



Quality of  
Care Report  
2014

Growing  
with our  
community



**Dianella**  
Community Health



# Contents

2	<i>Welcome</i>
2	<i>Feedback on the 2013 Quality of Care Report</i>
3	<i>Our Values</i>
3	<i>Who are we and what do we do?</i>
4	<i>From the Chair</i>
4	<i>Dianella's Board of Directors</i>
5	<i>Accreditation – The standards of quality</i>
6	<i>Occupational Therapy – How does it help?</i>
7	<i>Refugee Health</i>
8	<i>Language Services</i>
10	<i>Smoking Cessation</i>
12	<i>Podiatry - Diabetes and your feet</i>
13	<i>My Time - Support for families caring for children with disabilities</i>
14	<i>Dental Services</i>
15	<i>Clinical Governance</i>
16	<i>Our locations</i>

## Welcome

### to the 2014 Quality of Care Report

Dianella is committed to providing safe services and improving the services we offer. Some of the stories printed in this report highlight the improvements we have made over the last 12 months and describe the process for ensuring safety of our services to clients.

A copy of this report will be sent to all our members and other organisations we work with. It will also be available to our clients in waiting rooms across all our sites and on our website.

### Feedback on the 2013 Quality of Care Report

We asked two groups of clients to tell us how we can improve this report and they said:

- Make it simple to read
- Tell us what services you provide
- Use simple graphs
- Include more photos
- Give us real stories

We hope this year's report reflects what our consumers suggested. We welcome any feedback that you have by telling one of our staff or emailing us on [feedback@dianella.org.au](mailto:feedback@dianella.org.au).

**Thank you to our clients and consumers who took the time to meet and give us their suggestions.**

## Our Values

- Professionalism
- Respect
- Integrity
- Compassion
- Excellence

## Who are we and what do we do?

Dianella Community Health has been a part of the City of Hume for well over 30 years. We are a registered not-for-profit organisation independent of Government, a company limited by guarantee, owned and operated by its membership.

*We deliver primary health services to a wide variety of children and adults from different ethnic groups and socio-economic circumstances.*

The organisation operates across multiple sites in Craigieburn, Meadow Heights and Broadmeadows. The organisation employs approximately 200 full and part-time staff and we are supported by over 100 volunteers.

We know we can provide better services in partnership with others so for this reason we have strong links with Hume City, Department of Health (DoH), Department of Education and Early Childhood Development (DEECD), Dental Health Services Victoria (DHSV), Department of Health & Ageing (DoHA),

local non-government organisations, Northern Hospital, and a wide variety of community groups.

Hume City is one of the fastest growing communities in Melbourne and represents a rich diversity in culture and background. Dianella is aware of the need to not only deliver health services but also to improve the life outcomes for our community. We do this by providing a comprehensive range of primary health services including:

- Medical and Dental
- Allied Health such as physiotherapy, podiatry (treatment for feet), diabetes education, occupational therapy
- Child, Youth and Family Support
- Counselling and psychosocial support
- Planned Activity Groups

**To access our services  
please call our Intake Team  
on 1300 786 450**

# From the Chair

## *Welcome to our annual Quality of Care Report.*

I am proud to report on the improvements Dianella Community Health has made during the last 12 months.

It has been a big year and there are many examples that show Dianella's commitment to providing a high standard of care. Our achievements have been many and varied because we know providing health services that meet the needs of our clients is not just dependant on one thing. For this reason we focussed on:

- The people who work for Dianella
- The facilities where our services are delivered
- Building on clinical processes that ensure high standards of care

Dianella is committed to building a positive work culture across the organisation. We strived to do this by improving communication with our staff, celebrating our successes through Dianella Day and recognising staff contribution through a recently introduced reward and recognition program. In April 2014, Dianella staff participated in an independent staff opinion survey called People Matter. The survey is conducted every year and gives a comparison with similar organisations. Dianella scored well compared with the sector but work will continue to improve our organisational culture.

In February 2014 Dianella officially turned the first sod of soil to mark the commencement of building the Hume GP Super Clinic. It is planned to be operational February 2015 with many of the current services at the Broadmeadows Health Service relocating to the new facility. The building will provide improved multi-disciplinary care to our clients, an expanded medical service including pathology, a pharmacy and x-ray services. We are very excited by this new venture, given the benefits it will have for the community.

Dianella and Hume City are working together on a project called Healthy Together Hume. One very successful initiative was the arrival of Jamie's Ministry of Food Mobile Kitchen, a project supported by world famous chef Jamie Oliver. The program involved over 250 community members participating in a five week cooking course, learning how to prepare simple, healthy and delicious meals.

