

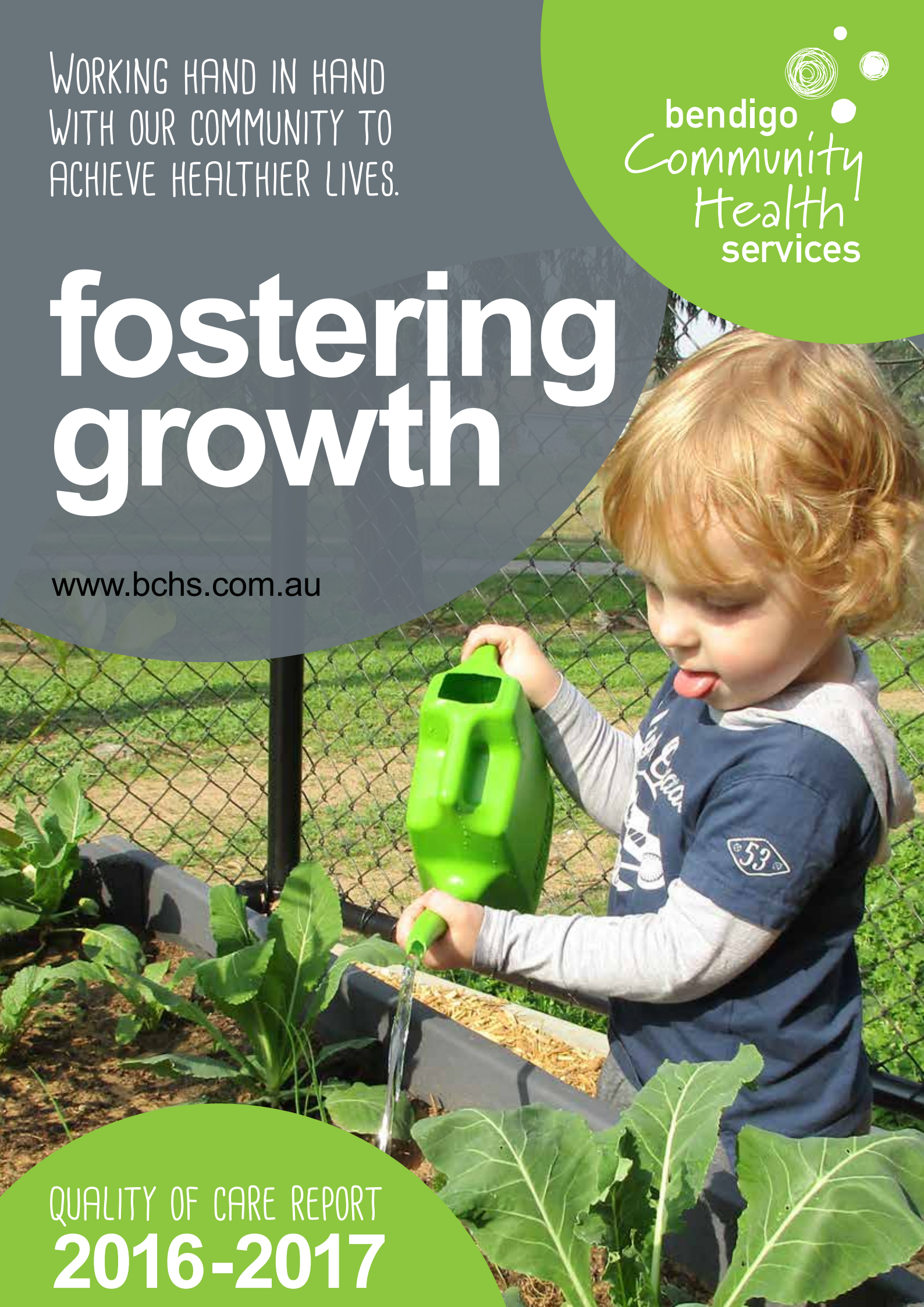
WORKING HAND IN HAND  
WITH OUR COMMUNITY TO  
ACHIEVE HEALTHIER LIVES.



# fostering growth

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

QUALITY OF CARE REPORT  
**2016-2017**





# strategic directions

## Programs for equity

### COMMITMENT TO ACHIEVING EQUITABLE HEALTH AND WELLBEING.

- Review existing programs to ensure they are achieving equitable health and social outcomes.
- Use evidence to establish service models and place-based responses either alone or in collaboration with others.
- Strengthen our focus on prevention through expanding our early years and family services programs.
- Align our workforce capability and capacity to our programs.

## Consumer and Community-Centred Organisation

### UNDERSTAND AND RESPOND TO COMMUNITY NEEDS AND CONSUMERS' LIVED EXPERIENCE.

- Increase community awareness of BCHS so that the community knows what we offer and how to access it.
- Establish and use systems to capture and respond to what we hear from consumers and the community.
- Drive consumer-centred practice across all parts of the organisation.
- Successfully transition to consumer-led and contestable funding arrangements, including establishing new business models which are consistent with our mission and support organisational sustainability.
- Look for opportunities to increase the level of health literacy of our community so people are better able to be active in the management of their own health and wellbeing.

## Quality, Safety and Consumer Experience

### DELIVER THE BEST CONSUMER EXPERIENCE THAT IS OF CONSISTENT QUALITY, SAFE AND EVIDENCE-BASED.

- Build and use an outcomes framework to improve performance and to report to our community (through the Community Governance Committee) on the outcomes we are achieving.
- Strengthen clinical governance and continuously improve quality and safety culture.
- All programs will have a strong practice framework with staff supported to deliver identified outcomes.

## Sustainability

### SUSTAINABLE FOR PURPOSE ORGANISATION.

- Develop business models which support our mission and ensure organisational sustainability.
- Strengthen financial planning and business systems.
- Develop and implement an ICT strategy.
- Undertake required infrastructure planning.
- Review and enhance Board governance.

## VISION

**better health and wellbeing across generations**

## MISSION

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

## VALUES

### Respect

We build respectful relationships through trust, empathy and collaboration.

### Inclusive

We recognise and promote accessible, safe and holistic health care as a basic human right.

### Integrity

We are authentic and accountable and we honour our obligations.

### Innovation

Through continuous learning, we ensure an eligible, responsive and sustainable service.

# Hard work a great measure of BCHS success

### New strategic directions have strengthened the organisation and our focus on helping disadvantaged communities in Bendigo.

Our staff have been working hard reviewing programs to confirm a focus on equity and establishing milestones that can evidence real outcomes.

A review of successful validation tools has been undertaken to identify meaningful outcome measures with staff supported to include these in annual team plans to ensure focus.

CEO Kim Sykes said consumers would notice an even greater attention to their needs.

"If you find we're asking more often what goal would you like to achieve, it's about delivering the best possible service to you and demonstrating evidence of changes we've made for you," Kim said.

Reviews in areas such as mental health, alcohol and other drugs and integrated health promotion have led to evidence-informed change to improve services.

We are working to improve all systems within BCHS – not just those on the frontline with direct consumer contact.

Quality work has been completed on systems in areas such as finance, health promotion, administration, client services and information, communication and technology to support staff delivering our services and give them more time with consumers.

That's year one completed toward achieving the new strategic directions with two more to go. It's exciting times ahead in building an even better Bendigo Community Health Services for the community.



# Board of Directors



**Geoff Bowyer**  
Chair



**Jim Dannock**  
Board director



**Tom Bailey**  
Board director



**Vicki Pearce**  
Board director



**Joshua Pell**  
Board director



**Dean McKay**  
Board director



**Katie Johnson**  
Board director



Vacant x 2

## Retired board members

**Mark Gibson**  
November 2015 – January 2017

**Dan Douglass**  
June 2015 – May 2017

**Ngairie Anderson**  
November 2015 – August 2016

**Virginia Dickson-Swift**  
November 2014 – August 2016

# Welcome

**Achievement is only possible through the efforts of our skilled and knowledgeable staff and the support of wonderful community members who volunteer time or donate resources.**

They are the force behind every appointment, every home visit, every phone call; no service happens without them and they enable the difference we can make to the lives of those needing our services.

We would also like to acknowledge our board whose members ensure that we are an organisation that has a sustainable future of delivering quality services to this community.

This year completed the first year of work toward Bendigo Community Health Services' current strategic directions. We have reviewed programs to ensure that they focus on achieving equitable health and social outcomes, are based on current research and emerging evidence, and engage as early as possible to drive sustainable change.

This year has seen growth in our early years' services. Our purpose-built kidzspace centre, funded by the Victorian government, was opened by Minister Jacinta Allan, creating much needed space for change and expansion.

A new partnership with MacKillop Family Services and Centacare has brought Cradle to Kinder to Bendigo (based at kidzspace).

Our specialist paediatric services have expanded and we are now supporting a growing number of children whose care has transitioned to provision under the NDIS Early Childhood Intervention Program.

Our GP services now reach into a number of high schools through our engagement in the Victorian 'Doctors in Secondary Schools' initiative.

We have expanded our capacity to receive and respond to consumer feedback and built opportunities for co-design of initiatives or reviews. We have more to do in this area and will be seeking your help during the next 12 months.

Our planning approaches have been revised and with the help of our staff and the relevant bodies of literature, we have established outcome measures at consumer and organisational level. These are being implemented this year and in some areas you might notice a stronger emphasis on identifying your goals for service or re-assessments to measure progress.

At the same time, areas of our corporate services have been redesigned with great ideas from staff contributing to more efficient services.

One of the highlights of the year was being named Social Enterprise of the Year at the 2017 Bendigo Business Excellence Awards.

