



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

QUALITY OF CARE REPORT
2015-2016

www.bchs.com.au



VISION

Better health and wellbeing across generations.

MISSION

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

VALUES

- Respect** – we build respectful relationships through trust, empathy and collaboration.
- Inclusive** – we recognise and promote accessible, safe and holistic health care as a basic human right.
- Integrity** – we are authentic and accountable and we honour our obligations.
- Innovation** – through continuous learning, we ensure an eligible, responsive and sustainable service.

A new era for BCHS

Bendigo Community Health Services has developed new strategic directions to reduce health inequity and break cycles of disadvantage in Bendigo.

The new directions deliver a strong focus on early years intervention and represent the biggest change in the organisation's 40-year history.

Board chairperson Geoff Bowyer and CEO Kim Sykes outlined the new vision, mission, values and strategic directions to a gathering of community, business and local government leaders at a special function in The Capital Theatre in June with favourable and encouraging feedback.

A new \$2.6 million kidzspace centre being built at Kangaroo Flat will provide a key asset in the organisation's plans to put very early intervention at the forefront of programs and services.

"If we get this right, we will make a fundamental change in this city," Ms Sykes said.

"We will remain a service available to all ages but the evidence clearly shows we must have a focus on very early years if we are to change the unacceptable health and wellbeing consequences that too often come with a low income.

"Our organisation strongly believes that health inequity is not OK and staff of BCHS know we can make a stronger difference."

Ms Sykes said the new directions built on a lot of good work done by BCHS staff through a 40-year history

"If we get this right, we will make a fundamental change in this city." Kim Sykes, CEO

and will be strengthened by valuable collaborations with like-minded organisations.

Mr Bowyer said the board had endorsed the new vision, mission and values developed with considerable staff input.

He said the new strategic directions would guide the organisation through the next three years on a path to achieving real change for the community.

Mr Bowyer said the new strategic directions represented four complementary areas of focus for the organisation:

1. Programs for equity involving a commitment to achieving equitable health and wellbeing.
2. Consumer and community-centered organisation to understand and respond to community needs and consumers' lived experience.
3. Quality, Safety and Consumer Experiences to deliver the best consumer experience that is of consistent quality, safe and evidence-based.
4. Sustainability to ensure a sustainable for purpose organisation.

STRATEGIC DIRECTIONS 2016-2019

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.

Quality, Safety and Consumer Experiences

Deliver the best consumer experience that is 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.

Consumer and Community-Centred Organisation

Understand and respond to community needs and consumers' lived experience.

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

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.

Board of Directors



Geoff Bowyer, Chair
 Jim Dannock, Board director
 Dan Douglass, Board director
 Tom Bailey, Board director



Mark Gibson, Board director
 Vicki Pearce, Board director
 Vacant
 Vacant

Outgoing Directors:

Mary Leach,
 November 2014 –
 November 2015

Virginia Dickson-Swift,
 November 2014 –
 August 2016

Ngairie Anderson,
 November 2015 –
 August 2016

Jim Dannock,
 June 2012 –
 November 2015.
 Re-elected January 2016

Acknowledgements

Bendigo Community Health Services acknowledges the funding and support provided by Commonwealth, State and Local Governments.

The number of wonderful organisations we work with in Bendigo and beyond is too great to list, however, we express our sincere thanks for all these generous collaborations.

It would be impossible to deliver the quality of services and programs that we do without such vital support.

We look forward to working with you all into the future.

Accreditations

- Australian General Practice Training Provider
- National Quality Standard for Early Childhood Education and Care
- Community Care Common Standards (HACC)
- Department of Health and Human Services Standards
- Quality Improvement Council Standards
- Royal Australian College of General Practitioners (Standards for General Practices)

Co-location services

- Primary Care Partnership
- City of Greater Bendigo maternal and child health services
- St John of God pathology
- Motor Neurone Disease (MND) Association of Victoria
- Wesnet – The Women's Services Network
- St John of God Raphael Centre
- MIND Australia
- Loddon Mallee Pre-school Association
- Bendigo Health Speech Therapy
- Private clinicians

Welcome

The report provides a sample of some of the great work done every day by our talented staff. If you would like to know more, please visit our new website at www.bchs.com.au

This past year has been a difficult one for many people in our community.

The effects of a tightening economy are being felt, particularly by those already struggling to make ends meet. Proud, hard-working families are accessing our 'soup kitchen' for the first time and more have needed help through our Coat Drive.

