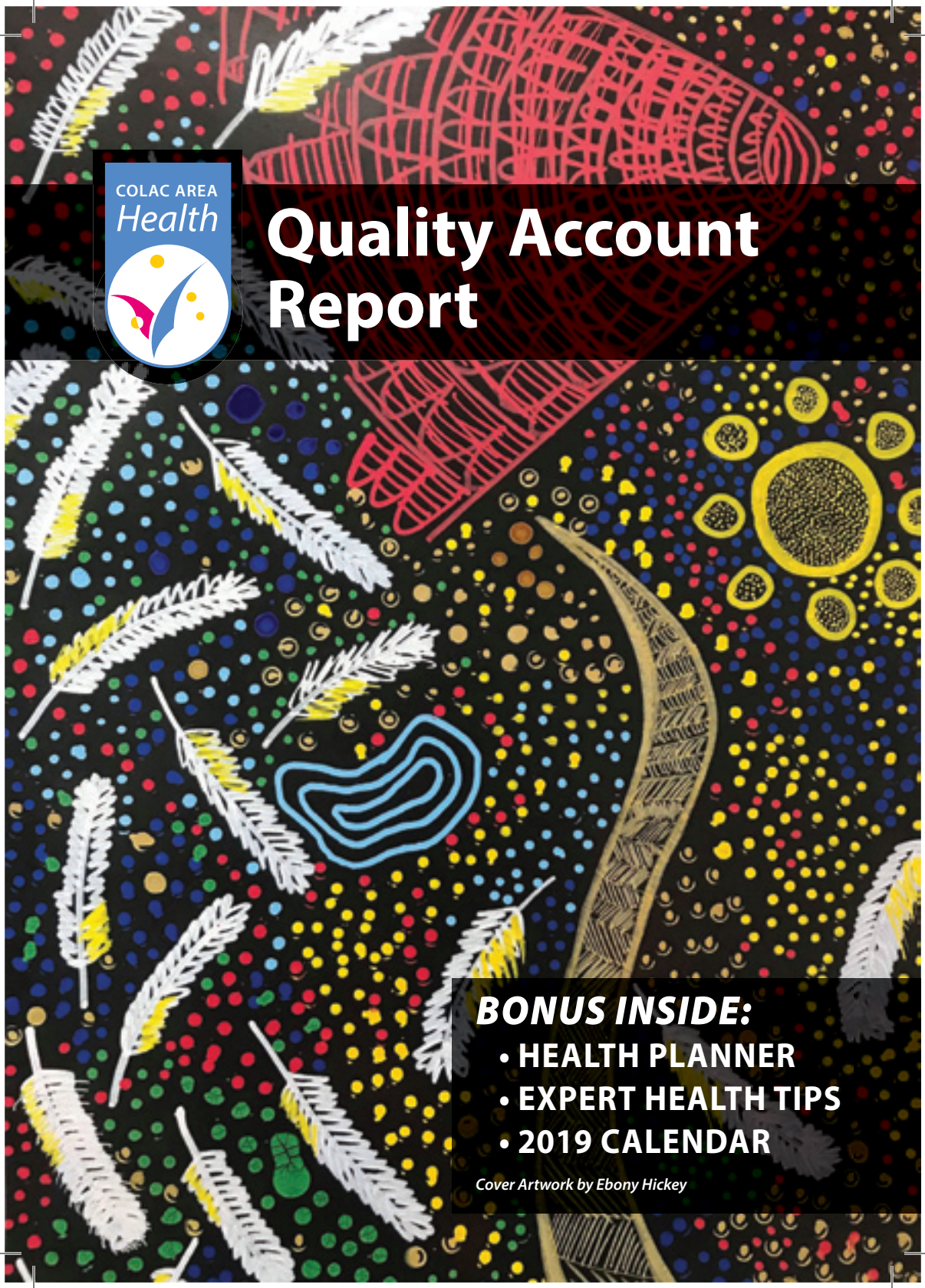

COLAC AREA
Health
Quality Account
Report
BONUS INSIDE:
• HEALTH PLANNER
• EXPERT HEALTH TIPS
• 2019 CALENDAR
Cover Artwork by Ebony Hickey

Your Helpful Numbers

Emergency Health Services

Ambulance	Dial 000
Urgent Care Supported by Doctors 24/7	(03) 5232 5100

Medical Clinics

Corangamite Clinic	(03) 5231 5866
Otway Medical Clinic	(03) 5231 5300
Birregurra Community Health Centre - Dr. J. Kilday	(03) 5236 2000

Other Useful Numbers

Lifeline	131 114
Poisons Information	131 126
Mental Health Service	1300 763 254
Drug and Alcohol Service	1800 888 236
Child Protection Service	131 278
Sexual Assault Crisis Line	1800 806 292
Colac Pharmacy	(03) 5232 2399
PharmaSave Colac Pharmacy	(03) 5231 4022
Purely Dental Clinic	(03) 5231 2600

ACKNOWLEDGEMENT OF COUNTRY: Colac Area Health acknowledges and pays respect to the traditional owners of the land on which we gather – the Gulidjan people of the Eastern Maar Nation. It is upon their ancestral lands that Colac Area Health is built and on which we meet. As we provide loving care and support to our community within this health service may we also pay respect to the knowledge embedded forever within the Aboriginal Custodianship of Country.

Geoff Iles

CHIEF EXECUTIVE

2017-18 was a year full of action, challenges, surprises and achievements. Very similar to most years in health and wellbeing.

You asked – we delivered! Your response to the diary format used previously convinced us we should go with the diary again – I hope we can again meet your expectations.

Being my last introduction to the Quality of Care report I am pleased to say we have met our goal of providing safe quality care and services.

One of the applauded actions taken during the year was the introduction of employed medical staff in Urgent Care and to support our GPs.

Your response to the model has been one of over whelming endorsement.

With hindsight it was a timely and strategic action we took; demand for our services has grown considerably over the last few years. We needed to be in a sound position to meet your needs and I think we did that well as a Team in a safe way.

To reduce inconvenience to our community and to increase access to services close to home we increased the range of specialists visiting Colac. How have we been able to achieve this? With your assistance and with the help of your Foundation – the Colac Area Health Foundation.

The Board has been proactive in encouraging consumer engagement across the organisation. The Community Advisory Committee provides advice to the Board and to my Team on your behalf. The Committee does a very good job at keeping us informed.

In the development of this report we invite the community to provide feedback and comment.

This year the report aims to:

- Help the reader become more informed about our services and programs
- Incorporate last year's feedback which has been reviewed by the Board and Executive team and reflected in this year's report

You are encouraged to give your comments on the report to guide improvements for 2018-2019.

A feedback form is available on the back page and on the Colac Area Health website.

Quality of Care report is available on our website and at main reception.

Watch out for further opportunities to engage with us over the coming years. We have a number of plans to assist in better hearing your voice.

You will be able to read the many creative ideas and programs that have commenced over the last year.

Being a welcoming organisation is a badge we all wear with pride. You can read about the Welcome to Colac program run in partnership with Diversitat.

You can read about Jackson's journey from volunteer to employment and now a career.

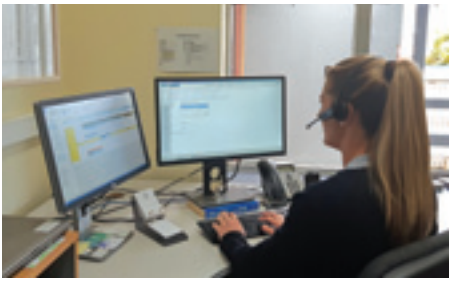
All of our endeavours are undertaken with quality and safety in mind. Over the year our Team met all required standards and on many occasions exceeded expectations.

This is the last time I will be able to give you my view in the Quality of Care Report. Suffice to say I have been privileged to be able to work with you to build your voice into the way we do things and I am sure the journey has just started.

The Colac Area Health Intake Team

Service information

Intake is the first point of contact for clients accessing a range of allied health and community nursing programs. On average 280 referrals are received a month by the Intake Team.



The Team's Clinical Intake Coordinator provides an Initial Needs Identification and assessment to identify a client's underlying concern. The assessment provides an opportunity to identify additional services which a client may require. Often conducted over the phone face to face assessments can be arranged.

The processing of referrals by Intake allows a streamlined, coordinated and single point of entry to all programs. Ensuring our clients receive the right care in the right place at the right time.

Clients who identify as Aboriginal or Torres Strait Islander are provided the opportunity to link with the Aboriginal Gathering Place and Aboriginal Health Workers.

All referrals are screened to determine priority of access for services.

