



*Building on our past –
creating a healthy future*

2010

Annual Report



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We have great people that work to help build a healthier Bendigo, work that is important to a healthy future....

Chair and CEO report

Welcome to the 2010 annual report for Bendigo Community Health Services Ltd. It is with great pleasure that we provide a report that seeks to describe some of the great work done by our terrific people; work that helps build a healthier Bendigo, work that is important to a healthy future, and particularly critical for some of the members of our community who are in most need.

In a year when 'Reform' has been the national theme, we have seen some significant change - but not to the importance of our work in the community, the commitment of our volunteers, nor the strength of our passion to make a difference to the futures of those whose lives would be 'a little bit less' if it were not for the services and programs we are able to provide. We are grateful to those who have helped our endeavours: your time, support and expertise have enabled Bendigo Community Health Services to achieve so much more than we could alone.

After 10 years of dedicated service and leadership, Sue Clarke retired from her role as our CEO at the end of July 2010. The achievements noted in this report occurred under Sue's stewardship. On behalf of the organization we extend our appreciation for a great job, done thoughtfully and compassionately. Sue has been instrumental in building and shaping Bendigo Community Health Services, and she leaves a wonderful foundation upon which to build a healthy future.

This year is the first in which Bendigo Community Health Services has actively engaged in refugee health and re-settlement programs. The experiences of the refugees welcomed to Bendigo are heart wrenching but their resilience, and determination to work toward a safe and better life, is inspiring. Thank you to those who are helping these new members of our community make the transition from places of fear and threat to a world that is unfamiliar but safe, and one in which we can make sure everyone has a 'fair go'.

Our Bendigo Community Health Services team has continued important work in assisting those with alcohol and other drug problems. The issues surrounding dependence are complex but with the right environment and skilful support people are able to take control of their lives again. The journey toward success is often difficult - and rarely straightforward - but the contribution to our community of those recovering is huge. We congratulate our clients and staff on the success these programs enable.

It is enormously satisfying to also see the difference Bendigo Community Health Services is making in the area of mental health, an area of need frequently masked within the community. In addition to a number of support services our team has led projects to inform others, for

example about the carers of people with mental health issues, and have developed supports for people working with clients with dual diagnoses (mental health and alcohol and other drug issues).

The services we offer to children expanded last year, with a specialist autism clinic now fully operational. This clinic complements a number of initiatives aimed at responding to children with very complex needs, and their families. Appropriate early intervention can modify a range of difficulties. It is particularly important in ensuring these children have the best chance of functioning at their optimum and are able to adapt when they commence school. We are currently supporting about one hundred families, however, many remain on the waiting list. This is a real problem - and a challenge upon which we will focus in the coming 12 months; a challenge with which we will need your help.

Our Board of Directors has provided Bendigo Community Health Services with sound governance, passionate advocacy and consistent support. Their collective wisdom will serve Bendigo Community Health Services well as we navigate a period promising substantial change resulting from national reforms.

Our staff team at Bendigo Community Health Services are our most treasured resource. Nothing happens without their expertise. Their commitment to making our community a better place is evident, as is the support they provide each other. An Employee Survey, conducted by Best Practice, highlights the great sense of team at Bendigo Community Health Services, the commitment to doing important work well, and that our organisation is a great place in which to work. Thank you to all of our staff for creating such a fantastic environment, and to our executive team for their leadership in facilitating it.

Bendigo is a great place to live and work. We are grateful for the support of so many within our community who help us make it a healthier place too.

Leigh Watkins
Chair Board of
Directors

Kim Sykes
CEO Bendigo Community
Health Services



A farewell and a welcome.....