There is significant disadvantage within our great city, with very real consequences. The correlation between being born into an area of disadvantage and a range of very poor life outcomes is high.

These include being at much greater risk of:

- poor health (including living a shorter life but with a longer period of disability).
- poor education.
- engaging in delinquency and crime.
- using alcohol or other drugs.
- poor employment options.

Cycles of disadvantage tend to repeat over generations and children from these backgrounds tend to have more trouble reaching their developmental milestones and are often less 'school ready' than their peers.

They are prone to become disengaged from school and then at great risk of being caught in an unfortunately well-researched path.

This is not acceptable or fair and has been a driving force behind the new strategic directions that focuses our effort toward addressing health inequity.

There are many organisations doing excellent work supporting people in need and we are privileged to work with a number of them.

Any one of us can become physically, emotionally or financially vulnerable at any age and we will continue to work alongside great local partners to offer our full range of services to everyone.

We are also determined to do our bit to break cycles of disadvantage so that more children reach their developmental milestones and get to school more able to learn. This includes delivering very specialised and targeted early years services and listening more to families to design services that will work for them and make a difference to their child's future.

Our new kidzspace centre at Kangaroo Flat provides us with the right environment (which children and families have helped to design). It's co-location with the Helm Street Pre-School Centre, St John of God's Raphael Centre and City of Greater Bendigo child and maternal services creates a powerful 'Helm Street Hub' that will make a difference to our city's population across generations.

**Kim Sykes -
 Chief Executive Officer**

**Geoff Bowyer -
 Board Chair**



“Any one of us can become physically, emotionally or financially vulnerable at any age and we will continue to work alongside great local partners to offer our full range of services to everyone.”

Our year by numbers

MENTAL HEALTH PROGRAMS

1,495 >

COUNSELLING CLIENTS

MENTAL HEALTH NURSE INCENTIVE PROGRAM (MHNIP)	: 234	SESSIONS
CHILDREN'S ACCESS TO ALLIED PSYCHOLOGICAL SERVICES (ATAPS) FOR CHILDREN UNDER 12 YEARS	: 300	BENDIGO SESSIONS
GENERALIST COUNSELLING TEAM PROVIDED 7,560 HOURS	: 100	ECHUCA SESSIONS
	: 861	CLIENTS

PREVENTION AND POPULATION HEALTH

164

MEN'S HEALTH CLINIC APPOINTMENTS

198

STRENGTH TRAINING CLIENTS

124 | **437**

SESSIONS | PARTICIPANTS
WORKPLACE HEALTH PROMOTION

228

REFUGEES CASE SUPPORTED

20

COMMUNITY EVENT PROMOTIONS

3,800

APPOINTMENTS : WOMEN'S HEALTH CLINIC

CHILD AND FAMILY SERVICES

400

CHILDREN

FAMILY DAY CARE

62

CARERS

81

CHILDREN ATTENDING

EARLY INTERVENTION

108

CHILDREN PROVIDED WITH FAMILY SERVICES

29

GROUPS HELD BY YPPP

8,462 | **708**

ADULT | PAEDIATRIC
PODIATRY APPOINTMENTS

2,171 PHYSIOTHERAPY APPOINTMENTS

34,357

DOCTOR & NURSE CONSULTATIONS

AOD SERVICES

161

NOVA HOUSE CLIENTS

11,260

COMMUNITY HEALTH APPOINTMENTS

125

MENTAL HEALTH PLANS

1,149

IMMUNISATIONS

1,379

ELMORE PLANNED ACTIVITY GROUP ATTENDANCES

AtoZ of BCHS services

ALCOHOL AND OTHER DRUGS COUNSELLING SERVICES (ADULT & YOUTH)

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

ALCOHOL AND DRUG COORDINATION AND RECOVERY SUPPORT

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

ALCOHOL AND DRUG GROUP PROGRAMS

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

BLOOD BORNE VIRUS AND SEXUALLY TRANSMITTABLE INFECTION CLINIC

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

CARER WELLBEING PROGRAM

Supports the health and wellbeing needs of mental health carers and assists mental health carers to access a broad range of services to improve their health and wellbeing

CHILD HEALTH INVEST

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

CHRONIC DISEASE MANAGEMENT

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

COMMUNITY SOUP KITCHEN

Providing free meals weekly and access to services in a safe, social and friendly environment.

COMMUNITY EDUCATION

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

COMPLEX CASE SERVICE

Intense short term case management and service 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 well being - depression, anxiety, addictive behaviours, relationship and family difficulties, grief and loss.

