

Health promotion strategies

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Editorial—a focus on injury prevention

Welcome to the second edition of *Health Promotions Strategies* for 2006. This edition focuses on injury prevention, a leading cause of illness and disability in Australia and a public health issue that causes great distress in our community.

Every year approximately 95,000 people are injured seriously enough to attend a Victorian hospital for treatment. Injuries cause physical, cognitive and psychological disabilities that can affect the quality of life of injured people and their families. On average, 1,700 people lose their life as a result of an injury each year and it is the principal cause of death in people under the age of 45.

Injury does not discriminate between age, gender or social standing. Injury affects all of us. All members of our community are at risk, however, the nature of injuries can change as people age. We also know that disadvantaged groups in our community are at greater risk of injury as are vulnerable population groups, such as young children and older people. Given that injury is a whole of population health issue and that the risks for population groups are varied, it presents significant challenges for community and service providers. The diverse range of injury hazards and risk factors calls for diverse, multifaceted interventions to prevent harm.

The preventable nature of injury provides great opportunities for practitioners from across a range of sectors to work together. By developing partnerships with individuals and organisations that have not traditionally had an injury prevention focus, and working across multiple settings, injury prevention principles can be embedded into everyone's consciousness. Working together, communities, governments and organisations can build on individual resources, develop shared initiatives and advocate for change.

Over the years we have seen the community work in innovative ways to address important injury issues such as water safety and road safety. This innovation continues and is reflected in the articles that follow. I hope they will help you identify potential links and inspire you to act. History has shown that in partnership we can make a difference.



Dr Robert Hall
Director Public Health
Chief Health Officer



Minimising risk of fire-related injury

Alcohol as a risk factor

While Australian and international research indicates a link between alcohol use and fire fatalities, little is known about the circumstances that result in non-fatal fire-related injuries.

The Metropolitan Fire Brigade (MFB), Alfred Hospital Burns Unit and Monash University Accident Research Centre have formed a partnership to undertake research on fire-related burn injury scenarios in which alcohol played a role. This project will also gather information on the attitudinal, behavioural and environmental factors that increase the risk of burns injury among alcohol users.

Face-to-face interviews will be conducted with adult fire burns patients treated at the Alfred Hospital Burns Unit, where it is

confirmed that alcohol use may have contributed to the injury. A focus group with nursing staff will also be held to gather anecdotal evidence on the causes and circumstances of alcohol-involved fire-related burns, based on nurses' informal discourse with patients.

Using the information gained, the project partners, in conjunction with other organisations, will develop and implement an education/prevention strategy to raise awareness of the fire-related injury risks associated with alcohol use.

Further information

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Metropolitan Fire Brigade (MFB)
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Website: www.mfb.org.au

Safety Ambassadors from the Horn of Africa

The Metropolitan Fire Brigade (MFB) is working with a group of women from the Horn of Africa to address fire safety in their communities. This program was an outcome of a report entitled "Staying Safe, Horn of Africa Women's Experience of Emergency Services 2004 in Victoria". Initiated by the Horn of Africa Women's Group themselves and funded through the Office of Women's Policy, this partnership has provided education about fire safety practices, basic fire extinguishment and the role of the fire services in Australia.

Together the firefighters and women have prepared visual aids, flyers and information to be distributed to newly arrived and refugee groups.

The women and MFB have an ongoing commitment to work together to reduce fire risks in these communities. Both groups have gained a greater understanding of one another's needs and have become 'ambassadors for safety'.



Horn of Africa facilitators during workshop, Fitzroy, 2005.

Further information

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Check your hotspots

'Check your hotspots' is the call to action this winter from the Metropolitan Fire Brigade (MFB) and Country Fire Authority (CFA).



Increased use of heaters, open fires, cooking appliances and clothes dryers increases the risk of fire and fire-related injuries and deaths. Over the last two years, the MFB attended 20 per cent more residential fires during the months of May to August than they did during the summer months.

Kitchen fires continue to be the main house fire attended by the MFB (45 per cent of all house fires during 2001-05). Preventative tips include:

- Never leave cooking unattended.
 - Keep pot handles turned inwards so they can't be knocked over.
 - Supervise children in the kitchen at all times.
 - Install a fire blanket or extinguisher and make sure you know how to use it.
- The use of heaters and open fireplaces is also a concern.
- Check your heater before using it each winter and maintain it according to manufacturer's instructions.
 - Keep clothing, curtains and toys at least one metre from your heater or fireplace.
 - Always place a screen in front of an open fire and extinguish fires before going out or going to bed.
 - Always supervise children in rooms with open fires and heaters.

