



Your Health 2005

As a community-based organisation, we pride ourselves on our involvement with the local community and our engagement with local issues. This annual report is one important way of letting you know about our services and what we've done over the past year to improve your health and well-being. Services provided:

- bulk-billing general practitioners;
- community nurses;
- public dental clinic;
- allied health services (podiatry, physiotherapy, speech therapy, occupational therapy, audiology, dietetics and nutrition);
- counselling, including drug and alcohol services;
- health promotion and health education activities;
- special programs and services targeting children, youth and aged members of our community;
- complementary therapies, massage, osteopathy;
- residential aged care



When I heard about the new dental clinic at Ashburton I was truly happy.

I can't afford private dental treatment and I'm very grateful for the services offered here. I had my teeth cleaned and fillings done and was given very helpful advice about my teeth. I have been absolutely delighted with the treatment I've received.

- Eva - 19

How to contact us:

Boroondara Community Health Centre: _ 9818 6703

Craig Community Health Centre: _____ 9885 6822

Yarra Health Services: _____ 9429 1811

Sir Eric Pearce House
(residential aged care): _____ 9427 1404



We first discovered Sarah had a hearing problem...

...when she failed to respond to some of the sounds at the Victorian Infant Hearing Screening Program distraction tests.

The audiologist has given us a management plan and a lot of information about the development of hearing and communication in infants. We feel empowered to make sure Sarah has the best start in life.

- Louise, mother of Sarah

Come to our Annual General Meeting

(See back page)

OUR YEAR IN REVIEW

Our team of doctors, dentists, nurses, counsellors and allied health professionals had more than 70,000 'client contacts' in 2004-05, an all-time high. This included more than 30,000 GP consultations and more than 20,000 allied health consultations.

One of the highlights of the year was the opening of our new centre at Ashburton. The clinic, part of a \$1.6 million extension to the Craig Family Centre, came about as a result of significant support from the State Government. It includes a medical practice, speech therapy, podiatry and occupational therapy services and is a first for Boroondara, four publicly-funded dental chairs. Council's Maternal and Child Health Centre is also located at the health centre and enables all services to provide an integrated focus on family and children's needs.

The new service has been welcomed with enthusiasm by the Ashburton community. Since opening in April, 442 podiatry clients have been seen at the Craig and 319 people have had an appointment with our speech therapists. In addition, 348 new clients have registered for medical services, and our GPs have provided 1,055 consultations. The dental service has treated 356 clients and a further 167 people are on the waiting list. In addition, the School Dental Service has seen 1,114 children.



Lucas and I are very proud of his progress and watching his confidence and self-esteem develop ...

My first concerns that Lucas may require an assessment and possibly speech therapy was when he was approximately 18 months of age and had developed limited vocabulary and was finding some words difficult to copy.

By the time he was 2 1/2 he was frustrated by his inability to communicate. I was aware that at the Craig Community Health Centre in Ashburton they provided a Speech Pathology service and I initiated an assessment which resulted in one on one therapy beginning at 3 years. Lucas has improved steadily with his therapy and enjoys his sessions immensely. The sessions are fun and creative with many activities suited to the individuals best learning abilities.

- Glenys mother of Lucas, 3

BULK-BILLING MEDICAL SERVICES

IECHS had 15 general practitioners providing bulk-billing medical services in Richmond, Hawthorn and at our new Ashburton site in 2004-05.

Demand for their services continued to be high. The team conducted more than 30,000 consultations during the year a 26% increase over the previous year.



"I had never been bulk-billed by a GP before in my entire life!"

I had recently moved into the area when I became ill, I was referred by a friend to Yarra Health Services. I was able to see a General Practitioner on the day that I called for an appointment and was pleasantly surprised that not only did I receive fantastic treatment, but I was bulk-billed for the appointment. I had never been bulk-billed by a General Practitioner before in my entire life! I now have a General Practitioner who is very thorough and listens to my needs but who has also introduced me to the other services in the centre such as Podiatry. I have peace of mind knowing that there is such a great service located in my backyard.

Children's Services

IECHS provided more than 6,000 services for children under the age of 16 in 2004-05 through our medical, allied health and counselling services. Access to affordable and timely health care is particularly important for young children. Research shows that almost all adult diseases and causes of ill health have their antecedents in childhood.



"I have received a lot of help for myself and my 4 month old son Daniel.

I have found the Craig Community Health Centre to be a very welcoming establishment, where nothing is too much trouble. We've participated in the Mother's Group, had amazing help from the GPs, I have been recommending the services to all my friends and family.

- Suzi mother of Daniel.

AGED CARE SERVICES



“It's hard to beat this place ...

I'm born, bred and buttered in my beloved Richmond and have been a permanent resident at Sir Eric Pearce House since January 2005.

It's a lovely place to be. Everyone is friendly, staff are nice, the meals are good, rooms are kept clean, my bed is made, I have my own shower, good entertainment at Happy Hour and the visiting artists and bus trips are enjoyable.

It's hard to beat this place.

