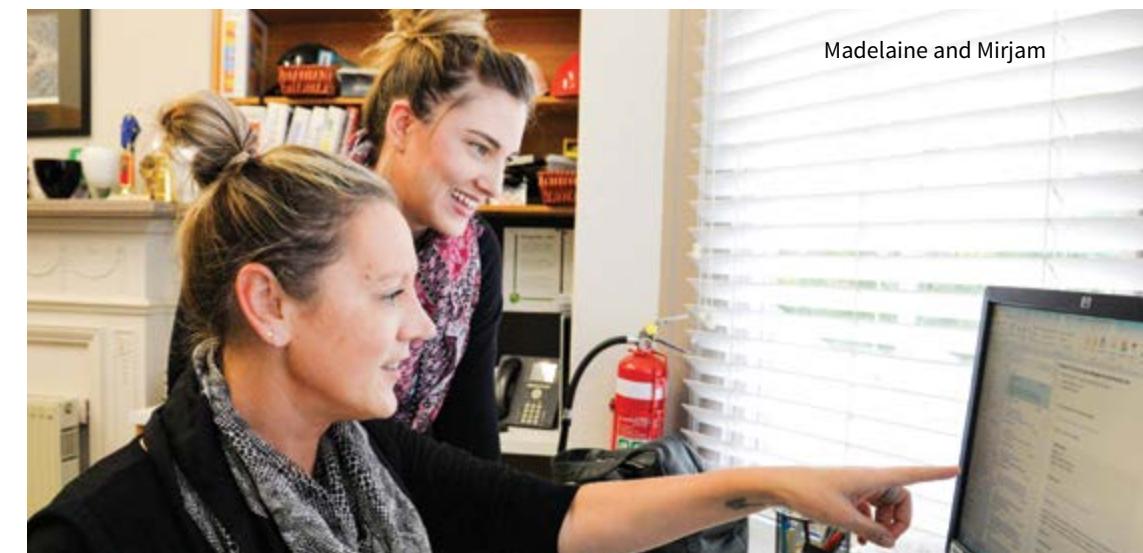
- Continued refinement and implementation of our care planning processes
- Improvements in our internal document control
- An audit of ISCH policies and procedures to ensure the rights of carers are adequately represented.

ISCH was commended for the introduction of the OBAN feedback system, as well as the development of robust community partnerships and consumer participation.

## GP accreditation South Melbourne

ISCH received three year full accreditation status for our new South Melbourne GP practice which opened in November 2015. Accreditation was provided by the Australian General Practice Accreditation Limited survey in July this year. The surveyors were so impressed with our progress to date, there were no recommendations for improvement.

Our GP patient survey was conducted for the site in May this year, with 95% respondents rating our practice as good, very good or excellent. Suggestions for improvement resulted in us employing another GP and also revising our client appointment times so there are now reasonable waiting times.



Madelaine and Mirjam

## Timely Access to Services

ISCH is working hard to reduce and eliminate where possible waiting lists for our allied health services including podiatry, physiotherapy, occupational therapy and dietetics. We want to ensure more consistent and standardised packages of care and offer an appointment to our clients at the first point of contact.

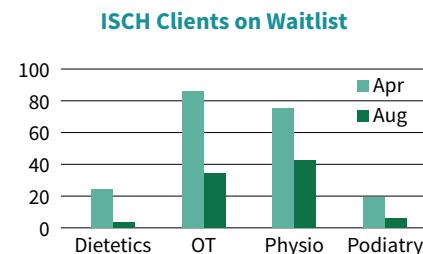
To achieve this, we worked with an independent consultant and examined the client experience from initial contact with ISCH to the first appointment.

We have implemented some effective new strategies including:

- Opening clinician's diaries six weeks in advance (rather than three weeks) and giving clients a choice of appointment times;
- SMS message reminders to clients the day before the scheduled appointment; and
- The development of best practice care packages for all allied health services with clear discharge criteria.

