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Health being e

# Better health and wellbeing across the generations

**Vision :** Better health and wellbeing across the generations.

**Mission :** Working hand in hand with our community to achieve healthier lives.

**Values :** Respect. Inclusive. Integrity. Innovation.

## 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-Centre 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.

# strategic directions

# community

## improving access

### **\$1 million grant from William Buckland Foundation**

Access to children and family services at Bendigo Community Health Services will be improved by a generous grant of \$1 million from the William Buckland Foundation.

The grant will help us respond to a large and growing demand for community paediatric services in Bendigo and help us to address equity and access barriers to healthcare faced by vulnerable and disadvantaged children and their families.

Bendigo Community Health Services intends to provide community paediatric services five days per week to children and families that is bulk billed

with no out-of-pocket expenses to the consumer with the possibility of a Saturday clinic in the future to further enhance access.

The project addresses some of the key policy directions of the Victorian State Government including the Roadmap to Reform: Strong families, safe children; the VAGO audit of early intervention services for vulnerable children and families and the Royal Commission into Family Violence.

We thank the William Buckland Foundation for their enormous generosity and support.



*Our Women's Health Clinic team. Note: Dr Christine Armstrong has since left BCHS.*

### **New hub delivers better access to women's health services**

Women from all walks of life are getting better access to care and support through regional Victoria's first Women's Sexual and Reproductive Health Hub based at our Central site.

Victorian Minister for Health Jill Hennessy said the hub would deliver timely, affordable sexual and reproductive health advice to women in Central Victoria.

BCHS CEO Kim Sykes said the new hub provided BCHS with a brilliant opportunity to

extend the excellent platform of women's health services already offered to the community.

"Women of all ages will have access to a full range of sexual and reproductive services empowering them to make informed decisions on their health and wellbeing. The hub will allow us to help more women which is fantastic for our community," Kim said.

Learn more about our women's health services at [www.bchs.com.au](http://www.bchs.com.au) or call 5448 1600.



## Board of Directors



**Geoff Bowyer**  
Chair



**Vicki Pearce**  
Board director



**Tom Bailey**  
Board director



**Dean McKay**  
Board director



**Joshua Pell**  
Board director



**Katie Johnson**  
Board director



**Christopher Brook**  
Board director



**Jenny Dillon**  
Board director



**Vacant**  
Board director

### Retired board member:

**Jim Dannock**  
June 2012 –  
March 2018

## Co-located services

- City of Greater Bendigo maternal and child health services
- Clinical Labs pathology
- Motor Neurone Disease Association of Victoria (MND)
- Wesnet – The Women's Services Network
- St John of God Raphael Centre Bendigo
- Loddon Campaspe Community Legal Centre
- McKillop Family Services
- Bendigo Health – Dietetics
- St Anthony's Family Medical Practice
- DHHS Child Protection
- Shine Bright
- Monash School of Rural Health
- Bendigo District Aboriginal Cooperative
- Feelgood Fitness
- Kangaroo Flat YMCA
- 1-2-1 Fitness
- Eaglehawk Secondary College
- Crusoe Secondary College
- Weeroona Secondary College
- Wedderburn College
- Kerang Technical Secondary College
- St Arnaud Secondary College
- Multi-Disciplinary Centre

*Our Quality of Care Report is distributed to the community in BCHS reception foyers, at information stands, in showbags at community events, in visitor information packs and online.*

## Acknowledgements

Bendigo Community Health Services acknowledges our loyal consumers, partners, members and donors who provide such valuable support and allow us to continue delivering quality services and programs to the community. Your support is truly valued and we look forward to continuing our association into the future.

## Accreditations

- Health and Community Service Standards
- Human Service Standards
- Home Care Standards
- Family Day Care Standards
- Early Childhood Intervention Standards
- Royal Australian College of General Practitioner Standards
- headspace Model Integrity Framework
- Quality, Improvement, Performance (QIP)
- RACGP Standards
- HACC Standards
- National Quality Standards & Education and Care Services Regulation
- Victorian Early Childhood Intervention Standards 2016
- Human Services Standards (HSS)
- Child Safety Standards
- Healthcare that Counts Framework
- Victorian Approved NDIS Provider (VANP)
- headspace Model Integrity Framework
- Quality Practice Accreditation (formerly GPA)
- Australian Aged Care Quality Agency (AACQA)
- Murray City Country Coast (MCCC)

# welcome

One of the many benefits of the Quality of Care Report is the need it creates to reflect on the year that was. It's a discipline that reminds us of the achievements made by our staff and the progress we have made toward our goals while also bringing into sharper focus what remains to be done and where we still need to improve.

It is the case with most things, the best results come from teamwork – and the BCHS team is a terrific one. It's not great plans or grand statements that delivers results, it's the everyday investment consistently made by our staff and volunteers. Their work has improved lives, prevented some terrible consequences of disease and contributed to the health and wellbeing of our community.

We are also strengthened by a number of partnerships and collaborations which enables greater reach to those in need as well as a more comprehensive approach to the delivery of services to members of our community who have multiple and complex needs.

It has been wonderful to work with Bendigo Health this year to identify areas in which we could undertake collaborative work for the benefits of our community. This has led to some exciting opportunities that are yet to be announced.

Alcohol and Other Drugs will also be a significant focus for us in coming months as we review the way services are delivered to find better ways to engage our consumers and improve outcomes with them.

We have made enormous change to the way we approach prevention and health promotion work during the past year and look forward to supporting more people to make the sometimes small changes that can keep them healthier for longer.

In addition, we are a founding partner of Healthy GREATER Bendigo which is planned to complement existing efforts with the reach that council has into so many areas that can assist healthier lifestyles. Bendigo Health and City of Greater Bendigo are the other founding partners.

Consistent with our commitment to do more earlier in life, BCHS is delivering the Doctors in Schools program to eligible schools in the City of Greater Bendigo and beyond. The Doctors in Schools program is a Victorian Government initiative and we understand that we are now the largest provider of the service.

Along with many successes worthy of celebration across all of our program and support areas, we have challenges that must be overcome to do as much as we want to do in particularly critical areas. The availability of workforce is becoming more pressing in rural and regional areas. This risks the continued delivery of services crucial to the health and wellbeing of our community. Of particular concern are the skilled staff necessary for quality paediatric services and emerging concerns for Mental health and AoD. We are working with others on longer term solutions, however, we are concerned about capacity to meet demand in the short term.

One of the highlights for BCHS last year was the honour of being named Social Enterprise of the Year in the Bendigo Business Excellence Awards. We were delighted to contribute to these awards this year by sponsoring the People's Choice Award won by The Good Loaf.

To our members and stakeholders, thank you for your support.

To our Board and staff, thank you for making BCHS the organisation that it is.