DIABETES EDUCATION SERVICE

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

DIABETES PREVENTION

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



EARLY CHILDHOOD INTERVENTION

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

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

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

FAMILY SERVICES

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

FAMILY SUPPORT PARENTING PROGRAMS

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

HEADSPACE

Supports young people between the ages of 12 and 25 who are experiencing difficulties. Phone: 5434 5345.

HEALTH JUSTICE PARTNERSHIPS

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

HELPING CHILDREN WITH AUTISM & BETTER START SERVICES

Please contact the Early Childhood Intervention Team for further information.

MEDICAL PRACTICE

A range of medical practitioners offering general practice services based in 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 related services providing assessment and interventions specific to individual presentations within an evidence based, Recovery framework.

The services include: Generalist Counselling; Mental Health Nurse Incentive Program; Psychological Treatment Services; Refugee Torture and Trauma Counselling and the StandBy program that provides support for those left behind after suicide. 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 the Generalist Counselling Services.

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. 7.30-10.45pm 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

NUTRITION

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

PHYSIOTHERAPY

Offers advice and treatment for treating injuries, pain and stiffness in joints and/or muscles and adult and paediatric physiotherapy services

PODIATRY

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

QUIT SMOKING PROGRAM

Free program to help reduce or quit smoking.

REFUGEE HEALTH NURSE

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

REFUGEE SETTLEMENT SERVICES

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

RESIDENTIAL WITHDRAWAL SERVICE (NOVA HOUSE)

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

RESPIRATORY MANAGEMENT

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.

STANDBY

24-hour coordinated response to support the needs of families, friends and associates, schools, work places, and community groups who have been bereaved through suicide. Phone: 0439 173 310 24 hours, 7 days a week.

STRENGTH TRAINING AND WALKING PROGRAMS

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

WOMEN'S HEALTH CLINIC

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

WORKPLACE AND EMPLOYMENT HEALTH PROMOTION

BCHS can work with you to develop workplace health programs.

YOUNG PREGNANT AND PARENTING PROGRAM

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

YOUTH COUNSELLING SERVICE

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

YOUTH HEALTH SERVICES

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





A range of health services are delivered through the Elmore Primary Health Service at the Elmore Medical Practice in partnership with St Anthony Family Medical Practice founder Doctor Adel Asaid.

The health and wellbeing of the community is supported through our Planned Activity Group which organises activities, a men's shed, Elmore Walking Group and strength training.

The Elmore Walking Group celebrated its 10th birthday in March 2016 with a four-kilometre stroll and morning tea.

BCHS CEO Kim Sykes congratulated the group before walkers Lesley Edmondston and Sam Dalton who have been with the group since the start cut a

special 10th birthday cake.

Lesley said the social aspect of the group was what kept bringing people back each Tuesday and Thursday.

"It's been wonderful for Elmore and wonderful for us to be part of it," Lesley said.

"We're all happy to do what anyone else is doing ... we're not in a continuous race. You walk to your pace. Some people go on, some people catch up and we get our exercise.

"We get our mouth exercise as well as our bodily exercise," Lesley laughed.

Then Healthy Lifestyles program facilitator Sandra Holmberg agreed the social aspect was the secret to the group's success.

"Initially, people come for the exercise because they have been told to or they feel they need to ... they continue to come because it's so social and it's good fun," Sandra said.

"They walk with different people every time and they have the opportunity to meet locals."

Sandra said the strength training program at Elmore was convenient for residents.

"We have people recovering from hip replacements or knee replacements. They come rather than go to Bendigo to do their physio exercises... they'll get the physio to send me the exercises which is more convenient for them rather than travelling."



headspace Bendigo continues to grow with more young people turning to the service for support.

headspace is a free national youth mental health service for people aged 12 to 25 experiencing a difficult time.

At headspace Bendigo, young people can access counselling from mental health clinicians with expertise in working with youth.

Young people can also get assistance and support for their general health and wellbeing, alcohol and drug use and education and employment.

headspace Bendigo supported 634 new young people and offered 5114 occasions of service in the 2015-16 financial year.

headspace Bendigo data shows 75.7 per cent of young people accessed the service for mental health-related support, 18.1 per cent for mental health assessment and 3.8 per cent for support with physical and sexual health concerns.

The service has welcomed new private practitioners who offer bulk-billed mental health therapy to young people out of the headspace Bendigo site.

headspace Bendigo continues to work within the community by linking with secondary and primary schools across central and northern victoria, training providers, TAFE and sporting clubs.