**Kim Sykes**  
Chief Executive Officer

**Geoff Bowyer**  
Board Chair

## Acknowledgements

- Commonwealth, state and local governments
- SAS Constructions
- St Anthony Family Medical Practices
- City of Greater Bendigo
- Bendigo and District Aboriginal Cooperative
- Kangaroo Flat YMCA
- Strath-Haven
- Murray PHN
- Rural Workforce Agency Victoria
- St John of God Bendigo
- Clinical Labs
- Bendigo Health
- AMES Australia

## Accreditations

- Quality, Improvement, Performance (QIP)
- RACGP Standards
- HACCC Standards
- National Quality Standards & Education and Care Services Regulation
- Victorian Early Childhood Intervention Standards 2016
- Human Service Standards (HSS)
- Child Safety Standards
- Healthcare that Counts Framework
- Victorian Approved NDIS Provider (VANP)
- headspace Model Integrity Framework
- Quality Practice Accreditation (the old GPA)
- Australian Aged Care Quality Agency (AACQA)
- Murray City Country Coast (MCCC)

## Co-located services

- City of Greater Bendigo maternal and child health services
- St John of God pathology Bendigo
- Motor Neurone Disease Association of Victoria (MND)
- Wesnet – The Women's Services Network
- St John of God Raphael Centre Bendigo
- Baptcare
- Loddon Campaspe Legal Centre
- McKillop Family Services (Cradle 2 Kinder)
- Clinical Labs
- Bendigo Health – Dietetics



**“Our planning approaches have been revised and with the help of our staff and the relevant bodies of literature, we have established outcome measures at consumer and organisational level. These are being implemented this year and in some areas you might notice a stronger emphasis on identifying your goals for service or re-assessments to measure progress.”**





## kidzspace Bendigo opening

**Smiles, laughter, snakes, crocodiles, footballs and politicians heralded the opening of our new kidzspace centre on April 7.**

Minister for Public Transport and Minister for Major Projects Jacinta Allan officially opened the centre during a special function.

During the opening ceremony students from Strathfieldsaye Primary School told how they had helped design kidzspace, while MacKillop Family Services CEO Robyn Miller spoke of the value of the centre in delivering support and care for children.

Our CEO Kim Sykes outlined the history of the kidzspace project, thanked the organisation's 'awesome' staff and thanked Walsh and O'Meara Builders, CBA Building Designers and the host of Bendigo-based sub-contractors who helped create the centre.

Then it was party time as hundreds of excited children and parents took over the kidzspace building for a three-hour Kidz Party.

There were smiles everywhere as children enjoyed a host of activities, including face painting, balloon art, AFL Central Victoria interactive footy display, Animals2U petting zoo, TZR Reptiles and Wildlife snake and crocodile handling, Kangaroo Flat CFA fire truck, indigenous craft table, vegetable seedlings planting, fun photo booth and a fruit kebab making station.

BCHS showbags and balloons were popular with children too.

The Rotary Club of Bendigo-Strathdale cooked a free barbecue for all in attendance.

Bendigo Community Health Services built the \$2.9 million kidzspace centre with State Government support.

The centre recognises that some parents and children need more help than others and that a child's future health, wellbeing and development are shaped by the experience of their early years.

With the right support families can build strengths that significantly contribute to their resilience and ability to recover from adversity and sometimes ongoing challenge.

But not all children have a good start to their lives and not all families know how to deal with a child's illness, behavioural issues or the stresses that some parents experience.

There is a need to wrap services around children and families that are most vulnerable in our community and kidzspace is designed with that in mind.

kidzspace is behind the BCHS site at 13 Helm Street in Kangaroo Flat.

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

## New Central site

**A modern and expanded Central site will allow Bendigo Community Health Services to increase the number and accessibility of services offered to the community in the heart of Bendigo.**

New features of the site at 165-171 Hargreaves Street include more clinic rooms, regional Victoria's first women's sexual and reproductive health hub and a new men's health clinic.

Services such as AOD counselling, refugee settlement services and complex case support, women's health clinic and sexual health services, will continue in the new site.

The new site provides a greatly improved physical environment for our clinical services, better designed alcohol and drug counselling rooms and accessible needle syringe services with improved privacy.

The extra room has allowed a colocation of the City of Greater Bendigo maternal and child health services, Wesnet (a national women's advocacy body working on behalf of women and children who are experiencing or have experienced domestic or family violence) and Motor Neurone Disease Victoria.

BCHS CEO Kim Sykes said the organisation was excited Arc Justice would share the historic 'The Mill' building.

"This creates a real hub for looking after the wellbeing of disadvantaged communities in Bendigo. It allows the two organisations to collaborate and respond to those with complex needs or traumatic situations that may need the assistance of both agencies," Kim said.

"Thanks to the generosity of our landlord, the Andrews Foundation, we have been given access to the old Cafe de Mill which we plan to turn into a community hub allowing disadvantaged groups to build social and life skills with the aim of creating opportunity into the future."

Bendigo builder SAS Construction completed the fit out of the new Central site in just three weeks.

Work on the new site was completed with a \$380,000 grant from the State Government's Regional Health Infrastructure Fund.

Member for Bendigo East Jacinta Allan said the investment would mean modern facilities for staff to deliver improved and safer care for consumers.

"Our investment will secure the future of our local health service and make a real difference to the lives of patients who will get the safe, high quality care and treatment they need," she said.

Ms Allan said the dedicated staff at Bendigo Community Health Services did a remarkable job.

"We are supporting them to do their job saving lives and keeping locals healthy by giving them the modern facilities they truly deserve," she said.

"WE ARE SUPPORTING THEM TO DO THEIR JOB SAVING LIVES AND KEEPING LOCALS HEALTHY BY GIVING THEM THE MODERN FACILITIES THEY TRULY DESERVE."



The BCHS podiatry team in the new Central site multi-purpose clinic.



our year  
by numbers

180		ATTENDEES PARTICIPATING IN THE PLANNED ACTIVITY GROUPS (INCLUDING ELMORE)		90 67		PTS CHILD MENTAL HEALTH SESSIONS PTS GENERAL SESSIONS	
35,644				CONSULTATIONS CONDUCTED BY THE MEDICAL PRACTICE TEAM			
82		CHILDREN ATTENDING THE EARLY INTERVENTION SERVICE AT KANGAROO FLAT		5,732			
228		CLIENTS RECEIVING MENTAL HEALTH CARE PLANS THROUGH BCHS		84		APPOINTMENTS MADE FOR THE WOMEN'S HEALTH CLINIC	
515		HEADSPACE PTS SUICIDE PREVENTION SESSIONS		WALKING GROUPS			
436		MEN'S HEALTH CLINIC APPOINTMENTS					
360		40		293		CLIENTS ATTENDED NOVA HOUSE	
CHILDREN CARED FOR BY OUR FAMILY DAY CARE SERVICE		STAFF AND CARERS EMPLOYED BY FAMILY DAY CARE		SUBSTANCE ABUSE:		145	
1,877		8,865		54		ADMITTED	
PHYSIOTHERAPIST APPOINTMENTS		PODIATRY APPOINTMENTS ADULTS AND CHILDREN		42		122	
1,800		240		34		NON FORENSIC CLIENTS	
WORKPLACE IMMUNISATIONS		MHNIP SESSIONS		06		23	
62		85		04		FORENSIC CLIENTS	
SKILLS FOR LIFE CLIENTS/ APPOINTMENTS		HEADSPACE MHNIP SESSIONS		05			
14		544		298		180	
SEXUAL HEALTH SESSIONS		INDIVIDUALS SCREENED FOR THE LIFE PROGRAM		BOWEL SCREEN CONTACTS		FAMILIES RECEIVED A SERVICE FROM FAMILY SUPPORT	
425		260		130		6	
REFUGEES CASE MANAGED		JOB SEEKER HEALTH ASSESSMENTS		EXERCISE PROGRAM PARTICIPANTS		GROUPS FACILITATED FOR YPPP CLIENTS WITH AN AVERAGE OF 8 CLIENTS PER GROUP	
		111		384		384	
		QUIT PARTICIPANTS		130		AOD COUNSELLING CLIENTS	
		847				130	
		NUTRITION / SUPERMARKET / COOKING SESSIONS				EXERCISE PROGRAM PARTICIPANTS	

AtoZ of BCHS services

ALCOHOL AND OTHER DRUGS  
COUNSELLING SERVICES  
(ADULT & YOUTH)

Brief and ongoing counselling support, assessment and referrals for individuals and families affected by alcohol and drug use. Youth alcohol and drug counselling provides supportive counselling for young people 16 to 25 years.

ALCOHOL AND DRUG  
CO-ORDINATION AND  
RECOVERY SUPPORT

Provides support, advocacy and linkage for individuals and families attending alcohol and drug treatment programs. Supports include; housing, health, welfare, education and employment services.

ALCOHOL AND DRUG GROUP  
PROGRAMS

Group programs include; Relapse Prevention, Skills for Life and Collaborative Therapy. These are facilitated by qualified alcohol and drug staff to assist in your treatment and recovery from alcohol and drug use.

BLOOD BORNE VIRUS AND  
SEXUALLY TRANSMITTABLE  
INFECTION CLINIC

Provides testing for Blood Borne Viruses (BBV) and Sexually Transmittable Infections (STI) as well as providing specific information and health advice.

CHILD HEALTH INVEST

Child Health Invest is our Community Paediatric team. It provides holistic, and comprehensive health and wellbeing assessments for children. A referral from a GP is required.

CHRONIC DISEASE  
MANAGEMENT

We will work with you and your doctor to help you manage your diabetes or respiratory condition.