*CEO Kim Sykes and  
Board chair Geoff Bowyer*



**3,200**

**COOKIES**

TO BUSINESS,  
SCHOOLS &  
COMMUNITY  
SERVICES

**100**

**FAMILIES  
ATTENDED  
THE  
KIDZPARTY**

**49,981**

**CAMPAIGN REACH**

**▲ 234%**

**INCREASE IN SOCIAL  
MEDIA ENGAGEMENTS  
(TRAFFIC)**

**▲ 328%**

**INCREASE IN SOCIAL  
MEDIA EXPOSURE  
(SHARES, RETWEETS/LIKES)**

# #5ways a success

Our inaugural #5ways to Wellbeing Week delivered a message to almost 50,000 people in May this year that good mental health was essential to living a happy and healthy life.

The #5ways to Wellbeing Week was planned after a literature scoping and environmental scan of the City of Greater Bendigo revealed a significant gap in mental health promotion activities despite a 2012 study finding 64.2 per cent of adults had experienced some form of psychological distress.

Knowledge, skills and awareness of mental wellbeing were raised using five key themes aligned to our four-year Integrated Health Promotion vision that 'People living in the City of Greater Bendigo to experience the best mental health and wellbeing possible'.

**MONDAY** was Take Notice and featured videos recognising people doing positive things in the community to make a difference.

**TUESDAY** was Grati-Tuesday and we encouraged businesses and organisations to hold events to talk about wellbeing.

**WEDNESDAY**'s theme was learning with Smiling Mind hosting mindfulness workshops for teachers and businesses.

**THURSDAY** was Connect with more than 3000 free cookies carrying health and wellbeing messages delivered to 50 businesses and organisations.

**FRIDAY** was 'Be Active' with a kidz party at our kidzspace hub in Kangaroo Flat promoting health and wellbeing learnings through fun games and activities.

## CASE STUDY : Leanne Turner

*I want to say a huge thank you to all the staff involved in the #5Ways events this week.*

*For me the week started with an amazing video put together from winning one of the awards for the 'Take Notice' day and ended with the absolutely amazing event 'Be Active'.*

*It's hard for us to go to events like that with our non-verbal autistic son Noah as there can be a lot of judgement from people and Noah can go into complete meltdown with things he doesn't understand.*

*For example, he wanted his face painted like an elephant as it's his favourite animal and he has a huge interest in dinosaurs so he wanted a photo taken in the photo booth as an elephant taking on T Rex. But it wasn't one of the pictures you could choose from and so he started to become upset. But the amazing Simone did his face as an elephant as best she could and he absolutely loved it.*

*He went in the fire truck, talked to one of the fires, went on the jumping castle slide, played in the bubbles, watched the end of the magic show, held and patted a snake, had his face painted, had a few photos taken in the photo booth and had a little play in an area that had elephant toys.*

*The only thing he struggled with a bit was waiting in line but not only where the staff amazing, the other parents were amazing too. I introduced myself to a few parents in front of us in line so that I could say to Noah that we need to wait until X person had their turn and then it was his and in the end he was waiting patiently and counting how many were left before his turn.*

*We all had an amazing time and I cannot thank you enough. Keep up the amazing work. You all deserve an award yourselves for the amazing week you put on.*



# community

## meeting community need

### BCHS goes to school on GP shortage

Bendigo Community Health Services is reversing the concerning trend of regional doctor shortages.

Six new GPs have arrived in the past year to work in our bulk billing clinics, Women's Health Clinic, Women's Reproductive and Sexual Health Hub and rapidly expanding Doctors In Schools Program.

The new GPs are working to build their appointment books and a relationship with the community.

BCHS has introduced online bookings through our [www.bchs.com.au](http://www.bchs.com.au) website in partnership with HotDoc to provide the community with improved

access to making appointments at a time that suits best.

The State Government-funded Doctors In Schools Program improves access to support and care for adolescent health issues by BCHS staff running clinics inside the schools.

Our Doctors in Schools Program has clinics in Wedderburn Secondary College, Crusoe Secondary College, Eaglehawk Secondary College, Weeroona Secondary College, Kerang Technical Secondary College and St Arnaud Secondary College.



### Alcohol and Other Drugs team targets opioid deaths

Bendigo recorded the most heroin overdose deaths of any regional centre in Victoria in 2017.

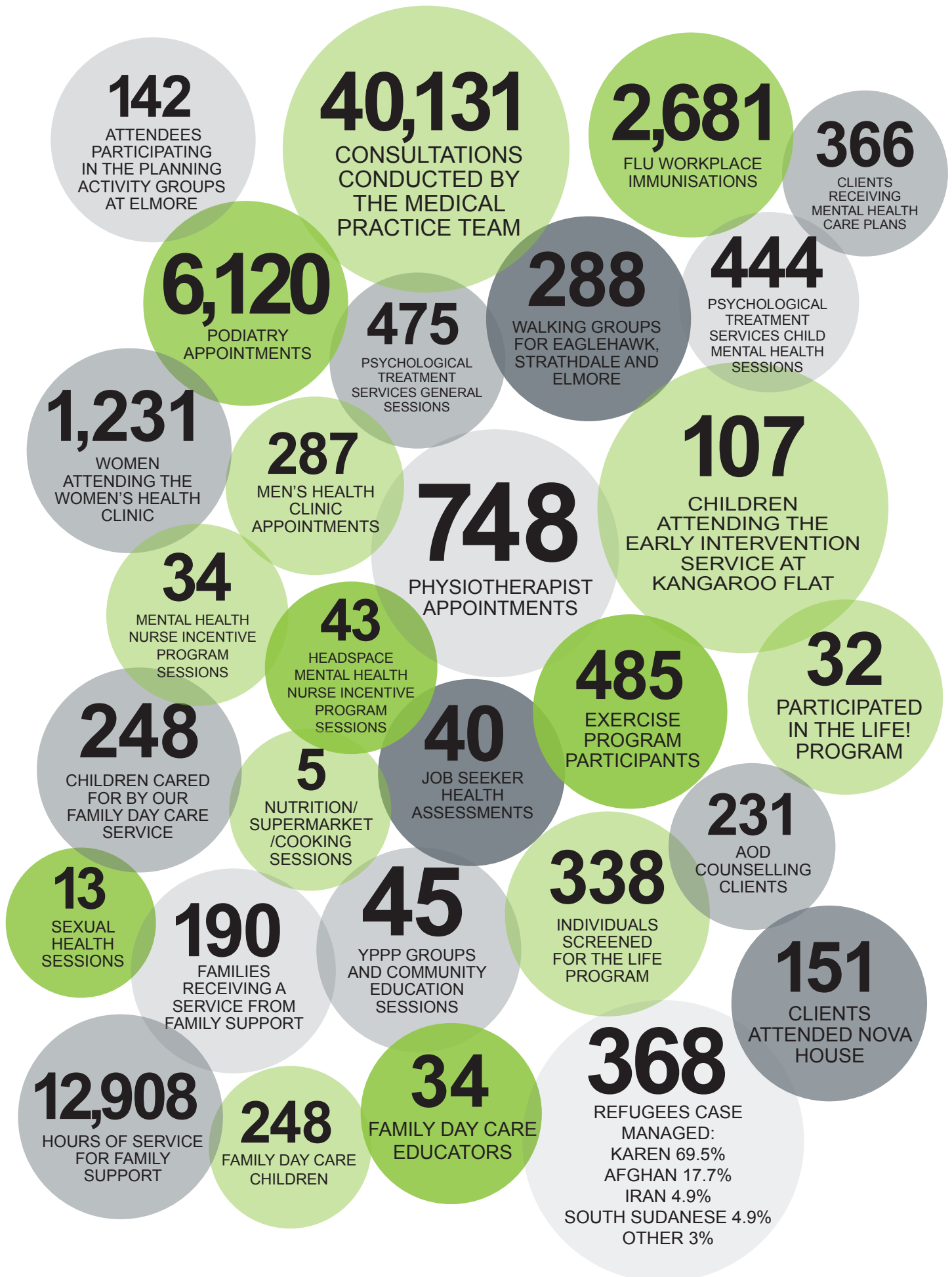
Our Alcohol and Other Drugs team is playing a role in reversing this trend by securing a State Government grant to make Naloxone free to the community and train people in its use.