Community engagement events run or supported by headspace Bendigo included the third annual Don't Blow A Head Gasket Youth Car Rally, AFL Central Victoria headspace Round and Groovin' The Moo music festival.

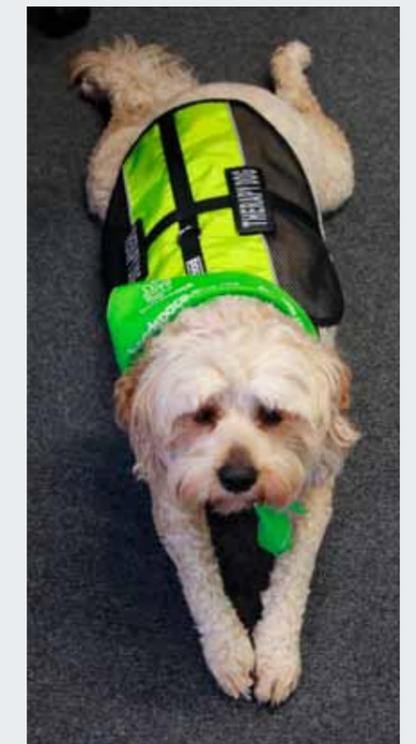
headspace Bendigo is always looking for ways to engage young people and continues to run a successful Diversity Group and Youth Reference Group.

The service is also home to the enormously popular therapy dog Hulli who wins over staff and clients alike.

You can find headspace at 78-80 Pall Mall in Bendigo or call 5434 5345.

You can also find the service online at www.headspace.org.au/headspace-centres/bendigo or on Facebook at www.facebook.com/pages/Headspace-Bendigo

headspace Bendigo is a consortia consisting of Bendigo Community Health Services as lead agency, Youth Support Advocacy Service, Mind Australia, Anglicare, Bendigo Healthcare Group and Murray PHN.



kidzspace takes shape

The Bendigo Community Health Services dream of building a revolutionary child and family services centre for the community is coming to life.

Bendigo builders Walsh and O'Meara started construction of the \$2.6 million State Government-funded centre on our Kangaroo Flat site in March with the help of around 12 local sub-contractors.

kidzspace will bring all our early years and family support services together under an Australian-first model designed to challenge the traditional life paths for those born into disadvantage and allow children of all ages to reach their full potential.

BCHS CEO Kim Sykes said kidzspace would be a major asset for the organisation in delivering new strategic directions which focus heavily on early years.

She said the centre aimed to promote generational change that would have a positive life-long impact on the health, education and earning power of Bendigo youngsters.

"Any child can reach their full potential if supported to do so," she said.

"A child's future health, wellbeing and development are shaped by the experience of their early years. Any family can build strengths that significantly contribute to their resilience and ability to bounce back from the challenges of life if supported to do so.

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

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

"It will work with kids and their families to make sure that every child has the healthiest start possible for them, and we have a very big focus on addressing health inequality."

kidzspace will complete an early years health and wellbeing hub at our Helm Street site that will develop unprecedented support for vulnerable families by integrating our community health platform with the City of Greater Bendigo's maternal and child health service, a kindergarten with a high number

of children with a disability and St John of God's Raphael Centre for mother's experiencing post-natal depression.

Builders expect to complete kidzspace in November 2016.

The project designers

Flexibility, safety and accessibility were key considerations in designing Kidzspace.

CBA Building Designers accepted the brief to create a state-of-the-art community-focused building that was open, inviting and ever-changing, with spaces that could evolve with the needs of the public and user groups.

Shane DeAraugo and Simon Bedson took about eight months to come up with final plans for the Bendigo Community Health Services facility.

The designers said they were pleased to be involved in such a revolutionary project.

"It's a way of giving back and supporting the growth and development of our community, in particular our kids," Shane and Simon said.

"Providing safe and inviting environments is important."

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

The builders

BENDIGO construction company Walsh and O'Meara Builders is overseeing the creation of kidzspace.

"I think it is fantastic for the city of Bendigo and I fully support it," says Walsh and O'Meara director and father-of-three Kevin Walsh.

As project manager, Kevin visited the Helm Street construction site most days to ensure the build progressed smoothly.

Around 12 Bendigo-based subcontractors were engaged to help build kidzspace.

Many of the sub contractors expressed their satisfaction in helping with a project designed to give children a better start in life.

Bendigo Plant Hire director Adam Riley handled excavation work at the building site.