Farewell Sue

This year saw the retirement of our CEO of ten years Sue Clarke. The occasion was marked by a range of functions to acknowledge the outstanding contribution Sue has made to Bendigo Community Health Services, and to celebrate her many achievements. Importantly it also enabled Bendigo Community Health Services staff and many of Sue's colleagues from across the health sector to come together to express our gratitude for the leadership she has demonstrated, and the commitment she has shown over the past decade. We wish her well as she enters this next chapter of her life, a much anticipated and well deserved retirement. In true Sue Clarke form, it would seem that her retirement will be a busy one with Sue planning to remain very active in the community through board work and a range of other activities...and of course some travel , and time with her much adored grandchildren.

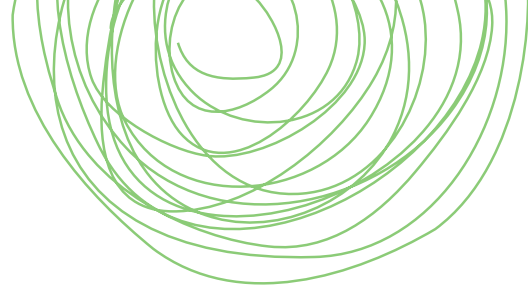


Working with our community, our partners, our people.

The theme of our current strategic plan is "Investing in our Future" with strategic priorities reflecting the focus of our work in four key areas:

- **Strengthening the Foundation**
- **Fostering Leadership**
- **Influence through Evidence, and**
- **Invest in our Community**

Our work continues to be underpinned by the Bendigo Community Health Services values and principles in working with individuals and our community to support the achievement of the Bendigo Community Health Services vision for "Healthy people, healthy community, excellence in innovation and service. None of this can occur through working in isolation. The benefits of our collaborative history and enduring partnerships with our staff, other organisations and our community continues to provide a strong platform upon which to build a healthy future. It facilitates genuine collaboration which enables us to work together effectively to achieve improved outcomes for all. Hence the theme for this report is Bendigo Community Health Services "working with our community, our partners, our people."



Welcome Kim

Following Sue's retirement Bendigo Community Health Services welcomed Kim Sykes as our new CEO. Transitions are invariably noted as challenging times, however, we feel that our transition in farewelling one CEO and welcoming another has been extremely smooth.

Kim comes to Bendigo Community Health Services with a wealth of experience having held a range of senior roles including over 5 years experience with the Department of Human Services / Department of Health, initially as Victoria's Chief Nurse Advisor and then as the Director of Service and Workforce Planning.

A diverse career has also included executive roles at Southern Health (Victoria's largest health service), and as Chief Nursing Officer, elective hospital and integrated care centre management, leadership of the rehabilitation, medicine and aged programs plus co-director of the 21 site mental health program. Importantly, Kim has a real commitment and belief in the value of community health and the contribution Bendigo Community Health Services can make to this community and the broader health sector. Welcome Kim.



Our Values

Guiding the way we work

Trust

We seek to act with integrity and justice

Acceptance

We listen and are non-judgmental in understanding each other

Innovation

We celebrate and encourage a dynamic and adaptive environment

Learning

We foster a culture of learning that captures and creates opportunities to share knowledge

Fairness

We promote and encourage equity of access and encourage clients and community to advocate for fair service responses.

Respect

We appreciate diversity and encourage understanding in how we relate to each other

Unity

We create welcoming and harmonious environments and seek to build a shared vision

Working with our Board

The Bendigo Community Health Services Board of Directors continues to provide leadership and set the directions for our organisation. Directors invest of their time willingly to focus on the work of the organisation categorised in our three domains of governance; Corporate, Clinical and Community. This year saw the Board of Directors join with the senior executive team in a process to develop the Bendigo Community Health Services Strategic Financial Plan.

One of the highlights this year was the attendance of Leigh Watkins our Chairperson and Elizabeth May at Staff Development Day where they presented staff with certificates of service the Board of Directors Innovation Awards.



ELIZABETH
MAY

CHERYLE
BARKER

Working with industry

The Possums are on board!