COMMUNITY SOUP KITCHEN

Providing free meals and access to services in a safe, social and friendly environment. 4pm–5pm each Thursday. In arcade at 165-171 Hargreaves Street.

COMMUNITY EDUCATION

Alcohol and Other Drugs, Sexual Health, Chronic Disease Management. Specialist Infectious Diseases program (Hepatitis C and other BBV/STI). School and workplace education and information sessions available. Speakers are available to address groups on a number of health and wellbeing issues. Workplace health and wellbeing programs are also available.

COMPLEX CASE SERVICE

Intense short term case management and service co-ordination for eligible refugees and migrants.

CULTURALLY SENSITIVE  
COUNSELLING

This service is available to people of a refugee background. It allows you to talk in a relaxed private space about your worries, and start to find ways to cope with them. You will receive acceptance, support and respect in a safe, neutral and non-judgmental environment.

COUNSELLING AND MENTAL  
HEALTH

Brief and ongoing counselling, assessment, referral for individuals, families, children and groups working towards better health and well being - depression, anxiety, addictive behaviours, relationship and family difficulties, grief and loss.

DIABETES EDUCATION  
SERVICE

Education and information on the management of diabetes for individuals, families or groups

DIABETES PREVENTION

Free program to help understand how to prevent diabetes and cardiovascular disease.

EARLY CHILDHOOD  
INTERVENTION

Provides a family based program for children (0-6 years of age) with a developmental delay or disability.





# AtoZ of BCHS services

## **SOCIAL SUPPORT GROUP (ELMORE)**

Offers support to frail, aged or disabled men and women to assist to maintain independence in the Elmore community.

## **EXERCISE PHYSIOLOGY**

Offers exercise and lifestyle support to assist in the prevention and management of health conditions and rehabilitation.

## **FALLS AND BALANCE EXERCISE PROGRAM**

To reduce falls risks in adults, increase strength and balance.

## **FAMILY DAY CARE**

Provides quality care for children up to 12 years of age in the homes of approved educators.

## **FAMILY DRUG SUPPORT**

Initial telephone response, consultation and support to family and carers of people who use alcohol and drugs (including ICE). A qualified alcohol and drug counsellor will provide support, information and education to you and your family.

## **FAMILY SERVICES**

Assist and support families to develop, maintain and strengthen their independence, skills and wellbeing and promote positive parenting skills.

## **FAMILY SUPPORT PARENTING PROGRAMS**

These parenting programs assist families to strengthen their practical skills for family living and communication, promotes healthy and harmonious relationships, supports families to build on positive strategies to manage the challenges facing families today.

## **HEADSPACE BENDIGO**

Supports young people between the ages of 12 and 25 who are experiencing difficulties. 78-80 Pall Mall. Phone: 5434 5345.

## **HEALTH JUSTICE PARTNERSHIPS**

Works with families by directly addressing their unmet legal needs, working with health professionals and advocates.

## **HELPING CHILDREN WITH AUTISM & BETTER START SERVICES**

Please contact the Early Childhood Intervention Team for further information.

## **MEDICAL PRACTICE**

A range of medical practitioners offering general practice services based in our Eaglehawk, Kangaroo Flat and Bendigo central sites.

## **MEN'S HEALTH CLINIC**

Offers a range of male friendly services, including health assessments, information, referral and annual check-ups.

## **MENTAL HEALTH PROGRAMS**

Mental health services providing assessment and interventions specific to individuals. The services include: generalist counselling; Mental Health Nurse Incentive Program; psychological treatment services; refugee torture and trauma counselling. These services are provided at no direct charge to consumers and are available for children, youth and adults. Mental Health Plans are required for the Mental Health Nurse Incentive Program and the Psychological Treatment Service. A referral is not required for generalist counselling.

## **MENTAL HEALTH CARER PROGRAM**

This program aims to support people caring for a person with an enduring mental illness.

## **MOBILE DRUG SAFETY WORKER**

An experienced harm reduction worker is available to individuals anonymously to access Needle Syringe Program services and receive harm reduction education, information and support.

## **NEEDLE SYRINGE PROGRAM (NSP) OUTREACH TEAM**

NSP provides clean injecting equipment, safe sex and health information, harm reduction education, support and referral to health and welfare services. 7.30pm-10.45pm Tuesday – Saturday. Phone: 1800 636 514.

## **NON-RESIDENTIAL WITHDRAWAL SERVICE**

Provides non-residential withdrawal treatment and support services in conjunction with your medical practitioner. Service is available through; outreach, home based, outpatient and in hospital supported withdrawal.

## **OPTIONS CLINIC**

Sexual health and family planning services for men and women

# AtoZ of BCHS services

## **NUTRITION**

Community kitchens - learn how to cook quickly, cheaply and get the best nutritional value with this program. Nutrition sessions - learn about simple healthy eating including healthy weight management. Supermarket tours - learn how to shop cheaply, quickly and buy the best and healthiest food for the dollar.

## **PHYSIOTHERAPY**

Advice and treatment for injuries, pain and stiffness in joints and/or muscles for adult and paediatric physiotherapy services.

## **PODIATRY**

Foot health for clients who are older, have a disability or a chronic illness. Diabetes foot health assessments and community education sessions available.

## **QUIT SMOKING PROGRAM**

Free program to help reduce or quit smoking.

## **REFUGEE HEALTH NURSE**

Support individuals, families and refugee communities to improve their health and wellbeing.

## **REFUGEE SETTLEMENT SERVICES**

Provides services for people of refugee backgrounds from year one to year five post arrival. Migrants with low English proficiency also eligible. Education about faith and culture available.

## **RESIDENTIAL WITHDRAWAL SERVICE (NOVA HOUSE)**

Nova House is an adult residential withdrawal program for people undertaking alcohol and or drug withdrawal. The program is open to individuals 21 years and over who live in Victoria. An assessment process is required to ensure people are suited for Nova House.

## **RESPIRATORY MANAGEMENT**

Designed for individuals and families to learn more about lung health, asthma management and smoking cessation.

## **SEXUAL HEALTH AND FAMILY PLANNING**

An informal and confidential setting to assist both men and women in making informed choices and decisions on their sexual and reproductive health.

## **SPECIALIST PHARMACOTHERAPY**

Specialist alcohol and drug medical or nurse practitioners provide Methadone and Buprenorphine (Opiate Replacement Therapy) treatment.

## **STRENGTH TRAINING AND WALKING PROGRAMS**

Conducted at various locations throughout Bendigo and Elmore to increase physical activity and provide social opportunities for older persons. Strength training is for people aged 55+ to increase strength through weight training.

## **WOMEN'S HEALTH CLINIC**

Provides pap smears, breast health check and offers advice and information on a range of women's health issues including sexual and contraceptive health.

## **WORKPLACE AND EMPLOYMENT HEALTH PROMOTION**

BCHS can work with you to develop workplace health programs.

## **YOUNG PREGNANT AND PARENTING PROGRAM**

For young people aged 25 or younger. Pregnant or parenting their first child under the age of 4 years. Provides specific health information, assistance and education about pregnancy, birthing, parenting and life issues.

## **YOUTH COUNSELLING SERVICE**

For young people under 25 years, individual sessions and support available. Includes alcohol and drug counselling.

## **YOUTH HEALTH SERVICES**

Provides a youth friendly health service including GPs, Nurses and Counsellors.







## Dahlia and Arts Festival

**Our involvement in the long-running festival street parade is about backing Eaglehawk's major annual event and thanking the community for supporting our Eaglehawk site at 3 Seymoure Street.**

The festival provides a great opportunity to engage with the community and deliver important health messages in a fun and welcoming environment.

More than 20 of our staff volunteered their time for the street parade to hand out health information and our famous green frogs and yo yos to children lining the route.

Federal Member for Bendigo Lisa Chesters helped carry the BCHS banner in the parade in recognition of the valuable work done by the organisation for the community and was assisted by our CEO Kim Sykes and board member Vicki Pearce.

## All Time High a huge success

**The emergence of more than 500 new 'legal high' and illicit drugs in six years prompted Bendigo Community Health Services to host a free information event in May 2017 for health professionals working with drug users.**

Edith Cowan University senior lecturer of addiction and ethno-pharmacologist Doctor Stephen Bright was guest speaker at the event in the La Trobe University visual arts centre.

The event attracted a 'full house' of 90 registrations with people from other health and welfare organisations, emergency services and the general community attending.

Our Director of Continued Health and Independence Dale Hardy said BCHS organised the event after

alcohol and other drugs team members noticed a change in the substances being used and how people get them.

"These new drugs deliver great challenges to healthcare and emergency services workers and the general public, so we thought an event delivering the most up-to-date information would benefit the community," Mr Hardy said.

Dr Bright provided the most recent information on these drugs to improve the knowledge of those in attendance and allow them to educate people they work with, particularly around harm reduction strategies.

An evaluation of the event asked participants what they would do differently after attending with 15 saying they would focus on harm reduction/minimisation, 11 saying they would engage in further research and seven saying they would provide more education to clients or staff.

The success of All Time High in Bendigo helped our organisation receive a Community Ice Action Grant from the State Government to expand the information sessions across Campaspe, Central Goldfields, Macedon Ranges, Mount Alexander, Mildura and Swan Hill in 2018.



# STI-mulation

**A video written and created by young volunteers is breaking down fears and misconceptions around attending a sexual health clinic and getting tested for a sexually transmissible disease.**

STI-mulating was written and directed by young Castlemaine filmmaker Conor Moore, pictured below, and features actors Dominic McDonell and Alexandra Kerr along with Bendigo Community Health Services sexual health nurse Mary-Anne McCluskey.

A group of young volunteers gave their time to act as the film crew.