Our AOD acting manager Bart McGill says Naloxone can mean the difference between life and death in any opioid overdose but it's essential family and friends learn how to administer the medicine.

"People shouldn't think overdose is caused by illegal drugs such as heroin either. Prescribed opioid drugs can cause overdose if not used correctly. We would encourage anyone who is prescribed opioids or has someone in their life who is prescribed opioids to get a free Naloxone script from Bendigo Community Health Services," Bart said.

The AOD team has also installed 24-hour needle disposal bins at our sites in Eaglehawk and Kangaroo Flat to meet a need and improve community safety.

# Our year by numbers





# inclusion

Bendigo Community Health Services continues to build access to services for the Aboriginal and Torres Strait Islander communities.

Our ATSI portfolio has been reinvigorated to review practices across the organisation and introduce new initiatives guided by a workplace informed by interviews, reviews and research of key frameworks and documents. A BCHS Management Group committee is developing a BCHS Reconciliation Action Plan.

We have worked with the Bendigo and District Aboriginal Co-operative to introduce the Achievement Program with BDAC becoming the first Bendigo organisation to obtain Phase 1 recognition.

Our teams continue to develop partnerships with BDAC to support the ATSI community with one of our most successful initiatives seeing our podiatrists working from the BDAC clinic each month.

BCHS monitors the level of attendances from the ATSI community through a check box on our registration forms but this is voluntary.

Being an accessible service that is welcoming to all is important. Here's some of the other initiatives we have introduced in the past year:

- The word 'welcome' prominently displayed in Dari, Karen, Dja Dja Wurrung language and English at our Central reception foyer.
- Installation of scooter recharging stations at some sites.
- Clearly marked disability ramp access at all sites.
- Improving employment opportunities for people with intellectual disabilities by building skills and increasing responsibilities.
- Created a disabled toilet in foyer of new Central site and Kangaroo Flat foyers.

The work of a new diversity worker at headspace Bendigo is changing the way the LGBTIQ+ community is supported in the Greater Bendigo area.

Maree Dixon oversees diversity groups for teenagers up to 18 years and another for over 18 years with an additional group for parents of young people who identify as LGBTIQ+.

Much of Maree's time is spent talking to schools, universities and community groups to raise awareness around diversity.

Maree has created a training schedule that will see Bendigo Community Health Services' doctors, nurses and other staff gain a greater understanding of the terminology, experiences, health issues and referral pathways for trans, gender diverse and non-binary consumers.

Maree was a driving force behind Bendigo's first Rainbow Ball in the beautiful Ulumburra Theatre.

Work to obtain a Rainbow Tick for the organisation is high on Maree's agenda.

The achievements of the headspace Bendigo diversity program has been recognised by a finalist nomination in the Connecting the LGBTIQ+ Community category of the GLOBE Community Awards 2018.

Maree references the Rainbow eQuality: LGBTIQ+ inclusive practice guide for health and community services in her work.

The position is funded through the Healthy Equal Youth (HEY) program.



# services

## **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 OTHER DRUGS CARE, RECOVERY AND CO-ORDINATION**

Provides support, advocacy and referral for individuals accessing treatment programs.

### **ALCOHOL AND DRUG GROUP PROGRAMS**

Group programs include; 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 Transmissible 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 KITCHEN**

Learn how to cook quickly, cheaply and get the best nutritional value with this program.

### **COMMUNITY EDUCATION**

Speakers are available to address groups on a number of health and wellbeing issues.

### **COMPLEX CASE SERVICE**

Intense short term case management and service coordination 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 wellbeing - 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 (0-12 years of age) with a developmental delay or disability. For children with an NDIS package.

### **ELMORE PLANNED ACTIVITY GROUP**

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**

Our qualified alcohol and drug counsellor provides support and education to families experiencing challenges related to the use of drugs or alcohol.

### **FAMILY SERVICES**

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

### **FAMILY SUPPORT PARENTING PROGRAMS**

Supporting parents to understand child behaviour and development and provide strategies to support children to engage in positive behaviours, enhancing family communication and relationships. Provided as required throughout the year.

### **HEADSPACE**

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

### **HEALTHCARE CO-ORDINATION**

Aimed at supporting case managers and those caring for children in out of home care, to access the health and wellbeing services these children and young people need.

### **HEALTH JUSTICE PARTNERSHIPS**

BCHS consumers have access to free and confidential legal advice from a lawyer provided by Loddon Campaspe Community Legal Centre. Promoting both positive legal and health outcomes.

### **MEDICAL PRACTICE**

A range of medical practitioners offering general practice services based in three locations.

### **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 (including Autism) to navigate access to the NDIS or other supports and services as appropriate.

### **MENTAL HEALTH CARERS RESPITE PROGRAM**

Supports carers of people with mental illness, to access services under NDIS, to help them maintain their caring role.

### **MOBILE DRUG SAFETY WORKER**

An experienced harm reduction worker is available to individuals anonymously to access NSP 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. Phone: 1800 636 514  
7.30pm - 10.45pm  
Tuesday – Saturday.

### **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.

### **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. For individuals 21 years and over who live in Victoria. An assessment process is required to ensure people are suited for Nova House.

### **RESPIRATORY MANAGEMENT**

This service is 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.

### **SUPPORTED PLAYGROUPS**

With a qualified facilitator, these playgroups aim to help families with children 0-6 years to engage with their children in a supportive environment.

### **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 a workplace health program.

### **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 doctors, nurses and counsellors.



# quality

## Everyone's responsible for quality, safety and consumer experience

Bendigo Community Health Services takes an organisation-wide approach to quality, safety and consumer experience.