As a preferred provider of WorkHealth, Bendigo Community Health Services continues to work with over 130 organisations across our catchment. The success of industry based Workplace Health Promotion is strongly influenced by the development of effective partnerships between the industry partner and Bendigo Community Health Services. The team at Jimmy Possum have embraced the Workplace health promotion program and continue to work with Bendigo Community Health Services to ensure their staff has access to annual health checks and a range of health and wellbeing programs.



Working with our partners

Bendigo Community Health Services is committed to working collaboratively to achieve better health outcomes for our community. Working with our health service partners on a range of initiatives has provided Bendigo Community Health Services with opportunities to participate and contribute to some exciting developments for the Bendigo community.



MICHAEL
HOGAN

NICOLE
BARLOW

LEIGH
WATKINS

AMANDA
KENNY

COLIN
LAMBIE

PETER
ROBERTSON

A GP Super Clinic for Bendigo

Bendigo Community Health Services joined with Monash University and Bendigo Health as the three foundation members leading the development of a Super Clinic in Bendigo. The partnership is further strengthened by the involvement of the Central Victorian GP Network, Beyond Medical, Latrobe University and the City of Greater Bendigo. Building has commenced and is due for completion in the latter part of 2011, while over 30 people from the partner organisations are busily developing the service model which includes GP/allied health and chronic disease management services for what will be a great addition to primary health services in Bendigo.

Working Together Project - Bendigo Community Health Services and Bendigo Health

A joint project between Bendigo Health and Bendigo Community Health Services, supported by Bendigo Loddon Primary Care Partnership and funded by the Department of Health, the aim of this project was to investigate the range of programs provided by both organisations in the areas of children's health, health promotion, allied health and chronic disease management to determine areas of duplication or service delivery gaps. The recommendations of the report are now being considered and will inform service planning to ensure services are delivered in the most appropriate settings.



A Clinical Placement Network for Loddon Mallee Region

Bendigo Community Health Services has been actively involved in the establishment of the LMR Clinical Placement Network, the first network to be established in Victoria. As a Learning organisation we value the opportunity to work with our health service and university partners to build our collective capacity to ensure we can continue to provide high quality placements for students from across the health disciplines. Given the anticipated increase in student numbers, we believe our community health setting provides an ideal experience for students seeking experience in primary health and consider our investment in them as our practitioners of tomorrow an extremely worthy one.

Working with our local communities

Community Kitchens - a great way to bring people together

Bendigo Community Health Services conducts two Community Kitchens programs in local neighbourhoods. The focus is to enhance knowledge and skills relating to shopping, cooking and healthy eating principles. Community kitchens are also an ideal vehicle for engagement and health promotion, enabling the identification of family and individual needs and the opportunity to support referrals in to other Bendigo Community Health Services programs.



Working with young people

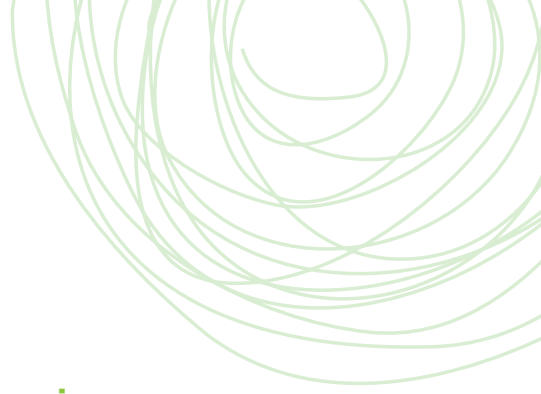
YPPP...great name - what's it all about?

The Young Pregnant and Parenting program (YPPP) is a long-standing Bendigo Community Health Services program designed to support young women under the age of 21 (and their support persons) to access antenatal education, provide orientation to local birthing facilities and offer information to assist participants in creating positive pregnancy, birthing and parenting experience. The community based model seeks to provide the opportunity for young women to connect socially, develop relationships with peers, and exchange and share information and skill development around pregnancy and parenting within a supportive environment.

