



bendigo
Community
Health
services

2018-2019

QUALITY OF CARE REPORT



there for you

Better health and wellbeing
across generations

www.bchs.com.au

strategic directions

Consultation drives our future direction

Bendigo Community Health Services embarked on a six-month journey of review and consultation in April 2019 to develop a new Strategic Plan for the next five years.

Clearly identifying our purpose and ensuring all services reach their full potential to support consumers and community were at the heart of the Strategic Plan journey.

The important themes of the Strategic Plan 2019-2024 were identified by an internal and external review of the health environment, community consultation and workshops with our managers, staff, partner agencies and stakeholders.

The first draft of the Strategic Plan 2019-2024 was presented to our Board in May before more feedback was gathered through a BCHS Members and Stakeholders Survey and face-to-

face community consultations at Eaglehawk Community House, Lansell Square Shopping Centre and a free barbecue outside the IGA Supermarket in Long Gully.

Thank you to everyone who helped us develop the Strategic Plan 2019-2024 – we are excited about what the future now holds.

Footnote

The Strategic Plan 2019-2024 was endorsed by our Board of Directors on September 24 and will be launched at the BCHS Annual General Meeting on November 14.

The Strategic Plan 2019-2024 will be complemented by a Leadership Charter signed by senior leadership with a commitment to strategic thinking, foresight in decision making, the ethical stewardship of people and management of resources and services.



VISION

We want
Better health and wellbeing across generations.



MISSION

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



VALUES

We strive for

Integrity - We are authentic and accountable, and we honour our obligations.

Respect - We build respectful relationships through trust, empathy and collaboration.

Inclusion - We recognise and promote accessible, safe and holistic supports and services as basic rights.

Innovation - Through continuous learning, we ensure an agile, responsive and sustainable service.

Togetherness - We create a connectedness, pride and support through enjoying our work and being passionate about making a difference.

We are committed to the following principles:



Our pillars	CONSUMER & COMMUNITY	INFLUENCE	VISIBLE	SUSTAINABLE
The change we want to see	<i>People in our community, especially those most in need, have improved health and wellbeing</i>	<i>We use evidence, data and the voice of our community to shape our supports and services</i>	<i>Our service is identified as a quality provider and our people are recognised as leaders</i>	<i>Our sustainability is based on a healthy culture, improved systems, outcomes and growth</i>
How we will do it	<ul style="list-style-type: none"> • Provide equitable supports and services that achieve measurable improvements • Working together to deliver high quality, inclusive, safe and accessible supports and services • Consumers are at the centre, having choice and control of their supports and services 	<ul style="list-style-type: none"> • Our organisation uses its learning to influence better outcomes for consumers • Working with consumers, recognising their lived experience, to influence and advocate for change • Equipping our workforce to be skilled, resilient, capable of change and collaborative leaders • Using data to improve practice and decision making 	<ul style="list-style-type: none"> • Creating a strong, trusted public voice • Providing a range of quality services that improve access • Collaborating with others to maximise impact and improve health and wellbeing • Contributing to better practice through research and review • Maintaining a passionate, skilled and qualified workforce 	<ul style="list-style-type: none"> • Reviewing and improving processes to ensure long term sustainability • Driving strategic growth and expansion where there are shared benefits to the community and our organisation • Being a socially and environmentally responsible organisation • Creating a work environment that is respectful, inclusive and staff are motivated to perform at their best

Board of Directors



GEOFF BOWYER
CHAIR



VICKI PEARCE
DEPUTY CHAIR



JOSH PELL
BOARD MEMBER



DEAN MCKAY
BOARD MEMBER



KATIE JOHNSON
BOARD MEMBER



JENNY DILLON
BOARD MEMBER



TOM BAILEY
BOARD MEMBER



MELANIE EDDY
BOARD MEMBER
*Appointed
29 January 2019*



JOOLEE HUGHES
BOARD MEMBER
*Appointed
26 March 2019*



CHRISTOPHER BROOK
BOARD MEMBER
*Vacated office
15 January 2019*

Co-located services:

- Nate Perry, Department of Premier and Cabinet (refugee and emerging communities)
- Youth law at headspace
- 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
- Bendigo Health – Dietetics
- St Anthony's Family Medical Practice
- DHHS Child Protection
- Shine Bright
- Monash School for Rural Health

Accreditations:

- Quality Improvement Council Health and Community Services Standards 6th edition
- Human Services Standards
- Home Care Common Standards
- Victorian Early Childhood Intervention Standards 2016
- Royal Australian College of General Practitioner Standards 4th edition
- headspace Model Integrity Framework
- National Quality Standards and Education and Care Services Regulations
- Murray City Country Coast (MCCC)

We also have 3 sites (Eaglehawk, Central and Kangaroo Flat) holding permits under the "Drugs, Poisons and Controlled Substances Act 1981 (no. 9719 to purchase or otherwise obtain Poisons or controlled substances for the provision of Health Services" and being registered accounts for ordering government funded vaccines.

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.

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. If you would like to provide feedback on our report, please email bchs@bchs.com.au



‘Unity, NOT uniformity, must be our aim. We attain unity only through variety. Differences must be integrated, not annihilated, not absorbed.’

Mary Parker Follett

Welcome

It has been an extraordinary year for Bendigo Community Health Services.

We have achieved great outcomes for our community through the dedication of our passionate staff, leadership by our Board of Directors and genuine support from our many partners.

We acknowledge outgoing CEO Kim Sykes who resigned from BCHS after eight years of careful and caring stewardship. Kim’s legacy and commitment to the community underpins our current practice and approach. We wish her well into the future.

Bendigo Community Health Services continues to invest in services and activities that meet the diverse needs of our communities.

We have supported some of the most complex and challenging of circumstances and listened directly to the voices of people who use our services to keep delivering safe, effective, innovative, inclusive and person-centred activities and programs.

This 2018-2019 Quality of Care Report showcases the organisation as a high-performing, innovative provider of safe, high-quality care with a clear consumer focus.

This is our commitment to the community we serve.

This report will give you an insight into the programs that support our community.

You will see quality is important to this organisation, learn some of the wonderful things we are doing to support refugees making a home in Bendigo, meet some of our high achieving staff and learn more about the partnerships we are developing to enhance our services and programs to ensure the best outcomes possible for the people who use them.

Importantly, you will get a good understanding of how we seek and value your feedback.



BCHS has actively worked with philanthropic supporters and many funding agencies in the 2018-2019 financial year to achieve the best service outcomes with a minimal impact on resources.

We have invested in programs such as the Fork in the Road community hub, refugee resettlement, paediatrics and health care so that all members of our community have access to services and as many children as possible get the best start in life.

The 2018-2019 financial year was one of identifying and meeting growing challenges for community health services to support our ageing population and better manage chronic disease, mental health and community wellbeing.

The 2019-2020 financial year will be guided by phase one of our new five-year Strategic Plan with a focus on managing increasing demand on our resources. We must continue to support people and households that have inequitable health outcomes because it's not only the right thing to do but will generate healthier communities and greater social and economic outcomes.

It is with pride that we commend our 2018-2019 report and thank you for your support and ongoing encouragement for BCHS to improve community health and wellbeing.

To our passionate Board, members and all our current and previous staff, we thank you!

*BCHS Board Chair Geoff Bowyer
and CEO Gerard José*

Major projects - Fork in the Road

Bendigo Community Health Services has increased support of the disadvantaged, vulnerable, homeless and lonely by creating a Fork In The Road community hub.

Fork In The Road has allowed us to move the Thursday Soup Kitchen from fold-up tables and a trolley on wheels in the arcade at our Central site to a café-style environment with air conditioning, coffee machine, cooking facilities, large screen TV, toilets, shower, washing machine and dryer.

The move has transformed social connection at the Thursday Soup Kitchen with people spending more time sharing meals and talking.

Another great success of Fork In The Road is a partnership with the Department of Justice which sees their clients improving their cooking skills by preparing meals for the Thursday Soup Kitchen. The average attendance rate for this type of Department of Justice program is 44% but Fork In The Road has been achieving 88% with four clients getting full-time work.

The Haven Home Safe HeyVan visits Fork In The Road at the end of each Thursday Soup Kitchen to collect any extra food to distribute during their tour of Bendigo rough sleeping areas that night.

Fork In The Road was created through the enormous generosity of major sponsor The Andrews Foundation and donations from the Department of Justice, businesses, schools and community organisations.