Our framework sees all staff expected to play a role in these activities with oversight provided through regular BCHS Management Group quality review meetings and governance through a Board of Directors quality, safety and consumer experience committee.

The framework is based on Cathy Balding's Strategic Quality System model and aligns with Victorian Clinical Governance framework domains.

Organisation goals, objectives and KPIs were endorsed at Board of Director level with managers taking ownership by working with staff to create work plans supporting the framework at team level.

Importantly, the new framework has made good progress against goals, objectives and KPIs through 2017 and 2018.

Some of the highlights included:

- 90 per cent of staff completing Ask Me 3 training
- All teams completing consumer satisfaction surveys and starting to implement recommendations.
- 96% of staff completing hand hygiene training.
- 97% of client files audited with a monthly client audit tool finalised and implemented.
- Challenging behaviour training planned and delivered with more sessions into the future.



## Ask Me 3 gives consumers an active role in their care

Ask Me 3 improves the consumer experience at BCHS by giving them an active role in their care.

Sometimes people have trouble remembering or understanding information around issues with their health and wellbeing and Ask Me 3 encourages them to use three important questions during an appointment to understand better.

Ask Me 3 was designed by health literacy experts to help people feel more informed, encourage them to take an active role in their healthcare and give them a greater understanding of the risks they face.

Ask Me 3 training has now been completed by 90% of BCHS staff.

BCHS encourages consumers to Ask Me 3 with instruction forms on reception desks, promotion through merchandise and foyer TVs and Client Services staff taking an active role.



## Child safe standards a high priority

Bendigo Community Health Services has placed a high priority on reviewing and improving child safety standards in the past year.

Many of the changes have been made to ensure existing and new staff, volunteers and student placements are acutely aware of the standards and their importance.

A Child Safety Officer has been appointed to oversee Child Safety Standards within BCHS.

Position descriptions have been amended to include the following statement on Child Safety: 'BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure ALL children reach their individual potential'.

Other improvements based on Child Safety Standards include:

- Code of Conduct updated
- New staff provided with information about Child Safe Standards and the Reportable Conduct Scheme
- Child Safe Agreement implemented
- Requirement for all new staff to hold current employee Working with Children Checks
- Posters displayed in all reception areas that convey a message to children that they have the right to feel and be safe.
- Mandatory training for all BCHS staff on responding to suspected child abuse (online and face to face available through seminar series)
- Development of procedures and training, including quality, safety and consumer engagement framework and action plan
- All BCHS staff comply with state and/or territory legislation relating to working with children.

## Using what works and measuring what's important

The Parents Under Pressure program helps parents facing difficulties to develop positive and secure relationships with their children.

Our Family Services team become trained and accredited Parenting Under Pressure Therapists this year.

The program builds self-esteem and confidence in children and parents.

A Family Services Consumer Satisfaction Survey undertaken in March 2018 with 23 families showed the service made them feel safe and was culturally appropriate.

Families reported they felt helped and supported by the service and experienced high levels of family involvement in decision making around their goals and plans.

## BCHS has infection control in hand

Hand hygiene was a major focus for BCHS staff this year.

Training on the role correct handwashing plays in infection control, when to wash hands and how to do this effectively has been completed by 96% of BCHS staff.

An observation audit in March 2018 showed 100% of staff were complying with the correct handwashing procedure.

Hand hygiene training is now part of core competency training for all new staff and will be built into the review and development process for all current staff.

Infection control has been made a priority in the orientation of all casual and locum staff including relevant BCHS policy and procedures and an information pack outlining control information, clinical practice protocols and sharps container locations.

BCHS has recorded no infection control-related incidents in the past 12 months.



## Focus on incidents sees welcome reduction

### Summary of incidents

Incident category	2016/17	2017/18
Chemical	23	9
Clinical/medical	1	0
Electrical	5	10
Fall	2	0
Fire	6	2
Hazard	4	1
IT issue	11	13
Inappropriate behaviour	2	0
Infection control	2	0
Intruder	9	0
Near miss	1	8
Needle stick	3	0
Operational	1	3
Overdose	11	0
Personal injury	3	8
Property damage	1	3
Theft	0	0
Vehicle	0	0
<b>Total</b>	<b>85</b>	<b>57</b>

*“An observation audit in March 2018 showed 100% of staff were complying with the correct handwashing procedure.”*



## Mental health team adopts K10 assessment tool

The Bendigo Community Health Services counselling and mental health team introduced the K10 assessment tool for consumers in early 2018 as part of their commitment to the Quality, Safety and Consumer Experience framework.

The evidenced-based assessment tool measures a client's anxiety and depression on a rating scale.

Counselling team clinicians ask consumers to complete the assessment during the first and then third or fourth session before comparing scores to clearly determine a client's progress and inform their care moving forward.

The K10 allows clients to see progress even when they feel they may not have made any and allows them to acknowledge that progress which empowers them to continue building on their achievements.

Client feedback shows seeing progress is helpful and motivating.

The K10 scores of a client are entered into the TRAK patient information system for future reference and comparison.

Clinicians are able to ask consumers at any time during their therapy to complete the assessment.

Interestingly, our staff are finding consumers are now asking clinicians to complete the assessment again to check their progress.

## PDSA system encourages teams to keep focus on quality

Bendigo Community Health Services teams are encouraged to use a Plan Do Study Act cycle to ensure ongoing quality improvement and learning.

Our podiatry team used the PDSA cycle to develop a Hypoglycaemia Management Plan and Kit to support consumers attending BCHS.

The hypoglycaemia kit was developed with the help of our Credentialed Diabetes Educator and following best-practice management guidelines.

Kits and management plans are now located in podiatry clinic rooms, Active Living Program strength training areas and reception foyers across BCHS sites.

BCHS staff have used the kit and management plan on two occasions to support a consumer.



# quality

## Accreditation shows service meets Victorian Early Childhood Standards

Our Early Childhood Intervention Service and kidzspace hub met all ratings from a Quality, Innovation Performance accreditation assessment against Victorian Early Childhood Standards this year.

BCHS was rated on being a family centred practice, access and engagement, outcomes for children and families and inclusion and participation.

The assessment team noted key achievements for the ECIS team in a family inclusive approach to service delivery, highly motivated staffing group committed to getting the best outcomes for children, the development of an outcomes framework to show achievement of client's goals and a system of working with other BCHS and external services to get the best outcomes for children.

Among other comments from assessors was that BCHS had strong evidence of parental and child involvement in goal creation and progress and an excellent training system for core requirements.

The QIP team provided several recommendations for BCHS to review for introduction.



### You said.. we did

Community feedback helps us improve to ensure the consumer experience with us is valuable. Below are examples of issues raised by our consumers and actions we took in response.

#### **Podiatry:**

Making booking appointments easier

**You said:** A community survey revealed a desire from consumers to be able to book appointments well in advance rather than having to ring one or two weeks ahead. Our consumers were finding the short notice for an appointment was often meeting high demand and they couldn't find an appropriate time.