Demonstrated Improvements so far include:

- ISCH clients can now make appointments immediately for dietetics, podiatry and physiotherapy, without needing to be placed on a waitlist;
- In the first 3 months, we have seen a reduction in the number of people on the waitlist (see table)
- In addition, we have seen an overall reduction in the rates of people not turning up for an appointment.



### Reduction in Clients Not Attending Appointments

Discipline	2015	2016
Dietetics	31.0%	21.2%
Occupational Therapy	2.9%	3.9%
Physiotherapy	24.5%	18.1%
Podiatry	15.8%	13.3%

We are now focused on improving the way we manage our front of house and service access systems including managing phone wait times and ensuring clients can access our services in the way that suits them.





Amie, Health Promotion Officer

## Continuity of Care

### Smiles 4 Miles

The Smiles 4 Miles program aims to improve the oral health of children and their families across Victoria. In January 2016, Smiles 4 Miles was implemented across nine early learning services in the City of Port Phillip. A total of 162 early learning staff successfully completed training to provide the program to 1,019 children. All nine Smiles 4 Miles early learning services participated in oral health education and screening sessions provided by Inner South Community Health. In total, 461 children were screened and 117 children were referred to ISCH Dental Service for further treatment. A care call list was also established for referred children to ensure they are provided with additional support to access our dental service. In 2017 we are excited to expand the program to include more early learning services participating in Smiles 4 Miles.

### Case Study

Mayla's family first approached ISCH with concerns about her speech.

Through ISCH's Child, Youth and Family services we were able to work with Mayla (aged 4) and her family in their everyday environment – including her childcare centre and family home – to ensure that significant people in her life were actively engaged with her health and wellbeing.

This close work enabled ISCH staff to get to know what was important to Mayla's family and helped foster a collaborative partnership and identify the issues that they wanted to work on.

Through this process, Mayla's family and their support team identified goals around her language development, access to healthy food and the family's desire for more social connection. A care plan was developed with the family and her speech pathologist was nominated as their key worker to help with seamless coordination and communication

between services and her family's support team. This included an ISCH psychologist who helped support parenting and a dietician who focused on nutrition.

The speech pathologist and psychologist conducted joint home visits to build the family's ability to use strategies in everyday routines, such as mealtimes, going to the park and bed times. The key worker helped Mayla's family to find a playgroup where they could make connections with other families and prepare them for the transition to school.

Working as a team, the staff used a strengths based approach in building on the family's skills. The family is now well supported and connected with other families. Mayla's speech has improved and she has successfully transitioned into primary school.

## Port Melbourne Goodlife

Operating twice each week in Port Melbourne in partnership with the Goodlife Health Club, this program assists people with chronic illnesses and other conditions to establish a more active lifestyle. The program has seen great success in improving clients' strength, conditioning and balance with 92 percent of participants surveyed stating that their overall level of physical activity has increased as a result of the program.

## Making A Move (MAM) Falls Prevention Program

Falls are a significant health issue and a major reason for hospital admission in older people. ISCH's 12 week MAM Falls Prevention Program targets this population, aiming to:

1. Improve participants' balance
2. Reduce participants' fear of falling
3. Improve lower limb strength
4. Increase participants' awareness of falls prevention

This program is conducted by a physiotherapist and an allied health assistant. The exercises involve strengthening with weights and balance work (including Tai Chi and visual exercises) and includes a written home exercise program and encourages participants to join in follow up exercise groups.

Upon completing the programs, clients report feeling stronger and being able to move more without experiencing any pain.



Sue, Occupational Therapist

## Your Next Move

Your Next Move is an award winning program that supports the recovery of stroke survivors. Established in partnership with ISCH and Re-Creation Health Club in South Melbourne in 2013, the program proved so popular that it has expanded to support participants with a wider range of neurological conditions.

Pre and post measurements indicate improvements for patients in the areas of speed, mobility and endurance. The program was awarded with a Partnership Award at the 2015 ISCH Annual General Meeting.