State Trustees Bendigo provides two staff each week to volunteer at the Thursday Soup Kitchen and run staff fundraisers to purchase a fridge-freezer unit for the hub.

We can't thank those who have supported Fork In The Road enough with their generosity literally changing lives.

‘Fork In The Road was created with enormous support from the Bendigo community.

Support arrived from so many areas and we can't thank everyone enough for helping us support the disadvantaged, vulnerable, lonely and homeless in the community with this hub.’



ABOVE: Bendigo Community Health Services life member Jeff Wallis officially opened Fork In The Road with support from our Board Chair Geoff Bowyer, Federal Member for Bendigo Lisa Chesters and Member for Bendigo West Maree Edwards.

Federal Member for Bendigo Lisa Chesters provided the perfect start for Fork In The Road by obtaining a Stronger Communities grant.

“Services like this are inclusive and will encourage people to seek help, get food in their tummies and find a connection to help them break the poverty they are in,” Lisa said.

“What’s really good about this hub is that it’s in the centre of town and it’s right next to Bendigo Community Health Services, so it’s a gateway beyond just providing support for meals.”

Fork In The Road has generated many wonderful stories of community spirit with the Bendigo South East College Student Representative Council running a market stall and other activities to raise more than \$2000 and the Lions Club of Eaglehawk donating \$5000 for activities to tackle loneliness.

These type of donations allow us to increase the potential of Fork In The Road. Thank you.



TOP LEFT: Tuyen Nguyen provides bread for the Thursday Soup Kitchen each week.

TOP RIGHT: The Lions Club of Eaglehawk donated \$5000 for activities to tackle loneliness.

BOTTOM RIGHT: Grace Blakemore, right, from Sim'R has been a great supporter of Fork In The Road.

Fork In The Road supporters include:

MAJOR SPONSOR

- The Andrews Foundation

SUPPORTERS

- Federal Member for Bendigo Lisa Chesters
- Department of Justice
- Hindsight Club of Bendigo
- Grace Blakemore – Sim'r Café
- Rotary Club of Bendigo
- Shane Kennedy (Bendigo TAFE teacher)
- O'Keefe Plumbing and Gas
- Bendigo Pottery
- Vereker Stone
- Reece Hendy – Nacho Station
- State Trustees Bendigo
- Clare Bear Creative
- You Hai Lin (Youi) SAS Construction
- Custom Coffees
- Katie Johnson (BCHS board member)
- Denfield Blinds and Curtains
- Reece Plumbing
- Everly Construction
- Choices Flooring Bendigo

- CTN Electrical
- Lions Club of Eaglehawk
- Bendigo South East College SRC

THURSDAY SOUP KITCHEN

- JL King and Co
- Strath Hill Hot Bake

Fork In The Road is more than just a Soup Kitchen. The hub has hosted the following programs:

- Barista training for disadvantaged clients and Multicultural Youth Group members.
- Refugee mental health information sessions.
- Refugee Road Safety Program sessions.
- Naloxone Awareness Day.
- Arc Justice program meetings.
- Refugee Youth Group leadership ceremony.
- Afghan Men's Support Group
- Understanding Islam information sessions.

Bendigo Community Health Services is working with Bendigo Foodshare to identify future opportunities for the hub.

Our year in numbers

Settlement Services Program (SSP) and Settlement Engagement Transition Support (SETS)

322
clients

3,487
attendances or client contacts

Services from
23
locations

11.8
average sessions a client attends

Case Study: Family Day Care

We have 184 families with 271 children being educated and cared for by 30 Educators.

4 Educators who have provided care for
35 years

6 Educators who have provided care for
25 years

1 Educator who have provided care for
20 years

3 Educators who have provided care for
15 years

3 Educators who have provided care for
10 years

2 Educators who have provided care for
5 years

Many congratulations to all of our celebrating Educators for your wonderful contribution to the children of Bendigo and surrounds. We also celebrated our staff years of service with:

Bec Fitzpatrick 5 years, Lanie Kunaus 10 years, Tamarra Tie 5 years as an Educator and 8 years in the Coordination Unit, Terrie Killen became the Manager for FDC in 2005 therefore celebrating 14 years, Denise Flanagan 34 years and Robyn Knight was an Educator for 12 years and 27 years with the coordination unit.



12,381	Strength training participant visits over 1194 sessions
17	Cycles of Core of Life program were delivered with a reach of 300 young people
11	Cycles of Friends Adult Resiliency programs were delivered with a reach of 176 youth
3	Cycles of Conversations over cooking were delivered with a reach of 14.
3,966	People engaged with workplace health programs
290	Health assessments completed
30	Jobseeker assessments completed
3,032	Workplace influenza vaccinations
3	Cycles of diabetes for life programs delivered
45	Community education sessions delivered
4	Schools implemented Dogs Connect program
20,627	#5ways to wellbeing campaign had a reach of 20,627 during week long campaign
225	Forensic Mental Health appointments
4,010	Counselling general sessions
8,621	Individuals consulted by the medical practice team
100	Children attending the early intervention service at Kangaroo Flat
4,949	Women attending the women's health clinic
290	Clients receiving mental health care plans through BCHS
284	Men's health clinic appointments
8,649	Podiatry appointments – adult and children
879	Sexual health consumers
245	AOD counselling clients
844	Exercise Physiology appointments
306	Clients attended nova house
14,500	Hours of service for family support

Inclusion

Diversity work recognised by prestigious GLOBE Award

A year of dedication to supporting the Bendigo LGBTIQ+ community was recognised with headspace Bendigo winning the prestigious Community Inspiration Award at the 2019 GLOBE Community Awards in Melbourne.

The Community Inspiration Award recognises an individual or organisation for the work they are doing to uplift and promote the Victorian LGBTIQ+ community.

headspace Bendigo was also short-listed for the Connecting The LGBTIQ+ Community Award for their Youth Diversity Program which provides LGBTIQ+ youth with understanding and support for their mental health and wellbeing, building a sense of belonging and providing safe welcoming spaces.

A Trans and Gender Diverse Young People Parents Support Group is another significant activity provided by headspace Bendigo while the organisation has spent the past year creating support groups in schools, hosting diversity groups, attending forums and information days and significant LGBTIQ+ events such as Chill Out Daylesford and National Coming Out Day.

headspace Bendigo took a lead role in running Bendigo's first Rainbow Ball at the Ulumbarra Theatre for the LGBTIQ+ community and Rainbow Family Day Pride Festival in the Bendigo CBD.

headspace Bendigo HEY Diversity Worker Maree Dixon is co-chair of the Greater Bendigo LGBTIQ+ Community Alliance.

Bendigo Community Health Services has formed a committee to oversee the creation of the organisation's first Reconciliation Action Plan. The committee has completed a review of culture, practices and partnerships as the first step of the project.

Podiatry services for the Aboriginal and Torres Strait Islander communities have been improved through a new partnership between Bendigo Community Health Services and the Bendigo District Aboriginal Co-operative. Through the partnership BCHS podiatrists deliver a monthly outreach podiatry service at BDAC for people of all ages to receive foot care and foot health in a comfortable and familiar environment.



ABOVE: Our Stronger Families team at the NAIDOC Children's Day

Naidoc Week 2019

Bendigo Community Health Services played a major supporting role in Bendigo NAIDOC Week 2019.

Our Director of Continued Health and Independence Dale Hardy represented BCHS on the Bendigo NAIDOC Week Executive Committee which planned the July 7 to July 14 event.

All BCHS staff received information promoting Bendigo NAIDOC Week and explaining the 'Voice. Treaty. Truth.' Theme, history of the day and why the week is so important for our community.

A BCHS Aboriginal flag was included in the Welcome to Country and Smoking Ceremony hosted by the City of Greater Bendigo.

Our Stronger Families team took part in the annual NAIDOC Children's Day at Crusoe College.

More than 1000 children attended the event with our Stronger Families team joining the fun with activities such as apple slinkies and decorating serpents while providing information on our child and family services and answering any questions from parents attending.

The Bendigo Community Health Services senior leadership team took part in an Organisational White Privilege Workshop in May 2019.

Bendigo Reconciliation Committee co-chair John Bonnice hosted the workshop to give the leadership team a better understanding of white privilege and its impact on Aboriginal and Torres Strait Islander peoples and mainstream community-based organisations.

Our CEO Gerard José told staff the workshop was a starting point for some self-reflection across BCHS.