Community Education - it's still a great approach

Providing high quality Community Education as an approach to early intervention and prevention has been a priority for Bendigo Community Health Services particularly in the area of Alcohol and Other Drugs (AOD), Sexual Health and Mental Health. In October 2009 Nerida Hyett (AOD Youth Focused Counsellor) and Rachel McInnes (Manager AOD Community Education and Youth Services) presented a 90 minute workshop at the Youth Affairs Council of Victoria State Conference. The workshop provided participants with information on community engagement and youth friendly practice within the Social Determinants of Health framework. The workshop was highly interactive with Nerida and Rachel demonstrating a number of practical activities for delivering community education using the audience as their participants.





A new allied health wing for Elmore Primary Health Services

Bendigo Community Health Services was successful in obtaining a capital grant of \$456,000 to build an extension to the existing building which houses Elmore Primary Health Services. This will enable greater access to a broader range of allied health services including podiatry, counselling and chronic disease management programs. Elmore Primary Health Services has enjoyed a very strong partnership with the Elmore and District community who have consistently supported the growth of their local health service. Once again the community demonstrated their commitment to Elmore Primary Health Services by raising in excess of \$81,000 to purchase equipment and furnishings for the new building. Thank you Elmore!



Working with families and children

Autism – EIP expands their services

The Early Intervention Program has expanded its services by offering specialist interventions for children with Autism. This is provided under the Autism Panel Initiative and commenced in 2008. Since that time it has been very well received by the community and has experienced a steady growth in demand with the interventions including predominately speech therapy and group work.



The Family Wellness program – continues to be popular

The Bendigo Community Health Services Family Services Team has been providing this family focussed group program titled “The Family Wellness Program” for some time. This is a highly structured supportive and educative program designed to enhance family unity. Recognised for its innovative approaches, the program involves family participation in a range of activities with specific sessions tailored to the needs of both children and parents.



Working with people with a chronic illness

Diabetes Week 2010 - Let's dance!

The focus for this year's campaign was the prevention of Type 2 Diabetes and its potential complications, through screening and lifestyle modification of those people deemed to be at higher risk of the disease.

The session which was held in the evening saw past participants of the Life Program enjoying dance activities, sharing a healthy dinner and engaging in an information session focussed on healthy lifestyles.



Working with people to promote health and

Mental health - it's a priority for us

Mental Health is a significant consideration for our community and Bendigo Community Health Services is strongly committed to investing in strategies that promote mental health, and supports those impacted by mental illness, particularly those experiencing mental ill health, and their carers. Each October, Mental Health Week is regarded by Bendigo Community Health Services as an important opportunity to highlight our commitment and support for improving and maintaining mental health. We actively provide mental health promotional information and education activities for both our staff and the broader community during this week. In 2009 the two Bendigo Community Health Services Mental Health projects were the focus for our participation in Mental Health Week activities. The Mental Health Dual Diagnosis Project, otherwise known

as the "Dual Tools" project and the Mental Health Carers Project were profiled during Mental Health week, through seminar presentations to Bendigo Community Health Services staff, the development of a poster and information displays that were located at the entrances of each site.



Strength training, Tai Chi and walking – a great way to stay healthy

Increasing mobility, balance and strength is key to the health and wellbeing of our clients who are dealing with chronic illness. Over 150 clients attend Strength training sessions and Tai Chi once or twice weekly and apart from the physical benefits, the social aspect of these activities is reported to be a real winner for participants.



prevent illness

Men's Health Week- Bendigo continues to lead the way

The Men's Health Week working party is a great example of a community partnership that truly works. It is comprised of community based service clubs and a broad range organisations and along with twenty five volunteers provide the guidance and support for the annual activities. The theme for 2009 was "Look out for your mates" with key messages throughout the week reinforcing the importance of men's mental health and wellbeing. The men's health week activities attracted over 3000 participants to the ten events which once again proved to be very successful with evaluations reflecting a high degree of participant satisfaction.