Intake use priority tools to screen referrals for the following programs:

- Speech Pathology
- Podiatry
- Occupational Therapy
- Physiotherapy
- Health Coaching
- Spirometry
- Social Work
- Diabetes Education
- Nutrition
- Hospital Admission Risk Program (HARP)
- Continence
- Adult Day Activity Centre
- Pharmacy Outreach Program
- Smoking Cessation
- Balance and Mobility Program
- Cardiac Rehabilitation Program
- Pulmonary Rehabilitation Program
- Parkinsons/Neurology Program
- Community Rehabilitation Centre
- Strength and Stability Program

Some of the Benefits of an Intake Team include:

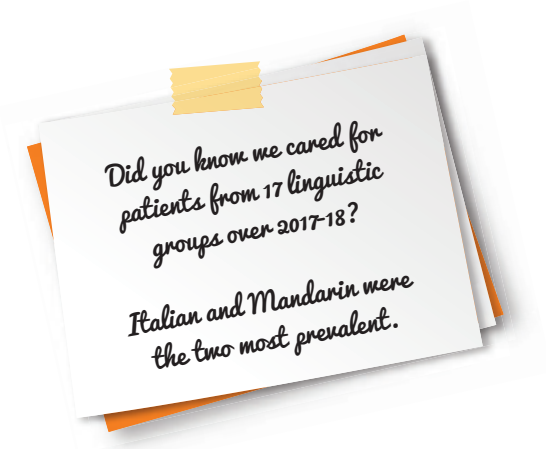
- The reduction in clinician administration burden that enables them to provide care
- Reassurance that referral and intake processes are clear, consistent and in alignment across programs
- A reduction in referral duplication
- Communication improvement
- The delivery of client centred care (one stop shop) that meets identified needs
- Providing health care education
- Ensuring appropriately prioritised access to services. Right care, right time, right place

There is no cost for intake assessments. Clients are notified by Intake at time of arranging appointment any fees associated with the program they are going to see.

Call and ask to speak with the Intake Team on 5232 5100.

Clothesline Project

We ran a Clothesline Project on Wednesday 29 November 2017 and invited staff to join local community leaders to paint a message on a tee-shirt to support the end of violence towards women. There was a great turnout of staff and community members who showed their support for the project. The tee-shirts were put on display within the organisation.



Listening Together – to promote your interests

A number of health services have come together to improve how we provide and design our services.

One very important aspect of that is to hear our communities' voice in what best fits local need.

Having a receptive ear to hear is our objective and to share what we have learnt or experienced.

The Polwarth Partnership between six health services has been established to achieve just that.

Over the year we held consumer advisory committee forums to promote your voice and your views.

During 2018-19 we will be holding workshops to better engage with our communities and our Boards to promote your views on developing services and longer term plans.

The Health Issues Centre sponsored by Safer Care Victoria will provide an opportunity for Polwarth Partnership Community Advisory Committees and staff to hone up hearing, listening and action skills.

Julia Ogdin, CEO Terang and Mortlake Health Service, Dr Didir Imran, District Director of Medical Administration, Peter Birkett, CEO of Hesse Rual Health and Geoff Iles, CEO of Colac Area Health, finalising plans for 2018-19.

Above and Beyond Awards

To celebrate and honour Colac Area Health staff for 'going the extra mile'.

Congratulations to both Bernadette Walters and Michelle Carmody who were recently nominated for an 'Above and Beyond' Award from Colac Area Health Foundation.

Bernadette was nominated by a local gentlemen, who said Bernie demonstrated exceptional care for him during his hospital stay. Bernie was also nominated a female patient for providing encouragement and support when she was so very ill.

Michelle Carmody, cancer treatment nurse in the Frank Minchinton Centre, was nominated for showing empathy for a patient through a difficult time.

There are many staff members of Colac Area Health who go beyond the call of duty and their good deeds are not made public.

Bernadette Walters from Acute has received her third 'Above and Beyond' award from Colac Area Health Foundation in the last 3 months.

Last month she was nominated for the special care given to a patient who was feeling a little down. Bernie went the extra mile in what was a very busy shift, putting a smile on her face.

Congratulations Bernadette!

Rhonda Mahoney from Family and Community Services, was recognised with an 'Above and Beyond' Award from Colac Area Health Foundation. In her role as Financial Counsellor, Rhonda works diligently, assisting low income clients and vulnerable people in financial difficulty.

She was nominated by a patient, who commended her for her patience, compassion, and non-judgmental approach. Congratulations!

Pictured from left are: Michelle Carmody (Acting NUM), Bernadette Walters, Amanda Tout (Acting DoNCC) and Maree Coates (Foundation).

Rhonda Mahoney (right) is pictured with Marg White, Director Community Services.

Pictured: Bernadette Walters and Michelle Carmody.

Patient Safety Culture

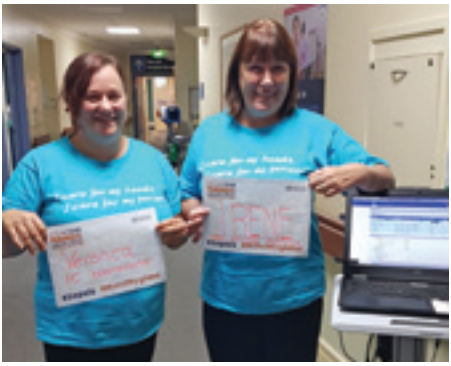
A focus on Patient Safety, how the culture and practices of the organisation support patient safety and staff's perceptions of how we deliver a safe service is part of the annual People Matter survey undertaken by all Victorian Public Health Services.

In the 2018 survey, we had a 74% agreement/satisfaction/engagement index score for patient safety, comprised of responses to eight questions, examples of which include: "Patient care errors are handled appropriately in my work area"; "Trainees in my discipline are adequately supervised"; and "Management is driving us to be a safety-centred organisation".

While targets were set at 80%, all indicators were between 66% and 81% agreement/positive, with six out of the eight questions increasing from between 5% and 19%.

International Hand Hygiene Day

To show commitment to prevent sepsis staff and visiting medical officers on 7 May 2018 pledged to promote hand hygiene best practice across Colac Area Health.



Left is Veronica Van Galen on right Irene Gailbraith, Governance and Safety Auditor

Strengthening Health Service Response to Family Violence (SHRFV) initiative

Staff and volunteers will be trained to identify and support people that may be affected by family violence.

The initiative arose out of the 2016 Royal Commission into Family Violence which called for a whole of health service model for responding to family violence. SHRFV aims to introduce practices to help patients affected by family violence be more inclined to disclose and seek help. In addition it will ensure health professionals feel confident, and have the capacity to recognise indicators of family violence, provide a sensitive response and the necessary support and referrals.

Initially focus will be put on developing managers' knowledge and skills to identify the signs of family violence and offer appropriate support to their own staff and team members. Staff impacted by family violence are now entitled to family violence leave and access to on-site support and referral.

A second stage will involve further training for staff and volunteers to support community members accessing services.

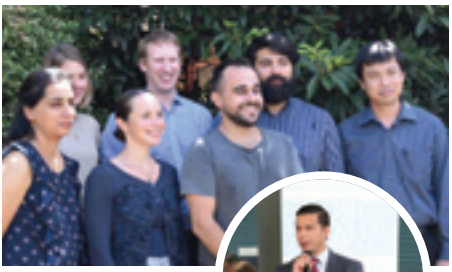
"We don't expect all our staff and volunteers to become family violence specialists, however we do expect a general understanding of the issue and awareness of where to go for support" explained Geoff Iles, CEO.

While health services around Victoria are embracing the Initiative, the wider community also has a important role in responding to family violence. Creating safe community settings, whether that be schools, sports clubs or workplaces, by valuing and encouraging healthy relationships, is critical to ensure cultural change leading to a reduction in family violence.

24-Hour Doctors for Colac Area Health

As from the 5 February 2018 Colac Area Health has doctors on staff 24 hours a day.

As part of an arrangement with University Hospital Geelong, doctors on post-graduate training will undertake rotations to ensure 24 hour coverage for ill and injured patients.



The local General Practitioners (GPs), who have served the hospital so well for many years, were involved in developing the new system and will continue to see and treat patients.

Colac is growing and changing which means we needed to strengthen our services to respond to increasing demand. Colac's GPs will supervise and support the doctors in the hospital which means better connections between us, the local GPs and Barwon Health.

The increasing level of demand and expectations on GPs, particularly out of hours, was one of the pressing reasons for the new initiative. The initiative gives the GPs a great opportunity to remain involved, while promoting a better work-life balance.

Deakin School of Medicine

SPEAK OUT ABOUT HEALTH

Paul Newby is giving his presentation.

Public Health issues currently affecting Colac and Camperdown regions were the focus of the presentations by medical students from the Deakin Rural Community Clinical School. Three students in Colac and two in Camperdown spent the third year of their medical degree in their respective towns.

It was a rare opportunity to hear from our future doctors on how to best tackle public health issues in the rural regions of Victoria.

After several months in the rural towns the students shared their ideas on issues facing local communities and proposed solutions using a public health approach. Their topics included Farmer Mental Health, Childhood Obesity and Domestic Violence.

The students presented their own work to a captive audience and a healthy discussion followed each presentation.

The five medical students left to right: Nik Partsanis, Jessica Reece, Kate Brown-Beresford, Paul Newby and Angus Banh.

Cultural and Linguistic Diversity Report

In January this year Diversitat in partnership with Australian Lamb Company initiated an information session for a newly arrived group of employees from China. A group of 30 adults and 8 children were shown around Colac Area Health facilities and services.

Initially designed to discuss with parents the process to enrol their children into the homework Club run each Tuesday by Diversitat at the Neighbourhood House.

It was decided to expand this session to a "Welcome to Colac" and orientation of Colac Area Health services, which included a presentation from Colac Police, Colac Otway Shire, Youth Health Hub, Colac Neighbourhood house and a personalised tour by CEO Geoff Iles identifying the health services and programs available at Colac Area Health.