The website (www.checkyourhotspots.com) provides a tool to identify and correct hazards that could lead to a fire in your home.

Further information

Contact: Sharon Landers
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Website: www.checkyourhotspots.com

Sk8Safe at the City of Melbourne

Melbourne is a skating paradise, with challenging urban developments, such as the Docklands, and more structured spaces such as Riverslide Skate Park. As the popularity of skating and skating facilities increases, so too does the associated risk of personal injury.

The City of Melbourne is committed to addressing these risks through a variety of practical projects, publications and skate lessons.

A recent Monash University Accident Research Centre (MUARC) research project, 'Gear Up: Motivators and Barriers to Personal Protective Equipment by Youth Skaters', is informing the way the City of Melbourne manages its skating facilities and has led to the

development of the Sk8Safe Program.

As part of the Sk8Safe Program, the Street Skate Ambassador scheme uses peer educators to inform skaters about safe skate routes and skate park activities. Clear safety messages are also delivered through regular sponsored articles in the Riverslide skate park magazine, Sessions, that appeal to skaters.

The City of Melbourne promotes Sk8Safe by sponsoring free skate lessons during the school holidays. These lessons promote skill development, equipment maintenance and an understanding of sound skating practices; for example, instructors demonstrate how to bail out of a move effectively. Protective equipment is compulsory for

participation in these courses.

The City of Melbourne has extended its commitment to skate safety by providing helmets and personal protective equipment at the Riverslide Skatepark on a security deposit basis. Skate park operations are also being reviewed and compulsory wearing of personal protective gear during skate lessons and at skate events is being considered.

For further information or a copy of the Gear Up report, contact the City of Melbourne Hotline on 9658 9658.

Further information

Contact: Nancy Di Santo
City of Melbourne
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Smartplay

Sport and recreation injury is a significant public health issue and is also known to be a barrier to participating in physical activity. Providing safe sport and recreation opportunities is recognised as an effective way to encourage lifelong physical activity.

In 1999, the Smartplay Program was initiated in Victoria through a partnership between Sport and Recreation Victoria, VicHealth and the Department of Human Services, and under the management of Sports Medicine Australia (Victoria).

Since then, Smartplay has worked toward reducing the incidence of sport and recreation injuries in the community through promoting safer sport messages and creating partnerships with industry groups and the community.

Smartplay's injury prevention resources, including brochures, posters, fact sheets and booklets, are in high demand. These resources cover issues such as stretching/warming up, hydration, protective equipment and injury management as well as sample policies and guidelines for implementation in community level sport.

Receiving more than 100,000 visits per year, smartplay.com.au provides

sports safety news and uses innovative technology that enables direct contribution from researchers and sporting associations on sports injury issues.

More than 500 sport and recreation clubs attend Smartplay training workshops across Victoria each year. The workshops raise awareness of sports injury prevention and provide opportunities for clubs to take the initial steps toward educating coaches, players and officials, and developing club safety plans.

Smartplay's partnerships with local government are also of great importance. As manager of sporting fields and facilities, local government plays a key role in injury prevention. Recent research suggests Smartplay's services are valued by local government leisure services staff, which see Smartplay as having a key role in building the injury prevention capacity of community sporting clubs.

Further information

Contact: Rebecca Colcott
Smartplay Program—Sports Medicine Australia (Victorian Branch)
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CALD Partnership Project

Sports Medicine Australia—Victorian Branch (SMAVIC), in partnership with the Centre for Multicultural Youth Issues, is working to improve opportunities for people in culturally and linguistically diverse (CALD) communities to access sports injury prevention information and training.

The project, funded by Sport and Recreation Victoria, aims to improve the SMAVIC workforce capacity to present sports first aid and sports injury prevention training to CALD communities.

To date some professional development of SMAVIC staff has taken place in addition to the delivery of an introductory sports injury prevention course for a group of Muslim women. A similar introductory course is also planned for delivery in Melbourne's west to a committed group of young basketballers from African backgrounds.