**We did:** We now have a system in place where consumers can make advanced bookings for a podiatry appointment. This has helped ease high demand periods and made finding an appropriate time easier.

#### **Strength training:**

Yes, it was hot in there

**You said:** Some consumers at our Active Living Program strength training sessions felt the temperature in the venue was too hot to enjoy their physical activity.

**We did:** We reviewed literature around safe and ideal temperatures for strength training sessions and used that information to create new guidelines for our venues.

# Interpreters play key role in BCHS consumer care

Bendigo Community Health Services continues to review and improve the use of interpreters as need grows. We are seeing increasing numbers of refugees turning to our service for care and support. Our Settlement Services team produced a short animated video to show how everyone can get value from the interpreter experience.

## Victorian Interpreting and Translation Service (VITS)

Karen	80
Burmese	3
Cambodian	13
Cantonese	1
Dari	12
Hazaragi	3
Persian	1
Russian	17
Korean	1
<b>Total</b>	<b>131</b>

## Translating and Interpreting Services (TIS)

	2016-17	2017-18	Total
Karen (Myanmar)	79	302	381
S'gaw Karen	62	69	131
Dari	70		70
Pwo Eastern Karen	2	13	15
Cantonese	14		14
Farsi (alt Persian)	6		6
Hazaragi	2		2
Arabic	1		1
Thai	1		1
Spanish	1		1
Korean	1		1
<b>Total</b>	<b>239</b>	<b>384</b>	<b>623</b>

## Satisfaction surveys

Bendigo Community Health Services used two consumer satisfaction surveys this year to ensure our services and programs were responding to the needs of the community.

Our teams did consumer satisfaction surveys in March and June looking for opportunities to improve the consumer experience.

The first survey targeted consumers with low literacy by using emoticons instead of written text while the second captured responses from consumers with moderate to high literacy levels by using text questions.

<p>The March survey was completed by 430 consumers with an overall satisfaction rate of</p> <p><b>94%</b></p>	<p>Consumers believed their needs were met at BCHS with nine saying 'somewhat' and one saying their needs were 'not met'.</p>	<p>Bendigo Community Health Services distributes the Victorian Healthcare Survey through an active approach by our Client Services staff with promotion on televisions in reception areas urging consumers to take part. Unfortunately, the survey had a poor response from our consumers. We have provided feedback on what our consumers say about the survey to the State Government.</p>
<p>The June survey was completed by 302 consumers with an overall satisfaction rate of</p> <p><b>95%</b></p>	<p><b>690</b></p>	
<p>The surveys found a majority of consumers learn about BCHS services from their doctor with friends and family other significant sources.</p>	<p>A majority of consumers reported feeling safe, welcome, helped and supported at BCHS.</p>	



# feedback

## community feedback

Bendigo Community Health Services uses a variety of platforms to generate feedback, compliments and complaints from consumers. Feedback forms are displayed at all sites and promoted on foyer TV screens with an electronic version on our website.

The Office of the CEO collects and logs all feedback, compliments or complaints for distribution to team managers for response and action.

Our social media platforms are used to engage with community while consumer surveys gather direct feedback on consumer satisfaction and suggestions for improving services.



### By handwritten note...

*To Share The Dignity.*

*Thank you so much for my gift bag.*

*Receiving the bag after successfully completing my detox warmed my heart.*

*You made me feel so incredibly special.*

*You made me feel like I deserved a treat.*

*You brought tears to my eyes.*

*So thank you again from the women here at Nova House.*

*You guys are amazing.*

*Keep up the good work.*

*I'm sure all your bags bring joy to us women.*

*Stay awesome!*

### By letter...

*To all the guys and gals on the Nova House staff.*

*Thanks heaps!!*

*You're all awesome!!*

*From the moment I arrived till the moment I left I've been treated with nothing but respect and well looked after.*

*I hope you never look at your work as just a job and always be proud of what you do, knowing that even the smallest of things you do here at the house are making a difference, not only in the lives of your clients but their families as well that otherwise might be tragically lost.*

*In the short time I was here I've gained the hope and confidence that I needed and with some hard work, determination and a little willpower I will continue my journey on the road to recovery with my head held high back to my family, not a new man but a slightly better one (I mean serious look at me it doesn't get much better than this).*

*Much appreciation.*

*Peace*

*(Name withheld for privacy reasons)*

## By consumer compliment, suggestion, complaint form...

*Gentle Care. Wonderful staff & environment.*

*All of you are hardworking angels. Many thanks to all of you.*

*Happy with my care - I could talk to the person treating me and they listened to me. I liked her, she helped my feet feel better.*

*Concern about people who may or may not be under the influence of drugs collecting their paraphernalia in full view of the waiting room. It makes me feel complicit in enabling illicit drug use.*

*If I had a child with me all the worse. Not good enough for patients.*

## By email...

*I would like to take the time to express my delight and compliment your amazing friendly and helpful service. I attended the Eaglehawk community health yesterday for the first time and could not be happier with my experience. From that first phone call to make an appointment with the receptionist to being greeted on arrival to seeing the doctor, I'm delighted to say my time there was stress free and a pleasant experience. I'm not keen on going to the doctor unless I'm in excruciating pain and find it a stressful experience on every level, but attending yesterday has changed my outlook. I hope you don't mind my feedback, as in 44 years I have never felt so pleased and grateful in a service that you were able to provide. For this I'd like to thank you all so very much.*

## By thank you card...

*Never felt like I've been in a better position to move forward and enjoy life. My girls and I are bonding and enjoying time together. It's great to come home from work to an open door and a kiss and cuddle.*

*(Name withheld for privacy reasons)*



## By social media...

### Instagram :

*Jillhennessymp You just keep doing awesome work. Congratulations!*

*rochestersilos Thanks Judy for bringing the Elmore Social Support Group to Rochester Silos - a great day out!*

*Centraldeborahgoldmine Great idea! Cookies were delicious. Thank you.*

*Naomisaunders28 Hats off to Pristine Dry Cleaners! Amazing effort! Wonderful members of our community! #thankssomuch*

### Facebook :

*Thanks for hosting! It was an interesting and informative discussion.*

*Thanks Leah and the team at BCHS. We had a fabulous two days with a passionate group of facilitators. Looking forward to working together and supporting the region toward healthier, strong, more connected future families.*

*Over 20 years a patient at Eaglehawk clinic and with five children I love that you can now also book online.*

*Thank you so much Bendigo Community Health Services you do amazing jobs.*

*Thank you BCHS and Smiling Mind. Fabulous session for educators in the afternoon.*



# Elmore

The Elmore Social Support Group is certainly meeting their target of engaging residents aged 65 or over to keep them well and living independently in the community.

The group has spent the past 12 months making Trauma Teddies for children in war-ravaged areas of Syria.

“Most of the ladies at the group help with the knitting, sewing together, stuffing and putting faces on to make a Trauma Teddy,” group co-ordinator Judy Ryan said.