We also undertook the three yearly cycle of accreditation across the organisation. The outcome validated the hard work staff have been involved in over the last two years by rating Dianella as 'Exceeding Expectations' in two of the 17 standards.

During the year, a tender process was introduced as part of Mental Health Support Service Reforms. Dianella was surprised not to be successful in its bid to retain the Community Mental Health Support Service, fondly known by Dianella staff and consumers as Finchley Services, given Dianella had provided these services for many years. The Mental Health Support Service staff were farewelled in July 2014. On behalf of Dianella and consumers of the service, I want to take this opportunity to thank them for many years of service and commitment.

We continued to be challenged this year by financial limitations but for a second consecutive year, the organisation generated another successful financial year. My genuine thanks is given to the Board Finance Committee, Management and staff, who worked diligently to achieve this wonderful result.

I would like to thank the Board, Dianella Staff and Volunteers for another successful year. I would also like to thank all our patients, clients and consumers for their belief in us. We look forward to working with our community to enable Dianella to expand its services in the coming years.



Dr. John Hodgson  
Chair, Board of Directors

## Board of Directors

The Dianella Board has focussed its strategic direction on meeting the growing demands for services within financial constraints. We achieved a successful financial outcome because the Board's direction was strong and focussed during this time of consolidation. The Management Team continued to provide the necessary leadership to ensure we were successful in accomplishing an excellent financial outcome creating more certainty for long term organisational viability.

The Board of Directors are:

- **Dr John Hodgson** – Board Chair
- **Ms Julie Busch** – Deputy Chair
- **Mr Deva Corea** – Treasurer
- **Mr James Hooper** – Community Representative
- **Ms Anne Jungwirth** – Community Representative (elected November 2013)
- **Ms Sam Denny** – Community Representative
- **Mr. Malcolm Vue** – Community Representative
- **Ms Margaret Douglas** – Community Representative
- **Mr Gary Henry** – Community Representative (elected November 2013)

We take this opportunity to thank all Board members for volunteering their time and their ongoing commitment. Special thanks goes out to those Board members who have left the organisation and contributed their time and skills. They are:

- **Ms Evelyn Nicholson** – Community Representative (resigned September 2013)
- **Ms Aysegul Koksuz** – Community Representative (resigned April 2014)

# Accreditation

## The Standards of Quality

### What is Accreditation?

*Accreditation is independent recognition that an organisation meets the requirements of defined criteria or standards.*

Accreditation provides quality and performance assurance for Dianella Board of Directors, managers and staff but also for funding bodies and consumers of our services. Accreditation is a tool to measure and improve performance and outcomes.

In May 2014, Dianella went through a full accreditation review of the organisation by a not for profit organisation called Quality Innovation Performance (QIP), who have more than twenty years' experience in community service accreditation.

Accreditation review occurs every 3 years and this was the fourth time Dianella was reviewed. Two years ago, a strong push and commitment was made to embedding quality and safety systems across Dianella.

### What did the Reviewers find?

The Reviewers identified a number of strengths across the organisation:

- Dianella staff feel supported and empowered to contribute to change and as such are committed, knowledgeable and work to meet our organisational objectives.
- Improved financial viability was achieved without reducing services or staffing.

- Dianella understands the changing cultural needs of the community and therefore has worked hard to provide efficient in-house interpreting services
- Dianella recognises the value of internal audit processes and that they lead to improved ways of doing things.
- The Volunteer Program is well managed and supported.
- Dianella is regarded as a partner of high quality and is viewed as a key voice to be involved in joint activities.

The Reviewers also identified some challenges they think Dianella will face:

- The ability to dedicate time to allow the various improvements to be embedded and proven to be effective.
- The unstable fiscal and political environment and uncertainties on how the National Disability Insurance Scheme will operate.

### Do some programs have specific accreditation requirements?

Dianella receives funding from a variety of sources. Some of our funding partners are:

- Department of Health
- Department of Human Services
- Dental Health Services Victoria
- Department of Education and Early Childhood Development

Some services provided by Dianella under these funding arrangements can have specific accreditation standards applied to them. Dianella disability services, Home and Community Care (HACC) funded services and our medical practice have to meet some specific criteria if they are to be accredited. For the first time the Dianella dental service was accredited against the National Safety and Quality Health Service (NSQHS) Standards. You can read about the dental team's success on page 4.

### What was the outcome?

All our services successfully obtained accreditation. Dianella received an 'Exceeded' rating for two standards, Focusing on Positive Outcomes and Community & Professional Capacity Building. For the next three years Dianella staff will use the Reviewers' recommendations to improve on the good work that has been done so far.