The idea for the video came after Bendigo Community Health Services sexual health nurse Mary-Anne McCluskey delivered an education session to a group of students.

"I talked about how our Clinic Central offers sexual health services that are free, confidential and non-judgemental. When I asked if they would now feel better about seeing a sexual health nurse the answer was 'no'. They wanted to know what they would need to tell the receptionist, what the sexual health nurse would ask them and what STI tests involved," Mary-Anne said.

"We needed to show young people step-by-step what an appointment with a sexual health nurse involved so we looked for someone willing to help by making a short clip to break down all the fears and misconceptions.

"Conor wrote the script, arranged the actors and did the filming. His professionalism was outstanding and he has an amazing career ahead of him. We are so grateful.

"We now want to see STI-mulating used far and wide to highlight the importance of sexual health and encourage young people to get tested."

Conor has started his own filmmaking company called BottomGlassCinema and found the STI-mulation project enormously rewarding.

"It's allowed me to do something for the community I live in, while honing my craft," he said.

"Working with the team at BCHS has been a privilege as they have shown me the value of taking an active interest in community affairs and being a part of something that raises awareness of a major issue facing my generation."

Anyone wanting more information on STI-mulating, the BCHS sexual health clinic or to have a sexual health nurse talk at their school, business, sporting club or community group should call 5448 1600.





# Excellence award recognises quality work

**New strategic directions and a major focus on helping disadvantaged communities in Bendigo were recognised when Bendigo Community Health Services was named Social Enterprise of the Year at the 2017 Bendigo Business Excellence Awards.**

The social enterprise category recognised a not-for-profit organisation that applied commercial strategies to maximise improvements in human and environmental wellbeing.

Our award entry was based around the restructure of the organisation and the biggest change in focus of our 40-year history to concentrate on early years to deliver sustainable change to disadvantaged families.

Breaking the cycles of disadvantage that have become entrenched in too many areas of Bendigo is our aim.

In accepting the business excellence award BCHS CEO Kim Sykes said the recognition was reward for a lot of hard work by the organisation and its staff.

"We are so sincerely thrilled and absolutely gobsmacked to have won this because of the quality of the people with whom we share the finalist position in these awards," Kim said.

"So thank you, we know that to achieve real success in an industry such as ours, we need to have great governance, we need to have an inspiring vision, and we need to have values that we can live by.



"But more than anything we need great staff who do terrific work – we have great staff. And they do terrific work because of the consumers that we serve. Our consumers really do give us purpose. Many of our consumers are people who can feel invisible, with needs that have not been met for way too long. Most of them have very little voice.

"We really thank both our staff and our consumers for this award - it's they that have helped us to achieve."

Kim thanked Be.Bendigo, awards sponsor the Bendigo Advertiser and category sponsor Access Australia for their support.

"WE REALLY THANK BOTH OUR STAFF AND OUR CONSUMERS FOR THIS AWARD - IT'S THEY THAT HAVE HELPED US TO ACHIEVE."

# A comfortable and safe place to eat

**A continuing healthy partnership with business and community allows us to deliver a free weekly Soup Kitchen to those in need.**

Our Soup Kitchen serves meals between 4pm and 5pm each Thursday in the The Mill arcade at 165-171 Hargreaves Street.

The generosity of business and the kindness of community members allows Soup Kitchen to run successfully.

A team of business sponsors support the Soup Kitchen with Strath Village IGA donating

chickens, JL King and Co a range of gourmet salads and Strath Hill Hot Bake a variety of bread loaves and rolls.

Generous community donations are used to buy plates, takeaway containers, knives, forks and napkins.

Staff from State Trustees in Bendigo volunteer to serve meals and talk with people who attend Soup Kitchen each week and used their staff charity giving program to donate a fridge-freezer to BCHS for storing food.

Bendigo Community Health Services CEO Kim Sykes said the Soup Kitchen catered for anyone in the community who could benefit from a meal.

"We see new faces each week and we welcome back our regulars - supporting everyone who comes along is what the Soup Kitchen is all about," said Kim.

For more information about the Soup Kitchen call 5448 1600.

# Bendigo Community Coat Drive

**A red jacket made famous by Federal Member for Bendigo Lisa Chesters during her successful 2016 election campaign was a grand opening donation for our Bendigo Community Coat Drive in 2017.**

Our CEO Kim Sykes described the donation as a wonderful gesture.

"Warm clothing becomes essential as the weather turns bitter but not everyone can just go out and buy a new coat – our coat drive is an opportunity for the community to help others in need," Kim said.

Pristine Dry Cleaners cleaned more than 1700 donated items free of charge for distribution to people in need through our sites in Eaglehawk, Kangaroo Flat and Central Bendigo.

"When you consider the number of items and the time that takes – this is a truly amazing community gesture. Their support is so valuable in making sure these items get to those who need them in good condition," Kim said.

Member for Bendigo Lisa Chesters said she was keen to support the Bendigo Community Coat Drive.

"I'm proud to support this great initiative and donate one of my favourite red coats," Lisa said.

"Winters in Bendigo are cold and a good coat is really a necessity. The people of Bendigo are generous and I know they will get behind Bendigo Community Health Services to support the coat drive."

Pristine Dry Cleaners manager Sarah Richards said supporting the Bendigo Community Coat Drive was a way of giving back to the community every year.

"This is our way of helping people in need," Sarah said. "There's a strong sense of community support in helping those in need.

"Each year we try and rally behind the community in order to beat last year's donations."

The Bendigo Community Coat Drive is held in June each year.

Please email [bchscomms@bchs.com.au](mailto:bchscomms@bchs.com.au) or call 5448 1600 for more information.



1709  
coats





## Putting women's health in the picture

**We put women's health in the picture with a fun day of information, prizes, health assessments and photographs in September 2016.**

This fun community engagement event at Lansell Square in Kangaroo Flat supported Jean Hailes Women's Health Week and raised awareness about important issues such as regular check-ups, blood pressure and diabetes.

Our staff completed more than 50 health checks and referred four people to their GP for high blood pressure and 15 to our *Life!* Program after a risk assessment for Type 2 diabetes.

Nursing students from La Trobe University, Victoria University and Monash University helped with the event as part of their placement with BCHS.

The event was part of our strong commitment to caring for women in Bendigo.

Our Women's Health Clinic, medical practices and wide range of support programs are committed to allowing women to live life well!

The clinic runs from our Eaglehawk and Central Bendigo sites to cater for all ages. To learn more about the clinic visit [www.bchs.com.au](http://www.bchs.com.au) or call us on 5448 1600.

**The Women's Health Clinic is staffed by a female general practitioner and nurses and has a focus on:**

- understanding puberty
- common issues with periods
- contraception options
- fertility information
- pregnancy tests
- early pregnancy care and referral to maternity hospitals
- unplanned pregnancy counselling and support
- sexually transmissible infection risk assessment, testing and treatment
- cervical cancer screening – pap tests
- breast health and breast checks
- bowel cancer screening
- emotional and physical issues of menopause; assessment and testing and support
- menopause
- managing life as an older woman
- women's health education sessions

## Make men's health your business... before it's too late

**This was the theme of the first Bendigo Community Health Services Men's Health Marathon from August 25 to September 4 in 2016.**

The marathon featured 11 days of activities designed to get men out, active and thinking seriously about their health.

Our men's health nurse practitioner Peter Strange summed up the importance of raising awareness.

"Overall, men in rural areas are more likely than their urban counterparts to experience chronic health conditions and risk factors. Male deaths increase with remoteness," he said.

A multicultural soccer tournament, Run For Dad on Father's Day and a special Bendigo Harness Racing Club meeting where all the race names where changed to deliver a men's health message were highlights of the marathon.

City icons such as the Alexandra Fountain were illuminated blue through support from the Prostate Cancer Foundation of Australia Bendigo group.

Bendigo school principals Matthew Maruff and Dale Pearce joined La Trobe University Bendigo lecturer Kirk Peterson in a 10-week men's health challenge during the marathon.

Under the guidance of Amy Holmes at Shape Health and Fitness the trio shed more than 20 kilograms combined and shared their healthy lifestyle learnings with their school communities and the wider Bendigo population through our social media networks and a Bendigo business lunch.

Peter said there were five simple things men could do to improve their health and lifestyle straight away.

1. Have a health check-up: Each hour four men in Australia die from potentially preventable health conditions.
2. Review your lifestyle choices: Find time for yourself and your health.
3. Know your numbers: Don't wait for symptoms, medical tests can reveal potential health issues earlier.
4. Have a chat: Often men don't talk about their issues, health professionals can assist with better choices.
5. Sexual health: It's private but important, talk with a health professional in confidence.

The Men's Health Marathon was sponsored by the Y Service Club of Bendigo, RACV Bendigo store and four Rotary clubs in Bendigo.







## Honors, activities and good fun – it's been a great year in Elmore

**The Social Support Group in Elmore keeps residents aged 65 years and over well and independent by keeping them engaged and supported to live in the community.**

Day trips, bingo, films, craft, music activities and a men's shed of sorts – there's little time for rest at Elmore.

The Social Support Group and our Elmore site have enjoyed some worthy recognition.

The Australian Red Cross honored the group for their work in making trauma teddies.

Joan Tanner from the Elmore Red Cross branch presented a certificate to the group on behalf of the Australian Red Cross Trauma Teddy Program.

The Lions Club of Elmore chose our Elmore site for their Centenary Project.

Club president Paul McCormick and Rodney Shearer unveiled a memorial garden seat outside the Social Support Group activity room in honor of charter member Thelma Shearer.

