



# **11th ANNUAL GENERAL MEETING**

Thursday, November 12, 2020

Working hand in hand with our community to achieve healthier lives.



# Opening



- **Welcome**
- **Acknowledgement of Country**
- **Confirmation of Quorum**
- **Apologies**
- **Technology briefing**

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## VICKI PEARCE

Good Morning

Welcome everyone to the 11<sup>th</sup> Annual General Meeting of Bendigo Community Health Services Limited and I declare the meeting open.

Acknowledgment of Country “On behalf of Bendigo Community Health Services and all present, I acknowledge that we work and live on the country of the Dja Dja Wurrung and Taungurung peoples. I pay our respect to the Traditional Owners of the land and waterways that we are enjoying today.

We acknowledge Elders past, present and emerging for they hold the memories, the traditions and aspirations for the future. We celebrate the rich heritage and the continuing culture of the First Peoples of this nation.”

The BCHS Constitution requires that a quorum for the purposes of a general meeting is the lesser of:

20 Members entitled to vote at the meeting (whether present in person or by proxy or attorney); or

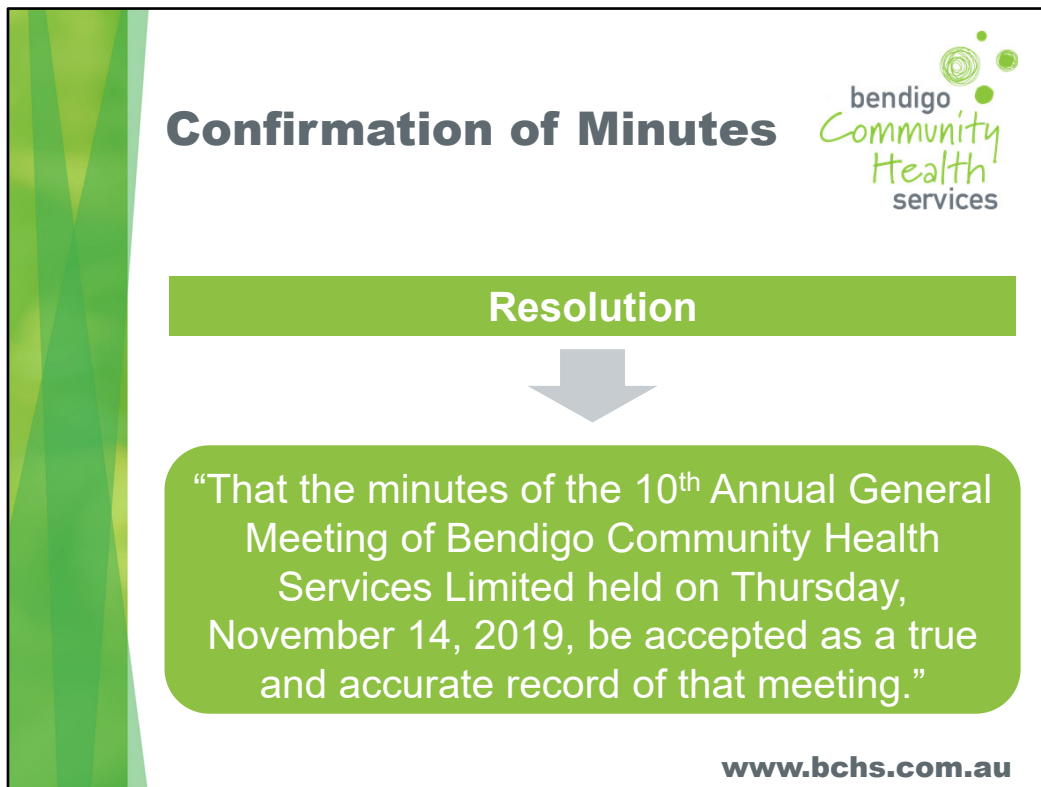
the number equal to 15% of the total number of Members entitled to vote at the meeting (whether present in person or by proxy or attorney), rounded up to the next

highest whole number.

Seven valid proxy votes have been received appointing myself as Chair of the meeting as the member's proxy. I can confirm with the proxies and member present we have a quorum of Company Members to enable this meeting to proceed.

The Company Secretary has a list of meeting apologies which will be noted in the minutes.

I would like to introduce our Company Secretary, Nina Aubin, who will explain to Company Members information about holding this meeting via technology, meeting etiquette and voting procedure.

A presentation slide titled "Confirmation of Minutes" for Bendigo Community Health Services. The slide features a green geometric pattern on the left side. The title is in a bold, dark blue font. The logo for Bendigo Community Health Services is in the top right corner. A green horizontal bar with the word "Resolution" in white text is centered. Below it is a large grey downward-pointing arrow. A green rounded rectangle contains the text of the resolution in white. The website address "www.bchs.com.au" is at the bottom right.

## Confirmation of Minutes

bendigo  
Community  
Health  
services

**Resolution**

“That the minutes of the 10<sup>th</sup> Annual General Meeting of Bendigo Community Health Services Limited held on Thursday, November 14, 2019, be accepted as a true and accurate record of that meeting.”

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**VICKI PEARCE**

The Minutes of the 10<sup>th</sup> Annual General Meeting have been provided to members and guests. I would now like to move:

“That the minutes of the 10th Annual General Meeting of Bendigo Community Health Services Limited held on Thursday, November 14, 2019, be accepted as a true and accurate record of that meeting.”

**MOVED:** Vicki Pearce

**SECONDED:**

All Company Members please indicate your voting by participating in the poll on screen now.

Motion is (carried/not carried)






It now gives me great pleasure to present a snapshot of the 2019-2020 year for Bendigo Community Health Services. Please be patient as there is so much to share

It has been an extraordinary year. We have achieved great outcomes for our community through the dedication of our passionate staff, leadership by my fellow Board of Directors and genuine support from our many partners, members and the community. The last three months of the year certainly presented a different world and many challenges for the way we live and work. The flexibility, patience and resilience that staff have shown throughout the COVID-19 pandemic period has been inspiring, particularly with the changes that have been required and continue to be required in our working arrangements, service and program delivery and workplace to ensure the safety of staff and consumers.

I also acknowledge and express Bendigo Community Health Services sincerest appreciation for the continued commitment by all levels of government to supporting vulnerable community members through funding and service agreement flexibility during the COVID-19 pandemic as we implemented alternative service delivery responses.

This 2019-2020 presentation showcases the organisation as a high-performing, innovative provider of safe, high-quality care with a clear consumer focus. This is our commitment to the community we serve.

 <h2>Our year in numbers</h2>	
278	Family Day Care children educated in 29 educator's homes
2,919	Sexual health consultations
8,691	Podiatry appointments – adult and children
15,016	Hours of service for family support
2,152	Workplace influenza vaccinations.
1,243	BCHS practice influenza vaccinations
48,430	Inbound phone calls to Client Services
20,271	Outbound phone calls from Client Services
8,077	Strength training participant visits over 875 sessions
7,305	General counselling sessions
24,447	IHP activities (FRIENDS, Core of Life, Dogs Connect, Smiles4Miles, Cyber-safety)
4,082	Settlement Engagement and Transition Support Service attendances

### VICKI PEARCE:

Staff are the heart and soul of any organisation. Through our committed and skilled staff we touch many people within our community and make a difference to their health and wellbeing. Thank you to each and every one of you, and to the volunteers who support you with your work.