## Supporting our clients through change

My Aged Care and the National Disability Insurance Scheme (NDIS) are designed to allow more choice and control of services to the individual. The centralised systems will streamline information, and access to services will be easier to navigate for clients and their carers.

ISCH is aware that working through new systems may be daunting and confusing for clients in the initial stages of implementation.

Significant preparation has been completed to ensure that ISCH has the most relevant services for the community and the resources to support the transition to the new models. Action plans are now in place for My Aged Care and are being developed for NDIS.

## ISEPAC Celebrates 21 Years

Inner South East Post Acute Care (ISEPAC) Service ensures community members have a safe and timely discharge from hospital while supporting people to recover and recuperate in the community. Celebrating 21 years of operation this year, a recent ISEPAC service review found that the service is a highly professional, organised, time efficient and flexible.

Each month we provide over 1000 contacts with patients from our local hospitals – with supports in place within 3 to 5 days. This service is focused on:

1. Meeting the needs of patients during recovery and recuperation;
2. Supporting timely discharge and effective patient flow from The Alfred and other hospitals,
3. Reducing the likelihood of the readmission of vulnerable patients.

ISEPAC Care Coordinators are highly skilled professionals including nurses, social workers and allied health staff, who are committed to working with clients to best support their recovery. Here's what our staff say about the program:

*"We recently supported a person from the Alfred Hospital who needed a range of supports to enable them to recover – a week of supported accommodation, an industrial clean of their home, and then three weeks of home help and shopping. Without this support this person would have stayed in hospital for at least one more week. It was a pleasure to be part of their recuperation!"*

*"ISEPAC has very flexible time frames – we will usually work with a person for 2-4 weeks, but if they need longer we can extend further. This gives people a bit longer to recover and prevents them from needing to return to hospital."*

Zara, Madelaine and Mirjam



## Improving care options for people with chronic and complex care needs

In 2015-16 ISCH worked with partners as part of the Southern Melbourne Primary Care Partnership (SMPCP) to establish a co-design process to further develop, embed and sustain a Model of Care for Community Health to support people with chronic and complex conditions.

SMPCP brings together local health and human service providers to improve access to services and continuity of care.

Co-design partners in this program included consumers with experience in chronic and complex conditions (either as carers or

patients), care providers from a number of south east care providers including ISCH and a representative from the SMPCP.

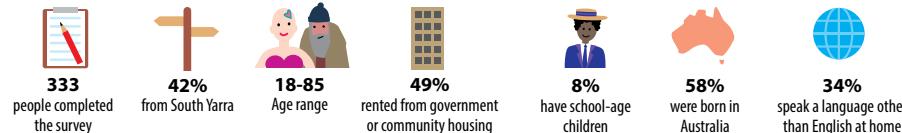
Through a series of facilitated sessions, the group developed an agreed Model of Care. The first step in the model development was a consumer only workshop and consumers were given the final say before the model was completed. The Model of Care provides care options for clients when they are self-managing and when they need comprehensive assistance and care coordination. It has 'built in' fluidity enabling the client to move through care options dependent on their changing health status.



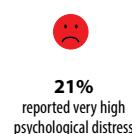
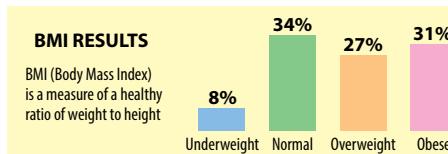
## RESULTS