- James, 91



Australia's population is ageing. Nowhere is this more apparent than in the inner eastern suburbs of Melbourne. In the City of Yarra, the 75-84 age group will increase by 14 per cent in the next six (6) years, while the City of Boroondara currently has the largest number of residents over 80 years old in Victoria.

IECHS provides a range of medical and allied health services to older residents. In addition, we own and operate Sir Eric Pearce House, a 30 bed aged care facility in Church Street, Richmond.

There is extremely high demand for these beds, with 128 recent aged care bed closures in Yarra and a 15 per cent reduction in aged care bed availability across the municipality.

During the year, IECHS met with Government Officers and Members of Parliament from Local, State and Federal Government to advocate for more aged care beds in the inner east, as well as increased funding for aged care services generally.

On a more positive note, Sir Eric Pearce House celebrated its 10 year anniversary in November a fantastic achievement that was marked with a special afternoon tea.

Allied Health Services

Allied Health Services are amongst those in greatest demand at IECHS. These services include speech therapy, audiology, podiatry, physiotherapy, occupational therapy and dietetics.

During 2004-05, our Allied Health team had a total of 20,741 client contacts across our Richmond, Hawthorn and Ashburton sites.



“We don't drive and couldn't get there otherwise ...

I've been seeing a podiatrist at the Boroondara Community Health Centre in Hawthorn for the past three years and recently made an appointment for my 87-year-old sister, Elsie, who had a persistent foot ulcer.

We were thrilled when the Podiatrist took us out to buy proper shoes for Elsie - we wouldn't have been able to buy them otherwise as we don't drive and couldn't get there. Thank goodness, the ulcer has now healed. - Phyllis, 90



Youth Services

Adolescence can be a challenging time in a young person's life. IECHS employs a team of social workers, drug and alcohol counsellors and special project workers who are focused exclusively on supporting young people within the community, particularly in the Boroondara area where there are large numbers of secondary and tertiary students, including overseas students.

Around 900 young people participated in our youth programs in 2004-05. Some of the programs on offer included youth counselling, Young Mothers' Group in Ashburton, Overseas Student Leadership Program, 'Smart Arts' Program (including a course for young people wishing to develop circus skills) and the Alamein Hang Out youth program.



“Jordan now has a job and a plan for achieving his dreams ...

Jordan is a Year 10 student who recently joined our Alamein Hang Out program. Jordan planned to leave school at the end of the year, with no real goals or plans in mind. As a result of the program he has been able to develop the skills and confidence necessary to achieve his goals of gaining an apprenticeship'.



COUNSELLING SERVICES

In 2004-05, IECHS continued to provide a general counselling service including youth counselling.

We also partnered two other community health services in the provision of the Eastern Drug & Alcohol Service, which provides counselling for adults and young people. In addition, our team offered a broad range of group activities such as parenting programs, anger management for women, and drug and alcohol education in schools.

One of our many projects is Health Time in which a team of our staff regularly visit boarding houses providing food and services to the residents.



"I had trouble hearing ...

Over the last few years I felt people were mumbling more and when I went out socially I had trouble hearing conversation clearly, especially if there was background noise present. My wife tentatively suggested a hearing test at the Boroondara Community Health Centre in Hawthorn, I took her advice and we went along together for an appointment. As a self-funded retiree I really benefited from the information I was given on hearing loss and hearing aids, and felt confident to make decisions about how best to manage my hearing problem.

"Not many visitors come here and it can be quite isolating ...



I really look forward to the sessions and to have contact with other people and to see smiling faces. I have a lot of back pain so the massage has helped and I now try to relax a bit more. I have now started going to other social activities.

Board of Management

IECHS is overseen by a voluntary Board of Management whose members are drawn from the local community.

In 2004-05, our Board comprised:

Patron: John Landy, MBE

President: Kathy Johnson

Vice Presidents: Dr. Jacinta Mogg and Dr. Michael Kennedy

Treasurer: Lou Panaccio

Board Members: Bill Ford, Margaret Goding, Chris Trafford, Deborah Fewster and Barbara Andrews.

Come to our Annual General Meeting

- **Wednesday, 12 October at the Craig Community Health Centre, 7 Samarinda Avenue, Ashburton at 7pm; or**
- **Tuesday, 18 October at Yarra Health Services, 283 Church Street, Richmond at 12 noon.**

RSVP to Maureen Murray telephone 9420 9114

Financial Statements

Our detailed audited financial statement report is available to the community and accessible through:

- attending our Annual General Meeting
- contacting the Management Office of IECHS on 9420 9114
- by visiting our web site at www.iechs.com.au

Becoming a Member Application for membership of the Inner East Community Health Service:

Name: (Mr/Mrs/Miss/Ms) _____

Address: _____

Phone/Mobile: _____ Email: _____

I certify that I am over 18 years of age and reside, work or study within the City of Boroondara or the City of Yarra, or am a client of Inner East Community Health Service

Date _____ Signature of Applicant _____

All donations to the Inner East Community Health Service are tax deductible. If you would like information about Bequests please contact us on 9420 9114.