This is a very small snapshot of some of the work done by our 230 staff who deliver 50 great services and programs to care for the community - many of whom are part time.

A couple of interesting statistics - we had to cancel 1,820 workplace health flu vaccinations due to COVID-19 and not being able to obtain a supply of the vaccine in time with businesses making other arrangements.

Our strength training participant visits were significantly less than the previous reporting period in part due to COVID-19. It is predicted that a further 378 sessions would have been held if there was no closure due to the pandemic

Despite this, significant gains have been achieved through BCCHS' Active Living Program. Sixty-three new participants and 328 current participants engaged with the Strength Training Program in 2019-2020.



## VICKI PEARCE

For the majority of year, Bendigo Community Health Services continued its support of the disadvantaged, vulnerable and homeless through Fork In The Road community hub. Fork In The Road is best known for being home to the Thursday Soup Kitchen but we are making the most of this opportunity to present events and programs supporting a wider range of vulnerable groups in the community. Be.Bendigo supported barista training courses with a focus on supporting multicultural members of the community making a new home in Bendigo. The community hub has also been home for Mental Health programs and Road Safety programs for our refugee community, as well as Understanding Islam Information Sessions and a Naloxone Awareness Day organised by our Alcohol and other Drugs team.

A huge thank you to the Lions Club of Eaglehawk who has very generously donated \$5000 for our Fork In The Road community hub. It's fantastic to see a club being so proactive in supporting organisations such as ours to make a difference in the community and for that they should be truly commended.

I would also like to share an inspiring act of kindness from the students at Bendigo South East College. The students had heard about our free Soup Kitchen and the BSE Student Representative Council asked to visit our Fork In The Road community hub to learn more about how we use the space to support the disadvantaged, lonely and homeless. The students then went away and planned a host of activities such as a

market stall and an out of uniform day to raise money for Fork In The Road and surprised us with a truly amazing donation of \$2079.30 on behalf of the students.

Our partnership with the Department of Justice forged from the establishment of Fork In The Road is one of our proudest achievements to date. Before the coronavirus pandemic, the Department of Justice used Fork In The Road each Wednesday for Community Based Order clients to learn about food preparation, food handling and then develop skills by preparing soups and food packs for distribution through the Thursday Soup Kitchen. The engagement generated by this program has been staggering

BCHS also greatly appreciates the continued support of The Andrews Foundation with the extension of their very generous rental grant for the Fork In The Road community hub until March 2022. This support will allow BCHS to continue to help the homeless, disadvantaged and lonely in our community which is such a vital service for the vulnerable.

We will continue to monitor the changing pandemic landscape and look forward to again resuming and extending our Fork In the Road community hub programs.

## Improving mental health



through Dogs Connect Program

### VICKI PEARCE

Bendigo Community Health Services is improving mental health in school communities through a partnership with Dogs Connect to introduce dogs to classrooms. Over 2019-2020 an additional 6 Bendigo schools welcomed dogs into their school community.

Dogs Connect is a world-first mental health and wellness program. Dogs Connect improves school culture by introducing a dog into school teaching and learning practices helping students cope with negative emotions, be calmer, happier and achieve better learning.

We are excited to continue our work with dogs connect to introduce more dogs into schools to support students' emotional and social well-being, and to ultimately lead to improved engagement and learning outcomes.





#### **VICKI PEARCE:**

Bendigo Community Health Services launched a community-led Cancer Screening Saves Lives project with funding from Murray Primary Health Network to increase cancer screening rates and save lives. The project focussed on increasing screening rates for bowel, breast and cervical cancer.

BCHS had already worked with GPs in the bulk-billed medical practices and staff from other services to raise awareness of the need for more screening and to encourage consumers to understand the importance to be checked. Our Health Promotion Worker urged other Bendigo medical practices and health organisations to do the same.

As we all know, Cancer is a leading cause of death in Australia. The death toll for cancer in Australia this year will be around 50,000 people but despite this alarmingly high number of deaths the cancer screening rates in Australia are seriously low. This needs to be changed and through this project BCHS worked hard to increase community awareness of the need for cancer screening, particularly within groups that are most underrepresented such as Aboriginal and Torres Strait Islander communities, refugees and the disadvantaged. Early detection is vital in treating cancers.

This project was extremely successful with a number of consumers booking

appointments for screenings, in fact there was a consumer who did have cancer and indicated they would not have been screened if it wasn't for the prompt from us.



## Fun days for the kids

bendigo  
Community  
Health  
services

Our Children and Family services staff love to provide fun for the kids.

One of the Highlights for the year was NAIDOC Children's Day. In 2019 hundreds of children from across the region came together at Crusoe College as part of NAIDOC Week and enjoyed Aboriginal and Torres Strait Islander culturally inspired activities for the whole family. There was traditional food tastings, Cultural Performances and a Smoking ceremony as well as giveaways, interactive displays, story time and lots more. BCHS is one of the proud sponsors of NAIDOC Week and Children's Day was well represented with staff from across many programs coming together to give their time. There was our always popular apple Slinkys as well as craft activities including the well-liked decorating of serpents! The theme for 2019 was Voice, Treaty, Truth. This was about working together for a shared future and BCHS was honoured to be a part of that.

Celebrating National Playgroup Week we were proud to support the City of Greater Bendigo and Playgroup Victoria for the annual Splash into Fun Family Day at the Long Gully Splash Pool. Happy, smiling faces having fun are always so fantastic to see and our play-doh and bubbles activities won over the most little visitors to our stand.

The Funloong Fun Day in 2019 provided another wonderful opportunity for BCHS to continue to build on a great community event that is part of Children's Week sitting alongside many other local community services, businesses and organisations. Again our play-doh, bubbles and apple slinkies were enjoyed by the



kids.

## **Celine Collins Bye winner of our La Trobe University Award**



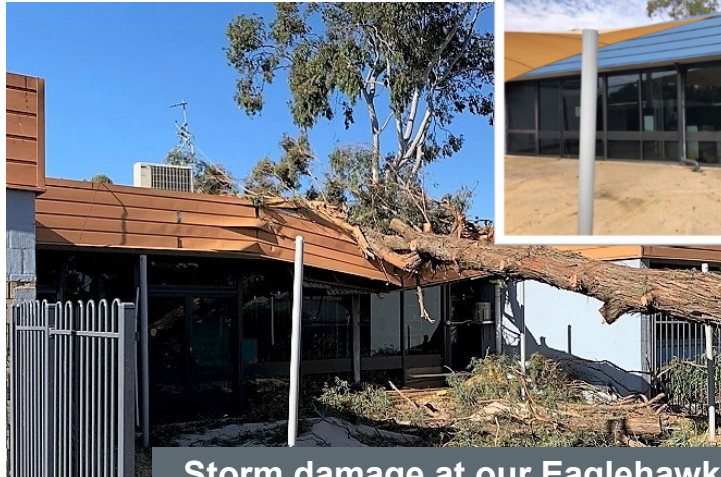
### **VICKI PEARCE:**

We're thrilled that Celine Collins Bye won the Bendigo Community Health Services Award at the [La Trobe University, Bendigo](#) Prize Ceremony in 2019. The award recognises the La Trobe University Bachelor of Health Sciences student with the best academic, public health practice performance and attitude to client care in second and third year field experience. We were fortunate to have Celine spend time with us on placement. Her passion, dedication and eagerness to learn impressed everyone.