**The Dianella Board of Directors wishes to thank the CEO, Management and Staff who showed their commitment to and pride in the organisation. Our gratitude is extended to the clients for taking the time to participate in interviews and giving the Assessment Team an insight into the work of organisation.**



# Occupational Therapy

## How does it help?

*Occupational Therapy is the use of treatments which help people with a physical, mental or developmental condition to improve, recover, or maintain their daily living and work skills.*

Occupational therapy is a client-centered practice that places an emphasis on achieving the client's goals. This is done in various ways such as changing the environment, modifying the task to be done, teaching a new skill, and educating the client/family to improve a person's independence and ability to do meaningful activities.

The Occupational Therapy team at Dianella Community Health is based at the Meadow Heights site. The team provides home-based assessment to people living in the City of Hume.

Due to a marked increase in demand for Occupational Therapy services in our community and staff shortages within the team, the waitlist for Occupational Therapy was very long. The average wait time for an initial assessment was 17 months.

To address this growing issue a review of the whole Occupational Therapy process was done by the Occupational Therapy team in early 2013. Our overall goal was to improve the Occupational Therapy process which would lead to a manageable waitlist and increase access to our services.

### What did we do to achieve our objective and improve the service?

1. Enhanced our checklist (screening tool) to give us a more consistent and fair way of prioritising incoming referrals.
2. Referrals were streamlined according to complexity.
3. Referrals without all the necessary information to prioritise the client were sent back to the referrer.
4. Additional information about our services was included in the waiting list letter to our clients.
5. Increased the frequency of our 'Scooter Clinic' which teaches people how to safely use a scooter.

Since the introduction of these strategies our waitlist has improved and our clients have benefitted significantly by having better access to services in a timely way.

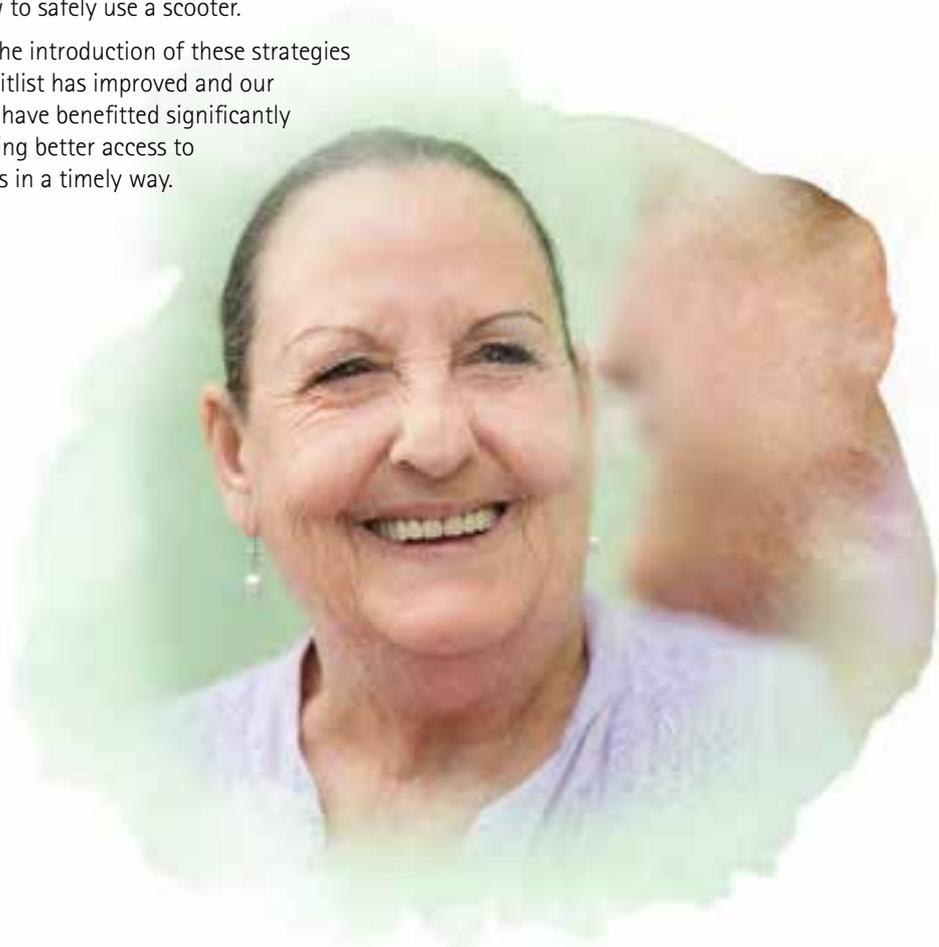
After reviewing our waiting lists:

- 17 cases were confirmed as Priority 1
- 45 cases were confirmed as Priority 2

Of the 62 clients, 26 have been assessed and discharged, 15 have been assessed and waiting on government funding for equipment, eight have been cancelled and two are deceased.