Further information

Contact: Nello Marino
Sports Medicine Australia—Vic Branch
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Email: nello@vic.sma.org.au

Spotlight on falls prevention for older people

In Victoria, the impact of fall-related injuries on older people, their families and the wider community has led to a growing public concern and a concerted effort to reduce the risk of falls and minimise the severity and impact of fall-related injuries.

Aged Care Falls Prevention Program

In 1995, the Department of Human Services Aged Care Branch assumed lead responsibility for planning and funding initiatives to prevent falls among older people in Victoria.

The Aged Care Falls Prevention Program has funded more than 100 falls prevention projects through 29 of the 31 Primary Care Partnerships (PCPs) across the state. Currently the program funds whole of community projects which enable

agencies in PCPs to work with partners across multiple settings, including public sector residential aged care services, within a designated local catchment area.

Falls prevention relies heavily on the principles of health promotion to raise awareness and promote interventions and activities to reduce the risk of falls and injury and support better health and wellbeing¹.

Aged Care funded falls prevention projects aim to reduce the risk of falls by addressing the multiple risk factors that can contribute to a fall. Other funding to prevent falls and related injuries is provided through the department's Metropolitan Health and Aged Care Services consolidated Sub-Acute Ambulatory Care Services (SACS) funding stream. Key falls prevention initiatives include:

- falls and mobility clinics that provide specialist assessment and referral services for people at high risk of experiencing multiple falls
- centre- and home-based rehabilitation services to treat and manage people who have had a fall.

By working together, the Department of Human Services, other departments and local governments, service providers and individuals can raise community awareness and reduce the risk and incidence of falls and related injuries.

Wimmera Weights on Wheels

The Weights on Wheels program successfully provided strength and balance training in rural communities that previously had few exercise options designed for older adults.

The ten-week program used a mobile weight van leased from the International Diabetes Institute. During the program, 189 people (average age of 64 years) participated from ten rural communities.

Eight-week measurements on 76 participants showed improvements in balance, lower body strength flexibility and agility and physical activity levels—all of which would increase confidence and ease in daily activities.

The project overcame the barriers of lack of community expertise and lack of 'fitness industry' infrastructure. The social benefits for participants were also important with older adults meeting in an environment that increased knowledge about falls prevention and promoted healthy lifestyles.

This project raised awareness of the merits of strength and balance training to



prevent falls and improve general health and wellbeing. It challenged ageist views and empowered participants to be active and preventive—essential elements in injury prevention.

The final report is available on www.westvicdiv.asn.au

Further information

Contact: Renee Slade
Tel: (03) 9258 5050
International Diabetes Institute
Email: rslade@idi.org.au

Further information

Contact: Margaret Thomas
Aged Care Branch
Tel: (03) 9096 7391
Email:
margaret.thomas@dhs.vic.gov.au

¹ Health promotion priorities for Victoria. A discussion paper (2006). Victorian Government Department of Human Services, Melbourne.

Australian Falls Prevention Conference

When: 5–7 November 2006
Where: Brisbane, Queensland
Register: online at
www.powmri.edu.au/AFP2006
Contact: Conference Secretariat
Telephone: (07) 3864 2916

Bellarine Community Health responds to falls prevention

During 2001, 7,992 people aged 65 years and older presented to The Geelong Hospital's Emergency Department for care and assessment. Of these, 612 or 7.6 per cent, had experienced an injury following a fall. Approximately 64 per cent (392) of these older people were admitted to hospital, 31.7 per cent (194) were discharged home and 3.9 per cent (24) transferred to another hospital facility (Victorian Emergency Minimum Dataset, VISU—Monash University). This data identified falls prevention strategies as an important health care issue for Bellarine Community Health, which is located in the City of Greater Geelong. A staff survey identified that a falls prevention program specific to Bellarine Community Health would support a comprehensive response

to falls prevention across service delivery areas.

A small team of staff from health promotion, residential care, planned activity groups, and district nursing was established to develop a plan to implement a strategic falls prevention approach. The plan identified the need for a 'falls risk' checklist, a referral pathway guide and a post-fall checklist, leading to improved communication as well as education and support for clients and staff. The Falls Prevention Program has provided a platform for ongoing workforce training and capacity building. It includes a policy, documentary tools, referral pathway, and the application of a 'Risk to falls' sticker on the records of clients assessed as being at increased risk of falls. Collation of data in June 2006 will identify gaps and assess

staff understanding and compliance with the Falls Prevention Program.