Celine was 'flattered' to receive the award especially after enjoying her placement at BCHS. "The award meant a lot to her as she had a great time at placement and was really proud of the work she produced whilst at BCHS as a student. Celine is very thankful to BCHS not only for the generous award, but also for the skills and knowledge taught to her during her field experience."

We wish Celine well with her Masters in Occupational Therapy and her career into the future.

## Not everything went to plan for the year



Storm damage at our Eaglehawk site

### VICKI PEARCE

It was a long road to get our Eaglehawk site looking brand new again after part of the building came off a little worse for wear when a gum tree crashed down in the storm on that Code Red day last November. Thanks to the Eaglehawk community who first reported the damage, [SES Marong Unit](#) for fixing things up on the night, [Bendigo Building Repairs](#) for making it safe, Hickmans for getting rid of the tree and then [Franklin & Walsh Builders](#) for a great job in repairing the damage. Thanks to the [City of Greater Bendigo](#) maternal and child health nurses too for their patience as we put things back together. We've even used the opportunity to create a little outdoor shade sail area.

## Christmas donations changed lives



The goodwill that came our way in the lead up to Christmas 2019 was overwhelming and we can't thank enough the organisations and businesses who supported our consumers and changed the lives of those most in need. Every single donated item was distributed to families identified by our staff who care and support them through the year.

I'd like to share the feedback from two of our staff who hand-delivered gifts to families in need just to show you and our kind donors what this truly meant:

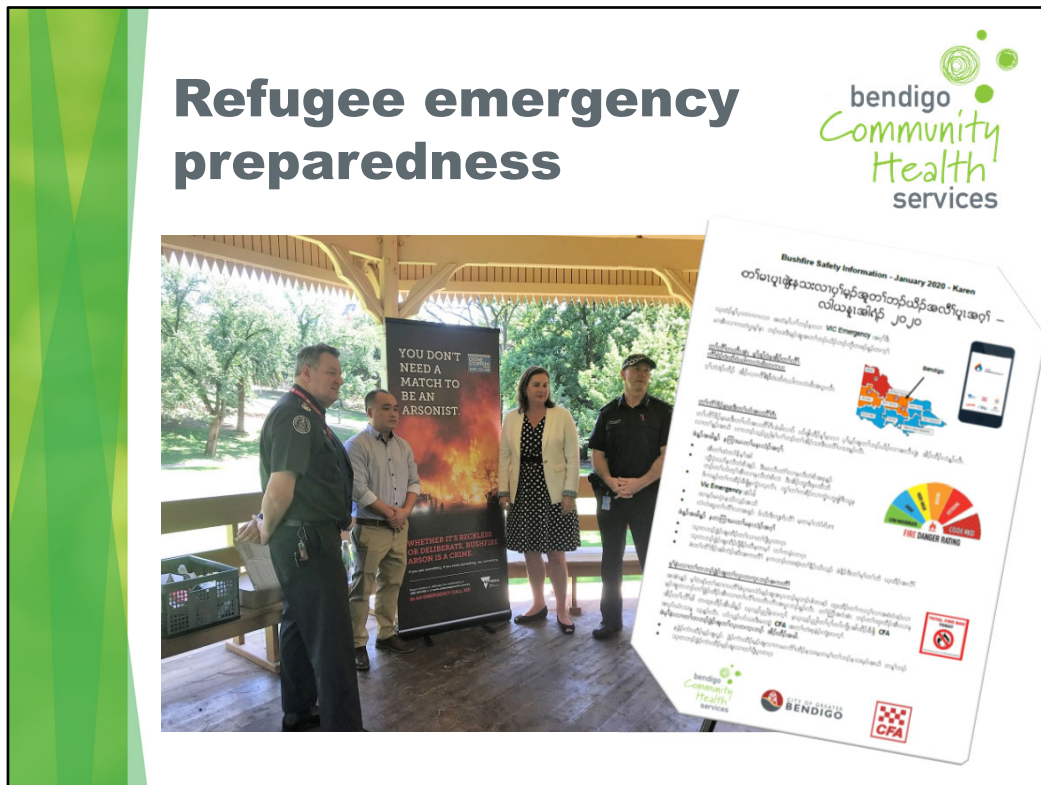
The first staff member said:

"Over the last couple of days there have been so many families that have burst into tears when I have arrived with gifts, hampers. They have also expressed such gratitude from the bottom of their heart. Thank you again for making such a huge difference to the families we work with. It has changed their world."

The second staff member:

"I wish to express sincere thanks on behalf of the recipients of toys, Christmas hampers and [Share the Dignity](#) bags. I have dropped off quite a lot of things over the last few days and needless to say, there have been many smiles, hugs and statements of appreciation to the kind and generous donors. I appreciate the efforts you have put in to make ensure that many of our families have a happy and joyful festive season."

A full list of donors can be found on our Christmas website blog.



#### VICKI PEARCE:

Due to low literacy and living in a new environment The Cultural Diversity and Relationships team collaborated with City of Greater Bendigo and local CFA last year to develop fire safety information in languages Karen Dinka and Dari. We translated material to make it understandable. The information BCHS developed explained the meaning of the icons on the Vic emergency App. how to load the app, how to prepare for fire safety and what to do in a fire emergency. We also developed hard copy information with over 2000 copies being distributed. 18 Karen, South Sudanese and Afghan community champions were recruited and trained by CFA to co deliver face to face sessions on fire safety. This year we are leading this work in collaboration with VicSES COGB and CFA to develop a model to increase awareness and safety related to flood, fire and heat health. BCHS bi lingual staff are integral to this project





#### **VICKI PEARCE:**

Road safety for new arrivals is always a great annual project and 2019-20 was no exception. There were 10 Road Safety programs delivered and each program covers five sessions. The aim of the project is to equip participants with knowledge in road safety and how to be a lawful road user. The programs are delivered in a culturally sensitive manner, in first language and in community settings as required. We work closely with partners like Victoria Police, the Sherriff, Vic Roads, Department of Justice and Regulation and community leaders in delivering the project.

105 people participated in the program and 102 driving lessons were made available for participants.

The Refugee Carers project is funded by Bendigo Health and is designed to identify hidden refugee carers. Caring is a new concept for the refugee communities. Refugee hidden carers are known to fall behind in their settlement journey and miss out on the settlement activities integral to optimal settlement. The project builds knowledge in relation to carers entitlements, offering respite and improved settlement opportunities. It also builds the knowledge and capacity of carer service providers about the pre settlement journey and impacts culture and faith. BCHS bi lingual staff are integral to this project.