"We are privileged to have the seat located in the outdoor area at our Elmore site for community members using services at the activity centre," Social Support Group co-ordinator Judy Ryan said.

Group members have also been making poppy wreaths for Elmore and Goornong organisations and were part of the Sunset Over Elmore project run by the Elmore Memorial Hall committee of management and the City of Greater Bendigo.

"Sunset Over Elmore is a community arts project to make a huge fabric mural for the back wall of the memorial hall. A number of community members and groups have been involved. It's a pretty huge project our group was involved in," Judy said.

Our Elmore site continued its support of the Elmore Field Days with staff hosting a health and wellbeing stand in partnership with Elmore Primary Health Services and Rochester Elmore District Health Services.

The Social Support Group at Elmore aims to:

- Promote and maintain independence and wellness
- Provide respite and support to carers
- Provide socialisation
- Provide a close and supportive environment to share the day with others
- Provide activities to promote active aging
- Involve the community in the programs
- Support members to live in their community as independently as possible.

The Social Support Group runs from 9.30am to 3pm each Monday, Wednesday and Friday in our Christine Cumming Activity Centre at 46 Jeffrey Street in Elmore.

Each session costs \$13 with lunch and morning tea or \$4.50 without lunch.

For more information call group co-ordinator Judy Ryan on 5432 6001.

## It's been a busy year at headspace Bendigo

**Our service supported 815 new young people and offered 7495 appointments in the 2016-2017 financial year - 93% and 65% above the national average, respectively.**

The wonderful work of our clinicians, doctors, administration staff and private practitioners has kept waitlists to a minimum despite the demand on services.

Our medical services are free and we have two general practitioners specialising in mental health issues and a third in general and sexual health.

headspace national provides us with access to specialist psychiatrists through tele-psychiatry.

headspace Bendigo data shows 72.2% of young people aged 12 to 25 accessed our service for mental health support, 14% for engagement and assessment, 6.6% for vocational support, 4.6% for physical or sexual health and 2.7% for family support and general assistance.

Complex young people that attend headspace Bendigo for ongoing and more intensive work will soon get even more support with extra funding allowing us to employ new staff.

The response to a partnership with the City of Greater Bendigo giving young people aged 15-19 and not engaged in the education system access to the new free meningococcal W vaccine has been excellent with up to 35 young people attending each session.

headspace Bendigo continues to welcome new private practitioners who offer bulk-billed mental health therapy and support staff, while we have several practitioners experienced in drug and alcohol issues.

We have also partnered with Youth Justice and continued our association with Youth Law to provide young people with access to legal services.

headspace Bendigo has joined a three-year Individual Placement Support trial that employs two vocational specialists to help young people attending our service to gain work, education or training. The trial is enjoying early success with great support from Bendigo business and education services.

Young people accessing headspace identify as Aboriginal or Torres Strait Islander (8%), as Culturally and Linguistically Diverse (3.5%) and Lesbian, Gay, Bisexual, Trans, Intersex, Questioning (LGBTIQ) 29.7% which is almost 10% above the national average.

headspace supports LGBTIQ+ young people thanks to the Healthy Equal Youth funding that enables a specialist clinician to deliver education sessions at schools and other services.



The clinician also runs well attended under 18 and over 18 diversity groups with the support of a wonderful volunteer.

A support group for parents of young people who identify as LGBTIQ+ continues to grow.

Community engagement is important for promoting services to young people and this year staff regularly attended secondary and primary schools, TAFE, universities, training providers, sporting clubs and community events such as the Youth Week Film Festival and Groovin' The Moo.

Bendigo Foodshare and Zonta have been generous to headspace providing food and toiletries for young people in need.

A Mandalay Mining donation covered the installation of a shower and washing machine for young people who do not have access to these essential facilities. The washing machine was donated by a kind gentleman with fridges and freezers donated by Reilly's Home Appliance in Bendigo and community members.

We are so grateful for the community support which makes these services available.

The fridges and freezers are stocked from Bendigo Foodshare donations so young people can get food with no questions asked.

You can find headspace Bendigo at 78-80 Pall Mall. Call in and visit our beautiful and very popular therapy dog Hulli or call 5434 5345 for an appointment with the dedicated staff.

You can also access headspace services online at [www.headspace.org.au/headspace-centres/bendigo](http://www.headspace.org.au/headspace-centres/bendigo) or on Facebook at [www.facebook.com/pages/Headspace-Bendigo](https://www.facebook.com/pages/Headspace-Bendigo).

headspace Bendigo is a consortia consisting of Bendigo Community Health Services as the lead agency, Youth Support Advocacy Service, Anglicare, Bendigo Health, Annie North Inc., Access Australia Group, MIND Australia and the City of Greater Bendigo.



# Quality

**Bendigo Community Health Services recorded outstanding results following detailed review by accreditation agency Quality Innovation Performance in 2016.**

Accreditors found BCHS ‘exceeded’ QIP standards in three areas and ‘met’ all others.

The ‘exceeded’ areas were knowledge management, incorporation of and contribution to good practice, and community and professional capacity building.

In ‘knowledge management’ accreditors found evidence “that BCHS takes a systematic approach to contributing to learning and innovation in its external environment; by receiving formal recognition for its work and by participating in research activities that make a significant contribution to the sector”.

“BCHS is to be commended for its work in knowledge management both internally within the organisation and the way it uses external knowledge to contribute to service improvement and promote its good practice in the wider sector,” accreditors wrote.

Accreditors said there was ample evidence BCHS exceeded the incorporation of and contribution to good practice standard with staff being involved in collaborations and partnerships that provided a rich source of information regarding the broader service system.

“There was also evidence that BCHS staff participate widely in contributing to learning and innovation in the organisation’s external environment and by participating in research activities that make a significant contribution to the sector. BCHS staff have communicated their research findings at a number of State, National and International conferences and have been invited by the State Government to showcase their work at the 2016 International Health Week,” accreditors said.

A major restructure undertaken by BCHS demonstrated clearly its commitment to working with its community to identify needs and to plan and implement appropriate services was clear evidence the organisation exceeded the community and professional capacity building standard.

“The restructure was undertaken to realign the organisation to deliver quality and evidence-based services targeted towards equity and breaking the cycle of disadvantage. Embedded within the new structural changes is a system to ensure BCHS undertakes extensive and genuine consumer and community consultation, from which appropriate services are planned, implemented and delivered.”

"BCHS IS TO BE COMMENDED FOR ITS WORK IN KNOWLEDGE MANAGEMENT BOTH INTERNALLY WITHIN THE ORGANISATION AND THE WAY IT USES EXTERNAL KNOWLEDGE TO CONTRIBUTE TO SERVICE IMPROVEMENT AND PROMOTE ITS GOOD PRACTICE IN THE WIDER SECTOR."

Accreditors praised BCHS for new strategic directions designed to break the cycle of disadvantage in Bendigo.

“The new strategic directions provide a clear focus for the organisation and has strengthened its commitment to earlier intervention to address multi-generational disadvantage in the Greater Bendigo area.”

Accreditors found stakeholders held BCHS in high regard.

“Relationships were formal and ongoing as well as in place for specific projects. Joint initiatives included supporting each other’s applications for funding, CEOs meeting regularly and Boards meeting occasionally, joint project work and funding submissions, formal agreements for outplaced workers from other organisations, piloting projects together and developing new services,” accreditors said.

Specific comments from stakeholders about BCHS and recorded by accreditors included:

“A pleasure to work with from the top down.”

“Not at all territorial.”

“Very good from the top down.”

“Accepting of change.”

“Board’s strategic vision is key.”

“Regarded well by the Aboriginal community.”

Stakeholders said the organisation was diverse in what they offered the community and had strong leadership.

“They were described as client and community focussed and concentrate on the areas in which they do well.”

BCHS also achieved accreditation against Department of Health and Human Services, medical practice and family day care standards in 2016-2017.

# Quality, safety, infection control

**We have a new approach to clinical governance having redesigned our quality system to focus more strongly on consumer outcomes and experience.**

The importance in which quality, safety and the experiences of consumers are held has led to this being one of our four strategic directions: ‘Deliver the best consumer experience that is of consistent quality, safe and evidence-based’.

Annual plans with measurable key performance indicators operate across the organisation to embed quality and safety strategies.

Our new approach has been built with support from industry authority Cathy Balding.

We have gathered consumer feedback through dedicated focus group meetings to inform program planning and opportunities to improve the consumer experience.

Feedback loops have been created to demonstrate suggestions, complaints and compliments are heard and acted on to ensure improvement.

Service and workforce reviews ensure that consumers influence what we do and how we do it, and that staff are supported in new ways of working where this is identified.

Quality is enhanced through framework plans for the executive and their teams that directly link to our strategic directions and include regular progress

reporting to our board through a traffic light system that tracks progress of objectives, goals, actions and key performance indicators.

An example of the system in action is that one goal carried an objective to develop the capacity for young people seeking sexual health services to identify and self-report risk factors in relation to mental health, alcohol and other drugs.

A smart device data capture form was developed based on a best practice consumer questionnaire which has now been refined and implemented in our sexual health clinics.

Service reviews of integrated health promotion, alcohol and other drugs, and counselling have been completed and have informed opportunities for quality improvement.

Another example is the introduction of a standard range of clinically-approved cleaners, chemicals, soaps and hand sanitisers across all sites with replenishment responsibilities written into the organisation’s cleaning contracts.

Visual user guides featuring instruction in pictures and words have been placed beside all hand soaps, sterilisers and sanitisers to remind staff and consumers on effective hand hygiene with hand dryers replacing hand towels in public areas.

Respiratory etiquette guides are displayed in all public areas of BCHS buildings.