The group was very appreciative of the opportunity and were grateful to all who supported the day.

The day provided vital information to the new workers, informing them where to find health services and how to connect with the community for themselves and the young and older members of their families.

Diversitat thanked Geoff and Colac Area Health for this great opportunity. And thanks to Ching who translated tirelessly on the day.

Another group of Chinese workers has come to Colac since and were given 'Welcome bags' made by the Colac Neighbourhood House Thursday Craft Group with a grant from the Australian Lamb Company to purchase local materials.

The new workers thanked Julie for organising the presentation and Judy and her friends for making the bags with a touching thank you in their newsletter.

Community Feedback

What you liked about us

99

COMPLIMENTS

- Thank you for your care
- Very grateful to your service, could not be better
- Thank you for your care and kindness for stay in hospital
- Thank you from the student nurses
- Appreciation for weekend entertainment activities for our residents
- Thank you for a great birthing experience
- Thank you to the wonderful team of professionals in Day Stay Unit
- Excellent hospital. Would recommend to anyone needing to go somewhere for surgery. Friendly staff.
- My stay in your hospital was amazing. Very clean environment. The staff were very friendly and showed excellent duty of care.

Summary of Community Feedback

Concerns raised by our community were

16 people – Access

9 people – Administration

11 people – Communications

7 people – Cost

1 person – Health Records Act

3 people – Regarding Rights

6 people – Treatment

What we have done to improve our services?

- Improved parking on Miller Street
- Employment of Hospital Medical Officers
- Facilitated further staff training on positive culture and privacy

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Listening to our Consumers

Colac Area Health values feedback from our consumers. Feedback provides an opportunity to review and improve our services. We recognise and encourage feedback as an opportunity to hear the consumer's voice.

Ways to provide consumer feedback:

info@cah.vic.gov.au

(03) 5232 5100
Consumer Participation Coordinator

Colac Area Health

In person - 2-28 Connor Street

Feedback form available

www.colacareahealth.com.au

Community Advisory Committee

Colac Area Health (CAH) is committed to Consumer Participation across all our services.

The Community Advisory Committee (CAC) represents our community by assisting Colac Area Health with service planning, development, delivery and evaluation.

Some of the achievements for 2017/2018 included:

- Input into the Second Combined CAC Network Day hosted by Hesse Rural Health
- Input into the Board Strategic Planning Day
- Continued input into consumer flyers
- Continued attendance at professional development sessions
- Achieved a high level of Standard 2 Accreditation

2018:

- Volunteer Handbook
- Advanced Care Plan
- Post Admission thoughts to Consumer Care
- Bereavement Handbook
- Representatives on the CAH Website Committee
- Consumer Voices Survey
- Attendance at Mental Health Week Seminar
- Patient Undertaking Medical Record Form
- Hospital Medical Officer Review Workshop

If you would like the opportunity to make a difference and be a voice for our community please contact the Consumer Participation Coordinator on 5232 5100 or info@cah.vic.gov.au

FoodMate

FoodMate by SecondBite is an 8-10 week nutrition education program developed for people that face difficulties accessing and preparing nutritious food.

The program aims to develop the food independence of individuals experiencing or at risk of experiencing food insecurity.

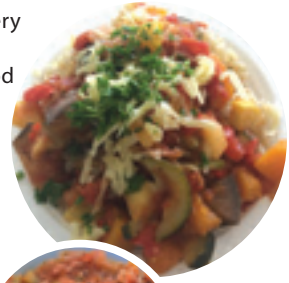
Our Dietician and Health Promotion Coordinator hosted this program in August 2017, with 8 people participating. All participants were Colac residents, aged between 16 and 58 years with a mix of females and males. Participants were recruited opportunistically through promotion of the FoodMate program to local community welfare agencies and services.

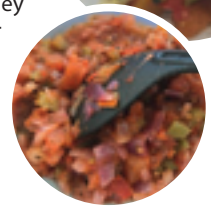
The FoodMate program focused on a different topic each week and covered budgeting, nutritional education, food label reading and food groups.

The final week of FoodMate was a celebratory session where participants chose their favorite meal from the program to cook. Participants cooked a wide variety of food including healthy pizza, pasta, frittata and sweets including fruit kebabs, apple crumble and fruit pudding.

As a result of undertaking this program participants demonstrated improvements in healthy eating behaviours, cooking skills and confidence. FoodMate provided a positive environment that enabled social interactions through cooking and eating together.

The FoodMate delivery team observed a greater variety of food included in each participant's diet. Overall this program was a success with participants able to utilise the skills they learnt within their community and home.





Jackson's story

I applied to volunteer at Colac Area Health in November 2017. Volunteering sounded like a good step to get into the work environment in the area of people's wellbeing. I was interested in studying drug and alcohol counselling and wanted to get into an environment that was community based rather than the farm/factory work I had been doing.

I started volunteering at Colac Neighborhood House maintaining the gardens. Throughout the whole process of volunteering I felt supported, that I was important and part of something.

This was a totally different direction for me so it was quite a challenge going into the unknown but everyone was friendly and professional which gave me confidence to go for a job at Colac Area Health. Being a volunteer for a few months and already knowing people within the organisation helped with my confidence in applying for work when it became available.

I now work for Colac Area Health and it has allowed me to be more comfortable and secure in myself not having to worry about work, which gives me more time to concentrate on my studies. Colac Area Health has been supportive and flexible allowing me to have study time which other jobs have not. I have a good boss and support within the work community with lots of resources and training opportunities.
I get well looked after here.

The experience of becoming a volunteer, gaining confidence and then getting employment through support and community at Colac Area Health has changed my life as it has made things seem more possible and achievable. I feel I have a strong foundation here and that I can go onto more study to further my career.

Jackson Williams

My consumer experience

Having qualified for the MediCoach Wellbeing programme I commenced my first appointment, with Anne, on 8 August 2017. Not knowing what was in front of me I immediately felt connected with Anne as we commenced work on my "wellness wheel" and I explained that I had 3 main areas of concern:

1. Health
2. Weight
3. Sleep

With Anne's help I set goals that, importantly, were achievable goals over the next several months.

Sleep became my number 1 priority as I could not sleep in a bed. On a couch, in a chair, in a car, all fine but not in a bed and this is a real problem when you go on holidays. Through our many consultations we decided a course of action was to start every night in bed and see how long I could stay there. Over the months I was soon sleeping most of the night in bed, and still do, but not all night.

Weight has always been a problem for me and even when I seem to eat the proper foods I don't seem to be able to lose weight. My consultations with the dieticians helped enormously with making small but important changes to my diet. Consultations with the exercise physiologist were of a tremendous benefit as I learned exercises that led to me being pain free in areas that I had constant pain and soreness.

Healthwise, I am in reasonable condition for a person who has had open heart surgery, diagnosed type 2 diabetes, diagnosed bi-polar, etc, etc. During my discussions with Anne it became obvious that I was not hydrating myself enough. This was made difficult for me because I could not drink water, I could drink it with some additive, like cordial, but not by itself. We overcame this by adding a very small amount of diet cordial to the water and placing the water bottle in a position where I had to pass it constantly during the day - "Every time you walk past – take a drink".

My last consultation with Anne was on 10 April 2018 where we recapped on the past 8 months and I must say that apart from my ongoing battle with weight I achieved all my goals. I could not have done this on my own. The face to face discussions with Anne were not "school teacher to student" discussions they were a forum where we bounced ideas and strategies around to find the best course of action for me. I had a lot of trepidation in attending this course at the start but I learned skills that have assisted me in achieving my goals and the self belief and confidence that I could do it.

In summary, looking back over the notes I made, I only wanted a normal quality of life that everybody else seems to have and now I have, with the expert help of the 'wellness' team.

The one main thing I have learned through this course is – "sometimes you can't do it by yourself – don't be embarrassed to ask for help."

Kevin Swanson

Consumer Representative Approved

Family and Community Programs

The Family and Community Program team provides clinical and therapeutic supports and services across a diverse range of needs. The aim is to develop skills and opportunities for people to live to their fullest potential.

Over the last 12 months our staff has been part of some exciting programs such as Thrive, Brief Intervention and Compassioned Focus Therapy.

These 3 programs demonstrate the extensive skills, experience and flexibility across our staff teams. It is a privilege to see the exciting work that gets done in complex and challenging areas.

Thrive

The Thrive program began in 2017 as a demonstration project funded through Department of Health and Human Services (DHHS). The program works with children aged from 5-12 who have experienced some form of family violence.

It offers:

- Child and Family counselling
- Coordinating care and support
- Working together with kinder, school and other services
- Referral to specialist services, for example speech therapy.

Two clinicians work therapeutically to create a safe space often through play therapy for the children to explore their understanding of family violence. The clinicians work with the protecting parent to develop awareness of the impact violence has had on themselves and their children.

The sessions are weekly and the work can take up to 12 months with each family. There has been a 95% retention rate of Thrive Families. DHHS is evaluating the projects to develop a statewide program that will continue to offer therapeutic responses for children and families that have experienced family violence.

Compassioned Focused Therapy

The therapy group was part of a research thesis for two psychology students from Swinburne College of Technology. They approached us to partner in the delivery of compassion focused interventions for rural men experiencing depression.