**VICKI PEARCE:**

The Essendon Football Club players helped out with Thursday Soup Kitchen and learned how we support refugees in Bendigo during their AFL Community Camp in Bendigo in February 2020.

A huge thanks to AFL Central Victoria for organising the visit and the Essendon Football Club players for showing interest in what we do for the community.

We thoroughly enjoyed your visit and our staff and clients got a lot out of the time you gave us.





#### VICKI PEARCE:

We were excited about co-hosting Bendigo's Got Talent with [headspace Bendigo](#) and our Connection Club partners for [Youth Central](#) Victorian Youth Week but coronavirus put a stop to that!

We decided, although Youth Week had been postponed, it was not going to stop us and we took the show online!

Singer Mikala McNeill from Wedderburn won Bendigo's Got Talent 2020. Dancer Leonie Ferguson was second, with singer Jenna Conlan third.

A big thanks to Mikala, the other 17 entrants and the 1500 people who cast a vote on the Top 10. We truly appreciate your efforts and great support for this youth initiative.

The Connection Club is designed to bring a bit of fun and social networking to the world and features partners [Bendigo Marketplace](#), [Bike Bendigo](#), [AFL Central Victoria](#), [Yo Bendigo](#), [YMCA Youth Services Bendigo](#), [YogaEarthLove](#) and [Anglicare Victoria](#).



**VICKI PEARCE:**

Looking after clients and community delivers 'special moments' for our staff every day. Meet Harold 'Wicky' Toma. Mr Toma is 103 and one of our 'special' consumers who comes in each year for a flu shot. Our community health nurse Boska received the honours to look after Mr Toma this year.

Our workplace flu vaccination team also visited local businesses to protect staff through the winter. Our community health nurses were busy with their visits to [Keech Australia](#), [Lead Advisory Group](#) and [Lactalis](#) Australia's Bendigo branch.

With the COVID-19 pandemic, the remarkable thing this year has been the reduction in flu deaths.



#### VICKI PEARCE:

A huge thank you to the community, businesses, our staff and board directors who contributed to the Bendigo Community Coat Drive fundraiser this year. We raised \$18,410. Donors deserving special mention include: City of Greater Bendigo \$10,000 grant, Kangaroo Flat Community Enterprise , Rotary Club of Bendigo, an anonymous Bendigo man who supports our Fork In The Road community hub and soup kitchen with \$1000, Holloway Air and ESE Consulting Pty Ltd

We purchased new coats from many different stores in Bendigo. We thought this was important given the business climate through the COVID-19 pandemic. The coats were distributed by our staff and by partners headspace Bendigo, HavenHomeSafe, Eaglehawk Community House Inc and Heathcote Community House.

A BIG thanks to Bendigo Foodshare who has helped us collect and distribute coats.

The big news following the end of the fundraising was a wonderfully generous donation from the Royal Flying Doctor Service of 1,800 UNIQLO puffer jackets and 2000 UNIQLO heat vests with a total retail value of over \$340,000. Also Powers Country Express graciously travelled to Melbourne to collect the seven pallets of these coats free of charge.

It is hoped that we can get back to 'normal' next year accepting your second-hand coats and having Pristine Drycleaners clean them just like the good old days!

# Creating a healthier environment







Smiles 4 Miles

## VICKI PEARCE

Could your school or business benefit from some free help in introducing new ideas to create a healthier environment? Our Health Promotion team can work with you to not only make changes but track the success so you can share with everybody. Interested? Great! Just contact our team to get started - it's that easy. Some of the programs we offer include:

- Smiles 4 Miles: Improving the oral health of children and families.
- The Achievement Program: working with schools and business to encourage healthier lifestyles and prevention of lifestyle-related diseases.
- Core of Life: Educating and empowering young people with information on birth, breastfeeding and early parenting.
- Friends Resilience Program: Prevention and treatment of anxiety and depression promoting resilience in families, schools and communities.





## VICKI PEARCE

It saddened us deeply that members of our Karen community reported being taunted, abused and even spat on at various locations around our great city over the coronavirus. This behaviour could not be tolerated and we proudly stood with [Believe in Bendigo](#) and [Victoria Police](#) in the Bringing [#BendigoTogether](#) community campaign to show our Karen and other refugee communities that they have our support and are very welcome in Bendigo. No one should accept or tolerate this behaviour.

A special video for the Karen community as part of the Bringing [#BendigoTogether](#) campaign was also made to explain that prejudice motivated crime such as racism has no place in society and it's important anyone experiencing such behaviour reports this to [Victoria Police](#). We are truly thankful to Inspector Shane Brundell of [Bendigo Police Station](#) for giving his time to make this video.



#### **VICKI PEARCE:**

Bendigo Community Health Services actively seeks feedback, compliments and complaints from consumers.

All feedback is gathered and logged by the Office of the CEO before being given to the relevant team manager for action and a response.

We're so lucky to also have many great consumers that truly appreciate our care. Many show their personal appreciation with flowers or chocolates. We appreciate people recognising our staff and their work. Our staff have been truly amazing - turning up each day in our challenging times and working out of their comfort zones to care for their community because that is what has been needed.

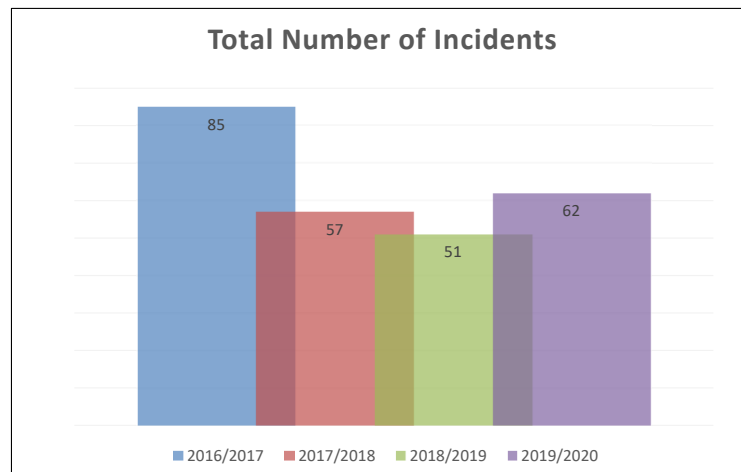


## VICKI PEARCE

Our social media platforms are used to engage with the community on a wider scale. Through social media we share stories about our programs and activities. A great example is our Bendigo Together campaign launch reach over 21,000 people.



## Risk



### VICKI PEARCE:

Bendigo Community Health Services uses a compliance platform to ensure all incident reports are investigated. We recorded 62 incidents in the 2019-2020 financial year, compared to 85 for the 2016/2017 financial year.

The Executive oversees incident investigations and incident trends and recommends changes where needed. An overview of incidents and actions taken is reported through to the Board Quality, Safety and Consumer Experience Committee.