INCIDENTS JULY 2016 - JUNE 2017

CHEMICAL		0
CLINICAL	<div></div>	23
ELECTRICAL	<div></div>	1
FALL	<div></div>	5
FIRE	<div></div>	2
HAZARD	<div></div>	6
IT ISSUE	<div></div>	5
INAPPROPRIATE BEHAVIOUR	<div></div>	12
INFECTION CONTROL	<div></div>	2
INTRUDER	<div></div>	2
NEAR MISS	<div></div>	10
NEEDLE STICK	<div></div>	1
OPERATIONAL	<div></div>	3
OVERDOSE	<div></div>	1
PERSONAL INJURY	<div></div>	10
PROPERTY DAMAGE	<div></div>	3
THEFT	<div></div>	1
VEHICLE		0



# Bendigo Community Health Services carried out an audit of child safe standards in December 2016.

The audit placed child safety at the core of public and internal messaging with a new position statement written and displayed prominently in BCHS waiting areas.

Key to the statement was the message our staff are committed to making sure **ALL** children reach their individual potential.

- BCHS acknowledges the significant impact of child abuse, violence and trauma on children, and commits to acting in the best interests of children at all times, to protect and nurture children into their future
- BCHS listens to the needs of children, their families and their community, and commits to responding to community need to enhance outcomes for children
- BCHS recognises the importance of stable relationships, connections to others and ongoing support for families, promoting resilience and optimising outcomes for children
- BCHS is committed to making all of its client and community spaces “safe” for all children including:
  - Aboriginal and Torres Strait Islander children and their families

- Culturally diverse children and their families
- Children of all abilities and their families

New posters were created for the foyer of our kidzspace centre at Kangaroo Flat to remind parents, children and staff of child safety standards.

Staff training around child safety standards was delivered as part of an annual BCHS seminar series.

New policies and procedures were developed around child abuse and family violence to ensure staff were aware of the action needed should they have concerns around the safety of a child.

Appropriate safe behaviour with children was clearly defined in the BCHS code of conduct.

Working with Children checks are now mandatory for all new staff joining BCHS with this written into position descriptions, while a system has been developed to ensure existing staff progressively complete the procedure.

## Community feedback to the 2015-2016 Quality of Care Report was positive.

We used a simple and more engaging style for presenting information to encourage people to enjoy reading the publication from front to back and the response suggested this was well received.



We have adopted the same style this year and look forward to similar feedback.

The organisation uses a variety of means to ensure the community gets access to our Quality of Care Report each year.

The report is placed on our website and promoted through our social media channels.

Printed copies are made available in the waiting areas of all sites.

We distribute the report from any public information stand hosted by BCHS and ensure it's the first item placed in showbags we put together for events.

The report is included in 'welcome' packs given to all high-profile visitors to BCHS such as politicians, government officials, health groups and funding partners.

Last year we printed an extra 500 copies and ran out two months before the end of the financial year which was a great result and endorsement for the interest in the publication.

## Bendigo Community Health Services developed and implemented a Family Violence Plan in August 2016.

The plan was developed at a time of increasing community focus on family violence brought about by the Royal Commission into Family Violence recommendations and the Victorian government's response.

A new BCHS family violence procedure was developed in August and promoted widely to staff through Sharepoint.

A seminar series was planned and introduced to deliver 'Identifying family violence' training to staff with family violence training added to team plans as a priority.

BCHS has maintained ongoing involvement in Bendigo-based family violence advisory panels and working groups.

The organisation also planned to establish groups for children who have experienced family violence but this was restricted by funding.

Finally, the family violence plan identified a series of recommendations to 'watch' to identify opportunities and continue to support staff around this important issue.

Bendigo Community Health Services is proud of its proactive position on family violence and looks forward to continuing to meet our responsibility of showing leadership and protecting vulnerable members of our community in regards to this issue.





# CASE STUDY

***Continuity of care is vital to the work delivered by the Bendigo Community Health Services Settlement Services team for new refugee families making a home in Bendigo as this case study shows ...***

**The Settlement Services team is the first point of contact for new refugee families arriving in Bendigo.**

Staff use a well-established routine to ensure families feel at ease, welcome and engaged with their new community.

Finding housing and furniture is often the first task for our staff to give the new family security.

The family is then introduced to a series of orientation workshops to learn things we take for granted such as how utilities work, money, Australian laws and the justice system, public transport, water safety, the role of police and how phones work and cybersafety.

Graduation from the orientation program is celebrated with a certificate presentation ceremony attended by a variety of BCHS staff to ensure families feel welcome and recognised.

Settlement services staff continue to oversee a family's transition into a new life and culture by engaging them with outside services such as Medicare and Centrelink, recreation and sporting clubs, schools, English learning, volunteer opportunities and go with them to job agencies for their first appointment.

Importantly, BCHS supports the health and wellbeing of the family through the first few years of their new life in Bendigo with all our services but specifically general practitioners, torture trauma counselling, a refugee health nurse and children and family services at our new kidzspace centre.

Our Homework Club staffed by volunteers ensures children gain an understanding of English and life

***“Importantly, BCHS supports the health and wellbeing of the family through the first few years of their new life in Bendigo with all our services but specifically general practitioners, torture trauma counselling, a refugee health nurse and children and family services at our new kidzspace centre”***

"I WOULD JUST LIKE TO SAY I'M SO THANKFUL TO THE AUSTRALIAN GOVERNMENT AND BENDIGO COMMUNITY HEALTH SERVICES. BECAUSE OF THEIR HELP AND SUPPORT MY LIFE HAS TOTALLY CHANGED AND IT'S SO MUCH BETTER"

values, while a women's refugee group and annual Refugee Youth Camp offers social and learning opportunities to enhance engagement and inclusion.

BCHS has created the new role of Cultural Diversity and Relationships manager to build partnerships and opportunities to enhance the inclusion of refugees in their new community.

The value of our work was summed up in a feature on the Settlement Services team which appeared in the local media and included the thoughts of former Karen client Lwe Pree.

"I would just like to say I'm so thankful to the Australian government and Bendigo Community Health Services. Because of their help and support my life has totally changed and it's so much better," Lwe Pree said.



## **Bendigo Community Health Services continues to place a high priority on language services to support the ever-growing refugee communities in Bendigo.**

**The organisation uses national telephone-based organisations Translating and Interpreting Service (TIS) and On Call to give our health professionals the ability to communicate successfully with all consumers who turn to us for care.**

When a 'hands-on' approach is required our staff utilise Bendigo-based qualified interpreters from the local refugee communities.

Several staff working in the Settlement Services team can communicate with Karen and Afghan refugees where needed.

BCHS has developed an interpreter services procedure to ensure all staff are aware of when to use a language or hearing-impaired service, how to access a service and the essential information the must always be communicated through an interpreter as outlined by funding agencies.

The policy also clearly states friends, family or anyone aged under 18 years must not be used for interpreting purposes.



# Staff awards and milestones

**Bendigo Community Health Services honors high achieving and long-serving staff during a combined Annual General Meeting and Staff Development Day each year.**

Our Board of Directors select award winners from categories aligned with our strategic directions and designed to encourage a high quality of innovation, leadership and service in staff.

A Consumer Award is chosen from nominations put forward by people experiencing a high level of service from an individual or team during the year while a Volunteer of the Year is also recognised.

Our Settlement Services team won the Excellence In Innovation Award for planning and running a

successful youth camp for young refugees to learn more about their new home and life in Australia in a fun environment.

Central site client services staff member Mary Russell won the Excellence in Service Award.

Doctor Christine Armstrong and headspace Bendigo manager Jenny Singe shared the Excellence in Leadership Award.

Counselling and workplace programs team manager Janaya Wiggins won the Consumer Award.

The Volunteer of the Year was Lyn Roulston for her work with our walking groups.



**226 staff**

**1 therapy dog**  
-Hulli (headspace Bendigo)

**2 resident cats**  
-Rusty & Peaches (nova house)

## Board Innovation and Service Excellence Awards

Excellence in Innovation	Settlement Services Program
Excellence in Service	Mary Russell
Excellence in Leadership	Jenny Singe and Dr Christine Armstrong
Volunteer of the Year	Lyn Roulston
Consumer Award	Janaya Wiggins

## Dedicated service

- 10 years** – Jessica Dowsey  
Barbara Newby  
Mark Fitzpatrick  
Samantha Crothers  
Corrine Leversha  
Robert Indrigo  
Dr Bruce Thorpe  
Adam Noyce  
Dr Christine Armstrong  
Lara Hassell  
Yogi (Therapy Cat)  
Martine Street  
Anne Chapman
- 15 years** – Jan Moore  
Angela Ray  
Louise Holland
- 20 years** – Anne Harland
- 25 years** – Dr Christina Sasse  
Kaye Graves

# Staff have many great stories to tell

*There are many great stories among the Bendigo Community Health Services staff. One such story is that of Salwa Dastgeer who after starting a new life in Bendigo has progressed from a volunteer with our Settlement Services team to a casual and now a part-time role.*

## Helping refugees settle in Bendigo is close to Salwa Dastgeer's heart.

She has lived that journey and now spends her time helping others find the new life in Bendigo she has come to love.

"I support the work of the Humanitarian Settlement Services team and assist new arrivals (refugees) with their day to day needs during the first year of their settlement in Bendigo," Salwa says.

"I run a refugee-based Women's Group on a weekly basis where Afghan and Karen women get together and socialise, learn new skills, and gain new information about various topics pertaining to their new living environment."

Salwa says the best thing about her role is meeting many new and wonderful people from diverse backgrounds and learning their stories.