The program was run over eight sessions and explored what barriers rural men faced in seeking professional help for mental illness. Eight men began and five completed the program.

The program was evaluated to assess changes in the participants' depressive symptoms, self-compassion, emotional expression and help seeking behaviours. Feedback was collected to identify what was helpful, what could be improved and how often the participants had engaged in mindfulness activity through the week.

The evaluation will be used to refine and develop the program for next year.

Brief Interventions

Is a program provided by our Alcohol and other Drug Team (AoD) in partnership with Barwon Child Youth and Family.

The program consists of 5 sessions for clients who want to explore their AoD use. The program works on identifying the problem, reasons for change, function that the AoD use plays and skills development.

Sessions are usually one-on-one however a partner or family member may attend.

Located on site has meant there is strong referral linkages to other services like financial counselling, family violence and family support.

There has also been extensive liaison with the medical centres and businesses particularly, Diversitat and Australian Lamb Company.

The model works well with young people facilitated with outreach to secondary schools.

> *"Without CAH, both in relation to referrals and the provision of support, logistics and advice we would not have been able to go ahead. Please pass on our genuine thanks to all those who contributed with suggestions, ideas and in particular those who made referrals. Please also pass on our thanks to Marg White who was willing to consider the program in the first place."*

Colac Neighbourhood House

A busy year at the Colac Neighbourhood House (CNH)

A variety of wonderful activities and meetings are happening at the CNH each day with longstanding user groups and new groups making the most of the space. Activity and groups comprise an average use of 50 hours per week.

A small example follows:

- Women on the Move, Colac Otway Sustainability Group, Colac Otway Ratepayers Association, Australian Plant Society, VIEW Club, Embroidery Group, Colac Cake Decorators.
- **Mind Your Groove/Dance for Health** ran for 6 weeks with an average of 8 participants per week and has finished for a winter break.
- **Have a Hat** crochet and knitting group continues with 60 beanies being completed. Some were sold to purchase more wool, however 45 were donated to the Salvation Army to distribute. Hats for premature babies have also been knitted and donated, 20 more beanies donated to a local school to have on their father's day stall and now the group are working on beautiful crocheted shopping bags.
- **Colac Otway Pokemon** continues to grow in popularity. 12-14 participants attend every fortnight on a Saturday.
- **Dungeons and Dragons,** a new group initiated by Year 11 Trinity students meet weekly.
- **Back to the Drawing Board** for children who love to draw has commenced every second Friday after school for children aged between 5-12. Exhibition of their work were held at the end of term.
- **Device Advice** for people needing support to manage technology.
- **Second term SCHOOL HOLIDAYS in total 116 kids!!** Bricks for Kidz ran over the school holidays on three days and was attended by 68 children who had an awesome time making technical and new Lego devices. An art program occurred during the school holidays and was attended by 18 children. The Coordinator ran two groups of cooking and craft for 30 children. The children came from a range of backgrounds and cultures and were all primary school age. Children made pikelets, muffins, pom poms, wooden toys which were so generously donated by the Colac Men's Shed and other art and craft including recycling plastic bottles into garden ornaments and face masks. They all reported having a wonderful time getting to take home their creations.

- **Diversitat** No cost English classes continue to run each Monday night for clients of Diversitat. It is hoped that conversational English will begin in the near future at the House to reduce the impact on people who are on visas which do not allow them to access the free program. The homework club also continues to run and is well attended by children from many cultures.
- The digital signage displaying the happenings at the House, within the community and CAH also now has a welcome to the House in four languages and an acknowledgement of the Gulidjan people upon whose land we stand.

Congratulations to the following volunteers for the acknowledgement and nominations for the Minister of Health Awards 2018 Outstanding Achievement by a Volunteer. Their outstanding service is greatly appreciated by Colac Area Health and the community they serve.

The nominated volunteers were :

Ellie Costigan
Supporting Diversity

Ellie was nominated by Birregurra Community Health Centre. The Community lunch program provides a 2 course meal followed by tea/coffee for local community members. The program offers a warm and welcoming place to support community connectedness for all community members in particular those who are elderly, socially isolated or disadvantaged.

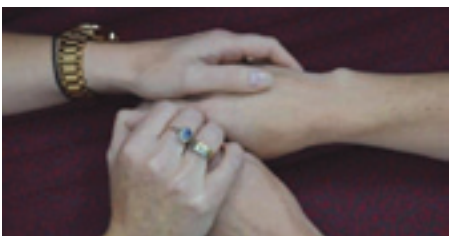
Ellie assists in the coordination of the roster, works as a cook on the day of the lunch and helps organise the general running of the program. If not already rostered on Ellie is the first to step in and help if we are short on numbers or have a cancellation.

John Mills
Better Care Victoria Innovation Award

John was nominated by Family Services at Colac Area Health and Geelong Mums. John's volunteering role is mainly transport but he also volunteers in the garden, cleans cars, and takes people shopping and numerous other tasks that benefit the community. John is tireless in his dedication to his role and is willing to put his hand to anything that is asked of him.

Palliative Volunteer team
Improving the Patient Experience

The Palliative Care Volunteer team was nominated by Palliative Care Nursing as the community is strengthened by the dedication of the volunteers who put others ahead of their own needs. It takes exemplary courage to care in an environment of grief and loss and many others find the challenge beyond them. Our team of Palliative Care Volunteers deserve to be recognised for their selfless, nonjudgmental and caring attitude, their inclusive and open hearts that make everyone who is fortunate enough to have them in their lives, feel better for having known them.



The Corangamarah Cup

On 8 November 2017 the south lounge at Corangamarah looked like Flemington on race day with lots of roses decorating the room.

Residents and staff enjoyed to entertainment, dressing up, the antics of the Chief Steward and the wonderful afternoon tea provided. Residents were in the chance of winning prizes for Lady of Day, Gent of the Day, Best Hat and an Honourable Mention. A great day was had by all.

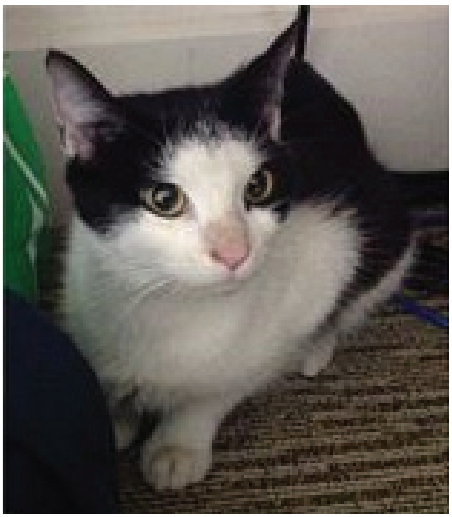
Corangamarah Cat

Please come and say hello to her, she is a very friendly girl and would love to meet you.

Corangamarah ran a competition to name her and the C.A.T. committee short listed the names.

Then the residents made the final name choice; and they chose Molly.

"Welcome MOLLY!!"



Did you know that the 60+ age group made up 58% of our patients?

The 80+ age group is more than 22% of our patients today compared with 14% five years ago!

Clinical Incident Report 1/7/2017 ~ 30/6/2018

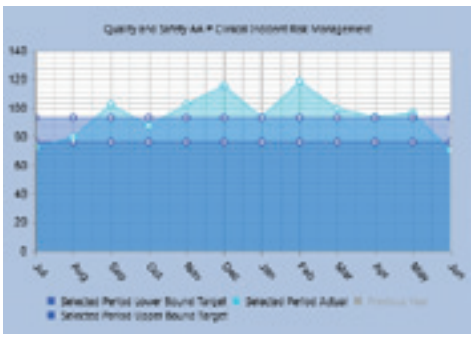
In order to reduce the occurrence of clinical incidents and the associated harm, we monitor and review clinical risks which include: medication errors, falls and pressure injuries.

Despite efforts to minimise risk, unfortunately incidents can occur. We need to respond promptly if a patient, resident or staff member does suffer an accident or event that results in them being hurt or harmed in any way.

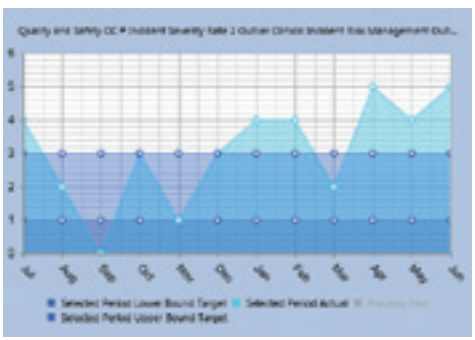
Targets for clinical incident management have been set using an upper and lower boundary to assess:

1. confidence of recording incidents in to the system.
2. if clinical incidents are above the upper boundary point indicating a potential clinical risk.

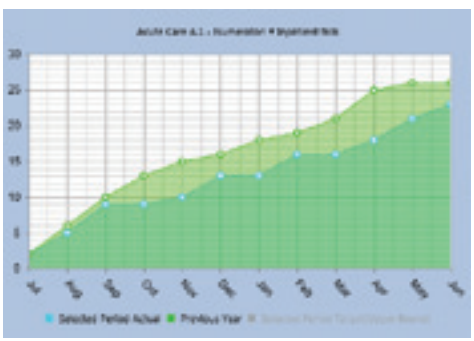
The aim of clinical incident management is to effectively manage clinical incidents with a view to reducing preventable patient harm.