## VICKI PEARCE:

BCHS is accredited against a number of standards and last year was certainly a very busy year with assessments against

- Quality Improvement Council Health and community Services Standards and Human Services Standards
- Also Quality Practice Accreditation Royal Australia College of General Practice, and
- National Disability Insurance Scheme Practice Standards

As a result of our assessment against Quality Improvement Council Health and Community Services Standards and Human Services Standards we received commendations for our collaborative and strategic position work and in the area of ensuring cultural diversity and appropriateness.



## VICKI PEARCE:

An online Honour Board has been created to recognise the passion and dedication of our Life Members. It's been an amazing journey over 45 years as community health in Bendigo has grown from an Eaglehawk and Long Gully Community Health Centre born from the will of the people in 1974 to the multi-million dollar organisation that Bendigo Community Health Services is today. Thank you to all our Life Members for your significant contribution to the community health journey in this region which has helped so many people through the years. Visit our website to meet our Life Members and learn more about their contribution to community health.

I would also like to highlight that recently the Board of Directors received two nominations for Life Membership to recognise significant service and contribution to BCHS. During the Board's consideration of the nominations for Life Membership it was identified that the amended BCHS constitution, which was adopted by members on 14 November 2018, states "that a person is eligible to become a Life Member if the person is an Ordinary Member whom the Board, by resolution identifies as having made a significant contribution to the affairs of the Company that warrants the person being made a Life Member. Whilst both the proposed nominees have made a significant contribution to BCHS, they were not Company members and therefore could not be awarded Life Membership. The Board of Directors has determined to review the Constitution to allow recognition of significant service from community members through the bestowing of Life Membership. Any

proposed amendments made to the Constitution will be presented to Company members for adoption.

That concludes my Chair's presentation highlighting some of our achievements and our programs and services supporting better health and wellbeing for the community.

I would now like to introduce my fellow Board Director, Melanie Eddy, Chair of the Board Corporate Governance Committee who will present the Financial Report for 2019-2020 which is item number 5 of the agenda.

# Financial Report Presentation

Year ended 30 June 2020

Melanie Eddy, Chair, Corporate Governance Committee



there  
for you

Better health and wellbeing  
across generations



## Financial Governance



- Reporting as a Company Limited by Guarantee
- Approval of annual budget and year end financial statements
- Review of monthly financial reports against budget
- Compliance with any changes in Accounting Standards
- Receipt and consideration of the Independent Audit Report

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**MELANIE EDDY:**

As the Chair of the Bendigo Community Health Services Board Corporate Governance Committee, I work closely with my fellow Directors on the Corporate Governance Committee to oversee the financial governance and sustainability of BCHS.

This slide summarises the major financial issues addressed by the Board of Directors and its Corporate Governance Committee during the past year.

As a company limited by guarantee, BCHS is accountable to its members, to its major funders, and to the Australian Charities and Not-for Profit Commission.

I am pleased to report that BCHS has met these obligations to its stakeholders over the last 12 months, with the great support of our auditors, AFS & Associates.

AFS worked with VAGO during this year in preparing our financial statements.

## Financial Results

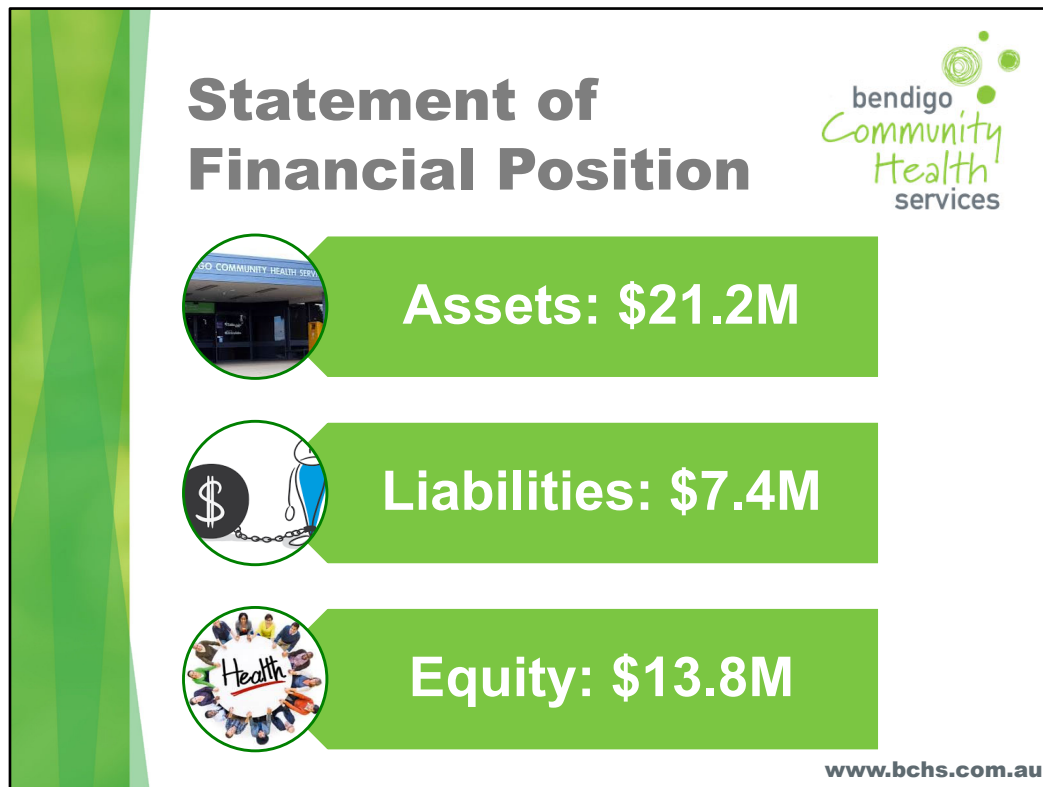


- For 2019/2020 financial year, BCHS recorded an operating surplus of \$742,296.
- Adjustments for land and building revaluations added a further \$1,094,107.
- Total comprehensive income therefore was \$1,836,403.

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### MELANIE EDDY:

- For 2019/2020 financial year, BCHS recorded an operating surplus of \$742,296.
- Adjustments for land and building revaluations added a further \$1,094,107.
- Total comprehensive income therefore was \$1,836,403.