Community partnerships



Dogs Connect founder Grant Shannon.

Dogs improving mental health in Bendigo classrooms

Bendigo Community Health Services is improving mental health in school communities through a new partnership with Dogs Connect to introduce dogs to classrooms.

The School Focused Youth Service based at our Kangaroo Flat site is another project partner.

Dogs Connect improves school culture by using dogs to help students cope with negative emotions, be calmer, happier and achieve better learning.

The Dogs Connect program is now working with 10 regional Victorian schools after launching in 2015.

Dogs Connect founder Grant Shannon said introducing a dog into school teaching and learning practices developed social and emotional skills for students and staff.

"We are excited to continue our work with Bendigo Community Health Services to introduce more dogs into schools to support students' emotional and social wellbeing, and to ultimately lead to improved engagement and learning outcomes," he said.

Bendigo Community Health Services spokesperson Anne-Marie Kelly said the program was achieving good results.

"We have received such encouraging feedback from schools about the positive changes the dogs are bringing for not only the students but for the teacher and the school culture as a whole," Anne Marie said.

School Focused Youth Service co-ordinator Paul Taylor said school wellbeing leaders were reporting remarkable stories of interactions between the dogs and students.

"A young secondary student undergoing treatment for cancer attended school even when ill to make sure she had the opportunity to interact with the dog. Other reports mention students that have struggled with self-regulation and remaining in class beyond 20 minutes are now completing tasks and remaining in class for entire two-hour blocks when the dog has been in his classroom," Paul said.

"We are seeing reports showing the program is giving students an understanding what empathy is and how it relates to relationships with others, a knowledge of their heart rate when focused and relaxed and having strategies to regulate emotions and explain how they're feeling to others.

"All the staff at the schools involved so far have been amazed at the impact the dogs have had on the school communities."

Learn more about Dogs Connect and watch videos of the dogs in action: **www.dogsconnect.net.au**

BELOW: Bendigo Community Health Services Karen community guide Wah Heh, Bendigo Community Health Services Cultural Diversity and Relationships manager Kaye Graves and Diabetes Victoria Health Promotion Officer (Cultural Diversity Program) Julia Stoneham launch the Karen Healthy Eating Pictorial Guide.



Bendigo refugees can access quality information on healthy foods thanks to a partnership between Bendigo Community Health Services, Diabetes Victoria and the Bendigo Karen community.

The partnership created a translated Karen Healthy Eating Guide after our Cultural Diversity and Partnerships team raised concerns about easy access to large quantities of Western food for new arrivals.

"Some of these foods, particularly the packaged ones, are high in fats and are generally unhealthy so we saw a real need for education about the dangers they present," said team manager Kaye Graves.

"The Karen community has played a huge role in the guide - providing feedback firstly on what should be included and then all the way through the development to ensure the right messages were being delivered."

Diabetes Victoria Health Promotion Officer (Cultural Diversity Program) Julia Stoneham said the resource encourages healthy eating behaviours.

"Each guide has clear, useable and culturally appropriate information with lots images and not too many words. The pictorial guide is written in Karen and includes culturally specific tips and images about portion sizes, healthy swaps and sample meal plans," Julia said.

Our refugee teams are now actively distributing the Karen Healthy Eating Guide through the refugee community, health organisations and other refugee service providers.



ABOVE: BCHS director Emma Millard receives 'Birthday Bags' from Rotary Club of Bendigo members Alida Robinson and Pam Luxford.

A special partnership with the Rotary Club of Bendigo is allowing staff from our child and family services teams to help disadvantaged families celebrate birthdays when they don't have the means.

The Rotary club is supplying handmade 'Birthday Bags' which include all the ingredients needed to make a birthday cake, candles, knives, forks and napkins.

Our staff have been adding some little gifts and a card to complete the caring gift.

The idea for the bags came after a Rotary club member saw a young boy ask his mother what was happening at the next table where a family was celebrating a birthday.

The mother explained the family couldn't afford to celebrate birthdays so the little boy had never had a cake.

Huge thanks to the Rotary Club of Bendigo for being so understanding and creating yet another project to ensure families in need don't get forgotten.

Such a generous project!

Services at a glance

Did you know we run more than 50 services to support the community?

Find out more about how we can help you and your family.
All sites provide a GP bulk-billed medical clinic.

ALCOHOL AND OTHER DRUGS

ALCOHOL AND OTHER DRUGS COUNSELLING (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 AND RECOVERY COORDINATION

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

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.

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 and home based supported withdrawal.

RESIDENTIAL WITHDRAWAL SERVICE (NOVA HOUSE)

An adult residential 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.

SPECIALIST PHARMACOTHERAPY

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

CHILD AND FAMILY SERVICES

CHILDREN'S HEALTH SERVICES

Providing specialist children's health and allied health services for children, adolescents and their families.

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 plan.

FAMILY DAY CARE

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

FAMILY SERVICES

Assist and support families to develop, maintain and strengthen their independence, skills and well-being

and promote positive parenting skills. We also offer family support parenting programs which enhance family communication and relationships, as required, throughout the year.

HEALTHCARE COORDINATION

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.

PAEDIATRIC PHYSIOTHERAPY AND PODIATRY

Provides assessment, management and support for children and adolescents up to 14 years of age.

SUPPORTED PLAYGROUP

With a qualified facilitator, this playgroup aims to help families with children 0 - 6 years, creating opportunities for parents to engage positively with their children in a supportive and relaxed environment.

COMMUNITY

COMMUNITY SOUP KITCHEN

Providing free meals every Thursday in a safe, social and friendly environment at Fork in the Road, 4pm. 165-171 Hargreaves Street, Bendigo.

COUNSELLING AND MENTAL HEALTH

CULTURALLY SENSITIVE COUNSELLING

Available to people of refugee background and in a relaxed private space, talk about your worries and start to find ways to cope with them. You will receive acceptance, support and respect in a safe and non-judgmental environment.

COUNSELLING AND MENTAL HEALTH

Short to medium term counselling, holistic assessments, referral for individuals and children and working towards better health and well-being. Includes depression, anxiety, relationship issues, family difficulties, grief and loss.

MENTAL HEALTH PROGRAMS

Provides assessment and interventions for adults and children at no direct charge. A referral is not required for generalist counselling.

MENTAL HEALTH CARER RESPITE PROGRAM

Aims to support people caring for a person with an enduring mental health illness (including Autism) to navigate access to the NDIS, helping them to maintain their caring role.

EDUCATION & PARTNERSHIPS

HEALTH PROMOTION AND EDUCATION

A range of programs and initiatives that empower individuals to gain the skills, knowledge and confidence needed for better health and wellbeing. We also offer skilled speakers are available to address groups on health and wellbeing issues.

HEALTH JUSTICE PARTNERSHIPS

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

SCHOOL FOCUSED YOUTH SERVICE

Supporting schools working with community organisations to help children and young people to stay engaged with their education for longer, building a brighter future.

WORKPLACE AND EMPLOYMENT HEALTH

Supporting workplaces to assess and develop specific workplace health programs to suit their needs.

STAYING HEALTHY

DIABETES SERVICE

Specialised nursing providing 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.

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 injuries.

FALLS AND BALANCE EXERCISE PROGRAM

A group exercise program designed to reduce falls risks in adults, increase strength and improve balance.

MEDICAL PRACTICE

Doctors offering bulk billing general practice services at Central, Kangaroo Flat and Eaglehawk.

QUIT SMOKING PROGRAM

Free program to help reduce or quit smoking.

PODIATRY

Provides assessment, management and support for children, adolescents and adults with mobility and function issues, foot care and monitoring of foot health.

STRENGTH TRAINING

Providing an opportunity for older adults to complete a personalised exercise program in a supervised group. We aim to support individuals to improve or maintain strength, balance, mobility and function.

TYPE 2 DIABETES EXERCISE PROGRAM

A group program offering exercise and lifestyle support for people with Type 2 diabetes.

MEN'S AND WOMEN'S HEALTH

BLOOD BORNE VIRUS & SEXUALLY TRANSMITTABLE INFECTION CLINIC

Provides specific information, advice and testing for Blood Borne Viruses (BBV) and Sexually Transmissible Infections (STI) .

MEN'S HEALTH CLINIC

Male friendly health assessments, referral, information and annual check-ups. At Central and Eaglehawk.

SEXUAL HEALTH AND FAMILY PLANNING

Assisting both men and women in making informed choices and decisions on their sexual and reproductive health.