The scooter clinic has proven a huge success. Twenty-nine cases were on the waitlist to be assessed for a scooter with the longest client waiting from 2009. Seventeen cases have been assessed and are waiting for government funding for scooters. Six have been scheduled into our next clinic in October.

**Our team's strong and unwavering commitment to keep improving our service has resulted in significant benefits, not only for our clients, but for our organisation, including greater efficiency and improved clinical outcomes.**



# Refugee Health

*Dianella has worked hard to develop services for vulnerable people such as refugees arriving to Australia.*

The City of Hume remains one of the largest Settlement Locations for Refugees in the North Western Region of Melbourne. The majority of permanent Refugees are family groups from Iraq who are from Assyrian or Chaldean backgrounds. Refugees who settle in the City of Hume have developed a well established community with social networks already in place. Dianella has provided a Refugee Health Service since 2006, offering health care services to about 250 clients every year.

We have changed the way we provide services to respond to the recent increase of asylum seekers in the City of Hume. Over the last 18 months about 300 new clients have used services offered by Dianella Community Health. This was made possible due to new funding received from the Department of Health who acknowledged the increased demand we are facing.

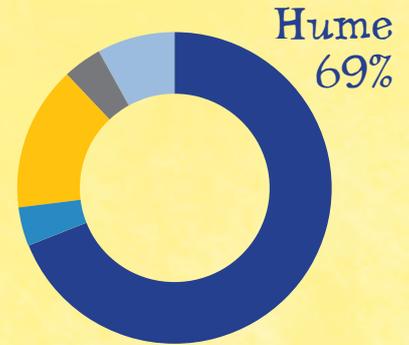
The main cultural groups of asylum seekers settling in the City of Hume are people from Afghanistan, Iran and Sri Lankan Tamil's. The groups are made up of many single young adults and some young families. They have very complex health needs and for this reason we offer them services that are dependent on their presenting condition. To help them improve their health, we offer them appointments quickly, do a health assessment with a doctor from the Dianella Medical Service and then refer them for other services they may need.

We cannot do this work alone. To do it well, Dianella works closely with community partners and key stakeholders including the Refugee Settlement Services, Foundation House, Migrant Resources Centers and tertiary centers for specialised care.

**Our Refugee Health Nurse Program is privileged to help refugees and asylum seekers with their health needs because we know health plays an important role when getting a job, going to school and adjusting to living in a new country.**

## Refugee Settlement Locations

1 April 2014 to 30 June 2014



- Manningham 4%
- Maroondah 15%
- Moreland 4%
- Whittlesea 8%

The City of Hume remains one of the largest Settlement Locations for Refugees in the North Western Region of Melbourne.



*One of our refugee families with the Refugee Health and Medical staff*

# Language Services



## Cultural Awareness — Knowing our Community

*Our clients are from many different countries and a lot of people speak little or no English. It is very important when using health services that the client understands what they are being asked during the appointment.*

If we are to have meaningful client involvement, non-English speaking clients should have an interpreter present to help them make important decisions about the healthcare they receive. 94% of our clients who do not speak English use the services of an interpreter at their first appointment. In 2008 Dianella decided to employ interpreters rather than using agency interpreters. Our aim was to provide good and reliable interpreting services onsite rather than depending on casual interpreters who were costly and did not have an ongoing relationship with the clients they serviced.

Dianella clinicians and interpreters work very closely to make sure Dianella clients benefit from the experience. It can be challenging to manage internal interpreting services. Having done so from 2009, we have looked for ways to improve our booking system for internally and externally employed interpreters. This was recently done and we have found it takes staff much less time to find a suitable interpreter appointment.

## 2013-2014 Snapshot

- 4,364 occasions of service with an onsite interpreter during the 12 months.
- 94% of clients, who don't speak English, use an interpreter at their first appointment.
- 6% of clients fail to attend their appointment.
- 24% growth in demand for interpreter service compared to last year.
- Of clients using an interpreter, 57% are Arabic / Chaldean / Assyrian, 13% are Persian / Farsi and 12% are Turkish.