Number of clinical incidents for 2017/2018 period.



Incidents are classified by severity. We will continue to monitor the rate of incidents to continue to provide safe quality care.



Patient fall rates are continually monitored and strategies are put in place for our patients who are assessed as a high risk for falls. No hip fractures have been reported for 2017/18 period.

The graph shows the decrease in our number of falls for 2017/18 period.

Quality Indicators for Public Sector Residential Aged Care

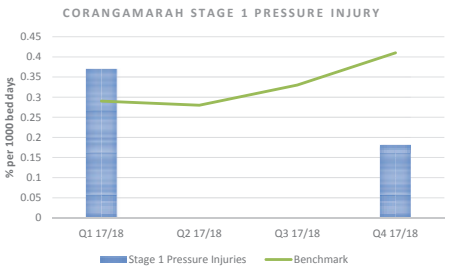
Pressure Injuries

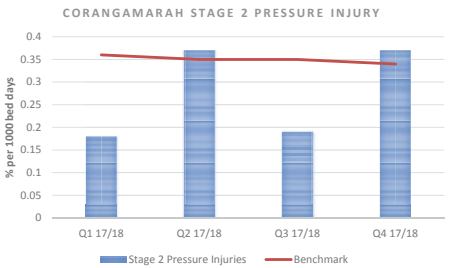
Pressure injuries are recorded and identified as stages. Stage 1 is the lowest severity.

Stage 1 and 2

- Residents who are high risk for pressure injuries are identified.
- Active preventative measures in place for residents who may be at high risk.
- All pressure injuries are reported and recorded.
- Corangamarah is consistently well within accepted range.
- We have a very strong reporting system in place.

Incidence of Stage 1 and 2 pressure injuries are well within range.



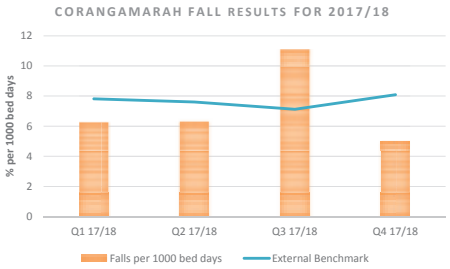


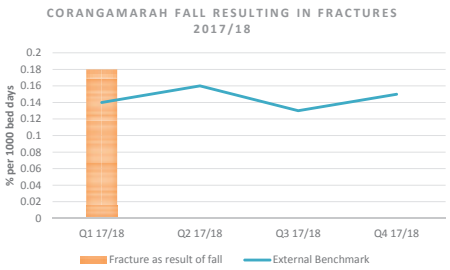
Stage 3 & 4

- Great results across this reporting year.
- Well below accepted range due to
  - » Identification of residents who are high risk.
  - » implementation of active preventative measures.

Falls

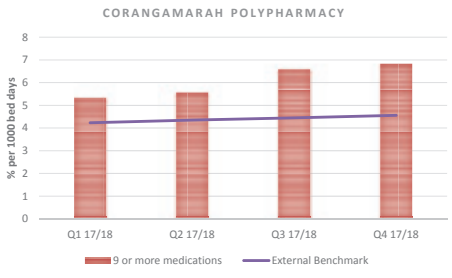
- All residents are assessed with regard to individual falls risk.
- Interventions are put in place for those identified as high falls risk.
- All falls are identified and reported.
- Interventions are put in place to minimize the risk of falls.
- Corangamarah has a very low incidence of falls related fractures due to
  - » Use of identification tools
  - » Interventions in place





9 or more Medications

- The number of resident medications is audited and reported.
- Aged care is experiencing an increase in residents with higher complexity and care needs.
- Residents who are taking a high number of medications are identified for a medication review.



Accreditation in Corangamarah

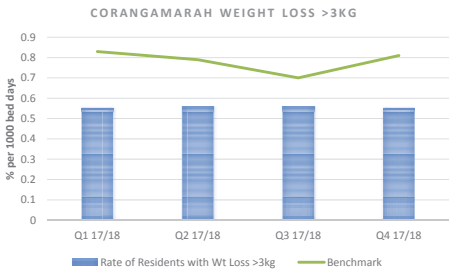
Took place on 26-27 June 2018.

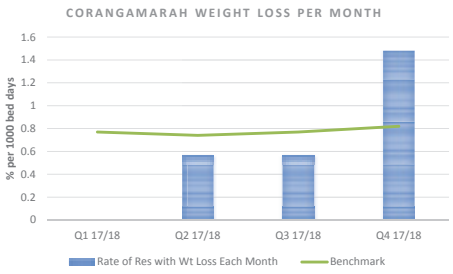
For accreditation Corangamarah needs to meet 44 standards. All standards were met.

Staff were complimented for their level of care and respect shown for residents.

Unplanned Weight loss

- Resident weight is monitored monthly and more frequently if required
- Unplanned weight loss is recorded and identified.
- Investigation by staff and GP may be required.
- Referrals to dieticians are implemented if needed.
- Weight loss can occur for a number of reasons during the aging process and as health declines.





Theatre Refurbishment

Well Placed for the Future

Theatre closure occurred from 29 June until 13 August due to much needed refurbishments that included the replacement of two sterilisers.

The central sterilising services department (CSSD) at the hospital is essential to ensure all instruments are cleaned and sterilised to Australian Standards.

The standards set minimum requirements for the cleaning, disinfecting and sterilizing of reusable medical and surgical instruments and equipment.

As the growth of theatre cases increases at Colac Area Health, the replacement of the two sterilisers is a necessity to 'future proof' surgery.

The old sterilisers will be replaced with a larger, quieter, more efficient version to allow additional patients to be treated.

We have many specialities that operate at Colac Area Health including orthopaedic, urology, gynaecology and general surgery.

About 3,000 patients undergo surgery at Colac Area Health every year.

Colac Area Health Foundation

How we gave back to the community in 2017-2018

Colac Area Health Foundation gave almost $1M in 2017-2018 funding both infrastructure and equipment for Colac Area Health. Donations, bequests and appeals go directly to helping the local community by improving facilities and services of Colac Area Health.

The Long Road Appeal—Bringing Specialist Care to Colac raised funds for 3 new consulting rooms and a treatment room for visiting Specialists. Since opening in March 2018, a range of visiting Specialists have been using the rooms including a Paediatrician, Gynaecologist, Urologist, Neurologist and Orthopaedic surgeon. Most recently Geelong Cardiology Practice (echocardiography and pace-maker clinics) and Western Skin Institute (skin cancer checks) have also commenced consulting from our new outpatient rooms. It means patients no longer need to travel to Geelong to see a Specialist, saving time and money.

The project was funded by bequests from the Estates of Ian Lindsay Hay and Nita and Frances McLean as well as donations from the community. The project cost was **$804,000.**

Colac Area Health Foundation ... giving back to the community

Maternity Pelvic Simulation Model for Maternity/Obstetric Education and Training. Helps to improve clinical expertise in the care provided to pregnant women **$11,800.**

The Image Intensifier is used in Perioperative Services where fluoroscopy is required.
eg Orthopaedic procedures such as a fractured ulna. Fluoroscopy is a specialised type of x-ray imaging used to produce 2D moving images of internal parts of the body **$110,300.**

The Oxylog Ventilator is used for patients presenting at Urgent Care who have difficulty in breathing **$23,300.**

Two Shower Chairs for Corangamarah. Residents are cared for in a safe and ergonomically sound way whilst providing comfort, safety and dignity in every hygiene situation **$21,776.**

Six Bodyguard Pain Management Infusion Systems which administer pain relief following surgery **$17,100.**

To make a tax deductible donation visit www.cahfoundation.org.au.

Your gift will be greatly appreciated!

Did you know the community funded Frank Minchinton Centre supported more than 118 people on more than 400 occasions over the year?

Hand Hygiene

Hand Hygiene helps protect clients against acquiring infectious agents from the hands of the healthcare worker.

We provide hand hygiene education for all staff, regularly audit hand hygiene and submit results three times a year with an average compliance of 86% for 2018.

In May 2018 we celebrated national hand hygiene day with a display in the cafeteria. Staff were encourage to take the pledge to practice the 5 moments of hand hygiene, complete a quiz and discuss this year's theme of preventing sepsis. Hand Hygiene is promoted throughout the organisation.

This year a new consumer approved brochure called 'I deserve clean hands' is provided to patients on admission and it encourages patients to feel comfortable in asking whether staff have cleaned their hands prior to care. Visitors and consumers are encouraged to perform hand hygiene with hand hygiene stations throughout the organisation.

Left Mina Gurgis, Surgical Registrar, and Dr Duminda Gunawardane, General Surgeon

Environmental Cleaning Audits

In addition to the internal and external audits of environmental cleaning the Infection Control and Prevention Department audits frequently touched points using a florescent gel.

This has proven to be an excellent education/ quality tool as feedback is provided regularly and thus has contributed to improvements in environmental cleaning.

A new cleaning regime has been instigated in the urgent care area from June 2018 as a result of this program.