“It gives the group a sense of purpose that they are giving back to their community and enjoy working with the Red Cross in Elmore.

“They were pleased that some of the children that have been traumatised by war may get some small comfort from one of their Trauma Teddies,” Judy said.

When not making Trauma Teddies the group has been busy with other art and craft activities, enjoying day trips far and wide, music programs, bingo, movies and building things in ‘The Shed’.

Road trips included visits to see the silo art at Rochester and the Holden Museum at Echuca.

They turned back the clock with a ‘Before Plastic’ session talking about how before plastic bags people used string and paper, boxes, brown paper bags to line cake tins, glass jars, tins and always had a thermos handy for a cup of tea.

The group made newspaper bin liners to go with the theme in Elmore of no single-use plastic bags.

The Elmore Social Support Group is open to men and women 65 years or over and people who are younger with a disability.

To learn more call group co-ordinator Judy Ryan on 5432 6001.

***“It gives the group a sense of purpose that they are giving back to their community and enjoy working with the Red Cross in Elmore.”***





# headspace Bendigo

The headspace Bendigo team's commitment to going above and beyond for the community went the extra mile this year ... literally.

The team took on Cancer Council Australia's The March Charge to raise awareness and funds for people with cancer by setting a goal of walking 300 kilometres.

Seven staff charged through more than 900 kilometres to raise \$1712 – amazing!

headspace Bendigo took The March Charge in support of valued team member Haylee Kennedy who lost her sister Tahnee to cancer this year.

In this financial year, 859 young people with mental or general health issues were supported by headspace Bendigo through 4554 appointments – demonstrating the importance of these services.

Traditional free services covering general and mental health, drug and alcohol support and sexual health are complimented by specialised programs assisting target groups.

Two clinicians deliver a Murray PHN-funded therapeutic counselling program for youth at risk of, or experiencing, severe mental illness called Youth Enhanced Program (YEP), expanding services.

'Healthy headspace' workshops are easing pressure on our waiting lists by upskilling young people in topics such as sleep, anger or healthy thinking. The feedback has been so positive!

A three-year Individual Placement Support trial employing two vocational specialists to help young people with a mental health issue find work, education or training is achieving good results with the support of Bendigo business and education services.

headspace supports LGBTIQ+ young people thanks to the Healthy Equal Youth funding that enables a diversity worker to deliver a range of services including education sessions at schools and other services. The diversity groups hosted by the diversity worker have been nominated for a GLOBE Community Award due to their positive impact. A support group for parents of youth who identify as LGBTIQ+ is growing.

Young people can gain access to legal services through our partnership with Youth Justice and a continued association with Youth Law.

Getting out and about remains important for headspace Bendigo to engage with youth and promote support services and this year staff again visited secondary and primary schools, TAFE and universities, training providers, sporting clubs and



## headspace Bendigo – young people turn to us for:

<b>69%</b>	mental health support
<b>17.5%</b>	engagement and assessment
<b>8.3%</b>	vocational support
<b>2.6%</b>	physical or sexual health
<b>2%</b>	family support and general assistance
<b>0.6%</b>	sexual health

## Young people accessing headspace Bendigo identify as:

<b>39%</b>	Lesbian, Gay, Bisexual, Trans, Intersex, Questioning (LGBTIQ)
(This is almost 15% above the national average)	
<b>7.6%</b>	Aboriginal or Torres Strait Islander
<b>6%</b>	Culturally and linguistically diverse

community events such as Groovin' The Moo and the Youth Week Film Festival.

Free toiletries and food parcels continue to help youth in need thanks to Bendigo Foodshare and Zonta.

Call in to headspace Bendigo at 78-80 Pall Mall and meet our beautiful and very popular therapy dog Hulli or call 5434 5345 for an appointment.

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

# Our staff

## Staff recognition

High achieving and long-serving Bendigo Community Health Services staff are honoured at the combined Annual General Meeting and Staff Development Day each year.

The Board of Directors choose award winners from categories aligning with our strategic directions that encourage innovation, leadership and service in staff.

A consumer award is selected from nominations made by the general public.

### Board Excellence Awards:

AWARD	WINNERS
Excellence in Advancing Health Equity	Medical Practice team
Excellence in Safety and Quality Improvements	Information, Management and Technology team
Excellence in Sustainability	Fleet and Facilities team
Excellence in Consumer and Community Engagement	Nay Chee Aung
Volunteer of the Year	Wah Heh
Consumer Award	Mary-Anne McCluskey

Staff number

**222**

Therapy dog

**1**

HULLI THE  
HEADSPACE  
DOG

Therapy cats

**2**

RUSTY &  
PEACHES  
AT NOVA  
HOUSE

Current volunteers

**87**

New volunteers

**30**

### Staff service milestones

**30  
YEARS**

Cheryl Medcalf

**25  
YEARS**

Heather Hinton  
Robyn Knight

**15  
YEARS**

Dr Michael Tenni  
Elaine Clark  
Terrie Killen  
Carmel Mugleston  
Robyn Weightman  
Wendy Cue

**10  
YEARS**

Melissa Killen  
Di Roberts  
Carole Safstrom  
Boska Wyatt  
Sharyn Gibbs  
Cameron Cail  
Lanie Kunaus  
Michele Middlemiss  
Dr Christopher Daw





## Water filters make a difference for Ugandan families

Bendigo Community Health Services staff assembled water filters for villagers in Uganda as a Staff Development Day team activity in October 2017.

Staff wore blindfolds while making the filters to raise awareness that poor water quality is the biggest cause of avoidable blindness in the developing world.

The filters passed strict quality assurance testing by the Water Works Program in NSW before being shipped to Kasese in the Rwenzururu region of Uganda by charity partner Lifewater International.

Pretty cool to see the fantastic work of our staff is now making a huge difference for those in need not only in Bendigo but worldwide.

## Great honour for Kaye

The Victorian Multicultural Commission honoured Cultural Diversity and Relationships manager Kaye Graves with the #diversityheroes Community Innovation Award at Government House in November 2017. The award recognised a series of understanding Islam information sessions in Bendigo. "BCHS held six 'understanding islam' sessions throughout 2016 and 2017. As well as fostering greater intercultural understanding among everyday community members, the sessions provided health workers and other service providers with useful insights which have improved the way they support Muslim families," the judges said.





# Partnerships



***“The bike education was important because we learned so much about bike rules and safety. We can now ride with confidence,”***

Refugees are learning how to become confident cyclists thanks to bike workshops run by the Bendigo Community Health Services Settlement Services team in partnership with Bike Bendigo and the City of Greater Bendigo.

Our Settlement Services case worker Salwa Dastgeer said one group of Afghan girls loved the workshops.

“The girls are learning how to ride their bike correctly and the laws and rules they must follow to ride safely,” Salwa said. “They are also getting some tips on how to look after their bike.”

The girls enjoyed the workshops and learning about bike education.