"I am well aware of the background to this project and I think it's fantastic. By having everything under the one roof – that will go a long way to making these services more accessible to families."

MPB Electrical installed the electricity and data cables.

Director Matt Bolton said his company was happy to contribute to a vital community hub.

"It does give you a sense of pride," he said.

Painter Bert Mclvor echoed Matt's sentiment about kidzspace.

"It is certainly satisfying being involved in the local Bendigo community and projects like this," he said.

You can read more about the sub contractors in a special blog called 'Building kidzspace' at www.bchs.com.au



Xavier Wallace plays on a mound of dirt with the kidzspace site in the background.



Designer Shane DeAraugo, Bendigo Community Health Services CEO Kim Sykes and Kevin Walsh from Walsh and O'Meara Builders sign the kidzspace contracts.



Dahlia & Arts Festival March 2015

The famous corporate green of Bendigo Community Health Services was to the fore once again during the Dahlia and Arts Festival street parade in Eaglehawk during March 2015.

Staff and family members – young and old – joined the street parade to promote the organisation and engage with the 10,000 strong crowd by handing out showbags featuring fresh apples and a drink bottle.

A sea of green balloons helped lift the profile of the BCHS contingent

while giant 'like' hands worn by our crew promoted the organisation's new social media platforms.

It was fantastic to see the crowd lining the main street of Eaglehawk applauding as the BCHS car and crew rolled by.

BCHS child and family services staff returned to Eaglehawk the day after the street parade to take part in the annual Family Fun Day.

The BCHS stand was popular, particularly the apple spirals and our famous playdough recipe.

With a site at 3 Seymoure Street in Eaglehawk, BCHS has proudly supported the Dahlia and Arts Festival for many years to celebrate with our local community, raise awareness of our presence and services, increase community participation in health promoting activities and, above all, have fun!

Huge thanks to Norm Quinn who supplied fresh apples, Toyworld who provided games for the family fun day and UFS Eaglehawk Pharmacy who gave sunscreen for BCHS staff.

Men's health week September 2014

Men's health was the topic for Bendigo in September 2014 as Bendigo Community Health Services organised activities to promote Men's Health Week.

The week is designed to increase awareness of men's health issues such as depression, obesity, diabetes, cancer or heart disease, promote the benefits of making a healthy lifestyle change and encourage men to seek help if they see a risk.

The annual Multicultural Soccer Tournament traditionally kicks off Men's Health Week with 28 teams doing battle at the Tom Flood Sports

Centre in Bendigo on a day that promoted the benefits of activity and social interaction.

The seven-a-side tournament featured teams from the Karen and Afghan communities taking on each other and organisations such as Victoria Police, headspace Bendigo, Country Fire Authority and the Bendigo Bank.

Other events generating men's health interest during the week included a Men's Shed Challenge Yacht Race on Lake Weeroona, a sports injuries seminar hosted by Murray Primary Health Network and a Men In Sheds open day.

A Men's Health Challenge breakfast heard from a group of men who revealed their learnings and lifestyle changes from a 10-week men's health challenge under the guidance of Amy Holmes from Shape Health and Fitness in Bendigo.

The annual Run For Dad provided the traditional finale to Men's Health Week with more than 200 people turning out to the Bendigo Racecourse on Father's Day.

Bendigo Community Health Services will expand the Men's Health Week to a Men's Health Marathon next year encompassing 11 days of activities.

Dementia study provides Community Connections 2015

Bendigo Community Health Services has spent 18 months studying dementia through a new Community Connections project.

The project engaged people with dementia, partners, families and carers to learn how the condition impacts on lives and community.

"We developed strong, trusting relationships with a number of our community members. The community opened their homes to us, showed us their photo albums of memories and even introduced us to their family," a BCHS Community Connections project team member said.

The study found little was known about dementia inside Bendigo's refugee community who instead referred to the condition as 'old person's disease'.

Information collected during heartfelt interviews with those living with dementia, their families and carers, allowed our Community Connections project team members to build a web-based staff training system that will allow Bendigo Community Health Services to become a dementia-friendly organisation and assist others wanting to do the same.

The Community Connections project also focused on alcohol and other drugs support for consumers leaving our treatment programs and gaining community input into the building design and services offered through our new \$2.6 million kidzspace centre being built at Kangaroo Flat.



Bowel cancer message a major focus

Bendigo Community Health Services led a major effort to raise community awareness of the importance of bowel cancer screening through 2015 and 2016.