### Stonnington Health Care Card Holder Health & Wellbeing Survey 2015

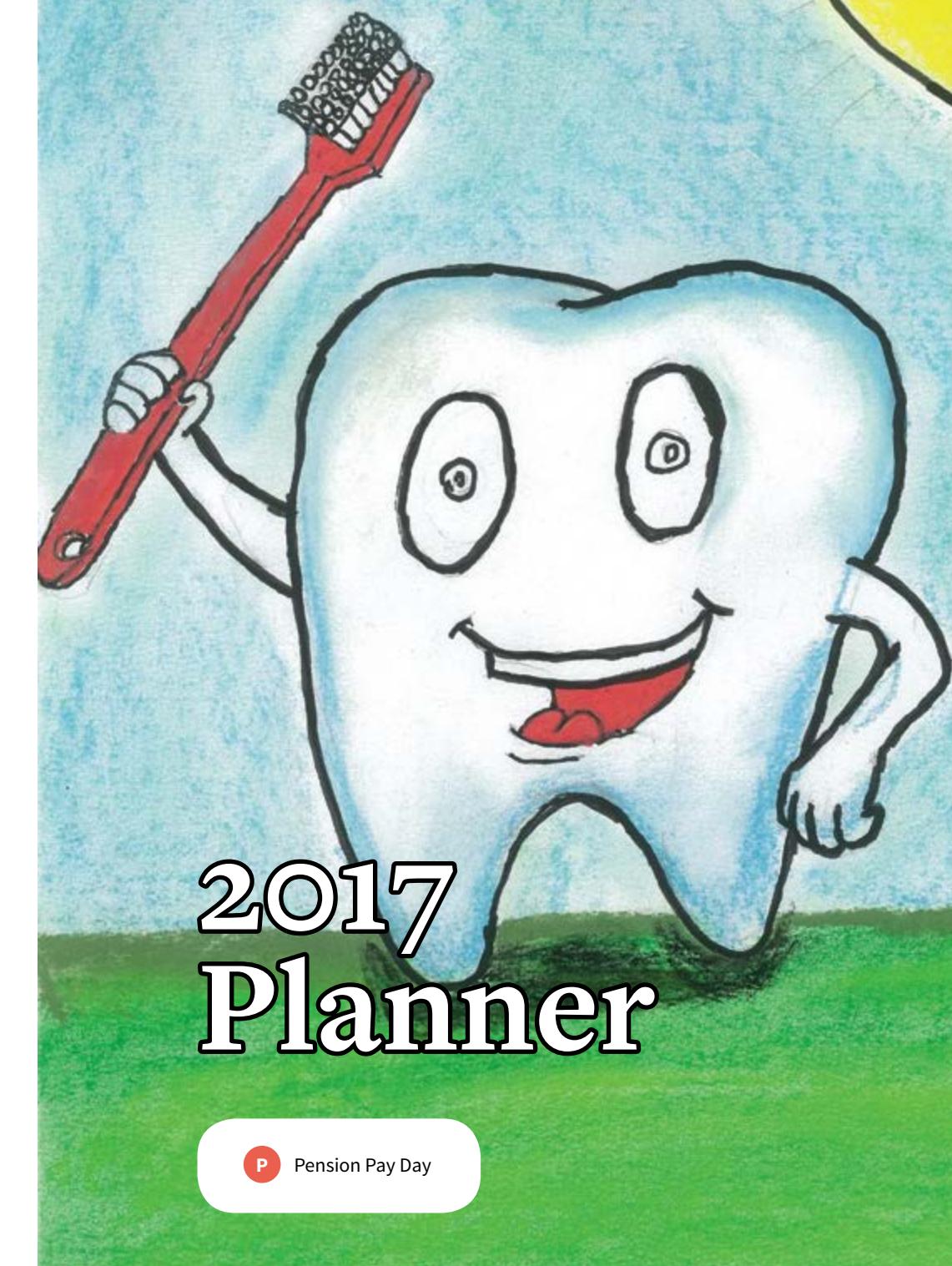
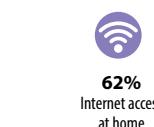
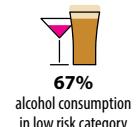
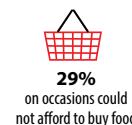
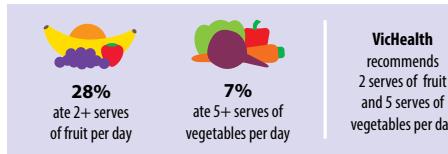
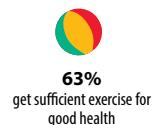
#### WHO RESPONDED?



#### GENERAL HEALTH



#### HEALTH & LIFE-STYLE





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