“I loved the workshops because it was fun to ride in a group with my friends,” Zahra said.

“The bike education was important because we learned so much about bike rules and safety. We can now ride with confidence,” Lailuma said.

“Riding bikes is so good for us. It is fun and exercise. I will ride my bike from home to school and to the shops,” Behnoush said.

BCHS gives each group member a bike, helmet, pump and drink bottle.

The bikes are donated by the community through the Department of Justice and Regulation Wheels In Motion program which sees young offenders on community corrections orders repair them for use.

Wheels In Motion is supported by the Victoria Police, Eaglehawk Recovery Yard and Moroni’s bikes.

Bendigo Community Health Services runs other road safety and vehicle maintenance workshops for refugees as part of our Settlement Services program.

# ps

## Health Justice Partnership

A Health Justice Partnership between Bendigo Community Health Services and Loddon Campaspe Community Legal Centre is having a significant impact on improving the mental health of disadvantaged consumers.

The partnership sees a lawyer based at our Kangaroo Flat site three days a week to work with consumers and staff.

Consumer feedback captures the significant impact of these partnerships.

"I was heading to a very dark place. Without that help I may have been dead by now. I've been in services for a long time and this one is remarkable".

"Stress has been reduced by 100%. My life was out of control. Now I feel more in control. I feel as if I have hope. I feel as though I have been empowered."

The State Government announced funding of \$200,000 in June this year to continue the partnership.

Australian National University research has found 90% of consumers interviewed would not have sought help without access to the partnership, consumer knowledge of rights and responsibilities improved 73%, confidence in engaging with services rose by 91% and knowledge of their options increased by 91%.

***"I was heading to a very dark place. Without that help I may have been dead by now."***

# 82

CLIENTS PROVIDED WITH CASEWORK ACROSS

# 37

DIFFERENT LEGAL PROBLEM TYPES

# 165

TIMES BCHS STAFF SOUGHT LEGAL ADVICE FROM HJP LAWYERS FOR CLIENTS

# 82

TIMES HJP LAWYER SOUGHT MEDICAL ADVICE FROM BCHS ON BEHALF OF CLIENTS



## From learners to leaders

Graduates from the region's first Refugee Youth Leadership Program are now helping Bendigo Community Health Services plan and run the annual Youth Camp. The two-day program run by BCHS in partnership with the Centre for Multicultural Youth in February brought together youth of Karen, Afghan and South Sudanese background to build the confidence and skills needed to lead change in their communities. How brilliant the program is already paying dividends.



# Community engagement

## Going above and beyond to help the needy



A winter coat drive, Thursday Soup Kitchen and plans for a Fork In The Road community hub are initiatives to help the needy beyond our traditional health and wellbeing services.

The Bendigo Community Coat Drive attracted more than 1400 donations in May this year with Pristine Dry Cleaners donating their time to clean every item before distribution.

City of Greater Bendigo councillor Rod Fyffe and Southern Cross Austereo chief executive Jason Priestley helped launch the coat drive.

"The Bendigo Community Coat Drive is a great opportunity for the community to help others in need. A coat or blanket makes a huge difference to someone really struggling," our CEO Kim Sykes said.

Pristine Dry Cleaners manager Jane Townsend said the coat drive was a way for the business to give back to the community.

"It's good for the community and people who are in need, especially in the colder weather," Jane said.

Our Thursday Soup Kitchen at the Central site 165-171 Hargreaves Street continues to provide food and a social network for the homeless, lonely and vulnerable.

The Soup Kitchen operates from 4pm to 4.45pm each Thursday with the support of sponsors IGA Strath Village, JL King and Co and Strath Hill Hotbake.

State Trustees Bendigo provides two staff each week to volunteer at the Soup Kitchen.

"Soup Kitchen is about supporting everyone who comes along – our weekly regulars and the new faces who come and go," our CEO Kim Sykes said.

Soup Kitchen runs out of a new community hub called Fork In The Road which has been made possible through the generosity of our landlord The Andrews Foundation.

Fork In The Road will be used to give soup kitchen attendees and other disadvantaged, vulnerable or lonely community members the opportunity to build life and work skills and should be open late 2018.

*To support any of these initiatives please email [bchscomms@bchs.com.au](mailto:bchscomms@bchs.com.au) or call 5448 1600.*



# ent

## Supported play groups build confidence

Bendigo Community Health Services oversees Supported Playgroups across the City of Greater Bendigo.

The Supported Playgroups are funded by the Federal Government's Communities for Children program with group venues at our kidzspace hub at Kangaroo Flat, Eaglehawk Neighbourhood House, Heathcote Primary School, Baptcare Home-Start, Noah's Ark in Quarry Hill and CatholicCare Sandhurst in Bendigo.

The key highlights of a Supported Play Group for children and families include:

- A mentor who provides advice, training, resources and oversees evaluation of progress.
- Family support to help children meet developmental milestones.
- Improving parent skills and confidence to support a child's development.
- Positive experiences for parents and positive life experiences for their children.
- Early identification and intervention which may include referral to the right services.

### CASE STUDY :

*The Communities for Children team use consumer surveys to monitor the success of Supported Playgroups.*

#### ***How did you become involved in the Supported Playgroup and how long have you been attending?***

*I have a three-year-old son with autism – diagnosed in Feb this year (2017). The speech therapist linked me in with this Supported Playgroup (Kangaroo Flat) before that. I started going with my son and daughter, 1 year old, Sept/Oct 2016. We have been going ever since.*

#### ***What has been the most significant change you have noticed?***

*The confidence boost it has given my son – it's massive. My son wouldn't leave my side – he was always attached to my leg – wouldn't let me go; when in group or when going anywhere. Since being in the playgroup he has started gradually moving away from me and playing with the different play areas, more and more.*

#### ***Why is this significant for you?***

*Massive relief as a mum knowing he's now enjoying what he is doing, he's happy and safe and well looked after. Knowing he can do things and is thriving is a massive relief as a parent.*

*I must be receiving the right support and advice (from workers I trust) in this playgroup because I can see he's thriving.*



# engagement

## Community engagement



## Getting out and about in the community is important to Bendigo Community Health Services

It's a chance to raise awareness of our services and the BCHS brand, answer health and wellbeing questions and give back to the community and organisations who support us.

Our staff regularly speak at events in the areas of alcohol and other drugs, men's and women's health, children and family services and mental health.

Some of our favourite annual engagements include the NAIDOC Children's Day, Eaglehawk Dahlia and Arts Festival, Elmore Field Days and La Trobe University O Week.

You will also find BCHS staff attending school information sessions and careers nights, R U OK? Day, health and wellbeing days, Rotary clubs and the annual Suicide Prevention Awareness Network walk.

We even held our first Careers Expo this year with more than 20 staff from a range of services on hand to talk with people seeking a career in the community health industry. Around 50 people turned up to make the most of the opportunity.

## Volunteers

Volunteers play an important role in supporting our staff to deliver services and programs.