VICNISS Reports

We participate in the Victorian Healthcare Associated Infection Surveillance system (VICNISS) program. The aim of VICNISS is to minimise the number of infections that are associated with hospitals in Victoria.

Reports regarding infection rates, multiple resistant organisms and occupational exposure rates are made to VICNISS on a monthly basis and are consistently low.

In 2017-2018 the staphylococcus aureus bacteraemia and clostridium difficile rates were nil at Colac Area Health.

Rates of hospital acquired infection continue to be very low and are reported to the Infection Control and Prevention Meeting for discussion and action.

Staff Health

Infection prevention for healthcare workers is an important part of the infection control and prevention program which includes promoting immunisation. Staff are offered immunisations for Hepatitis B, measles, rubella, varicella and pertussis upon commencement of employment if deemed non immune.

The influenza immunisation program is offered to staff yearly to protect staff from influenza as well as consumers and contributes to the protection of the wider Colac community.

This year 87% of staff have received the influenza vaccination. This is 10% higher than 2017 due to an intense education and promotional campaign and the instigation of the regional influenza program.

Antibiotic Stewardship

Antibiotic stewardship programs aim to change antibiotic prescribing to decrease the unnecessary use, reserve the last line agents and promote the use of agents less likely to select resistant bacteria.

Internal and external audits of antibiotic prescribing are performed with results discussed at the Infection Control and Prevention Meetings and forwarded to relevant committees for actioning.

Consumers are provided with antibiotic education whilst they are inpatients as well as brochures regarding antibiotic stewardship that have been consumer reviewed.

Medication Safety

Become a resistance fighter! Antibiotic resistant bacteria are a serious enemy.

What can you do to help?

- Do not expect your doctor to prescribe antibiotics for everything that ails you
- If you do have a bacterial infection take the full course, don't keep a few for next time
- Give your body a chance to get better without medication. Rest and fluids often help your natural healing process to occur
- Do not stockpile antibiotics
- Remember antibiotics will not kill viruses such as colds and flu.

6 PHYSICAL ACTIVITY TIPS

BY CHRISTINA MAVRIDIS - PHYSIOTHERAPIST TEAM LEADER

1 WALK OR CYCLE

By riding or walking to work, you benefit your body, mind and improve the environment that you live in. You may also lessen the headache of finding a parking spot and help others park who really need that spot.

2 STRETCH

What are Flexibility exercises? Simply put, this involves stretching muscles and joints. These exercises help maintain or improve the flexibility of your joints and nearby muscles. They will help keep your joints moving properly and ease joint stiffness.

3 STAY STRONG

Build muscle strength to provide stability to your joints and improve your bone health. This will improve your ability to perform daily tasks.

4 PREVENT INJURY

Pain or injury may impact your activity levels. An inflamed, hot or painful joint needs rest, but too little exercise can cause muscle weakness, pain and stiffness. Seek support from health professionals to stay safely moving.

5 HAVE FUN

The exercise you choose should be something you enjoy and you're committed to doing. Consider exercising with friends, in a group or a team environment if you find it difficult to get motivated.

6 ASK QUESTIONS

If you're not sure what the right balance is for you, talk with your doctor, physiotherapist or exercise physiologist for some advice.

Exercising Safely

WITH CHRISTINA MAVRIDIS - PHYSIOTHERAPIST TEAM LEADER

See your doctor before starting any new exercise program. If you have had a joint replaced, find out from your surgeon or health professional which movements you should limit or avoid.

Start gently and increase the intensity of your exercise program gradually over weeks or months.

Don't exercise a painful, inflamed or hot joint. Instead, gently move the joint through its range of movement to help reduce stiffness and improve circulation.

Warm up thoroughly beforehand. Cool down after exercise with gentle, sustained movements.

Pay attention to good technique and try to move smoothly. Don't force a joint beyond a comfortable range of movement.

Don't try to do too much too soon. If you feel out of breath, slow down.

If your joint feels particularly painful afterwards (for longer than two hours after an exercise session), reduce the intensity of your next exercise session.

Drink plenty of fluids during and after exercising.

Wear appropriate clothing and footwear when exercising.

If an activity causes you pain or increases your pain beyond what is normal, then stop this activity.

Increase incidental activity in your lifestyle. For example: walk to nearby shops instead of driving.

Healthy Eating

- Aim to eat and enjoy a variety of nutritious foods from each of the food groups daily.
- Diversity of colours, flavours and textures.
- Important to meet nutrient requirements/ get different nutrients from each group to promote health and wellbeing.

Vegetables and Salad

- Take up the most space as they should help make up the largest portion of our diet
- Nutrient dense, normally low in energy and are a source of minerals and vitamins (magnesium, vitamin C and folate) and fibre
- Green leafy vegetables: high in folate
- Starchy vegetables (potato and sweet potato): complex carbohydrates
- Consuming vegetables has been associated with having a protective effect against cardiovascular disease and reduced risk of weight gain (low energy, high dietary fibre and water)
- Fruit and vegetables provide potassium and magnesium: both linked with lower blood pressure
- Important to have a variety as different types of vegetables help our bodies in different ways
- Sources of Vitamin C: capsicum, broccoli, tomatoes
- Sources of Antioxidants: Help protect our body

Sources: the AGTHE: National Health and Medical Research Council. Australian Dietary Guidelines. Canberra: National Health and Medical Research Council; 2013.
Source: Nestle. Whats on your plate? Australia: Nestle

Dinner Plate

Protein

(LEAN MEATS, POULTRY, FISH, EGGS, NUTS AND SEEDS AND LEGUMES/BEANS)

- Legumes/beans: source of protein, iron and dietary fibre (not only important in vegetarian diets, the nutrients they provide benefit everyone)
- Lean red meats: source of iron, zinc and B12
- Fish (2 serves of oily fish per week) linked to a reduced risk of Cardiovascular Disease and stroke
- Nuts: anti-inflammatory, lower serum cholesterol
- We need protein for our muscles, organs, skin and hair
- For growth and increasing muscle (especially in growing children!)

Carbohydrates

GRAINS (CEREALS) WHEAT, OATS, RICE, BARLEY, CORN

- Higher nutrient density: wholegrain breads, oats
- Lower nutrient density: rice, white bread, pasta and noodles
  - Starch (complex carbohydrates) energy, protein, dietary fibre, B group vitamins, vitamin E, iron, zinc, magnesium
  - Reduce the risk of coronary heart disease, colon cancer, diabetes
  - Assists with digestion and prevents constipation
  - Naturally low in saturated fat
  - Help to keep you full (take longer to digest), prevents overeating
  - Read the labels on processed grains to check salt, sugar and fat contents
- Carbohydrates provide energy to fuel our bodies and stay concentrated
  - Stay fuller for longer: help to maintain blood sugars

Chilli tuna spaghetti

TIME: 20 mins **SERVES:** 4

INGREDIENTS:

- 250g spaghetti
- 1 small red onion, thinly sliced
- 2 medium zucchini, grated
- 250g punnet cherry tomatoes, halved
- 2 x 185g cans chilli-flavoured tuna in olive oil, drained
- 4 cups rocket
- ¼ cup shaved parmesan, to serve

METHOD:

1. Cook spaghetti according to packet instructions until al dente.
2. Meanwhile, spray a large non-stick frying pan with olive oil and set over medium heat. Sauté onion and zucchini for 2 minutes, or until just softened. Add cherry tomatoes and cook for a further 2–3 minutes, or until tomatoes are slightly softened.
3. Drain spaghetti; add to pan along with the chilli-flavoured tuna and rocket, and toss to wilt. Divide among 4 serving bowls and top with parmesan to serve.

RECIPES SOURCED: www.healthyfoodguide.com.au

Warm Moroccan beef and couscous salad

TIME: 15 mins **SERVES:** 4

INGREDIENTS:

- 400g lean beef stir-fry strips
- 2 teaspoons Moroccan seasoning
- 1 cup wholemeal couscous
- 1 cup reduced-salt beef stock, heated
- zest and juice of ½ lemon
- ½ medium red onion, diced
- 6 cups rocket
- 1 medium carrot, grated
- ½ cup store-bought roasted red capsicum, drained, thinly sliced
- ½ cup reduced-fat tzatziki

METHOD:

1. Combine tuna, tomato, olives, red onion and balsamic vinegar in a bowl.
2. Toast sourdough.
3. Top with bruschetta mixture and torn basil leaves.

Chilli chicken, lentil and avocado wrap

TIME: 5 mins **SERVES:** 1

INGREDIENTS:

- ½ cup canned lentils, rinsed, drained
- 50g skinless cooked chicken, shredded
- 1 celery stalk, finely sliced
- ½ small red capsicum, seeded, finely sliced
- 2 teaspoons sweet chilli sauce
- 1 wholegrain barley wrap
- 2 tablespoons mashed avocado

METHOD:

1. Place lentils, chicken, celery, capsicum and sweet chilli sauce in a bowl; stir well.
2. Spread wrap evenly with avocado. Place chicken mixture along centre of wrap. Fold wrap and serve.