Elmore Field Days – Health checks for all

Elmore Primary Health Services once again participated in the famous Elmore Field Days. The team conducted 240 health checks during the three day event, again proving this to be a popular activity with patrons.



Working with students

Students – our colleagues of tomorrow

Students and volunteers provide a vibrant addition to the workplace and bring a variety of skills and knowledge to our organisation. The placement opportunity is designed to benefit the student and the employer. Students gain a range of skills and are better prepared for future employment while the organisations gain an amazing resource to support projects and often an opportunity to recruit future employees.

Bendigo Community Health Services has a commitment to providing quality student placements and volunteer opportunities in a variety of disciplines across all Bendigo Community Health Services sites. In response to a growing demand for tertiary student placement opportunities in a regional setting, Bendigo Community Health Services is endeavouring to streamline the process of engaging with and processing of new students and volunteers orientation into the organisation.

Working with our people

Staff Development Day – getting to know each other and taking time to reflect

In April all Bendigo Community Health Services workers downed tools for a day to attend the annual Staff Development Day. The theme was “Refection – looking back, looking forward”. It was an opportunity to reflect on the organisation’s history, including the significant contribution made by the leadership of retiring CEO Sue Clarke.

A visual media display spanning the history of Bendigo Community Health Services from its beginning to 2010 assisted us all to celebrate moments in time that have made a difference, mattered most, or otherwise added to the very rich history of our organisation. A mass display of helium filled balloons held by staff, with each balloon representing a milestone in Bendigo Community Health Service’s history, provided one of the highlights of the day.

In a fitting end to a day of celebration, Sue Clarke addressed the staff in a very moving speech. The standing ovation she received was testament to the high regard in which she is held.





In 2009-2010 a review of Bendigo Community Health Services's current student placement processes and supports was undertaken by the Planning Development and Quality Team. As a result an online orientation program has been developed which will be delivered from the Bendigo Community Health Services webpage and involves interactive E Learning modules.



Financial Summary

Bendigo Community Health Services has had a successful year financially generating a surplus for 2009/10 of \$606,666. This surplus represents 4.3% of income and follows a similarly healthy surplus generated in 2008/09.

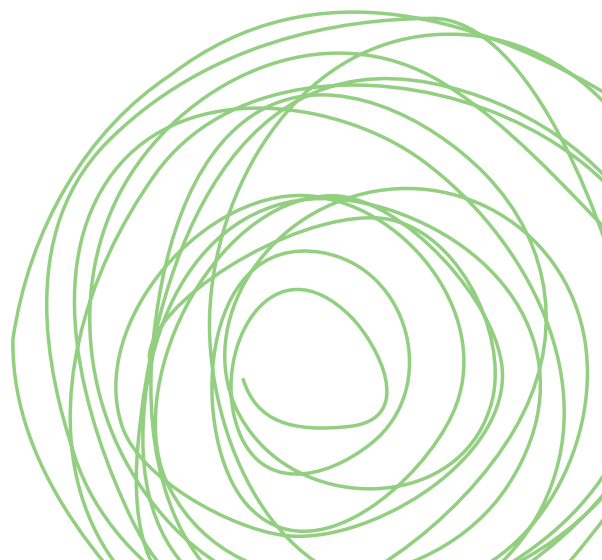
A comprehensive revaluation of land and buildings was undertaken in February 2010 and this resulted in a \$370,927 reduction in the carrying value of these assets in accordance with the relevant accounting standards. It is intended that more regular revaluations will ensure that movements are not of the same magnitude in the future.

The above factors were the significant contributors to a full year increase of \$235,739 in Bendigo Community Health Services net assets to \$5,543,832 at 30 June 2010.

In line with previous Annual Reports the full Financial Statements have been separately printed and are available from Clare Wood on 5448 1600 or at clarewood@BendigoCommunityHealthServices.com.au. An outline of the major financial outcomes will be presented at the Annual General Meeting.

Michael Hogan

Treasurer





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