WOMEN'S SEXUAL AND REPRODUCTIVE HEALTH HUB

Delivers timely, affordable sexual and reproductive health advice to women.

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.

REFUGEES

HUMANITARIAN SETTLEMENT SERVICES PROGRAM (HSP)

Supports newly arrived people of refugee background in Australia with a range of services to address immediate needs and ongoing orientation to their new country. HSP also has the Specialised Intensive Services (SIS) component supporting eligible people who have complex issues requiring extra support.

REFUGEE HEALTH NURSE

Supporting service agencies to better understand and deliver health care to refugees where they live. Contact our central office.

SETTLEMENT ENGAGEMENT TRANSITION SUPPORT SERVICES (SETS)

We support migrants with low English skills and people who arrived as refugees who have been in Australia less than five years. Providing advocacy, assessment, referral, information, case work and lots of groups including weekly women's and youth groups.

YOUTH

HEADSPACE BENDIGO

Supports young people between the ages of 12 and 25 years who are experiencing difficulties. 78-80 Pall Mall, Phone: 5406 1400.

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.

Quality



Kangaroo Flat welcomes new reception area

The quality of our reception and waiting areas has been a constant focus for consumers through the years. Feedback centres on seating, parking, reception desk staffing and the use of TV and music in waiting areas.

The Kangaroo Flat waiting area highlighted many of the issues raised by our consumers given the lack of natural light, poor layout and security concerns with a large glass wall reducing visibility of the waiting room and the front door for our Client Services staff.



ABOVE: John Buckell and Russell Bergin from Total Fit Out get to work on the new reception area.

A major project was launched in the 2018-2019 financial year to build a new reception area at Kangaroo Flat to improve the consumer experience and provide better access to our kidzspace community hub.

Bendigo company Total Fit Outs created a reception area filled with natural light, air-lock entry to better regulate climate, larger reception desk, children's play area, better quality furniture and all abilities access toilet.

The old reception area provided 'open access' to the entire site but security and staff safety has been improved with a key fob system restricting access beyond the waiting area.

The Kangaroo Flat project included a new staff kitchen, open plan work area and improved use of space for Alcohol and Other Drugs services.

Framework keeps our focus on quality and community need

The Quality, Safety and Consumer Experience Framework 2018-19 ensures Bendigo Community Health Services meets community need.

The framework is based on agreed goals, objectives and key performance indicators for the organisation with Consumer Satisfaction Surveys monitoring progress and identifying ways to improve.

The December 2018 Consumer Satisfaction Survey report showed most of our consumers found out about our services through their GP, family or friends.

We learned most consumers come to BCHS for our bulk-billed GP medical clinics with other popular services including podiatry, nursing, counselling, women's and men's health, sexual health and diabetes education.

In answer to the question 'Did you feel safe and welcome at BCHS' 99% of our consumers said 'yes'

while 97% reported they felt helped and supported.

Of consumers surveyed 90% said they were involved in decisions about their care, 23% reported 'somewhat' and 6% reported 'no'.

When asked to rate overall how satisfied they were with their care 71% of consumers said 'very satisfied', 54% 'satisfied' and 9% 'very dissatisfied'.

Consumers provided feedback on what BCHS could do better, how we could improve the physical environment and access to services.

A report on the Consumer Satisfaction Survey identified key areas for review by BCHS management and staff including client waiting areas, client parking, after hours and weekend services, waiting times, communication with service providers, text reminder system and length of medical appointments.

Bendigo Community Health Services played a major role in protecting Bendigo residents from the dreaded flu in the lead up to winter.

Our community nurses from the Workplace Health and Wellbeing Team travelled hundreds of kilometres to deliver 3032 flu shots across 104 businesses, schools and community organisations.

GPs and nurses working from our bulk-billed medical clinics cared for children and the elderly eligible for free flu shots through State and Commonwealth government programs.

More than 3966 people engaged with our workplace health programs in the past financial year.



ABOVE: Community health nurses Heather Hinton and Kate Bradshaw share a lighter moment with McKern Steel managing director Michael McKern much to the delight of his staff.



ABOVE: The Jackal Fencing team.

Case study: Jackal Fencing

Bendigo business Jackal Fencing turned to Bendigo Community Health Services to ensure health and wellbeing was a focus of its staff engagement strategy.

"We have a great bunch of workers at Jackal and providing them with opportunities and resources to be health aware is a part of our commitment to providing a happy and healthy workplace," Jackal Fencing's Kirsten Hale said.

Kirsten said BCHS staff had shown the business that no one was immune from the need to be health aware and being proactive was the key to getting the most out of life.

"Our workplace health sessions have started some fabulous conversations, particularly amongst the men who would otherwise not talk about these important health topics. There have been many small challenges set, the guys now openly discuss how they have adjusted their lifestyles and hold each other

accountable where needed, and many have followed up on some of the suggestions and resources that have been made available," Kirsten said.

"A happy and healthy team is a productive team!"

Kirsten said the professional and approachable nature of BCHS community health nurses Kate and Heather ensured a positive response from Jackal Fencing staff to the workplace health information.

"The whole experience was handled efficiently to minimise time off the tools and our whole team got something out of it. A win-win!"

"I have definitely noticed a shift in the quality of the lunch and morning teas the guys are consuming, and most of the men have scheduled appointments with Peter Strange at the (Bendigo Community Health Services) Men's Health Clinic. A really positive step for men who are notoriously bad at making the time for proactive health checks!"

Quality

Bendigo Community Health Services has launched a Sustainability Review of all programs to ensure improved service delivery and future security.

CEO Gerard José detailed the four-year Sustainability Review project in the June edition of his regular Spare Me A Moment blog to staff.

"A Sustainability Review is the opportunity for us to step back from the day-to-day of service provision, check that we are providing the right mix of activities; that we are fit for purpose; benchmarking against similar services so the appropriate level of resources are delivering the right outcomes and any desired future outcomes can be realised," Gerard said.

"As demand on our service delivery systems are constantly changing, a Sustainability Review can identify issues that may be preventing those providing the service, delivering the best care we can.

"Sustainability reviews should be viewed as an opportunity to reflect on how a service is being delivered, to consider the evidence for how the service can be delivered more effectively and to demonstrate how they can meet the changing accreditation requirements.



ABOVE: The Bendigo Community Health Services podiatry team.

"Undertaking a process of continual service improvement, BCHS can plan for a future environment where it can thrive and our staff can continue to deliver the important services that are valued by our community."

Sustainability Review outcomes will be provided to the Board of Directors and staff.

"We want to build as strong an organisation as possible that will sustain our community and workforce into the future. To be a truly healthy organisation we need to deliver measurable outcomes for our staff, consumers and community. We must offer good value, be financially sustainable, and be fit for delivering our purpose as Bendigo Community Health Services," Gerard said.

The first Sustainability Reviews have been completed in the areas of workplace health, paediatric services and the National Disability Insurance Scheme.

Plan Do Study Act initiatives ensure quality improvement and learning for teams

The Bendigo Community Health Services podiatry team introduced a Plan Do Study Act initiative in July 2018 to develop a CAM Walker Clinician Guideline for consumers using the removable walking boots.

The team saw a need for a CAM Walker Guideline to make sure consumers had the information needed to use the boot safely and effectively.

BCHS podiatrists used current evidence and best practice methods to cover topics such

as potential risks, how the boot works and instructions on use.

All podiatry team members provided feedback on the CAM Walker Clinician Guideline to ensure the checklist covered everything and was easy to use.

The CAM Walker Guideline is now placed in podiatry clinic rooms across Bendigo Community Health Services sites to ensure all consumers are given one.

Pilot improves engagement of vulnerable children with health services

Bendigo Community Health Services is improving access to services for the most vulnerable children through a new pilot program.

The Healthcare Co-ordination Program is engaging children from Out of Home Care with health services by providing a Healthcare Co-ordination Worker to help them navigate the complex healthcare system.

A first-year evaluation found the program received 80 referrals in the first 11 months.

A survey of service providers found most believed increasing the knowledge and confidence of young people to navigate the healthcare system would result in them continuing to use services.

A survey of carers found the program was valued highly for support, co-ordinating services and arranging faster access to appointments while improving understanding of the healthcare system.

The evaluation discovered many children had not had an initial GP or paediatric assessment prior to becoming involved with the Healthcare Co-ordination Program.