**MELANIE EDDY:**

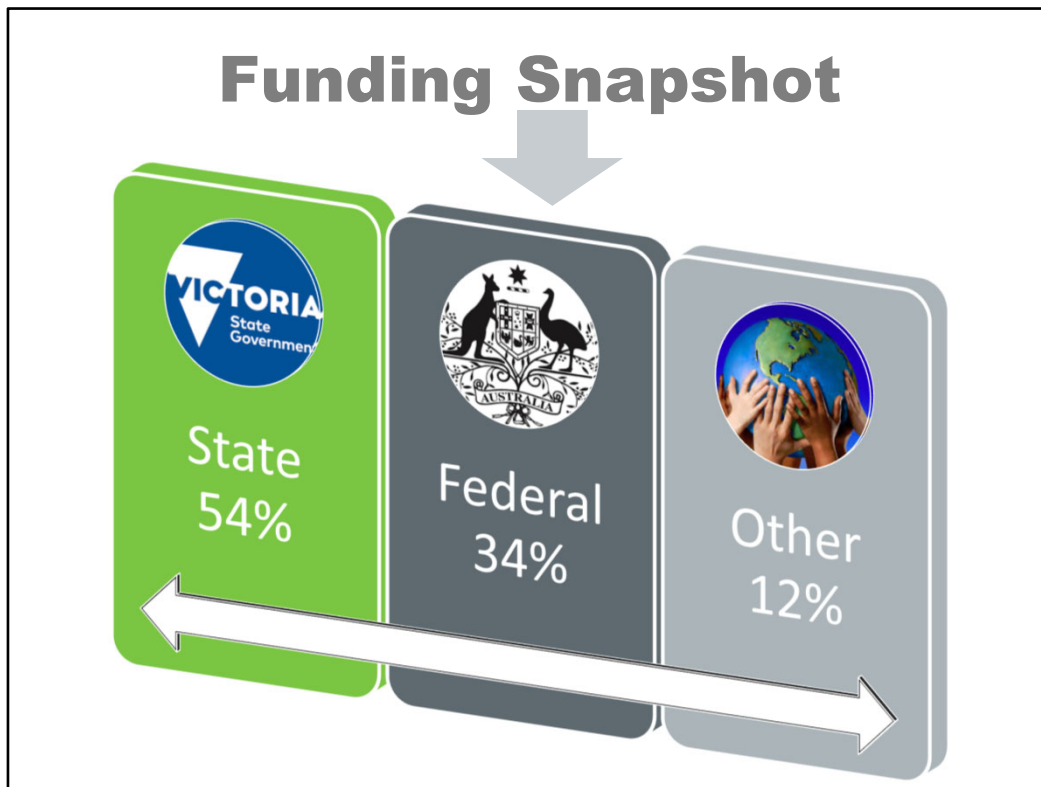
Our statement of financial position remains strong with a net equity position of \$13.8 million.

Equity has grown significantly in the last 12 months. A major contribution to this is the Victorian Auditor General's Office directed recalculation of land and building values, changes because of leasing accounting standards and the COVID-19 stimulus package.

However, we think there will be a change in land and building values in future years.

Excluding these factors, there has still been strong underlying equity growth for the local community on behalf of members.





**MELANIE EDDY:**

The slide shows where our BCBS funding is sourced from.



## Financial Report



- The Financial Report for year ended June 30, 2020 provides significant detail on our financial position and performance over the last year.
- Bendigo Community Health Services remains financially sustainable.
- It is recognised there will be financial challenges in the next few years.

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**MELANIE EDDY:**

There is considerable detail in the audited Financial Report for year ended June 30, 2020.

The Board of Directors has an understanding that Bendigo Community Health Services Ltd operates in a complex funding environment and like any not for profit will continue to face increasing challenges in future years to remain sustainable.

There are significant and complex changes over the horizon such as digitisation of services (example telehealth) and being a broker of services (example NDIS), but the Board of Directors monitors the challenges closely and is proud that our local community health service remains a valuable pivot point that ensures everyone in our community can gain access to all of the care and support they need, when they need it.



## Future Focus



- Changing nature of traditional public sources of funding
- Evolving needs of the community we serve
- Pandemic recovery needs and opportunities
- Growing need for operational efficiencies
- Requirement to be more self-sustaining
- Changing nature of funding models

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**MELANIE EDDY:**

There are funding imperatives that will impact on BCHS in several ways, including:

- A reduced reliance on the more traditional public sources of funding;
- The expectations that there will be greater operational efficiencies required of the community health sector;
- Increased expectations of each service provider being able to internally support financial sustainability goals. This means income diversification;
- Resource allocation from public sources, and changing funding models will demand that BCHS make some hard choices across all areas of our operations, and in how BCHS 'under-writes' non-funded activities such as the Food and Coat drive services.



# Financial Report

• Questions from Company Members?

**Resolution 2**

“That the Audited Financial Statements, the Directors’ Report and the Independent Auditor’s Report for the financial year ended 30 June 2020 for Bendigo Community Health Services Limited be received.”

[www.bchs.com.au](http://www.bchs.com.au)

**MELANIE EDDY:**

That concludes the Financial Report, I am happy to take any questions from Company Members before I recommend the audited financial report to the Annual General Meeting. Any questions?

I would now like to move the motion:

“That the Audited Financial Statements, the Directors’ Report and the Independent Auditor’s Report for the financial year ended 30 June 2020 for Bendigo Community Health Services Limited be received.”

**Moved:** Melanie Eddy

**Seconded:**

All Company Members please indicate your vote through the poll online now.

Motion is (carried/not carried).

Thank you and I would now like to welcome Gerard Jose, Chief Executive

Officer for Bendigo Community Health Services, to present the 2019-2020 CEO Presentation which is Item 6 of the agenda.



Thank you Mel and Vicki

Welcome everyone – and in the language of the Dja Dja Wurrung peoples ... Dalgia

What an amazing time we are going thru. Community Health Services across Victoria have played such an important role in responding to the pandemic in providing ongoing services, but more importantly – they have been a voice for the most vulnerable; and worked with many other agencies to keep people safe and informed.

Thank you to everyone who has contributed to this wonderful organisation; to our community building work; and to the delivery of amazing services and supports that we provide to the communities and people that we serve.

I particularly acknowledge our Chair Vicki Pearce; our passionate Board Directors; senior leadership team, our sensational staff, wonderful volunteers and committed partners.

You are the core of Bendigo Community Health Services –and similar to Vicki - I give you all my very sincere thanks for the resilience and adaptability you have shown during the challenges posed by the Pandemic on top of everything else we normally do.





## GERARD JOSE

With the COVID-19 pandemic, like many other agencies and businesses, Bendigo Community Health Services had to change the way we operate to keep our staff and consumers safe so we could keep delivering 'essential' services to our community.

We continued to deliver limited priority face-to-face services for consumers during the coronavirus threat and service delivery otherwise transitioned to telehealth, wherever possible.

Following Dept of Health and Human Services directives that those people that can work from home should work from home, it was a large scale operation to move a majority of our staff to comply with this directive.

The Board and Executive are so very proud of the way staff adapted and continued to provide quality care to our community while experiencing unprecedented working conditions.

Our staff showed amazing adaptability, responsiveness, and reached out to support those that were vulnerable, lonely or fearful. Staff continued to turn up everyday, whilst out of their comfort zone, but always put consumers and the community first.

Our work in developing protocols, brochures and videos, resource hubs, and staff

communication was recognised as best practice across the state.



important element of that was listening to the feedback and acting on that - the free coronavirus telephone hot line is a great example of responding to community needs. The feedback was that the Karen community wanted to speak to someone and the hotline filled that vital need.