Our Settlement Services team uses volunteers in the orientation of new refugee families as a support for learning important skills such as catching public transport, road safety, finding a home to rent and opening bank or Centrelink accounts.

BCHS honours a Volunteer of the Year with Wah Heh winning the award last year for her dedicated work in helping new refugee families feel welcome and settled in Bendigo.

## Students

Guiding and supporting future health professionals is important to Bendigo Community Health Services.

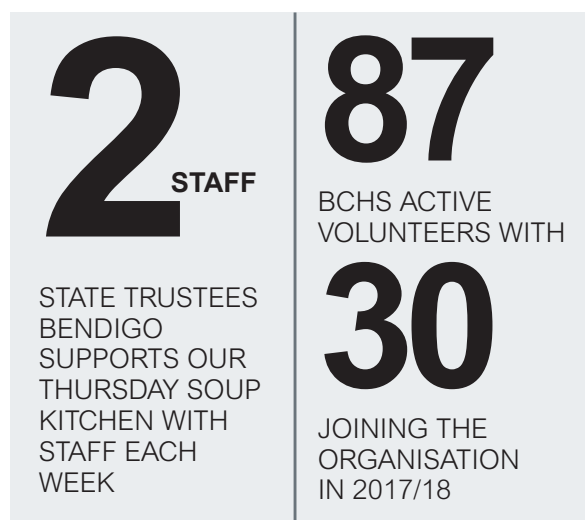
Our student placement and work experience programs provide students with first-hand experience.

BCHS accepted 77 students in the past financial year with La Trobe University, Charles Sturt University, Deakin University, Australian Catholic University, Bendigo TAFE and Monash University represented.

A Student Placement Survey is used to gather feedback from students on the value of the program.

“Overall, I have thoroughly enjoyed my time at BCHS. I worked with a great bunch of people who constantly assisted and supported me in my work and ensured that I got the most out of the time that I was here. Over such a short period of time I have learnt so much that will help me in the future and I now have a much better understanding of how broad the field of public health is,” one Public Health Student wrote.

BCHS held our first Careers Expo in March 2018 with more than 50 students attending to get advice from our staff.





# community

## Donations

Bendigo Community Health Services has been fortunate to receive a host of donations through the year which are used to support our services, programs and consumers. Thank you to everyone who was so kind – it's much appreciated and will make a significant difference.



**Share The Dignity:** Share The Dignity donated handbags full of sanitary products and gifts.



**Hume and Iser:** Stephen Iser and Hume and Iser Bendigo gave vouchers for #5 ways to Wellbeing Week.



**The City of Greater Bendigo** donated toys for disadvantaged children using our services.



**Crooked Kitchen** donated toys for disadvantaged children using our services.



**The Mothers Union** donated handmade goods to the Bendigo Community Coat Drive.



**Adelaide Crows AFL star Eddie Betts** signed a jumper for auction to support our Men's Health Clinic.



**Kiwanis book library:** The Kiwanis Club of Bendigo donated a book library.



**The Rotary Club of Bendigo Sandhurst** did a shoe drive for new refugee families.

# Become a BCHS member

## Remembering our esteemed life member Jack Taylor OAM

Bendigo Community Health Services was saddened to hear of the passing of valued life member Jack Taylor OAM this year.

A great community-minded leader and supporter of BCHS.

A five-time mayor of the Borough of Eaglehawk, Jack played an important role in the push to establish Eaglehawk Community Health Services in October 1973 which would later become Bendigo Community Health Services.

"We had limited doctors in Eaglehawk at the time and this is just what we wanted as a community," Jack recalled during our 30th birthday.

Our CEO Kim Sykes remembers Jack as a person who was always working to help others.

"The last time I saw Jack he was attending a BCHS function and had to leave early because he had to get to Bunnings to help with some fundraising - always helping others," Kim said.

Our tribute to Jack in local media read: "The Board and staff of Bendigo Community Health Services wish to pay tribute to the life of Jack Taylor OAM. Jack was a Life Member of BCHS and the Founding Chair of the former Eaglehawk and Long Gully Community Health Service. His life has made a difference to so many others. He was a role model who has left a legacy that will live on."



Thank you Jack for your wonderful support, service and tremendous loyalty to community health in general and our organisation.

Our thoughts are with Jack's family and friends.

## BCHS membership information

Support Bendigo Community Health Services by becoming a member.

You can find a membership form at [www.bchs.com.au](http://www.bchs.com.au) or the reception desk at any of our sites.

Bendigo Community Health Services members are entitled to the following:

- Information about health and wellbeing
- Have your say about or community's health and wellbeing.
- Participate in consumer/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 monthly E-Newsletter.



Our Board of Directors is reviewing how we communicate with members and what we offer you to ensure an improved membership experience for all.

If you have any questions about membership please email [bchs@bchs.com.au](mailto:bchs@bchs.com.au) or call the Office of the CEO on (03) 5448 1600.

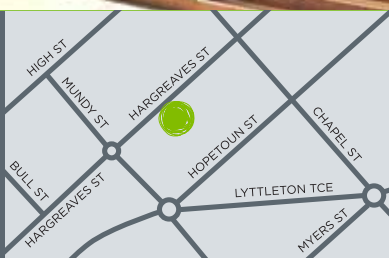


# Where to find Bendigo Community Health Services



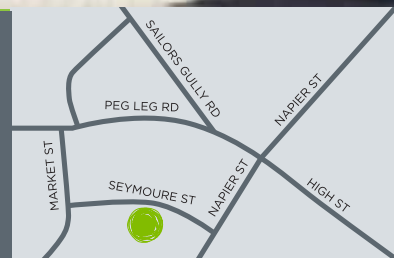
## Central

165-171 Hargreaves St  
5448 1600



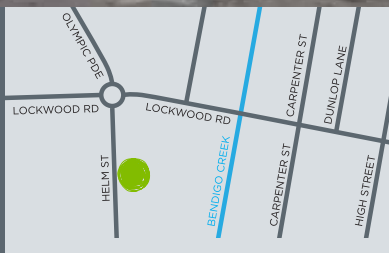
## Eaglehawk

3 Seymoure St  
5434 4300



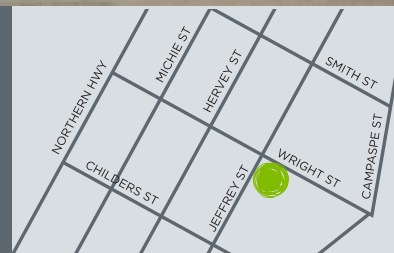
## Kangaroo Flat

13 Helm St  
5430 0500



## Elmore

46 Jeffrey St  
5432 6001



## Connect with us:

ACN: 136 467 715  
165-171 Hargreaves Street  
Bendigo VIC 3552  
Email: [bchs@bchs.com.au](mailto:bchs@bchs.com.au)  
Fax: 03 5441 4200

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



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