A Child Protection worker spoke of the program value: “(The Health Co-ordination Worker) has been an absolute fantastic help for a family I have been working with and myself. She communicated extremely well with the family and also with me. I don't think we would have got the same outcome without (her) support.”

A Bendigo paediatrician offered: “I expect that for many children this will result in long-term positive change in their life course, including significantly improving their educational, social and health outcomes.”

The pilot was overseen by a governance group involving the Department of Health and Human Services, Murray PHN, Bendigo Health, City of Greater Bendigo, Anglicare Victoria, Tipping Foundation and Bendigo and District Aboriginal Co-operative.

Bendigo Community Health Services is seeking funding for the pilot project to continue into the future.



ABOVE: Our community health nurses Cheryl Medcalf and Boska Wyatt work with interpreters to ensure good communication and understanding when caring for new arrivals.

Interpreters play key role in BCHS consumer care

Interpreters play a vital role in allowing Bendigo Community Health Services to meet the needs of increasing numbers of refugees turning to our services for care.

BCHS uses the Victorian Interpreting and Translation Service (VITS), Translating and Interpreting Services (TIS), our staff of refugee background and volunteer guides to ensure clear communication and understanding for new arrivals visiting our sites.

Client Services staff have translated sheets to improve communication while ‘Welcome’ signs translated in Dari and Karen appear in reception foyers to foster inclusion.

Victorian Interpreting & Translation Service (VITS)

LANGUAGE	SESSIONS
ACHOLI	1
ARABIC	0
BURMESE	5
CAMBODIAN	3
CHIN (Zotung)	1
DARI	2
DINKA	9
HAZARAGI	9
KAREN	124
KAREN (Pwo)	9
KAREN (S'gaw)	38
KOREAN	1
PERSIAN	1
TAMIL	8
THAI	1
Total	212

Translation & Interpreting Service (TIS)

LANGUAGE	SESSIONS
BENGALI (Bangla)	1
CANTONESE	2
DARI	79
FARSI (Persian)	5
HAZARAGI	3
INDONESIAN	1
MYANMAR (Burmese)	4
PWO EASTERN KAREN	41
S'GAW KAREN	819
TAMIL	1
THAI	3
Total	959

Quality

Advent Manager Compliance platform ensures all incident reports are investigated.

Bendigo Community Health Services uses the Advent Manager Compliance Platform to ensure all incident reports are investigated.

Advent Manager notifies the relevant team manager when a staff member lodges an incident report before monitoring and recording details of the investigation and end result.

The Risk and Quality manager oversees incident investigations and reports to a BCHS Health and Safety Committee that monitors incident trends and recommends change where needed.

Bendigo Community Health Services recorded 51 incidents in the 2018-2019 financial year.

An audit found:

- All incidents were investigated and resolved by a manager within one month of reporting.
- Managers improved the quality of resolution information provided in the system.
- Monthly reminders through Risk and Compliance have continued given their success in ensuring all incidents are reviewed in a more timely manner.

Changes made after the investigation of reported incidents:

- Falls prevention initiatives introduced for Physical Activity Programs (relating to falls reported)
- Posters put on Physical Activity Program equipment and facilities to promote safe use.
- BCHS equipment and facilities repaired in response to break-ins or damage.
- Transition to self-sheathing plastic lancets (in response to needlestick injury).
- Review of infection prevention and control process for medical practice at Central site.
- Review of room use for consumer consultations to ensure staff safety.

- Signage put up to promote zero tolerance to inappropriate behaviour.
- BCHS Fleet and Facilities team routinely inspect sites to review trip hazards.
- Split system installed at Eaglehawk site to manage temperature variations across rooms.

Actions being completed for incidents reported:

- CCTV equipment being installed at Kangaroo Flat site.
- A consistent outreach/off-site risk review for all BCHS staff.

Bendigo Community Health Services commissioned an independent Occupational, Health and Safety review early in 2019 and recommendations from the final report are now being assessed.

Risk assessment

Bendigo Community Health Services has conducted a self-assessment of its risk maturity with the Victorian Managed Insurance Authority. The audit identified work is needed in several areas such as intent, capability, accountability and continual Improvement. The organisation is now developing a:

Risk Management Strategy

Vision, Aim and Objectives for risk management at BCHS.

Improvement Plan incorporating all of the improvement opportunities at the 'Evolving' and 'Embedding' levels of the risk maturity scale.

Summary of incidents

Incident category	16/17	17/18	18/19
Chemical	23	9	0
Clinical/medical	1	0	6
Electrical	5	10	0
Fall	2	0	10
Fire	6	2	0
Hazard	4	1	4
IT issue	11	13	0
Inappropriate behaviour	2	0	5
Infection control	2	0	2
Intruder	9	0	2
Near miss	1	8	9
Needle stick	3	0	2
Operational	1	3	0
Overdose	11	0	0
Personal injury	3	8	7
Property damage	1	3	2
Theft	0	0	2
Vehicle	0	0	0
Total	85	57	51

Bendigo Community Health Services hosted Manage Conflict Through Negotiation workshops in 2018 and 2019 after incident reports relating to poor consumer behaviour and growing staff concern.

Industry experts Conflict Resolution Training and Consulting delivered the workshops with 90% of Bendigo Community Health Services staff attending.

Workshops provided staff with techniques for preventing and minimising complaints, understanding the 'organisation line' for acceptable behaviour, identifying warning signs and handling difficult or aggressive consumers.

Senior leaders attended an advanced Managing Client Aggression workshop which focused on situations that spiral out of control with a real potential for mental or physical harm.

Evaluation of the workshops showed most BCHS staff left with a 'very good' knowledge of de-escalation techniques and were 'very confident' in dealing with difficult consumers.

Manage Conflict Through Negotiation workshops feedback

From BCHS staff:

- Best training ever conducted by BCHS
- Great presentation
- Very relevant – especially the role plays
- I feel more confident but hope I never have to use these skills
- Every technique we were shown would be very helpful and be able to be implemented in the workplace
- Ideal for my work situation – to my level
- Fantastic – everyone should participate
- Awesome – would love to do the next level

From Conflict Resolution Training and Consulting presenter:

- Whatever it is that BCHS is doing, continue to do it
- Most engaged staff I have ever presented to
- Incredible morale within BCHS
- The interaction between staff was amazing.

Bendigo Community Health Services established two new committees early in 2019 to improve quality control practices.

The Infection Prevention and Control Committee ensures a forensic approach to infection prevention and control principles, protecting the health of staff, managing the practice physical environment, processing reusable equipment and disease surveillance.

The committee has led to changes including annual hand hygiene training for all staff, a review of staff immunisation practices, regular spills kit auditing and a staff newsletter to

increase awareness and understanding around disease risk.

A Credentialing and Scope of Clinical Practice Committee was established in June 2019 to minimise risk to consumers by ensuring our clinical services are of the highest quality and our staff have the right skills, qualifications and experience with recommendations made directly to the CEO in any areas that require change.

Community feedback

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

Consumer Compliment, Suggestion, Complaint forms are given to all new consumers inside a 'welcome' information pack and displayed on all reception desks with promotion through our waiting room TV screens.

An electronic feedback form is available on our www.bchs.com.au website.

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

Number of complaints:	15
Number of compliments:	25
Number of suggestions:	9

Response rate: Our KPI for that financial year was – complaints to be responded to within 7 days.



"The podiatry team were so professional and passionate about their work. I have never had such a good job, so thorough, I felt really cared for. Very Happy. The whole medical practice team is really great."

"Consumer has had nothing but a great experience at Eaglehawk Community Health - they have been dealt with fairly and the ladies have been so helpful."

"Consumer has been attending at headspace Bendigo for the past year. She is highly grateful for everything the team has done for her. Becky and the team have been amazing and her mental health has become dramatically better. Thank you so much headspace - 100%."

"I've never had so much support from anybody in such a long time....Nova House is fantastic. Carol, Cindy & Drew were great – I didn't really meet the other staff members - sorry! Medication was on time every time. Suggestion - bedrooms need a full length mirror on back of doors please."

"Dr Poornima and Louise have been absolutely phenomenal in providing clear, informative and warm advice around women's health. They are a phenomenal team and should be recognised for their value. Thank you both so much."



ABOVE RIGHT: Mafalda Holmes and Naomi Gladman at the Kangaroo Flat reception desk. ABOVE: Some positive social media feedback

Social media

Our social media platforms are used to engage with the community on a wider scale.