Further information

Contact: Linda McKinnon
Bellarine Community Health
Tel: (03) 5251 2291
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Strong Steps in Swan Hill

Strong Steps is a whole of community initiative aimed at reducing the number of falls and related injuries in the Swan Hill region and raising awareness of the risk factors that contribute to falls.

The project identified the major risk factors for falls as including medication use, lack of physical activity, medical conditions, vision impairment, hazards in the home and the community, poor balance/walking patterns, and foot problems/incorrect shoe wear.

Developed through the Southern Mallee PCP, Strong Steps involves local service providers in hospitals, councils and organisations, as well as community groups and individuals.

Interventions include:

- Changing attitudes so falls are seen as preventable, not a 'normal' part of ageing.
- Delivering education sessions about strategies to reduce the risk factors for falls.
- A falls prevention community expo planned for Seniors' Festival Week in October 2006.
- Development of a follow up protocol for the local emergency department and ambulance services to minimise reoccurrence or re-admittance to acute care.

Further information

Contact: Emma Meehan
Southern Mallee PCP
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Email: projects@smpcp.org

Upright and Independent in South Coast

Upright and Independent (U&I), a three-year falls prevention project managed by the South Coast Health Services Consortium Primary Care Partnership has developed an effective community education package.

The package responds to the need to reduce the incidence of falls and related injuries as identified by local health and allied health professionals during a review of services and activities.

Available in CD and hard copy format, the package provides tools for health professionals to use when addressing community groups and includes:

- Powerpoint presentation.
- Speaker notes, including support information about medications and local falls incidence data provided by the Monash University Accident Research Centre.
- Evaluation tools, including surveys to capture data on attendee learnings and intended actions and a summary report to provide information on numbers, outcomes, and feedback for improvement.

Since launching the Community Education Package in October last year, presentations have been delivered to 22 groups (around 385 people) across a number of local towns. Interaction with groups—sharing stories, exchanging ideas, discussing changes and local services available—has received excellent feedback from participants:

- 99 per cent of respondents said that their knowledge about falls risks had improved
- 83 per cent said that they would make changes to address identified falls risk factors.

More sessions are planned as well as a regular 'Physical Activity Matters' column in local papers.

Further information

Contact: Alisha McDonald
Falls Prevention Project Officer
(Monday–Thursday)
South Coast Health Services
Consortium—PCP
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Email: a.mcdonald@sggp.com.au

Barwon NoFalls Exercise Program



The NoFalls Exercise Program is a 15-week group program demonstrated to reduce falls in older adults. The exercises in the program focus on balance, strength, flexibility and coordination. The Barwon Primary Care Forum and Barwon Health Community Health are working together to build the capacity of other organisations to deliver the NoFalls program. Barwon Health is training program leaders across the region and encouraging local demand through media promotion, screening older adults to identify falls risk, and facilitating community education opportunities to support the long-term sustainability of the program. The NoFalls program is an example of a regional initiative in which falls prevention interventions at various levels combine to produce an effective and sustainable injury prevention program.

Further information

Contact: Sue Morgan
Barwon Health
Telephone: (03) 5260 3608
Email: suemo@barwonpcp.org.au

Preventing eye injuries

Severe eye injuries can cause blindness. They can also be prevented simply by wearing appropriate eye protection.

Injuries to eyes can occur anywhere. While eye protection is available at most workplaces, it is not always worn. Injuries to the eyes while playing sports are rare (squash ball injuries occur in 19 people in 100,000), but the consequences can be serious.

Foreign bodies are one of the most common eye injuries. Foreign matter can get imbedded in the cornea, causing scarring and vision loss. A considerable force hitting the eye can cause bleeding inside the eyeball and damage to the back of the eye (the retina)—possibly even detachment. The visual outcome varies, but serious vision loss can result.

A common cause of ruptures of the eyeball has been found to be falls in the elderly.¹

Studies have shown the importance of good visual acuity in older people for identifying environmental hazards and determining safe foot placement. Spectacles prescribed by optometrists can help immensely. Other visual factors contribute to an increased risk of falls in the elderly and can be detected in a routine visual examination.

The Optometrists Association Victoria recommends seeing your optometrist for regular eye examinations and advice about eye protection.