## GERARD JOSE

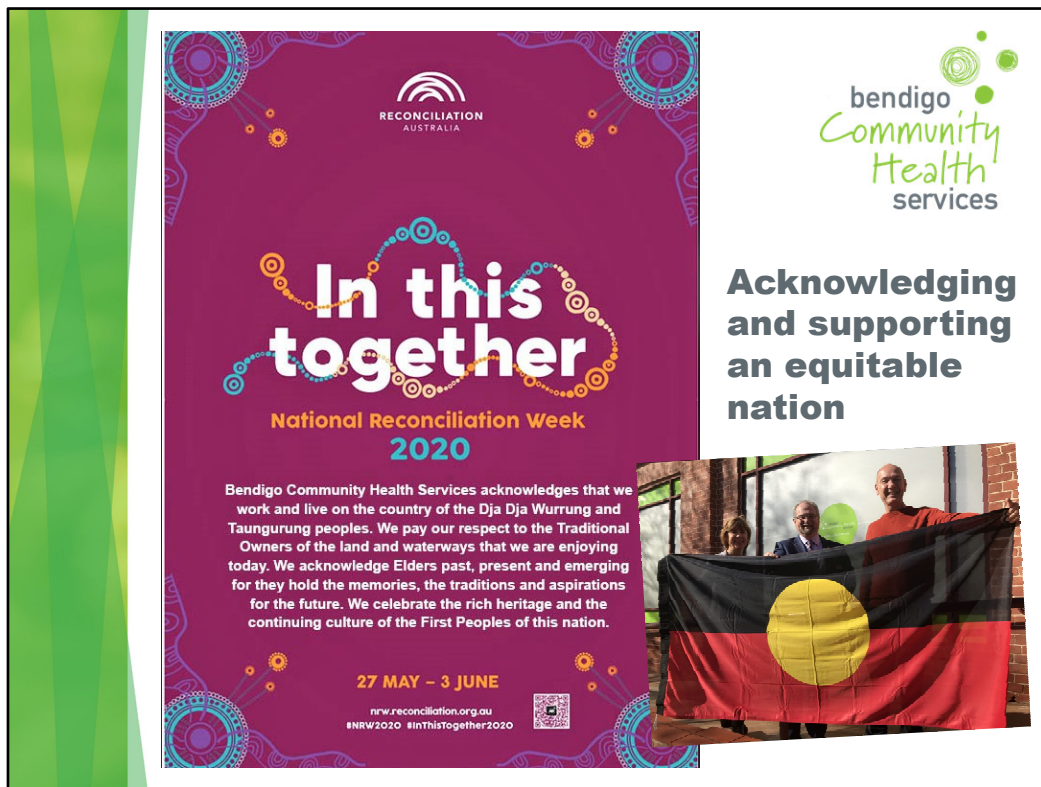
A number of proactive awareness campaigns were undertaken by BCHS. An example is that by our Alcohol and Other Drugs team.

Our Alcohol and Other Drugs team put together a few important things to remember so members of our community could stay safe or look out for a loved one or friend.

Our teams saw a rise in prescription medication use, like Benzos, as coronavirus isolation impacted on access to illicit drugs such as ice and heroin and the quality fell.

Their focus was how important is that we need to look after ourselves at anytime, but particularly when we are in isolation, and how to watch out for any warning signs around withdrawal from drugs and alcohol or if you find yourself drinking more than normal.

The campaign raised awareness around the use of prescription medication and warned that the risks that come with using prescription medications in this way are critical as anyone using opioid drugs - prescribed or illegal – must have Nal - oxone available in case of accidental overdose.



## GERARD JOSE

Bendigo Community Health Services acknowledged Sorry Day and National Reconciliation Week. We support the [#NRW2020](https://www.reconciliation.org.au) theme In This Together and [Reconciliation Australia](https://www.reconciliation.org.au) statement:

***We strive towards a more just, equitable nation by championing unity and mutual respect as we come together and connect with one another. On this journey, Australians are all In This Together; every one of us has a role to play when it comes to reconciliation, and in playing our part we collectively build relationships and communities that value Aboriginal and Torres Strait Islander peoples, histories and cultures.***

We are also continuing to develop a Reconciliation Plan, and look forward to working closely with local elders and Aboriginal and T .... S..... Islander organisations to ensure it is appropriate to our region and organisation.





## GERARD JOSE

A really important aspect of what we do is our commitment to young people by engaging with a Youth Traineeship Program being offered by VCOSS through a local partner - ACCESS Employment.

Young people were interviewed for the Traineeship in Community Services and were to spend time in the Settlement Services, Cultural Projects, AOD and Family Services teams whilst studying for a certificate in Community Services.

How fortunate were we to offer the position to a young woman with incredible energy and zest for life. This was Ku Htee who had just completed VCE at Bendigo Senior Secondary College.

Ku Htee endeared herself to all of us with her hard work, her gentle sense of humour, her can do attitude, and her desire to take every opportunity to learn and experience something new. Ku Htee has experienced many aspects of community services at BCHS including time at the Karen COVID-19 testing clinic at Bendigo Health.

Well done Ku Htee !!



## GERARD JOSE

Bendigo Community Health Services is continuing with sustainability reviews of all programs to improve service delivery and this year has seen a focus on workplace health, paediatric services and the National Disability Insurance Scheme.

A sustainability review can identify issues that may require changing so that we can deliver the best care that we can. It is the opportunity for us to step back from the day-to-day service provision, to check that we are providing the right mix of activity; that we are fit for purpose; and that we have benchmarked ourselves against similar services to deliver the right outcomes.

We are building as strong an organisation as possible that will sustain our community and workforce into the future. To be a truly healthy organisation we need to deliver measurable outcomes for our staff, consumers and community.



## GERARD JOSE

In direct response to COVID 19, Bendigo Community Health Services has opened A couple of new initiatives

The first is a dedicated **HeadtoHelp** mental health hub.

**HeadtoHelp** is playing a vital role in supporting people in need across Greater Bendigo, particularly during this Coronavirus pandemic.

We are well aware there are people out there struggling through this Coronavirus pandemic, along with those that are still coping from other events such as last season's fire storms.

this initiative is the opportunity to reach out to them and provide that valuable support. Our staff are committed to **HeadtoHelp** and we believe this can make a real difference in the community."

Our **Bendigo HeadtoHelp** hub is one of six in regional Victoria with others in Warragul, Sale, Wodonga, Ballarat and Geelong.

The hub has been established with the support of MurrayPHN and is one of 15 created across the state with the \$26.9 million funding from the Federal Government

mental health package announced in August.

Secondly, BCHS was also invited by DHHS to undertake COVID-19 prevention and preparedness site assessments for **Supported Residential Services** and to also undertake the role of Lead provider for the Loddon high risk Accommodation Response to support public and community housing projects; rooming houses and caravan parks.

This project is critically important in reviewing infection control protocols; and creating outbreak management frameworks and responses that the SRSs and the rooming houses can implement, if required.





## GERARD JOSE

Finally thank you to the Bendigo community for your support.