## Top Seven Languages

Language	No. Clients	% of Total
Arabic	2,132	49
Persian / Farsi	572	13
Turkish	530	12
Assyrian	240	5
Nepalese	232	5
Vietnamese	129	3
Chaldean	109	2
Other	420	10
	<b>4,364</b>	<b>100%</b>

## From Engineering to Interpreting — An Interpreter's Story

*Dianella decided to employ Arabic and Turkish speaking Interpreters because this was the most popular interpreter bookings we were making. One of our Arabic speaking interpreters, Viola Kunda, has been employed at Dianella since 2009. This is Viola's story.*

I was born in Ankawa which is a town on the outskirts of the Northern city of Irbil in Iraq. The language spoken there is Chaldean, my first language. At school, however, all my studies were taught in Arabic giving me a fluent understanding of Arabic from a young age.

In 1995 I married and we came to Australia. I knew some English because I studied it as a foreign language student at school and University but I was far from fluent. In Iraq, I was a Civil Engineer and after arriving in Australia I made a decision to study English so I could continue my career.

I completed my studies in December 2000 and graduated from RMIT. Upon the birth of my second son, I placed my career on hold. I eventually figured out that I had been out of the Engineering field for too long so never returned. It was then I decided to become an interpreter.

### What do you enjoy most about interpreting?

I am happy that I am able to give something to my community, especially those who have recently arrived, as I know how difficult it is for them to understand the language.

### What do you enjoy about working for Dianella?

I started working for Dianella Community Health in July 2009. I enjoy being part of a great team who aim to meet the needs of the community through interpreting, the very reason I became an interpreter.

### What do Dianella clients say?

One of my clients has been in Australia for over a year. She takes her two year old twins to Speech Pathology sessions at Dianella. She speaks very little English and is grateful and appreciates the interpreting services Dianella offers.

"It is great to have an interpreter who speaks my language, which allows me to understand all the information I need in a clear manner. It makes my life much easier and I feel more comfortable when I come for my appointments".

Dianella would like to acknowledge the important work our interpreters do. Their services are in demand and they are always busy but they are always helpful to our clients.

“

It is great to have an interpreter who speaks my language, which allows me to understand all the information I need in a clear manner. It makes my life much easier and I feel more comfortable when I come for my appointments.

*Viola Kunda,  
Dianella Interpreter  
with a client*



# Smoking Cessation

*The message that 'smoking is bad for you' is an old one and it doesn't work for everyone. Most people know that smoking can cause lung cancer but it can also cause many other cancers and illnesses such as heart attacks and stroke.*

The Northern Melbourne Medicare Local (NMML) together with project partners Pfizer, Dianella Community Health and Quit Victoria accepted the award for Best Public Health Initiative at the 2014 PRIME Awards in Sydney.

The PRIME Awards is a program designed to reward excellence within the Australian Pharmaceutical and Life Sciences Industry. The 'Best Public Health Initiative' recognises programs designed to increase public awareness for preventing the start of disease or delaying disease getting worse.

The campaign focussed on the high smoking rates in the Arabic-speaking community in Hume City by encouraging people to see their doctor or pharmacist for help to stop smoking through a series of targeted messages and translated resources.

The project found that in Hume City 19.2% of people were daily smokers compared with the Victorian average of 15.7%. It was also found that in the Arabic speaking community, more than 50% of both men and women smoke. It is also now known that migrants from the Middle East are in the highest group of migrant smokers.

People from non-English speaking backgrounds who wish to quit smoking can face extra barriers such as their health beliefs and cultural idea about smoking, not knowing how smoking

affects their health, and the difficulty in having access to health information due to problems with reading English.

This project wanted to address these barriers by putting together tailored resources for the local community. This included:

- Advertising in Arabic language in the community newspaper, radio and outdoor areas, using images and messages specific to Arabic speaking men and women.
- Posters and leaflets in Arabic put in doctors' waiting rooms.
- Arabic speaking doctors wrote to their Arabic patients inviting them to make an appointment to discuss quitting. More than 3000 letters were mailed.
- Two events of health testing at the Broadmeadows and Meadow Heights shopping centres and then referral to their GP.
- Using SBS radio to do a live broadcast from the Broadmeadows shopping centre.

Did you know?

On average, each cigarette shortens a smoker's life by around 11 minutes

*Our Free Health Testing Team at Broadmeadows Shopping Centre*





'Quitting smoking is easy I've done it a thousand times'



'Smoking is not only affecting how I look but also how I feel on the inside'

## What was the result?

It was estimated that 13,000 Arabic speaking people heard or saw the messages on radio, newspapers and outdoor advertising.

Almost all who saw the campaign took positive action, with around 4,000 people speaking to their doctor for advice, and even higher numbers talking to a pharmacist about quitting. Other results were:

- 280 people were tested for various health conditions affected by smoking.
- 55 people received a referral to the Victorian Quitline, their local doctor or the Dianella Community Health Quit Smoking Program.