Further information

Contact: Nean McKenzie
Optometrists Association Victoria
Tel: (03) 9486 1700
Email: nean@vicotoptom.asn.au

¹ Four year review of open eye injuries at the Royal Adelaide Hospital: Clinical and Experimental Ophthalmology (2002) 30, 15–18

Royal Children's Hospital Safety Centre

The Safety Centre, accredited by the World Health Organisation as an Affiliate Safe Community Support Centre, provides valuable resources aimed at making our homes and communities safer for children.

Home safety

A set of six posters on home safety cover poisoning, water safety, burns and scalds, outdoor safety, choking and falls. Using photos and brief safety messages, the posters are particularly useful for low literacy groups; they have also been translated into 13 languages.

Directory

A Directory of Organisations and Contacts in Safety Promotion provides a comprehensive and regularly updated listing for health professionals, teachers, students and community resource workers.

Child Safety Handbook

The revised edition of the popular *Child Safety Handbook* is now available.

Aimed at parents of 10–12 year old children, the handbook has the support of the Department of Education and Training, the Catholic Education Office and the Association of Independent Schools of Victoria. The book will be offered free to all Grade 6 students.

Taking Safety to the Community

The Community Education Kit includes displays, educational materials and product samples, posters, videos, brochures and the *Child Safety Handbook*. It aims to help reduce injury mortality and morbidity by supporting communities to improve health, safety and wellbeing networks.

All these resources plus many useful fact sheets can be accessed from www.rch.org.au/safetycentre

For information or advice, contact the Safety Centre's telephone advisory line on (03) 9345 5085 or email safetycentre@rch.org.au

I love a sunburnt country?

Australia has the highest rates of skin cancer in the world with one in two Australians affected at some stage during their lifetime.¹

Too much exposure to ultraviolet (UV) radiation can cause injuries such as sunburn, skin damage and skin cancer². The damage done to the skin from even one episode of overexposure to the sun can never be repaired.³

Most UV related injuries can be prevented by using a combination of sun protection measures.

SunSmart Schools and Early Childhood Program

Through the SunSmart Schools and Early Childhood Program, many schools and early childhood services are helping to reduce the number of UV-related injuries and future skin cancer rates by being SunSmart—with the environment they create and the behaviours they encourage. A comprehensive sun protection policy includes sun protective behaviour, education, role modelling and the development of a sun safe environment.

The SunSmart UV Alert

Whenever UV radiation index levels reach three (moderate) and above, sun protection is required. At that level, UV radiation is intense enough to cause injury and contribute to the risk of skin cancer⁴.

In Victoria, from September to April, UV levels reach three and above for most of the day. The SunSmart UV Alert forecasts UV radiation index levels for the day and assists in injury prevention by indicating

when sun protection is required. The Alert is reported in most daily newspapers and some television and radio weather forecasts.

To protect against injuries from UV radiation, a combination of five sun protection measures should be used.

1. Use shade
2. Wear clothing that covers as much skin as possible.
3. Wear a broad-brimmed, legionnaire or bucket hat.
4. Wear close fitting, wrap around sunglasses.
5. Apply SPF 30+ broad-spectrum, water-resistant sunscreen.



Further information

Contact: Justine Osborne
The Cancer Council Victoria
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Email:
Justine.Osborne@cancervic.org.au

Injury alliance supports safety initiatives

The Child and Youth Injury Prevention Alliance (CYIPA) was formed in 2001 to strengthen collaboration between peak bodies providing injury prevention services in Victoria, namely, the Royal Children's Hospital Safety Centre, Monash University Accident Research Centre, Kidsafe Victoria and Deakin University School of Health and Social Development.

CYIPA objectives include injury prevention, advocacy and information sharing and a coordinated response.

Recent CYIPA research projects funded by the Department of Human Services include:

Child Unintentional Poisoning Interventions: Improving the Uptake of Safety Practices project

This project identified the motivators and barriers to compliance with child poisoning safety practices. Findings relating to medical management, legislation, industry-based measures, parenting styles and home safety practices were explored and are informing policy and funding in child poisoning prevention.

SafeStart: Education, Awareness and Evaluation project

SafeStart supported three local government demonstration sites to develop and implement action to address injury issues in children aged 0–8 years. CYIPA assessed the three projects and the findings have been used to inform funding in injury prevention.