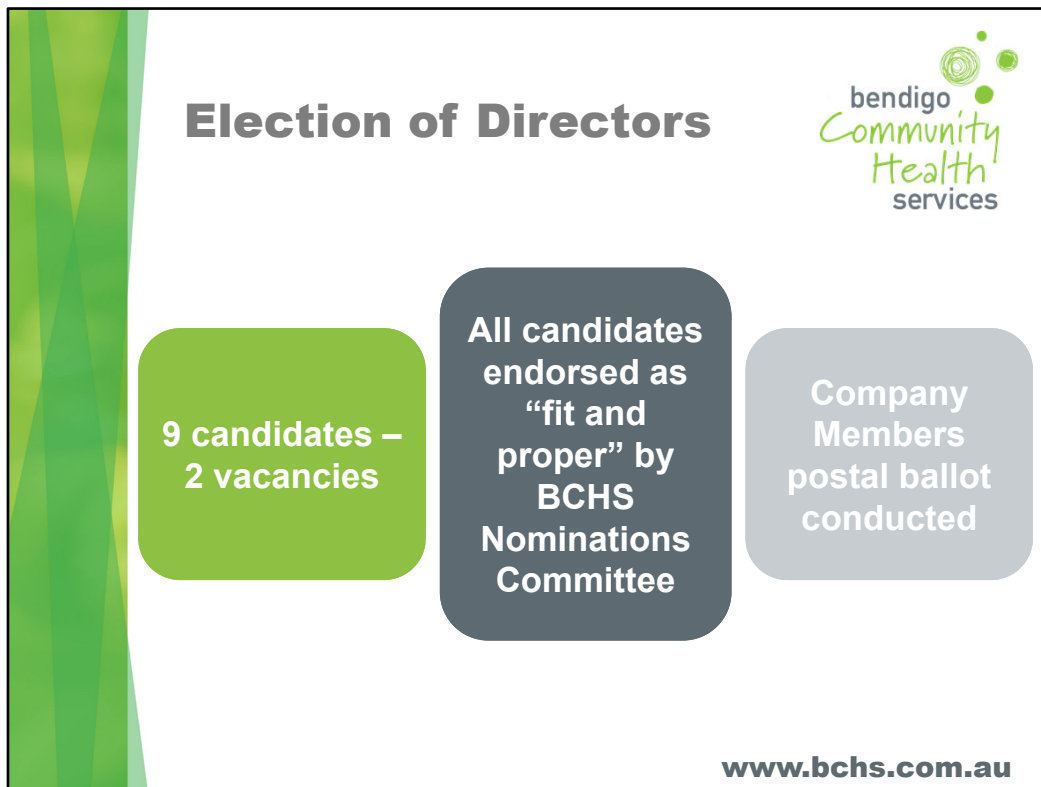
To our passionate Board, [current, past and new Directors] To our committed members and all our wonderful current and previous staff, we [THE SENIOR LEADERSHIP TEAM] thank you for your innovation and efforts over the past extraordinary year.

We look forward to an exciting future as Bendigo Community Health Services continues to support our community members to redress inequitable health outcomes because it's not only the right thing to do - but will generate healthier communities and greater social and economic outcomes.

I conclude with a personal thank you to our EAs that support the Board and myself during the year – Leanne and Chris – you continue to step up and adapt to any change with professionalism and humour. THANK YOU BOTH.

I now refer you back to our chair Vicki Pearce to conclude our meeting.





#### **VICKI PEARCE**

BCHS is governed by a nine (9) person Board comprising of five whom are elected by our members and four (4) appointed by the Board of Directors, to ensure that there is an appropriate mix of skills to govern the organisation. This year BCHS was required under its Constitution to undertake a process to fill two (2) elected Board positions and appoint one (1) Director for a period of three years.

The interest that had been shown in the governance of BCHS had been extraordinary.

We received nine nominations for the two available Board elected positions. A Company Members postal ballot was conducted to elect two directors.

Our Company Secretary has provided the result of the postal ballot and it gives me great pleasure in announcing that Abhishek Awasthi and Joshua Pell are the successful candidates.



## Election of Directors





**Abhishek Awasthi**



**Joshua Pell**

[www.bchs.com.au](http://www.bchs.com.au)

### VICKI PEARCE

Congratulations Abhishek and Joshua.

Abhishek has a strong understanding of multicultural affairs as well as policies and programs. He strongly believes in the importance of education, life experiences, cultural diversity and community engagement for the conscious and inclusive development of any individual and consequently their community. He is passionate about creating collaborative and consultative partnerships which has been acknowledged with a number of prestigious awards.

We are pleased to see Josh re-elected as a Board Director. Josh is passionate about his town and community and his personal mantra is always to ensure he can leave things better or improved than when he arrived. He brings his skills and experience to the Board through working across governance, project management, IT, health, marketing and business operations. He is keen to continue the great work of BCHS in ensuring we serve our community's needs, continue to improve our community's health and wellbeing and provide access to quality health services to all members of our community.



## Retiring and Resigned Directors





Tom Bailey

Geoff Bowyer

Joolee Hughes

[www.bchs.com.au](http://www.bchs.com.au)

I would like to acknowledge our Board Director, Tom Bailey, whose maximum term of directorship concludes at the end of today's AGM. Well done on 9 years as a Director. Tom must have been at pre-school when he joined the Board. Tom is passionate about taking a pro-active approach to health and wellbeing and as a director was committed to improving the generational health and life quality of the Bendigo community, particularly those from disadvantage.


It is also with regret that the Board had received resignations from valued Board Directors, Geoff Bowyer and Joolee Hughes.

Geoff has a keen interest in regional communities and ensuring that all residents have equal access to quality essential services such as health, education and recreational facilities. I would like to acknowledge Geoff's leadership as Board Chair for three years and the sage advice he brought to the table working hard to assist the underprivileged in their health needs and to turn the tide of generational reoccurring health issues.


Joolee brought a wealth of experience to the table with being employed across the health and welfare sector for many years. She was committed to ensuring BCHS focuses on the community and is a place of equity, inclusion and diversity of view.

We thank Tom, Geoff and Joolee for their leadership, support and advocacy for BCHS and our community.


## Appointment of Directors



**Peter Leersen**



**Mark Morley**



[www.bchs.com.au](http://www.bchs.com.au)

With the requirement to fill an appointed Director position under the Constitution and the casual vacancy due one of the Director resignations received, the BCHS Nominations Committee and subsequently the Board of Directors reviewed the nominations received against the Board Skills Matrix. It gives me great pleasure that Peter Leersen and Mark Morley have been endorsed by the Board to fill those positions.

**Peter** will bring over 25 years' experience working with and participating on community outcome boards. He is inspired by working with people and enjoys delivering positive outcomes for organisations and communities. He is looking forward to this Board opportunity to work with a diverse skill-based Board that continues to deliver community health services across the region.

**Mark** is passionate about his family his community and about the relentless hard work involved in delivery solid community health outcomes for all people – regardless of their personal circumstance or background. He has extensive experience in marketing and management and working with diverse communities. He is excited about being part of Bendigo and in securing great health outcomes for his community.



## **VICKI PEARCE**

To my fellow Board directors [current and departing] thank you for the past year and I look forward to working with our new Board going forward to provide strong governance for BCHS into the future. To our staff that bring passion to the workplace I cannot thank you enough for the quality care and service delivery you provide to the community and more particularly this year with your adaptation to working in a pandemic environment. To our company members, thank you for your continued support.

I look forward to an exciting future as Bendigo Community Health Services continues to work hand in hand with our community to achieve healthier lives and achieve better health and wellbeing across generations.