Facebook



April 21, 2019 | Catherine Anne Robinson recommends Bendigo Community Health Services

"I find this service very helpful staff and welcoming and understand your needs."



November 8, 2018 | Kristy doesn't recommend Bendigo Community Health Services

Kristy: Made a 9am apt to be first cab off the tank as they open at 8:45. It's 9:25 still haven't been seen. Very disappointing given every time I go to the Dr (rarely) I'm in and out in less than 5 mins as they rush you. What's the hold up? Late to work, need a morning coffee?? Not a good start to the day for people booked after me. I bet you don't call the bookings and say the Dr is running behind. My time is just as valuable as a Dr.

Bendigo Community Health Services: Hi Kristy. Thanks for your post. We will look into that for you. It's certainly not our usual practice.

Bendigo Community Health Services: Hi Kristy. We apologise for the confusion around appointments at our Eaglehawk and Central sites brought about by storm damage in Bendigo. This seems to have been a major contributing factor. Our doctor was seeing another patient when you arrived which caused your wait. This isn't our normal practice and now our Central site is back up and running as normal we are confident the confusion around appointments will be settled. Our apologies again.

Kristy: That's great news. It's not the first time I've been delayed by a substantial amount of time at the practice. I do have another apt later this month at 8:45 so with a bit of luck I'll be in and out. Cheers.

Instagram



May 26, 2019 | bendigofoodshare

@bendigocommunityhealth we're so appreciative of your staff and their year-round support through workplace giving. What a fantastic way to give back to the community you live it in a way that's sustainable, ongoing and simply generous.



May 22, 2019 | bendigoosteo

Fantastic to see these services in our community - keep up the awesome work.



April 10, 2019 | friendly.savage

What a fantastic service; it must be so overwhelming for new residents, especially coming as refugees.



August 1, 2018 | ndchvic

Sad when such a champion of the community passes, but what an incredible legacy. Much love to all!

Linkedin

Comment left on BCHS post



We're very fortunate to have two of these Share The Dignity vending machines - or #Pinkboxes - currently installed in the Bendigo community. They can be found at Bendigo Community Health Services and Haven Home, Safe and are an incredibly practical way to assist women in need. With more fundraising support, we hope to see more of these #pinkboxes installed in communities across Australia in the future.

Twitter

Tweet promoting BCHS



Nadia Dimattina | March 27, 2019

The Fork In The Road community hub at @HealthyBendigo has opened today, supporting the city's homeless and most vulnerable. Full details in @9NewsCentralVIC at 6.00pm. #9News

Elmore

Keeping people connected, healthy and living independently are the main focuses of Bendigo Community Health Services programs at Elmore.

Social Support Group visits	1429
Strength Training sessions	88
Walking Group sessions	80
Podiatry appointments	220

The Elmore Social Support Group provides a fun environment for residents aged 65 and over to spend time together enjoying lunches, craft activities and day trips.

AFL Footy Colours Day is a highlight of the group calendar with people dressing up in their favourite club colours and the AFL Tipping Competition 'Premiership Cup' and 'Wooden Spoon' handed out.

A visit from Sally the Border Collie and her pups courtesy of a local farmer and a morning tea by the Murray River in Echuca were activities highlights.



Strength Training and Walking Group sessions keep people aged 55 or over fit and healthy – an important element of independent living.

Strength Training group members take their fitness seriously and celebrated Exercise Right Week in May 2019.

Good foot health is another important consideration for people living into their senior years. Our Podiatry team hosted more than 200 appointments for Elmore residents in the past financial year.

To learn more about Elmore or any of these programs visit www.bchs.com.au or call 5406 1200.



TOP RIGHT: The Strength Training team celebrates Exercise Right Week.

MIDDLE RIGHT: Social Support Group members enjoyed a day trip to the Murray River at Echuca.

ABOVE Sally the Border Collie and her puppies enjoyed some love at the Social Support Group.

A tribute to Hulli

The headspace Bendigo family farewelled much-loved staff member Hulli the therapy dog in June 2019. The seven-year-old Cavoodle passed away from complications with diabetes.

"Hulli was a loyal and wonderful asset to us all. He touched the hearts of many and will be greatly missed," headspace Bendigo posted on social media at the time.

The post showed the depth of feeling for Hulli in the community reaching 2912 people with 221 likes, 764 engagements, 49 comments and eight shares.

"RIP Hulli! Thank you for all the smiles, happiness and comfort you have brought!" was representative of the comments from the community.

Hulli joined headspace Bendigo as a puppy and spent his years helping calm upset or anxious clients and their families. **RIP Hulli. We miss you!**



Young people seeking support for mental or general health issues are turning to headspace Bendigo.

In the 2018-2019 financial year 931 young people were supported by headspace Bendigo through 5134 appointments.

HEADSPACE BENDIGO SUPPORTED YOUTH FOR:	
Mental health and behaviour	81.2%
Situational	12.9%
Alcohol or other drugs	2.9%
Other	2%
Vocational help	1%
INDIGENOUS STATUS	7.5%
CALD STATUS	4%

AGE AT SERVICE	
12-14	20%
15-17	32%
18-20	26%
21-23	18%
24-25	4%

IDENTIFIED GENDER	
Female	62%
Male	35%
Other	3%

SEXUAL ORIENTATION	
Heterosexual/Straight	66%
Bisexual	14%
Other/not answered	12%
Questioning	5%
Lesbian/Gay	3%

headspace Bendigo

Case study: A parent's thanks

"I am not normally the type of person to put my feelings down on paper but I feel a great need to let everyone at headspace Bendigo know how much I appreciate everything they do and how amazing it is to walk into headspace and know we are all accepted there for who we are.

"To walk in the door with my transgender son and be able to give his preferred name and for his pronouns to be used is such an amazing thing and I am not exaggerating when I say that Diversity Group at headspace saved my son's life.

"For my son to have a place to go where everyone uses his name and pronouns so easily every single time they address him, where everyone accepts my son and doesn't question him or try to convince him he is not who he is. To be accepted and to have found friends that he is comfortable and can be himself with, these things have made such a difference.

"This is not to say my son doesn't think about suicide or suffer very badly from anxiety and depression because he does, but for a couple of hours a week, no matter how bad everything else is, he goes to Diversity group and he is free and happy.

"Maree is one of the most amazing people, she accepts each kid for who they are and makes them feel so comfortable and accepted.



ABOVE: The headspace Bendigo team was recognised for its wonderful support of LGBTIQ+ youth and their families with the Community Inspiration Award at the prestigious 2019 GLOBE Community Awards in Melbourne.

"She provides them with a safe place to gossip and bitch and laugh and cry and just talk about anything or nothing.

"She provides great snacks and a sympathetic ear or a well timed comment to get a laugh, whatever is needed at that particular moment.

"She works endlessly to provide our kids with a safe place, not just at headspace but by going out into Bendigo and further and educating schools and the public about inclusion and acceptance.

"It is people like Maree and everyone else at headspace who are changing this world for the better so that our kids grow and more out in the world they can be who they are and be safe.

"Without headspace and the Diversity group we would have lost my son a while ago but we didn't. We have a lot of work ahead of us before we get to a point where my son is stable and happy but we can do it because we know we have the support of headspace behind us.

"My greatest thanks goes to everyone at headspace for this."

Name with-held for privacy reasons

Community Harmony

Bendigo Community Health Services is using a Community Harmony Program to build the city's understanding of refugees and their journey.

The program delivers information sessions for Understanding Islam, Understanding The Refugee Journey and Understanding Karen Culture.

Our Settlement Services and Cultural Diversity team members have presented sessions to more than 500 people across the city representing health and refugee service providers, faith-based groups, community groups, Victoria Police, government departments, universities and schools.

The sessions deliver factual information to challenge prejudice with feedback showing people attending are learning more about different cultures and intend to use that knowledge when talking to others.

"This session completely changed my mindset about Islam," one attendee wrote.

"Great presentation. I now understand the trauma and difficulties our refugees have had prior to settlement," said another.

"(I will) be more compassionate and welcoming I now understand about the refugee life better."

"I was clueless about refugees before this session I now want a career working with refugees."

The Understanding Islam sessions are funded by the Department of Premier and Cabinet with the other sessions provided by Bendigo Community Health Services.

To learn more about these sessions email bchs@bchs.com.au or call 5406 1200.



ABOVE: City of Greater Bendigo Mayor Margaret O'Rourke presents a Humanitarian Settlement Program Orientation Course graduation certificate.