BCHS staff member Sarah Tarquinio co-ordinated phase two of the Department of Health and Human Services-funded National Bowel Cancer Screening Project with support of partners Murray Primary Health Network and Bendigo Health.

"Bowel cancer is the second most commonly diagnosed cancer in Australia but 90 per cent of bowel cancers can be successfully treated if found early," Sarah said.

"Screening is essential for detecting bowel cancer early, and it is recommended that those aged between 50 and 74 are screened every two years.

"The National Bowel Cancer Screening Project is rolling out the provision of free bowel cancer screening to all eligible people. By 2020, those aged between 50 and 74 will be sent a free bowel screening kit every two years to complete in their own home."

The project used community members, public information sessions and stands, media advertising, community newsletters and social media platforms to promote the important bowel screening message through the year.

To calculate your bowel cancer risk, visit www.cancervic.org.au/bowel-cancer-risk-calculator/



Soup kitchen feeds a need

The Bendigo Community Health Services soup kitchen feeds a need in Bendigo.

Free soup, bread, chicken and salad is served from the kitchen between 4pm and 5pm each Thursday in the arcade at 171 Hargreaves Street.

Beck Legal provides financial support for the Soup Kitchen to cover plates, takeaway containers, knives, forks, napkins and food.

Strath Village IGA donates chickens, JL King and Co gourmet salads, Strath Hill Hot Bake bread and Café De Mill preparation support.

Bendigo Community Health Services CEO Kim Sykes said the Soup Kitchen catered for people who wanted to sit down and share a meal with others or those who prefer to take a meal home.

"We have been able to support many people across the community, serving anywhere between two and 30 meals each week," she said.

Strath Village IGA manager Tim Mannix said the store was quick to jump on board when approached to support the Soup Kitchen.

"Soup kitchen is a great idea to help out those in need," Mr Mannix said.

"When I visited the Soup Kitchen and saw the appreciation from people who are doing it a bit tough at the moment, it was a good feeling knowing we could do something to help out."

For more information about the free soup kitchen call 5448 1600.

1045
TOTAL MEALS SERVED



Bendigo Community Health Services CEO Kim Sykes and Pristine Dry Cleaners manager Jane Townsend collect the first coats.



Bendigo Community Health Services organisational development team member Bron Moore and IGA Strath Village manager Tim Mannix with the Soup Kitchen trolley.

Success of Bendigo Community Coat Drive warms hearts June 2015

Bendigo Community Health Services wrapped up its annual Community Coat Drive with a heartfelt "thank you" to everyone who contributed to the overwhelming success.

By the end of the three-week campaign, about 2300 coats, jumpers, jackets and blankets had been donated to bring warmth to the less fortunate during the cold winter months.

This was up from 1839 items last year, representing an increase of about 25 per cent.

"The Bendigo community has again shown its incredible generosity," said BCHS CEO Kim Sykes.

"We were overwhelmed by the sheer number of individuals, groups and businesses who came together to donate warm clothing to the struggling people in our city who need it most."

"To everyone who took part in our 2016 coat drive, we say a sincere thank you on their behalf."

Among some of the notable efforts for the coat drive was a Bendigo woman who started knitting blankets the day after the 2015 drive for this

year's event, two 10-year-olds who used their Cub Scouts project to collect coats, Bendigo Spirit WNBL basketball star Kelsey Griffin who donated items from her sporting collection, Member for Bendigo West Maree Edwards who gathered coats and businesses such as PRDnationwide Bendigo.

Ms Sykes said BCHS was indebted to Pristine Drycleaners which worked tirelessly to ensure donated jackets, jumpers and blankets were cleaned.

She also thanked radio station 3BO for their ongoing support and other media outlets that promoted the drive.

"By the end of the three-week campaign, about 2300 coats, jumpers, jackets and blankets had been donated to bring warmth to the less fortunate during the cold winter months."

Settlement Services - supporting Bendigo's newest citizens

The refugee journey from homeland to a new life in Bendigo featured in a special exhibition called Stories Told in August 2015.

The Bendigo Community Health Services settlement services team worked with Karen and Afghan families in Bendigo to record and present personal stories showing the highlights and struggles of the journey to Bendigo and creating a new life in a different place.

BCHS Healthy Communities and Lifestyle manager Martine Street said the organisation had enjoyed a wonderful reaction to Stories Told exhibition.

"Interest from the general public has encouraged us to share these inspiring and brave stories of refugees finding their way to a new home in Bendigo," Martine said.