The campaign had a positive result because it used a number of different ways to communicate with the Arabic community. It created a very strong response for action by the Arabic community. It shows that private industry, local community health and statewide health promotion agencies can work successfully together to improve local health outcomes.

The project partners will build on the success of the initial campaign by continuing the work in 2015.

The project is also a silver winner of the 2014 Public Healthcare awards 'Optimising the Health Status of Victorians' category.

# Podiatry Diabetes and your feet

*Diabetes is becoming a serious problem in Australia. Seven percent of the Australian population has diabetes. The number of people in Hume City with diabetes has doubled over the last 10 years at a rate faster than many neighbouring areas.*

It is very important to look after your feet when you have diabetes to prevent complications which can be serious. Your feet can be affected in two ways. Blood supply may be affected, which slows down the healing process. You may also lose some feeling in your feet due to nerve damage. A person whose nerves are damaged by diabetes may not realise they have minor cuts or blisters, which can lead to ulcers or areas of broken down skin. It is estimated that 15% of people with diabetes will develop a foot ulcer during their lifetime.

The Dianella Podiatry team is very committed to their patients with diabetes, recognising that providing clients with a foot assessment would help them find problems early and prevent complications. The Podiatry team did a review to see how they could improve the number of diabetic foot assessments done for their clients.

A review of 224 client files was done. Of these, 90 clients (40%) had diabetes, 12 (13%) did not have a foot assessment and 40 (44%) were not up to date with their annual foot assessment.



During the review the team identified the following as possible reasons why so many clients did not have timely foot assessments done:

- A systematic recall process was not in place.
- Client medical histories were not updated routinely.
- Information about the previous assessment was not easily found in client notes.

## What did the team change to improve on the gaps they found?

The team found it would be useful to separate the clients' foot complications into categories of risk. They did this by separating them into Low, Intermediate and High risk of foot complications. Then to help the podiatrist to work more consistently across the team, they developed:

- A guideline for the podiatrists to recall diabetes clients based on the risk of complications.
- A recall system that makes sure clients are recalled either in twelve, six or three months, depending on their risk of complication.

**It is very important to look after your feet when you have diabetes to prevent complications which can be serious.**

In addition, a new foot assessment which uses the risk criteria and medical history update was developed and then stored in an easy to find place in client's health record.

**These changes have streamlined appointments for diabetes clients, meaning the risk of foot complications is minimised for the client. The team will keep checking that these changes have ongoing good results for the clients.**

# My Time

## Support for families caring for children with disabilities

*The Broad Insight Group (BIG) at Dianella runs a My Time group which provides support for mothers, fathers, grandparents and anyone caring for a child with a disability or chronic medical condition. It's a place to get together, get information and to support and be supported.*

Families coping with raising a child with a disability can often experience isolation and stress. The My Time group has facilitators who work with the members of the group, helping them get to know each other and learn more about the services and supports in their area. The facilitators are qualified and experienced in disability, parenting or family support and bring a good understanding of local resources and support services.

Play Helpers keep children, including under school aged siblings, busy and active in activities such as singing, drawing, playing with toys, blocks or sand so members can spend time catching up with one another.

The Group meets on Wednesdays and some members have more than one child attend the sessions. When asked what

was the best thing about the My Time group, the members were unanimous in saying the support they receive, sharing of stories and making new friends. They said they have seen obvious benefits to their children who are calmer and interact better with other children, giving them improved social skills they didn't have before they joined the group.

**The Group has been running for seven years since 2007 offering support to more than 285 families during that time. The support offered to these families is invaluable and is appreciated by all involved.**

Families coping with raising a child with a disability can often experience isolation and stress.



*My Time group members with Facilitator Melinda*

# Dental Services

## Dental Accreditation

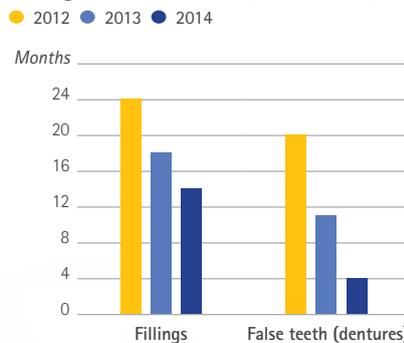
In May 2014, for the first time, the Dental Clinic was assessed against a new set of accreditation standards which came into effect on 1 January 2013. These standards are used by public hospitals and public dental clinics. A substantial amount of work needed to be done to prepare for this Review. It involved putting together new procedures for patient identification, infection control, medication safety, staff orientation, cleaning checklists and clinical risk. Dianella received a very good report and this has put us in good stead for a systematic way of improving how dental services are provided.