The City of Greater Bendigo is playing a significant role in helping Bendigo Community Health Services welcome new refugees to the city by attending Humanitarian Settlement Program Orientation Course graduation ceremonies. Mayor Margaret O'Rourke and fellow councillors Rod Fyffe OAM and Malcolm Pethybridge have joined BCHS Chief Executive Officer Gerard José in personally greeting course graduates at ceremonies. The orientation course provides a valuable insight into Bendigo and Australia covering topics such as health, housing, culture, laws, money, public transport, employment and education. BCHS staff continue to support individuals and families after graduation, particularly through our health and wellbeing services. A big thank you to the City of Greater Bendigo Mayor and councillors for giving their time to enhance the welcoming experience for new refugee families.

“ One of the great things about the camp is that planning was helped out by young people who attended our very first two-day Refugee Youth Leadership Program run with the help of the Centre for Multicultural Youth. ”



Multicultural Youth Camp

The Multicultural Youth Camp is a highlight of the Bendigo Community Health Services year.

Our Settlement Services, Humanitarian Settlement Program and Cultural Diversity teams host the three-day stay at Camp Kookaburra in Corop to encourage young people from Karen, Afghan and South Sudanese communities to make new friends and learn about other cultures.

Fun activities such as canoeing, rock climbing and rope courses are highlights of the camp.

Information sessions provide education on topics such as health and wellbeing, healthy choices, cybersafety, mental health and the dangers of alcohol and drugs.

BCHS enjoyed support from partner organisations to enhance the experience for the 40 camp attendees in 2018 with Victoria Police giving an insight into the role police play in keeping Bendigo safe and SportsFocus introducing new sports such as golf and volleyball.

The MCCA Islamic Finance and Investments group and Bendigo and Adelaide Bank donated \$5000 to support the 2019 camp.

We acknowledge the trust parents and guardians put in BCHS to run this camp for young people with some venturing away from the family home for the first time since arriving in Bendigo.

Bendigo Community Health Services runs a series of programs designed to educate refugees on specific topics and pursuits such as road safety, mental health and even fishing regulations.



Case study: The Road Safety for New Arrivals Program

Bendigo Community Health Services supported 105 new arrivals with education around road safety and laws in the last financial year.

BCHS worked with VicRoads, Victoria Police highway patrol, Department of Justice Sheriff's Office Victoria and the Salvation Army L2P Program to develop the road safety program.

Sessions focussed on the meanings of road signs and traffic signals, laws and how they are enforced, key risk factors for road users and vehicle safety.

Program content covered walking, cycling and using public transport.

An evaluation of the first 10 sessions showed a great interest from new arrivals in learning more about road safety and laws with 100 of the 105 saying they felt more confidence to use the road after attending.

BCHS staff used the evaluation and feedback to produce six recommendations for consideration.

- 1 Road safety information should be delivered to all new arrivals.
- 2 Consideration should be given to more free driving lessons for low-income new refugee arrivals.
- 3 The Road Safety for New Arrivals Program should be compulsory for all new arrivals.
- 4 PowerPoint presentations during the program should be translated.
- 5 Free driving lessons for participants aged under 21.
- 6 Further education for service providers to increase understanding of refugee needs.

The Road Safety for New Arrivals Program is funded by the VicRoads Community Road Safety Grants Program.

Staff recognition



ABOVE: Drew Reid, Excellence in Consumer and Community Engagement.

Staff awards and acknowledgements

Innovation, leadership and quality of service are recognised and encouraged in Bendigo Community Health Services staff through the annual Board of Directors Excellence Awards.

The Consumer Award is selected from nominations made through the year by people using BCHS services and recognises outstanding service by a staff member or team.

The Board of Excellence Awards winners in 2018-2019 were:

BOARD EXCELLENCE AWARDS	
Excellence in Safety & Quality Improvements. Joint winners:	Sharni Credlin & the Family Services Team Emma Millard and Leanne Oberin
Excellence in Sustainability:	Terrie Killen & the Early Childhood Intervention Service team
Excellence in Consumer and Community Engagement:	Drew Reid
Volunteer of the Year:	Shannon Appleby
Consumer Award:	Colleen Travers
Excellence in Advancing Health Equity:	Rod Case

Total staff
229

98
Total volunteers

2 Therapy cats

Rusty & Peaches work at our Alcohol & Other Drugs team residential facility Nova House.

23
New volunteers

BELOW: Peaches with AOD team member Ali Harper



Staff service milestones

20
YEARS

Dr Gary Bourke (pictured left)
Mary Russell (pictured middle)

15
YEARS

Kim Wallace (pictured right)



ABOVE: Shannon Appleby from headspace Bendigo won the Volunteer of the Year Award.



ABOVE: The Family Services Team shared the Excellence in Safety and Quality Improvements Award.

Student Placement Program

Bendigo Community Health Services provides a supportive environment for post-secondary, undergraduate and postgraduate students. The program provides students with a meaningful experience that will enhance discipline specific skills, graduate attributes and employability skills.

STUDENT PLACEMENTS:

Occupational Therapist	5
Podiatry	1
Registered Nurse	10
Social work	2
Diploma of Nursing	1
Medical students	28
Diploma of Community Services	14
Welfare Certificate	1
Maternal & child health	1
Public Health	3
Oral Health	28
Work experience	3

"My supervisors always made time to talk to me when I needed and gave me guidance and clarity on what it was they wanted of me. I had continuous support and was encouraged to push myself, take leadership roles and make decisions where possible.

Just thank you for a wonderful first placement, the skills I have acquired over this placement are invaluable to me." Student

In addition, students have come from the following organisations over this period.

La Trobe University

Charles Sturt University

Deakin University

Australian Catholic University

Bendigo TAFE

Monash University

Student quote from student placement survey.

"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". Public Health Student



ABOVE: Colleen Travers from headspace Bendigo won the Consumer Award

Staff recognition

Paula calls time on 40 years of caring for vulnerable children and families

Dedicated, loyal, passionate, caring – some of the special traits that describe Family Support Worker Paula May who plans to retire at Christmas after 40 years with Bendigo Community Health Services.

Paula joined BCHS in June 1979 and has spent the next four decades supporting and helping some of Bendigo's most at-risk families.

Paula grew up in a single-parent family and as the very proud mother of four, grandmother of seven and great-grandmother of one sees her life experiences as essential to helping families so well through the years.

"I am sure that most of the lessons I have had to learn in life have led me to this," Paula says. "It feels like this is what I was meant to do."

Paula's positivity is a great trait she uses to encourage families.

"People can be happy if they are 51 per cent positive. It is very rewarding for me when a family is able to run with their goals and start to achieve them despite all



ABOVE: Paula May celebrates her 40th anniversary at BCHS with CEO Gerard Jose and Board Chair Geoff Bowyer.

the odds. We all have hurdles - some high, some low - but if people can start moving and make some differences, their kids really benefit. And it can be such little things. If you haven't got a lot of money but you want to have fun, put a blanket on the lounge room floor and have a picnic with your kids. Simple, fun things don't have to cost a lot," Paula says.

Away from the many hours dedicated to BCHS and her families, Paula is kept busy with a huge vegetable garden, travelling with husband of 55 years Keith and a passion for painting.

Thank you Paula for your dedication to at-risk families and loyalty to BCHS through the years – a truly wonderful achievement.

Community health nurse Liz Morley is celebrating her 40th year in the profession

Liz works from the Bendigo Multidisciplinary Centre through the Bendigo Community Health Services commitment to the initiative.

The centre offers free and confidential support, advice and education to clients who have experienced sexual assault and any non-offending family members.

"People who have suffered sexual assault are known to have poorer health outcomes than the rest of the community. These people have been let down, especially those whose abuse occurred a long time ago. So our wide-ranging role has been put in place to support them to improve their general health and wellbeing, in whatever capacity we can," Liz says.

Liz was looking to study psychology in 1979 when her mother suggested nursing instead.

"Nursing offers many rewards like the sense of joy when people I am working with take on board the information I provide to them, then follow through with the agreed plan and strategies, to improve their health and wellbeing," Liz says.

Liz has simple advice for anyone considering a career in nursing. "To be able to practice nursing safely and competently, you have to study hard enough to obtain the knowledge required. But don't bother with any of that unless you are compassionate, non-judgemental and you can listen, listen and listen more to the people whose care is entrusted to you, including your colleagues."