"These stories reveal what these new citizens have endured in getting to Bendigo and making a new life here.

"The stories are told with honesty and deliver a beautiful insight into different cultures."

So popular was the original version of Stories Told that it returned through a partnership with the City of Greater Bendigo's Capital Venues and Events team to feature in the Festival of Cultures during March 2016.



Greater Bendigo co-ordinator Art and Cultural Maree Tonkin said Stories Told 2 was a fabulous addition to the Festival of Cultures program.

"The exhibition provides a platform for participants to share their experiences with the broader community. The arts play a vital role in interpreting the experiences in creative ways," she said.

"These stories reveal what these new citizens have endured in getting to Bendigo and making a new life here."



Million stars make a difference

Karen and Afghan refugees attending a Bendigo Community Health Services women's group weaved hundreds of stars in support of a special campaign seeking an end to all violence.

The Safe Community Forum signed Bendigo up to become a WEAVE 100 community with the aim of creating 10,000 stars between November 25

in 2015 and International Women's Day on March 8 in 2016 for the One Million Stars To End Violence project.

One Million Stars To End Violence is the idea of Brunswick artist Maryann Talia Pau who was inspired by a message in a sea of flowers after the rape and murder of Jill Meagher in her community.



Busy year for Settlement Services team

The Bendigo Community Health Services Settlement Services team had a busy year ensuring new families arriving in Bendigo felt welcome, supported and active.

Tours to places of interest which help new families learn more about Australia are one of the popular activities planned by the Settlement Services team.

Staff joined four parents and 18 children from the Karen community on the train to Melbourne for a visit to Melbourne Zoo in April 2016.

Settlement Services team member Sue Ghalayini said the families had been in Australia for under 12 months.

"None of the families had visited a zoo before and most of them had never caught a train," Sue said.

"It was an economical, fun day for all who participated," Sue said.

As for the animals, Sue said the meerkats were a clear winner on the day with the group.

"The meerkats were very amusing – they loved them. They also loved the seals," Sue said.

"The butterfly house was also very popular – to have that interaction with the butterflies was amazing."





Quality

Bendigo Community Health Service is committed to safety, quality and providing positive and effective consumer experiences. The organisation has rigorous systems in place to measure the extent to which consumers are satisfied with their experience of BCHS, and their outcomes and goals are positively met. We undertake a range of activities to ensure information and data is captured for analysis and to inform quality improvement opportunities, including:

- Service location and facilities, data, safety, infection rates and file audits
- Focus groups and feedback loops
- Consumer feedback – complaints, suggestions and compliments collation
- Incident Reporting
- Consumer outcomes
- Program evaluations

Utilising our consumer groups to test particular areas of the business, such as our website design, is another strategy that helps to inform us that our marketing, language and engagement strategies are suitable for all members of our diverse community.

BCHS reviewed our system of clinical governance to maintain a strong focus on quality and safety while building stronger emphasis on the client experience. We wish to acknowledge the assistance of Qualityworks consultancy founder and managing director Cathy Balding who has helped guide our approach.



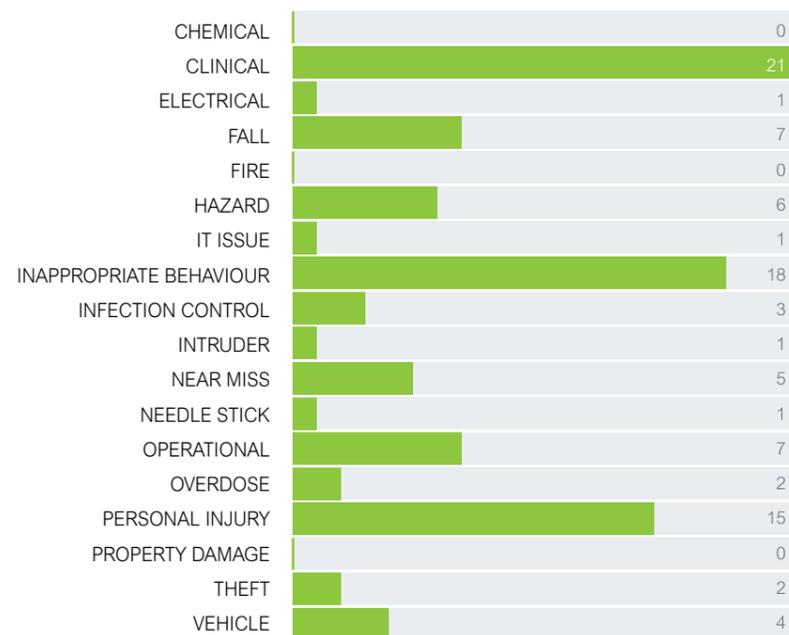
Clinical safety

The BCHS Clinical Safety Action Group have worked collectively to develop a sub-group within the organisation to review, plan and implement an organisational wide approach to infection control, whilst developing and implementing an education program that reflects principles of co-production model.