"It's a privilege to work with them and support them in their settlement journey in Bendigo," she says.

"After joining the settlement team I realised that there is so much joy and satisfaction in working with people in need and supporting them overcome their challenges, so I decided to become a social worker."

Salwa is studying Master of Social Work at La Trobe University.

For Salwa the early apprehension about moving to Bendigo fuelled by constant media coverage of anti-mosque protests in the city has quickly given way to a deep affection for her new home.

"Bendigo is a very warm, welcoming and liveable city filled with such beautiful people. Its great community spirit took me by surprise and changed my perspective totally."



BCHS settlement services team members  
Caitlyn Mactier and Salwa Dastgeer.

Salwa is looking forward to helping refugees through her role with BCHS into the future.

"I would like to support young refugees in their journey to learn English and engage in meaningful employment to ensure their successful settlement and social inclusion in Bendigo," she said.



Family Day Care staff, educators, parents and children enjoy our 36<sup>th</sup> Annual Christmas Children's Picnic at the Bendigo Jockey Club. Each year between 90 – 100 children attend, many with their parents to celebrate the end of another great year. In 2016, activities included face painting, jumping castle, Disco with disco light and fabulous music, jungle gym, bubble blowing and temporary tattoos. The children all received a small gift from Santa before heading home or back to their educators.



# Community feedback

**Bendigo Community Health Services actively seeks compliments or complaints to recognise or improve the quality of staff performance and program delivery.**

Feedback forms are promoted on our reception desks and advertised to consumers through rolling messages on waiting room television screens.

All completed forms are collected by the office of the CEO who shares compliments and complaints with team managers for response and action.

Consumer surveys are used to evaluate consumer satisfaction and opportunities to improve our services.

Our social media platforms are also used to generate feedback.

## Client feedback - Early Childhood Intervention Services

"We've had Early Intervention before but our experience with Bendigo Community Health Early Childhood Intervention Services has been nothing but fantastic. Our key worker was instantly loved by our boys and the activities they have completed with her are incredible. Early intervention has taught my partner and I so much more about the way our boys minds work and how to successfully get through difficult situations. We couldn't imagine life without our key worker's help and insight, it would be chaotic to say the least."



This inspiring letter of thanks to one of our Early Childhood Intervention Services staff was a reminder our work does change lives and showed those in the community doing it tough that reaching out can make a big difference.

DEAR CARMEL.  
I JUST WANTED TO EXPRESS TO YOU MY FEELINGS.  
OVER THE PAST TWO YEARS YOU HAVE BEEN A PART OF MY FAMILY. YOU CAME INTO MY LIFE AT A TIME I WAS FEELING A LOT OF ANXIETY ABOUT (NAME WITHHELD) FUTURE. FEELING UNSURE OF HOW HE WOULD BE ABLE TO 'COPE' IN THE REAL WORLD. YOU HAVE HELPED US IN MORE WAYS THAN YOU KNOW. THROUGH MY SEPARATION YOU'VE HELPED ME REMEMBER HOW MANY THINGS I DID RIGHT. THROUGH TOUGH TIMES WITH MY OTHER KIDS YOU GAVE ME COMFORT. YOU NOT ONLY HAVE BEEN A GODSEND TO (NAME WITHHELD) BUT YOU'VE BEEN A SOURCE OF COMFORT AND A STRONG BEACON OF LIGHT. SIMPLY PUT, THERE'S JUST NO ONE ELSE LIKE YOU. YOU ARE A BIG ASSET TO THE ECIS TEAM. YOU ARE AND ALWAYS WILL BE MY HUMAN GUARDIAN ANGEL.  
THANK YOU FOR BEING A PART OF OUR LIVES.  
LOVE (NAME WITHHELD).

## Client suggestion - You asked, we delivered

**Suggestion:** Please install a baby change table in the male public toilet at Kangaroo Flat site.

**Action:** Baby change table purchased and installed by handyman.

## Evaluation survey - Generalist counselling women's group

When our generalist counselling team saw a trend of women aged 70 and over seeking help for loss, grief and bereavement issues and isolation they formed a group to bring them together for social connection, education and support.

BCHS surveyed participants at the end of six group sessions to gauge its success.

"Met five ladies I hadn't known before. We had some very interesting chats and benefited from the six-week course."

"After my initial apprehension I found the social contact gave me confidence to make a bit more effort to continue. The other ladies were lovely."

"We all have rough patches in our lives and it's better to seek and accept help than to feel that you are alone. We all have something to offer and it's good to share."

"I will be able to use the info in new ways to deal with things and that it is alright to not feel guilty for thinking just about myself sometimes."

"It was good that it was small group. Maybe in future groups it might help if there were a few minutes set aside for people to say things. Having a different one each week. I felt some weeks the facilitators did not get to do all the things they wanted to."

## Community survey - Paediatric services

"THE RESPONSES IDENTIFIED LOW OVERALL LEVELS OF BARRIERS TO ATTENDING THE SERVICE. THERE WERE NO BARRIERS IDENTIFIED FOR LANGUAGE, FEELINGS OF SAFETY, THE RIGHT SERVICES AND PARKING. LOCATION WAS RATED AS THE HIGHEST BARRIER BY THREE FAMILIES THE NEXT HIGHEST BARRIER WAS THE WAIT LIST WITH TWO RESPONDENTS IDENTIFYING THE WAITING LIST AS MAKING IT HARD. ONE RESPONDENT FOUND THE COST OF THE SERVICE AS MAKING IT HARD."

## Compliment, suggestion, complaint feedback form – comments

Recently attended podiatry at Kangaroo Flat. (Astrid). 'Toe nails, urrrgh'. Services was excellent, manner both courteous and helpful. Astrid is top 10.

I attended strength exercises at Merino Court and sincerely thank our leaders

Gentle Care. Wonderful staff and environment.

I attended strength exercises at Merino Court and sincerely thank our leaders/instructors for their patience, assistance and guidance at every session. Very satisfied.

The People made it so welcoming and some made it feel like home. They understood and didn't judge. They are amazing people. Thank You.

## Social media feedback

BCHS are a great place with plenty of services for all in our community to access – Facebook

Very friendly and helpful staff. I felt supported and listened to. I would definitely seek their professional services again – Facebook

Thank you for hosting us. What a lovely workplace you have and what great work you do – Instagram

We would love to be a part of kidzspace and contribute our health knowledge to developing your new hub. Check out our website for the types of health topics we present to children and young adults – Instagram.





# Partnerships

**Vulnerable young mothers living in the Bendigo area will benefit from a new family support program regarded as the first of its kind in regional Victoria.**

The State Government’s Cradle to Kinder initiative has launched in the Loddon region and will target disadvantaged young mothers and their children with support that starts before birth and continues until the child is aged four.

The program will be provided by MacKillop Family Services in partnership with Bendigo Community Health Services and CatholicCare Sandhurst.

MacKillop CEO Dr Robyn Miller said the program aimed to break the cycle of disadvantage often seen in vulnerable young families.

“We know effective, caring support in the early months and years of a child’s life is so important for their healthy development,” Dr Miller said.

“Cradle to Kinder connects vulnerable young mothers to community services that provide resources to improve their life, and that of their child. We want to empower young mums to take responsibility for giving their child the best possible start to their lives.”

Bendigo Community Health Services CEO Kim Sykes said Cradle to Kinder was a great addition to the service model being delivered from the new kidzspace hub at Kangaroo Flat.

“kidzspace recognises that some parents and children need more help than others. Wrapping key services around these families for a sustained period, as Cradle to Kinder does, gives the best chance of achieving real change,” Kim said.

“This is an exciting partnership which has the potential to change lives and we feel privileged to play a role.”

Cradle to Kinder will target pregnant women aged under 25 who are Aboriginal, have a learning disability or are living in emergency accommodation. The program places young mothers experiencing difficult personal, family or social issues with a dedicated support team who assists them access parenting, childcare, educational and social services.

Access to Cradle to Kinder is through the Loddon Child FIRST (1800 260 338) with referrals from local GPs and health, disability or Aboriginal care services.

# Helping with the NDIS

**Bendigo Community Health Services is playing a role in helping the community understand and access the National Disability Insurance Scheme.**

The NDIS was rolled out in the Loddon region on May 1.

BCHS is registered to provide these services for NDIS:

- Early childhood supports (For children aged 0-13 years)
  - Transdisciplinary early childhood intervention
  - Speech pathology
  - Occupational therapy
  - Physiotherapy
  - Developmental educators
  - Children’s counselling
  - Social Work
  - Podiatry
  - Psychology
  - Registered nurse
- Therapeutic supports
  - Counselling
  - Physiotherapy
  - Podiatry
  - Registered nurse
  - Social Work
- Exercise physiotherapy/personal training
  - Exercise physiotherapist.
- Assist productivity/personal care/safety
  - Dietician
- Community nursing care
  - Registered nurse

To learn more about children’s services and the NDIS call Terrie Killen at kidzspace on 5430 0500 while for adult services call Graem Kelly at our Eaglehawk site on 5434 4300.

# New partnership drives health and wellbeing of staff

**A new partnership between Poyser Motor Group and Bendigo Community Health Services is supporting the health and wellbeing of staff.**

Poyser Motor Group HR and OH&S officer Jo Taylor said the quality of working life for staff was a high priority for the company.

“We place a particular emphasis on the availability of work/life balance arrangements and aim to assist our team in ways which best fit their personal needs and those of our company,” she said.

“We want to invest in our team and ensure that they have the appropriate support they need to work to the best of their potential.”



Poyser Motor Group human resources officer Jo Taylor, left, and dealer principal Adam Poyser with Bendigo Community Health Services executive director Liz March.