Investigating Sociocultural Differences in Child Unintentional Poisoning

This project aimed to identify the protective and risk factors for child unintentional poisoning in the homes of CALD communities under-represented in emergency department presentations for poisoning. The sociocultural protective and risk factors identified will inform directions in preventing child unintentional poisoning.

Further information

Contact: Helen Rowan
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1 Gies HP, Roy CR, Toomey S, McLennan A *Protection against solar UV radiation*, Paper presented at Sun Protection Seminar, Anti-Cancer Foundation, Nov. 1997

2 A-Z of Skin: Sun Protection, The Royal Australasian College of Dermatologists, 2006

3 Report on Carcinogens, Eleventh Edition; U.S. Department of Health and Human Services, Public Health Service, National Toxicology Program, 2005

4 Armstrong Bruce K, "How sun exposure causes skin cancer: an epidemiological perspective" In Prevention of Skin Cancer. D Hill et al 2004 pp



What's on—what's new?



Community Safety Month 2006 is to be led by Department of Justice (DOJ) and coordinated by the Strategic Communications Branch and in partnership with the VSCN. Planning is well underway, with registration of activities already taking place. Keep an eye out for regular updates through various mediums or go to the CSM website: www.communitysafetymonth.com.au to register your activities or VSCN website: www.vscn.org.au

Further information

Contact: Lisa Purchase, Manager, Community Safety Month via lisa.purchase@justice.vic.gov.au or Barbara Minuzzo, VSCN Executive Secretary via vscn.vscn@rch.org.au

Victorian Safe Communities Network

Victorian Safe Communities Network (VSCN) is a forum for practitioners, researchers, government and statewide agencies working in community-based injury prevention and community safety promotion.

Members come from local government, service agencies, emergency service organisations and research institutions and share an active interest in community safety and a focus on working together to achieve best practice in community safety and injury prevention initiatives.

VSCN meets formally once a year for an annual conference and each quarter for a workshop and to exchange information and resources and partnership development between members.

Upcoming events

1. Community Safety Month Stakeholders Forum, 4 July 2006
2. VSCN Network Meeting and Practitioner Workshop Bendigo, Melbourne, August 2006
3. VSCN Network Meeting and Practitioner Workshop, Hume, Melbourne, October 2006
4. The 4th Victorian Safe Communities Network Conference *What Is Your Local Solution* Wednesday 15 November 2006 Darebin Arts and Entertainment Centre, Preston

For more information about gaining VSCN membership, please contact: Barbara Minuzzo, VSCN Secretary, Safety Centre, Royal Children's Hospital, Melbourne on Tel + 61 9345 5193, Fax + 61 9345 5086, or email: vscn.vscn@rch.org.au or go to the VSCN website: www.vscn.org.au

Healthy Cities and Communities Short Course

The second Deakin University Healthy Cities and Communities Short Course is being held Monday 3 July–Thursday 6 July 2006. The keynote presenter will be Dr Trevor Hancock, who, with Prof Leonard DuHl initiated the WHO Healthy Cities approach in the mid-1980s.

The course is designed to bring together urban planners, health planners, social planners, managers, consultants and

policy makers in the public and private sectors.

For further information contact Dr Iain Butterworth at Deakin University on 9251 7631 or visit <http://www.deakin.edu.au/hbs/chase/healthycities.php> Please note that places are limited, so early registration is encouraged.

2006 Public Health Awards

The submission round for the tenth annual Victorian Public Health Awards is now open. To nominate or obtain further information about the Awards, please visit the website:

www.health.vic.gov.au/publichealthawards or email spiro.iliopoulos@dhs.vic.gov.au



About this Publication

Editorial Committee

Health Promotion Section and Aged Care Branch, Department of Human Services; Metropolitan Fire Brigade; Royal Children's Hospital; and Sports Medicine Australia.

Health Promotion Strategies is a quarterly production by the Public Health Group, Department of Human Services. This document can be accessed via the Internet at www.health.vic.gov.au/healthpromotion/resources_links/bulletin_index.htm

The **August 2006** edition will focus on disability and health promotion practice. Contributions are most welcome. The deadline for articles is 28 July.

Please contact Spiro Iliopoulos to contribute or for further information regarding this publication on Telephone: (03) 9096 5753 Email: spiro.iliopoulos@dhs.vic.gov.au



Department of Human Services