Tuna and olive bruschetta toast topper

TIME: 5 mins **SERVES:** 1

INGREDIENTS:

- 95g can tuna in olive oil, drained
- 1 tomato, chopped
- 4 black olives, pitted, sliced
- ¼ red onion, thinly sliced
- 2 teaspoons balsamic vinegar
- 2 slices wholegrain sourdough
- basil leaves, to serve

METHOD:

1. Combine tuna, tomato, olives, red onion and balsamic vinegar in a bowl.
2. Toast sourdough.
3. Top with bruschetta mixture and torn basil leaves.

Asian dumpling noodle soup

TIME: 15 mins **SERVES:** 4

INGREDIENTS:

- 2 cups reduced-salt vegetable stock
- 2 teaspoons reduced-salt soy sauce
- 1 teaspoon crushed garlic
- 1 teaspoon crushed ginger
- 250g frozen vegetarian dumplings
- 600g stir-fry vegetables
- 2 x 220g packets udon noodles
- Chilli and coriander, to garnish (optional)

METHOD:

1. Place a large saucepan over high heat. Add stock, soy sauce, garlic, ginger and 4 cups of water. Bring to the boil, then reduce heat to medium.
2. Add the dumplings and the vegetables to pan, and cook for 5 minutes. Add noodles; cook for a further 5 minutes, until dumplings and noodles are heated through and the vegetables tender.
3. Divide soup among 4 bowls to serve. Garnish with chilli and coriander, if using.

RECIPES SOURCED: www.healthyfoodguide.com.au

Vegetarian curried omelette

TIME: 20 mins **SERVES:** 4

INGREDIENTS:

- 1 red capsicum, sliced
- 4 shallots, sliced
- 2 cups sliced mushrooms
- 2 cups baby spinach
- 8 eggs
- 1 teaspoon curry powder
- ½ cup grated reduced-fat cheese
- 4 slices wholegrain sourdough toast, to serve

METHOD:

1. Microwave capsicum, shallots, mushrooms and baby spinach on high for 2 minutes, or until tender.
2. Meanwhile, place a medium frying pan face down on a sheet of baking paper. Use a pencil to trace circumference onto paper. Cut out circle and place in pan so edge sits about 2cm above base. (Repeat to make 4 paper circles.)
3. Place pan over medium heat. Put 2 of the eggs and 1/4 teaspoon of the curry powder in a medium bowl; whisk with 1 tablespoon water until well combined.
4. Pour egg mixture over paper circle in pan, tilting carefully so mixture spreads to edge; cook for 5 minutes, or until almost set.
5. Arrange one-quarter of the cooked veg evenly over one side (half) of the egg. Scatter veg with one-quarter of the grated cheese. Once egg has set, flip egg side over vegies to form a semicircle omelette and cook for 2-3 more minutes, or until cheese melts.
6. Slide omelette out of frying pan. Peel off paper circle carefully and discard. Put omelette on a serving plate. Make 3 more omelettes with remaining paper and ingredients.

Recipe

FROM: _____ SERVES: _____

Ingredients

Method

Recipe

FROM: _____ SERVES: _____

Ingredients

Method

Recipe

FROM: _____ SERVES: _____

Ingredients

Method

Recipe

FROM: _____ SERVES: _____

Ingredients

Method

january 2019

december 2018

M	TU	W	TH	F	SA	SU
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

31 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

1 Tuesday

new years day

BREAKFAST

LUNCH

DINNER

SNACKS

2 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

3 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

4 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

5 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

6 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

january 2019

M	TU	W	TH	F	SA	SU
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

7 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

8 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

9 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

10 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

11 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

12 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

13 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

january 2019

M	TU	W	TH	F	SA	SU
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

14 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

15 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

16 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

17 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

18 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

19 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

20 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

january 2019

M	TU	W	TH	F	SA	SU
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

21 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

22 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

23 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

24 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

25 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

26 Saturday

australia day

BREAKFAST

LUNCH

DINNER

SNACKS

27 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

jan/feb 2019

M	TU	W	TH	F	SA	SU
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

28 Monday
australia day
public holiday

BREAKFAST
LUNCH
DINNER
SNACKS

29 Tuesday
term one starts

BREAKFAST
LUNCH
DINNER
SNACKS

30 Wednesday

BREAKFAST
LUNCH
DINNER
SNACKS

31 Thursday

BREAKFAST
LUNCH
DINNER
SNACKS

1 Friday

BREAKFAST
LUNCH
DINNER
SNACKS

2 Saturday

BREAKFAST
LUNCH
DINNER
SNACKS

3 Sunday

BREAKFAST
LUNCH
DINNER
SNACKS

notes

february 2019

M	TU	W	TH	F	SA	SU
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

4 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

5 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

6 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

7 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

8 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

9 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

10 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

february 2019

M	TU	W	TH	F	SA	SU
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

11 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

12 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

13 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

14 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

15 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

16 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

17 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

february 2019

M	TU	W	TH	F	SA	SU
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

18 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

19 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

20 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

21 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

22 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

23 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

24 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

feb/mar 2019

M	TU	W	TH	F	SA	SU
25	26	27	28	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