## Dental Data

Historically Dianella has had long dental waiting lists but now we are seeing shorter waiting lists because the Craieburn four chair dental clinic is fully operational and we received extra funding from the Federal Government. The dental team has worked hard to help people get dental treatment as soon as possible. The waiting list for fillings and dentures (false teeth) has continued to improve.

### Waiting lists

#### Fillings and dentures (false teeth)

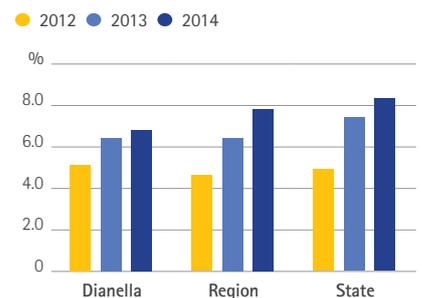


↓ **80%** decrease in denture waiting lists since 2012

## Other Dental Facts and Figures

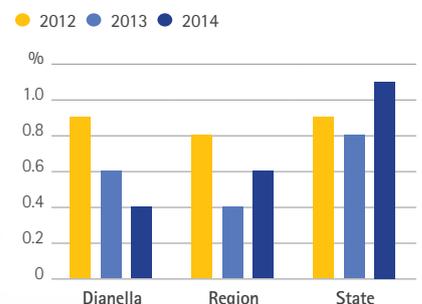
The dental team collects data on many of the services they provide. It is analysed and helps us improve the quality of service to our patients. It was pleasing to see Dianella Community Health performed better than the State and regional average on two of the three clinical indicators.

### Teeth filled and retreated within six months



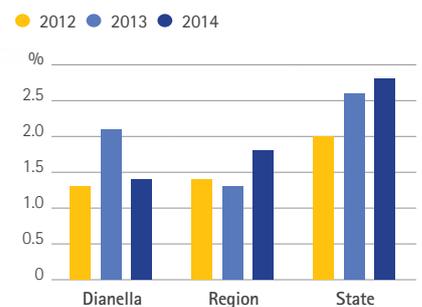
↓ **1.5%** Less than the state average for 2014

### Unplanned return within seven days after an extraction



↓ **0.7%** Less than the state average for 2014

### False teeth remakes within 12 months



↓ **0.8%** Less than the state average for 2014



# Clinical Governance

*Clinical governance is about being accountable for providing good, safe care to clients and is fundamental to continuous improvement in client safety.*

Clinical Governance has come a long way at Dianella. We now have an internal Quality & Safety Committee made up of managers who report on their targets for quality, safety and risk across the organisation. In addition to this, the Board Clinical Governance Committee was reconvened in March 2014. This makes sure that clinical governance is a strategic priority, planned for and resourced. It shows commitment to an organisational culture where quality and safety systems are important so that the services we offer improve client health outcomes.

## Infection Control

Infection control involves working in a way that prevents the spread of infection to staff and clients. It involves sterilising instruments, staff immunisation, using protective equipment and hand washing.

Infection control is a risk mainly in the dental clinic and podiatry services. Our clinicians follow strict rules for sterilising instruments to make sure cross infection between patients does not occur. A number of infection control audits were done and Dianella passed with flying colours. During the year we developed an Infection Control Action plan which includes forming an Infection Control Committee and improving audit processes, staff immunisation, hand hygiene and how we report compliance with infection control standards.

Infection control outcomes are regularly reported to the Board of Directors Clinical Governance Committee.

## Clinical Risk

Since the introduction of the Quality and Safety Committee and a focus on safety and risk, we have seen an increase in the reporting of incidents. Staff have been encouraged to look for safety hazards, both clinical and occupational health and safety. Every two months we discuss the incidents and report how they were managed. All the incidents have been addressed and have also contributed to improving how we deliver our services. All OH&S incidents are taken seriously and management and staff work together to prevent hazards and injury.

## Client Feedback

Dianella welcomes all feedback from our clients and consumers. Receiving this information gives us an opportunity to improve what we do. Any feedback that we receive is sent to the manager in charge of the relevant service to action. We work with staff and clients to resolve the matter in a fair and open manner. Our procedure on Rights and Responsibilities guides us in the resolution process.

Dianella has a policy that all client feedback will be acknowledged within 5 days of receipt and resolved within 30 days of receipt. All feedback was managed in accordance with this policy.



### Reported Incidents

#### Organisational Incidents

● 2012 ● 2013 ● 2014



Since the introduction of the Quality and Safety Committee and a focus on safety and risk, we have seen an increase in the reporting of incidents.