Community Engagement

BELOW: AFL Central Victoria and its partner clubs helped launch and support our Bendigo Community Coat Drive in 2019



Pristine partnership delivers record Bendigo Community Coat Drive haul

A record 2773 items were donated to our Bendigo Community Coat Drive in 2019.

The total easily surpassed the previous record of 2300 items in 2016.

BCHS CEO Gerard José praised the wonderful display of generosity from the Bendigo and regional communities.

“The extraordinary number of donations this year has also allowed us to support valuable partners such as headspace Bendigo, Haven Home Safe and the Eaglehawk Community House meaning more people are getting access to coats to beat the winter chill,” he said.

Mr José praised the effort of Pristine Dry Cleaners in Bendigo who through a long-term partnership with BCHS cleans every donated item before distribution each year.

“Our coat drive could not happen without Pristine Dry Cleaners. When you consider the effort and cost needed to clean 2773 items you get an idea of the hard work put in by the Pristine team and the true value of their ‘in kind’ support. They are wonderful ambassadors for the business community in Bendigo,” he said.

Mr José said a partnership with AFL Central Victoria was another key factor in the record number of donations.

“From the day we launched the campaign AFL Central Victoria, their clubs have been a wonderful support. Thank you to AFL Central Victoria and every single club, player or supporter who helped the coat drive this year,” he said.

Case study: Christmas Gift Campaign

Christmas can be a stressful time for those in need. Parents feel ashamed by not having the means to provide for their children. The children go without. Thanks to the incredible generosity of Bendigo business and community organisations we were able to support more than 50 families under our care in 2018.

Kennington Dental hosted a Christmas tree at the Sternberg Street clinic, Crooked Kitchen provided toys and gifts donated by customers, Victory Church delivered more than 100 huge food hampers, the City of Greater Bendigo gift wrapped and tagged gifts from a special staff Christmas breakfast and Communities For Children Bendigo Reads provided books and games. The sewing group from the South East Bendigo Anglican Church handmade quilts, purses, clothes and doll carriers.

The response from our consumers was amazing. Two great grandparents looking after three children cried upon receiving their gifts and made three trips into BCHS to thank staff. Right there is the value of this wonderful community support.

Thank you to everyone who helped us change Christmas for many families in need.

Community Engagement



ABOVE: Community health nurse Rebekah Ryan attends a La Trobe University event.

Bendigo Community Health Services and our staff supported many events through the 2018-2019 financial year. The following list gives you an insight into the different types of events:

Community events

- Australian Women's Leadership Forum – Bendigo
- Bendigo Karen Youth Network Cane Ball Tournament
- Bendigo Mood Food Fun Day (World Mental Health Day)
- Bendigo Rainbow Ball
- Bendigo Small Business Festival – mental health breakfast
- Bendigo Suicide Prevention and Awareness Walk
- Bendigo TAFE Orientation Market Day
- Bendigo Water Festival
- Be Well Be Connected Expo (City of Greater Bendigo)
- Bowel Cancer Australia Red Apple Day
- California Gully Primary School Biennial Fair
- Catherine McAuley College Careers Night
- Community Sector Showcase
- Crusoe Secondary College Services Fair
- Eaglehawk Dahlia and Arts Festival
- Elmore Field Days
- Exercise Right Week (Elmore)
- Fun Loong Family Day
- Greater Bendigo Against Family Violence
- IDAHOBIT 2019
- International Women's Day Breakfast (Women's Health Loddon Mallee)
- La Trobe University Bendigo O Week Market Day
- La Trobe University Big Chill
- La Trobe University Bruce Week Market Day
- La Trobe University Bendigo Pride Day
- Loddon Mallee Allied Health Forum
- Loddon Mallee Commonwealth Home Support Programme Forum
- Marist College Careers Night
- NAIDOC Children's Day
- National Works and Engineering Conference
- Nowruz Festival
- Overdose Awareness Day – Bendigo
- Powercor Bendigo Staff Day (Men's Health)

- Refugee and Migrant Youth Sensitive Practice Forum
- Run For Dad at Bendigo Racecourse
- RU OK Day at Bendigo Marketplace
- Sisters Day Out
- Splash Into Fun Family Day at Long Gully
- Tomorrow Bound Careers Expo
- World AIDS Day (Hargreaves Mall)

Community campaigns

- Bendigo Community Coat Drive
- #5ways to Wellbeing
- #IamWhole campaign with Bendigo YMCA for World Mental Health Day
- Supply Monitoring - Bendigo Bottleshops ID sales Survey
- VicHealth TopSpin youth alcohol awareness campaign

Community health education sessions

- Bendigo Regional YMCA Youth Summit
- Bendigo Senior Secondary College – Respectful Relationships
- Bendigo Senior Secondary College – Sexual health
- Crusoe College – Positive Body Image Day
- Eaglehawk North Primary School
- Eaglehawk Scout Group
- Eaglehawk Secondary College – Women's Health Week
- Kalianna Special School
- Marist College – Health Talks
- Naloxone Community Awareness Day
- Weeroona College – Year 7 Spectacular

Community generosity allows Bendigo Community Health Services to deliver more than just health and wellbeing support to people in need each year. We are truly grateful the kindness of others can allow us to further enhance the work we do in the community.

To get BCHS or a staff member to attend your event, please go to www.bchs.com.au and select the 'Request for BCHS or one of our staff to attend your event' link in the menu.



ABOVE: Lillian from Muffin Break, Rod from Bendigo Community Health Services and Share The Dignity volunteer Val launch the #Pinkbox vending machine at our Central site.

Case study: Share The Dignity

Share The Dignity supports Bendigo Community Health Services in three main areas.

In the lead up to Christmas the organisation delivers handbags full of hygiene products and gifts donated to the #ItsInTheBag campaign. Many of our grateful consumers are reduced to tears by the kindness of strangers.

The handbags carry handwritten notes like this one: *"To whom my bag finds its way too. We hope you have a very Merry Christmas and that 2019 brings you good fortune, good luck, happiness and great health. We wish this bag was never rending and could put more in, but we hope what we have selected will help you or simply make you feel special because even though we don't know who you are, we do know that you are strong and someone we are admirable of and therefore deserve to feel special. Enjoy the movie tickets. We hope there is a good movie for you to watch. Have a safe New Year and please know that every time you use this bag and the things inside, a family in Melbourne is thinking of you. Lots of love."* (Signed by four members of a family. Names withheld for privacy reasons).

If you wonder if they make a difference, we'd like to share this reaction from one of our staff and a handbag recipient in the past: *"This opportunity for the mums created much excitement and while one of the mums 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'."* Share The Dignity runs a sanitary product drive each year which allows us to provide items free from all our sites while they have installed a #Pinkbox vending machine at our Central site which dispenses free period packs containing six tampons and two pads for our consumers.

The #Pinkbox was donated by Muffin Break Bendigo and we are now looking at installing machines at our Kangaroo Flat, Eaglehawk and headspace Bendigo sites based on the growing demand. Thank you Share The Dignity and all your wonderful Bendigo volunteers.

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.



Rotary Sandhurst donation: The Rotary Club of Sandhurst donated sewing machines to our Refugee Women's Group



Needles and Threads donation: The Needles and Threads craft group handmade a collection of clothes for our clients.



Donation suit cases November: Rotary Club of Bendigo-Strathdale collected suitcases for new refugee families.



Australian Hearing Soup Kitchen: Australian Hearing carried out free testing on people attending our Thursday Soup Kitchen.



Jeanette: Jeanette Bennett makes these amazing hand-knitted toys for our child and family services team to hand out.



Pumpkins May 2019: A Huntly property owner Greg donated excess pumpkins to our Thursday Soup Kitchen.



Willing Older Workers February 2019: Willing Older Workers donated gift cards for people using our counselling services.



Jac birthday gesture: Jac Torres-Gomez and daughter Bella asked people to support our refugees instead of buying birthday gifts.

Where to find us:

All sites | **5406 1200**



Central

165-171 Hargreaves St



Kangaroo Flat

19 Helm St



Eaglehawk

3 Seymoure St



Elmore

46 Jeffrey St | **5432 6001**

Become a BCHS member

Support Bendigo Community Health Services by becoming a member.

You can find a membership form at 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 or call the Office of the CEO on **(03) 5406 1200**.



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Email your details to:

bchscomms@bchs.com.au to receive our E-Newsletter or register at www.bchs.com.au

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