25 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

26 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

27 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

28 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

1 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

2 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

3 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019

march

M	TU	W	TH	F	SA	SU
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

4 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

5 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

6 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

7 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

8 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

9 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

10 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019

march

M	TU	W	TH	F	SA	SU
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

11 Monday
labour day

BREAKFAST

LUNCH

DINNER

SNACKS

12 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

13 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

14 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

15 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

16 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

17 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019

march

M	TU	W	TH	F	SA	SU
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

18 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

19 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

20 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

21 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

22 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

23 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

24 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019 march

M	TU	W	TH	F	SA	SU
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

25 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

16 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

27 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

28 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

29 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

30 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

31 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019

april

M	TU	W	TH	F	SA	SU
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

1 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

2 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

3 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

4 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

5 Friday

term one ends

BREAKFAST

LUNCH

DINNER

SNACKS

6 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

7 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019

april

M	TU	W	TH	F	SA	SU
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

8 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

9 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

10 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

11 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

12 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

13 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

14 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019

april

M	TU	W	TH	F	SA	SU
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

15 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

16 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

17 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

18 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

19 Friday

good friday

BREAKFAST

LUNCH

DINNER

SNACKS

20 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

21 Sunday

easter sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019

april

M	TU	W	TH	F	SA	SU
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

22 Monday
easter monday

BREAKFAST

LUNCH

DINNER

SNACKS

23 Tuesday
term two starts

BREAKFAST

LUNCH

DINNER

SNACKS

24 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

25 Thursday
ANZAC day

BREAKFAST

LUNCH

DINNER

SNACKS

26 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

27 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

28 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

april/may 2019

M	TU	W	TH	F	SA	SU
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

29 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

30 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

1 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

2 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

3 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

4 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

5 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019

may

M	TU	W	TH	F	SA	SU
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

6 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

7 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

8 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

9 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

10 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

11 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

12 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019

may

M	TU	W	TH	F	SA	SU
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

13 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

14 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

15 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

16 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

17 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

18 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

19 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019

may

M	TU	W	TH	F	SA	SU
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

20 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

21 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

22 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

23 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

24 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

25 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

26 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

may/june

2019

M	TU	W	TH	F	SA	SU
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

27 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

28 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

29 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

30 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

31 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

1 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

2 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019

june

M	TU	W	TH	F	SA	SU
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

3 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

4 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

5 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

6 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

7 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

8 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

9 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019

june

M	TU	W	TH	F	SA	SU
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

10 Monday
queen's birthday

BREAKFAST

LUNCH

DINNER

SNACKS

11 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

12 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

13 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

14 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

15 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

16 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019

june

M	TU	W	TH	F	SA	SU
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

17 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

18 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

19 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

20 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

21 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

22 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

23 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019

june

M	TU	W	TH	F	SA	SU
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

24 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

25 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

26 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

27 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

28 Friday

term two ends

BREAKFAST

LUNCH

DINNER

SNACKS

29 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

30 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

july 2019

M	TU	W	TH	F	SA	SU
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

1 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

02 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

3 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

4 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

5 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

6 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

7 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

july 2019

M	TU	W	TH	F	SA	SU
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

8 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

9 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

10 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

11 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

12 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

13 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

14 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

july 2019

M	TU	W	TH	F	SA	SU
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

15 Monday
term three starts

BREAKFAST

LUNCH

DINNER

SNACKS

16 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

17 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

18 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

19 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

20 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

21 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

july 2019

M	TU	W	TH	F	SA	SU
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

22 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

23 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

24 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

25 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

26 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

27 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

28 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

july/aug 2019

M	TU	W	TH	F	SA	SU
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

29 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

30 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

31 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

1 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

2 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

3 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

4 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019

august

M	TU	W	TH	F	SA	SU
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

5 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

6 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

7 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

8 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

9 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

10 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

11 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019

august

M	TU	W	TH	F	SA	SU
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

12 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

13 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

14 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

15 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

16 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

17 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

18 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019

august

M	TU	W	TH	F	SA	SU
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

19 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

20 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

21 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

22 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

23 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

24 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

25 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

aug/sept 2019

M	TU	W	TH	F	SA	SU
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

26 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

27 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

28 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

29 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

30 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

31 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

1 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

september 2019

M	TU	W	TH	F	SA	SU
30						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

2 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

3 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

4 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

5 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

6 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

7 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

8 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

september 2019

M	TU	W	TH	F	SA	SU
30						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

9 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

10 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

11 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

12 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

13 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

14 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

15 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

september 2019

M	TU	W	TH	F	SA	SU
30						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

16 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

17 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

18 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

19 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

20 Friday

term three ends

BREAKFAST

LUNCH

DINNER

SNACKS

21 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

22 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

september 2019

M	TU	W	TH	F	SA	SU
30						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

23 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

24 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

25 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

26 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

27 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

28 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

29 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

sept/oct 2019

M	TU	W	TH	F	SA	SU
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

30 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

1 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

2 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

3 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

4 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

5 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

6 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

october 2019

M	TU	W	TH	F	SA	SU
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

7 Monday
term four starts

BREAKFAST
LUNCH
DINNER
SNACKS

8 Tuesday

BREAKFAST
LUNCH
DINNER
SNACKS

9 Wednesday

BREAKFAST
LUNCH
DINNER
SNACKS

10 Thursday

BREAKFAST
LUNCH
DINNER
SNACKS

11 Friday

BREAKFAST
LUNCH
DINNER
SNACKS

12 Saturday

BREAKFAST
LUNCH
DINNER
SNACKS

13 Sunday

BREAKFAST
LUNCH
DINNER
SNACKS

notes

october 2019

M	TU	W	TH	F	SA	SU
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

14 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

15 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

16 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

17 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

18 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

19 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

20 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

october 2019

M	TU	W	TH	F	SA	SU
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

21 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

22 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

23 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

24 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

25 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

26 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

27 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

oct/nov 2019

M	TU	W	TH	F	SA	SU
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

28 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

29 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

30 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

31 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

1 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

2 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

3 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

november 2019

M	TU	W	TH	F	SA	SU
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

4 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

5 Tuesday

melbourne cup

BREAKFAST

LUNCH

DINNER

SNACKS

6 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

7 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

8 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

9 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

10 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

november 2019

M	TU	W	TH	F	SA	SU
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

11 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

12 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

13 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

14 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

15 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

16 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

17 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

november 2019

M	TU	W	TH	F	SA	SU
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

18 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

19 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

20 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

21 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

22 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

23 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

24 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

nov/dec 2019

M	TU	W	TH	F	SA	SU
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

25 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

26 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

27 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

28 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

29 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

30 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

1 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

december 2019

M	TU	W	TH	F	SA	SU
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

2 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

3 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

4 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

5 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

6 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

7 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

8 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

december 2019

M	TU	W	TH	F	SA	SU
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

9 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

10 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

11 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

12 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

13 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

14 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

15 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

december 2019

M	TU	W	TH	F	SA	SU
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

16 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

17 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

18 Wednesday

BREAKFAST

LUNCH

DINNER

SNACKS

19 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

20 Friday

term four ends

BREAKFAST

LUNCH

DINNER

SNACKS

21 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

22 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

december 2019

M	TU	W	TH	F	SA	SU
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

23 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

24 Tuesday

christmas eve

BREAKFAST

LUNCH

DINNER

SNACKS

25 Wednesday

christmas day

BREAKFAST

LUNCH

DINNER

SNACKS

26 Thursday

boxing day

BREAKFAST

LUNCH

DINNER

SNACKS

27 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

28 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

29 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

2019 2020

dec/jan

M	TU	W	TH	F	SA	SU
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

30 Monday

BREAKFAST

LUNCH

DINNER

SNACKS

31 Tuesday

BREAKFAST

LUNCH

DINNER

SNACKS

1 Wednesday

2020 – new year's day

BREAKFAST

LUNCH

DINNER

SNACKS

2 Thursday

BREAKFAST

LUNCH

DINNER

SNACKS

3 Friday

BREAKFAST

LUNCH

DINNER

SNACKS

4 Saturday

BREAKFAST

LUNCH

DINNER

SNACKS

5 Sunday

BREAKFAST

LUNCH

DINNER

SNACKS

notes

Notes

Notes

Notes

Notes

Your Health Services

ACUTE CARE

INPATIENT SERVICES
- Medical/Surgical Ward
- Maternity
- Antenatal Clinic
- Haemodialysis
- McGrath Breast Care Nurse
- Frank Minchinton Centre

PERIOPERATIVE SERVICES
- Surgery
- Central Sterilizing Service Dept (CSSD)
- Pre-admission Clinic

URGENT CARE

VISITING CONSULTING CLINICS
- Orthopaedic
- Cardiology
- Gynaecology
- Ophthalmology
- Oncology
- Neurology
- Paediatrician
- Urologist
- Western Skin Institute
- Geelong Cardiology
- Stepping Up
- Infant Hearing

MEDICAL ADMINISTRATION

MEDICAL SUPPORT SERVICES
- Governance for Quality and Safety
- Infection Control

DIAGNOSTIC SERVICES
- Pathology
- Radiology/Medical Imaging

CLINICAL ENTERPRISE

- Human Resources
- Workforce Training and Development
- Pharmacy

CORPORATE SERVICES

- Administrative Services
- Engineering Services
- Environmental Services
- Executive Services
- Food Services
- Payroll Services
- Medical Records/Health Information

RESIDENTIAL AGED CARE

- Corangamarah
- Respite Care

COMMUNITY CARE

COMMUNITY NURSING
- Post Acute Care
- Continence Support
- Home Nursing
- Advance Care Planning
- Hospital in the Home
- Hospital Admission Risk Program
- Palliative Care
- Wound Management

ALLIED HEALTH
- Adult Day Activity Centre
- Diabetes Education
- Public Dental Clinic
- Community
- Rehabilitation Service
- Health Promotion
- Restorative Care
- Smoking Clinic
- Nutrition/Dietitians
- Occupational Therapy
- Physiotherapy
- Podiatry
- Social Work
- Speech Pathology

YOUTH HEALTH HUB
- GP Sessions
- Youth Outreach and Intake
- Youth Development Program
- Clinical Psychology Session

FAMILY AND COMMUNITY PROGRAMS
- Adolescent Community Health
- Alcohol and Other Drug Service
- Birregurra Community Health Centre
- Colac Neighbourhood House
- Community Health Nurses
- Child FIRST Intake
- General Counselling
- Family Support
- Transitional Housing
- Family Violence Counselling
- Financial Counselling
- Youth and Children's Counselling
- Barwon South West Children's Resource Program
- Barwon South West Homelessness Service

VISITING AND CO-LOCATED SERVICES
- Barwon Community Legal Service
- Barwon Centre Against Sexual Assault
- Gamblers Help
- Jigsaw - Adolescent Mental Health
- Prosthesis and Orthotics
- Victims of Crime
- Wathaurong Aboriginal Health Outreach
- Child and Adolescent Mental Health Services
- Diversitat
- Mental Health Wellbeing Australia
- Psychologists

We want your feedback

The Quality Account Report is an important annual report outlining how we continually improve ways in which we deliver services to you, our community. Your opinion is important to us. It helps us plan our future direction. You have a significant role in the shaping our health service.

CONTENT

- ○ Easy to read
- ○ Difficult to read
- ○ Interesting
- ○ Not of interest

WHAT FEATURES DID YOU LIKE THE MOST?

REPORT LAYOUT

- ○ Easy to follow
- ○ Too busy
- ○ Just right
- ○ Too long
- ○ Too short

REPORT FORMAT

Please rank (1 = preferred, 4 = least-preferred) the following format options according to your preference:

	1	2	3	4
Calendar	○	○	○	○
Magazine style	○	○	○	○
Notebook style	○	○	○	○
Newspaper style	○	○	○	○
Diary style	○	○	○	○

THIS REPORT HAS MADE ME MORE AWARE OF:

I WOULD LIKE TO SEE MORE OF:

I WOULD LIKE TO SEE LESS OF:

CONTACT DETAILS

General Enquiries: (03) 5232 5100

Thank you for taking time to complete this form. We do value your feedback.

Please detach the form and return in person to our reception or post to:

Chief Executive,
Colac Area Health
2-28 Connor Street,
COLAC VIC 3250

If you would like us to contact you in regard to any item in this report or you are interested in supporting your health service, please complete your details and return to us.

Name: _____ Phone Number: _____

Address: _____

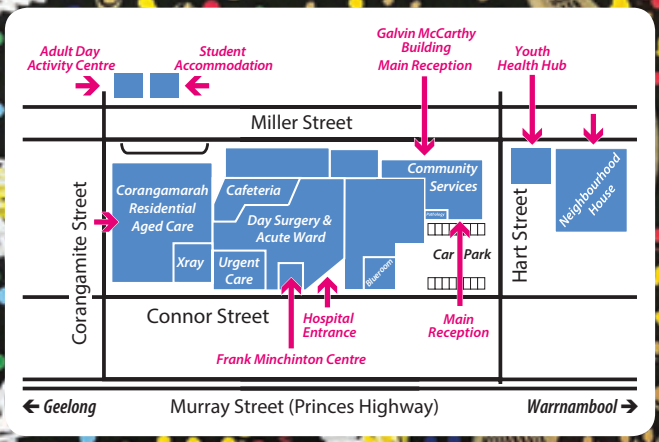
Email: _____

Consumer Representative Approved

2-28 Connor Street,
Colac, Victoria 3250

(03) 5232 5100

www.colacareahealth.com.au



Quality Care Close to Home