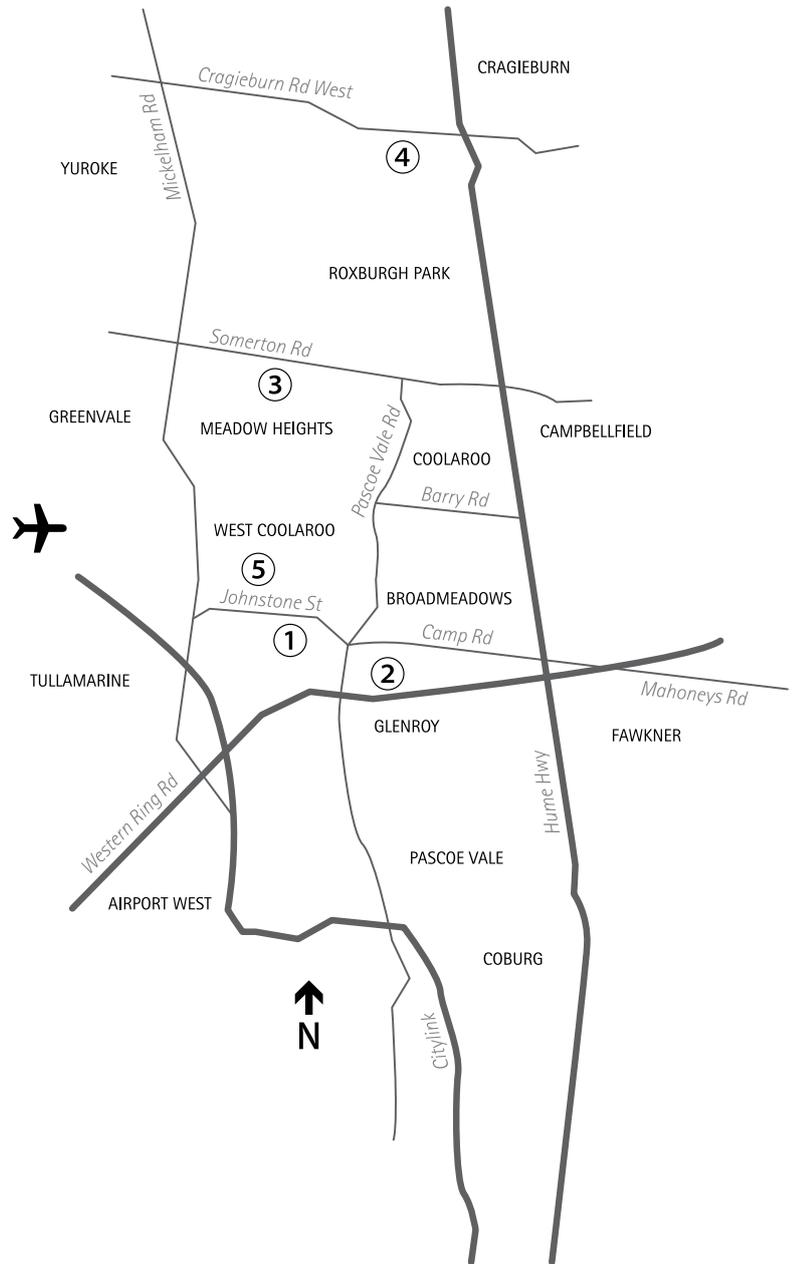
### Client Feedback

#### Complaints



# Locations

- 1. Broadmeadows**  
35 Johnstone Street, Broadmeadows  
Phone General (03) 8345 5678  
Medical (03) 8345 5777  
Dental Emergency (03) 8311 4400  
Dental General (03) 8345 5410
- 2. Broadmeadows**  
391 Camp Road, Broadmeadows  
Phone (03) 9309 0320
- 3. Meadow Heights**  
21-27 Hudson Circuit, Meadow Heights  
Phone (03) 9302 8888
- 4. Craigieburn**  
55 Craigieburn Road, Craigieburn  
Phone (03) 9308 1222  
**Dental Clinic**  
Phone (03) 9303 0571
- 5. Broad Insight Group (BIG)**  
Corner Rosebud Crescent  
and Sorrento Street, Broadmeadows  
Phone (03) 9309 9200



Melbourne

## Your opinion is important to us

What is your opinion about this report?  
Can you make any suggestions to improve it?  
You can give us your feedback by writing to:

Dianella Community Health  
Quality Unit  
PO Box 197  
Glenroy VIC 3046

For further information please visit the Dianella website  
[www.dianella.org.au](http://www.dianella.org.au)