Ms Taylor said Bendigo Community Health Services had helped the company plan and introduce a new health and wellbeing program.

Bendigo Community Health Services executive director Liz March said the organisation was keen to help Poyser Motor Group in taking a proactive approach to supporting the work/life balance of staff.

“Staff who proactively manage stress in their lives have fewer sick days and are more productive during work time,” Ms March said.

Ms March said businesses wanting more information about a health and wellbeing program or Work Health Assessment Program should call her on 5430 0500.

# Team effort improves the lives of refugee families

**Bendigo Community Health Services is working with the City of Greater Bendigo and Loddon Campaspe Multicultural Services to improve the lives of refugee families.**

Our role in the Strategic Partnerships Project is developing peer education models to address health barriers faced by people making a new home in Bendigo and to increase understanding of Australian culture, laws, systems, rights and responsibilities.

The project is part of a Bendigo Cultural Inclusion Project and funded through the Department of Multicultural Affairs.

Our cultural diversity and relationships team manager Kaye Graves said the project would make a difference for families.

“Helping these families learn about their new surrounds and Australian systems and providing them with good information about healthy eating and the benefits of physical activity can have such a positive impact on their health and wellbeing,” Kaye said.

Supporting the Afghan community to host their first Nowruz (new year) on March 21 was a positive outcome from the project.

The Nowruz event saw more than 160 people including local government officials, members of parliament, religious and community leaders turn out to celebrate and learn more about Afghan culture.



# Volunteers make a difference

**Staff from State Trustees in Bendigo have been enormous supporters of the Bendigo Community Health Services volunteer program.**

More than 30 State Trustees employees were inducted as BCHS volunteers and then developed a roster that sees two staff help with the Thursday Soup Kitchen each week.

State Trustees staff member Adrian Powell said volunteering at the Soup Kitchen was about giving back to the community.

"Chatting with those that attend the Soup Kitchen and listening to their stories is what I like most about volunteering," Adrian said.

"Memorable moments are learning more about those who attend for a meal and listening to how Bendigo has changed over the time, especially as a person who moved to Bendigo."

State Trustees staff Adrian and Brenda with children's books the organisation donated to our kidzspace centre

Adrian said he would encourage everyone to try volunteering.

"For the small time you give up to volunteer you get back tenfold in pride, happiness and by giving back in enabling those you assist," he said.

Bendigo Community Health Services offers a range of volunteer opportunities across our services and programs.

You can apply to volunteer with our organisation by visiting [www.bchs.com.au](http://www.bchs.com.au) and filling out an application form found under 'volunteers' in the menu.

"FOR THE SMALL TIME  
YOU GIVE UP TO VOLUNTEER YOU  
GET BACK TENFOLD IN PRIDE,  
HAPPINESS AND BY GIVING BACK  
IN ENABLING THOSE  
YOU ASSIST."

Felicity Dannock took part in the Bendigo Community Health Services work experience program in early 2017



## Student placements and work experience

**Bendigo Community Health Services offers student placement and work experience programs as part of our commitment to fostering career paths for young people interested in a future in health and wellbeing.**

We have a student placement association with La Trobe University, Charles Sturt University, Deakin University, Australian Catholic University, Bendigo TAFE and Holmesglen.

Our work experience program is open to all schools across the City of Greater Bendigo.

To learn more about either program visit [www.bchs.com.au](http://www.bchs.com.au) or call us on 5448 1600.

### My Week at BCHS

**Bendigo South East College student Felicity Dannock took part in the Bendigo Community Health Services work experience program in early 2017. Felicity shares her thoughts about the week...**

I spent my work experience week at Bendigo Community Health Services.

First thing Monday morning, I would be lying if I said I wasn't nervous!! But my nerves were gone in a flash as I was warmly welcomed by all the wonderful BCHS staff in the central office.

My week was amazing!

I got to experience so many different things and it gave me an all-round idea of what the workforce is like.

My absolute favourite part of the week was homework club at both Golden Square Primary School and Kangaroo Flat Primary School.

Homework club is a way for the kids in the Karen community to work on their communication and language skills. I think it was so amazing to see volunteers working to help these kids to be a bigger part of the community, they were incredible as the

only payment they could ever want is to see the kids succeed. It was great to be a part of a group of like-minded people who all have the same passion of helping people.

I loved this area of work experience so much I am now a volunteer at homework club!

I was able to experience both the central office and Kangaroo Flat centre, from simple jobs around the office to being a part of the Wednesday morning walking group, podiatry, physiotherapy, occupational therapy and everything in between.

I would absolutely recommend BCHS to other work experience students. It gave me a wide range of insight into different careers and got me showing my independence and confidence.

I had a wonderful time at BCHS and I think they are such a valuable organisation – helping the community with everything you could think of!

All my thanks go to those who took me under their wing during my work experience week!!





## Donations: Bags of Christmas spirit for those in need



**Share The Dignity delivered bags of Christmas spirit for more than 250 of our consumers in 2016.**

Share The Dignity used a #itsinthebag Christmas campaign to call on Australians to fill a handbag they no longer used with items to make a woman feel special and include a handwritten note to show her that someone cares and she matters.

We distributed donated handbags through the child and family services team, alcohol and other drugs treatment program, settlement services (refugee families) and headspace Bendigo.

One of our executive directors Liz March summed up the feeling of the organisation and the consumers who received a handbag thanks to the generosity and kindness of Share The Dignity.

"This was an incredibly generous donation by Share The Dignity which was so well received by those who were given a handbag for Christmas through our teams," Liz said.

"Share The Dignity should be proud of what they have achieved and the difference the organisations and all its volunteers are making in communities around Australia."

Our Young Pregnant and Parenting Program worker Linda Robertson put into perspective the incredible impact the #itsinthebag campaign had on those who received a handbag.

"This opportunity for the mum's created much excitement and while one of the mum's explored the contents of her bag she pulled out a perfume and said: 'I Love that, this is probably the only Christmas present I'm going to get'," Linda said.

"I also delivered a nappy bag and handbag which was filled to overflowing with products and gifts for both baby and expectant mother. This young mother is fleeing family violence and she showed much appreciation for the special consideration she felt as she explored her bag."

Bendigo Community Health Services extends a huge thank you to Share The Dignity and its volunteers for their valuable work in communities across Australia and the #itsinthebag Christmas campaign donations.

## Donations

Your donation will help others in the community. Your generosity can help Bendigo Community Health Services change lives in our community. Every donation can make a difference to the lives of people in need. All donations are tax deductible.

- ☐ \$5 can feed a family through our weekly soup kitchen.
  - ☐ \$10 can buy a toy and a book this Christmas for a local child.
  - ☐ \$25 can purchase school books and supplies for a refugee child entering school for the first time.
  - ☐ \$55 can provide quality shoes and socks to someone who needs them.
  - ☐ \$100 can purchase a welcome pack for a new refugee family, including warm clothing, bedding and basic personal hygiene products.
  - ☐ \$250 can provide a long-term unemployed person with a comprehensive health check and access to health programs that can help them get a job.
  - ☐ \$2500 can sponsor a weekly supported playgroup for local disadvantaged children and their families.
  - ☐ I would like to leave a bequest to help others in my community through my Will
  - ☐ I/my business would like to sponsor a BCHS community program to the value of \$ \_\_\_\_\_
  - ☐ I would like to make a monthly gift of \$ \_\_\_\_\_
  - ☐ I would like to make an annual gift of \$ \_\_\_\_\_
  - ☐ I would like to make a once off gift of \$ \_\_\_\_\_

## HOW TO PAY

- ☐ I have enclosed a cheque/money order (payable to Bendigo Community Health Services)
- ☐ I have direct deposited my gift to Bendigo Community Health Services BSB: 633 000 Account Number: 122 357 049  
(please include the word "GIFT" and YOUR SURNAME in the reference)

- ☐ Please charge my credit card

Card Number:             Expiry:   /   CVV:

Name on card: \_\_\_\_\_ Signature: \_\_\_\_\_

- ☐ Please contact me to discuss a donation I'd like to make

Name: \_\_\_\_\_

Address:

Email: \_\_\_\_\_ Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

To discuss a gift, donation or sponsorship opportunity, please call Bendigo Community Health Services on (03) 5448 1600. You can also ask us how we can help with your community fundraising idea. Please return this form to:

Bendigo Community Health Services  
PO Box 1121  
Bendigo Central, VIC 3552

Or drop it into reception at one of our sites



# Become a BCHS member

Membership application forms are available online at [www.bchs.com.au](http://www.bchs.com.au) or reception at any site.

Members of Bendigo Community Health Services are entitled to the following:

- Information about health and wellbeing
- Have your say about our community's health and wellbeing
- Participate in client/patient and community surveys.
- A copy of our annual Quality of Care report.
- Company members can be nominated to become a director of the board subject to eligibility.
- Participate in electing the Board of Directors.
- A copy of our quarterly BCHS E-Newsletter.

## Eaglehawk

3 Seymoure Street  
5434 4300



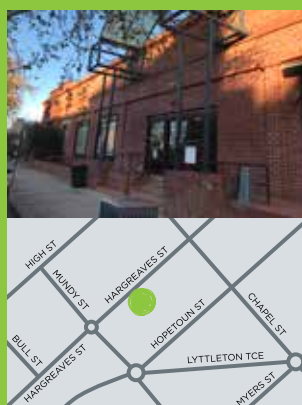
## Kangaroo Flat

13 Helm Street  
5430 0500



## Central

165-171 Hargreaves Street  
5448 1600



## Elmore

46 Jeffrey Street  
5432 6001



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Fax: 03 5448 1699

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



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