A pilot project was designed through the Alcohol and other Drugs therapy group as part of the Community Connections project.

Through the Clinical Placement Network BCHS have been able to supervise junior staff and support their development of skills, knowledge and competency to provide safe, high quality care.

INCIDENTS JULY 2015 - JUNE 2016



Infection control report

The Infection Control Working Group (ICWG) has been reinvigorated in the last 12 months. This was preceded by a significant review conducted by Organisational Development. The Group's membership has been broadened to include representation from across the breadth of BCHS service areas.

The focus of the ICWG in the 15/16 year has been to consolidate its purpose and the BCHS need for effective Infection prevention specifically including:

- Hand Hygiene
- Immunisation of staff
- Isolation areas for consumers arriving with potential infectious diseases
- A discrete Infection Control position servicing all sites of BCHS

The ICWG is planning to formally monitor BCHS Infection Control compliance and supports a designated Infection Control Worker to operationalise the BCHS actions to adhere to Infection Control requirements in a health service setting.

Community feedback and support matters

Bendigo Community Health Services seeks compliments or complaints through special feedback forms promoted on the reception desk of all sites.

All forms completed by a consumer are recorded at the Bendigo central site. The compliments are shared with staff.

Complaints are forwarded to senior managers for response and action.

Staff performance, service value, venue suitability and consumer satisfaction are monitored through surveys distributed by email, hard copy and through our social media platforms.

A client-patient satisfaction survey found 98.46 per cent of people found it easy to make an appointment with BCHS while 3.08 per cent found it difficult.

A paediatric physiotherapy/podiatry service survey showed 92.31 per cent of clients were satisfied with the care received by their child with 7.69 per cent somewhat satisfied.

A sexual and reproductive health clinic satisfaction survey found 78.67 per cent of people learned something new at their appointment with 13.33 per cent saying they had not learned anything and eight per cent not sure.

Our podiatry service was the subject of a client survey in 2016. The survey showed 38.89 per cent of respondents found the service useful, 77.78 per cent satisfactory, 16.67 per cent interesting and 22.22 per cent informative.

Social media platforms Facebook, Twitter and Instagram are also used to gather consumer feedback.



98.46% PEOPLE FOUND IT EASY TO MAKE AN APPOINTMENT WITH BCHS

78.67% PEOPLE LEARNED SOMETHING NEW AT THEIR APPOINTMENT WITH SEXUAL AND REPRODUCTIVE HEALTH CLINIC

77.78% PEOPLE FOUND THE PODIATRY SERVICE SATISFACTORY

92.31% PAEDIATRIC PHYSIOTHERAPY AND PODIATRY CLIENTS WERE SATISFIED WITH THEIR CHILD'S CARE

Dual tools expands with funding extension

The Bendigo Community Health Services Dual Tools Project team used a funding extension to expand the successful concept in the last financial year.

BCHS designed Dual Tools in 2012 to ensure people with an addiction to alcohol or other drugs and a mental health condition could receive quality treatment.

An online Learning Management System was built to deliver e-learning modules after training was identified as vital to ensuring organisations could best meet the needs of people with multiple conditions.

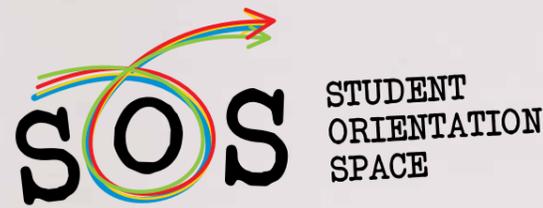
The Dual Tools team used new funding to plan a pilot project to evaluate the effectiveness of training delivered by teleconferencing through the LMS and identify suitable video conferencing software.

Further project achievements in the last financial year included the development of two new modules, the uploading of four professional training videos, testing the effectiveness of virtual training compared to face-to-face live training and the presentation of Dual Tools to the 2015 National Complex Needs Conference.

Team members were delighted that almost 50 new staff enrolled for training in the last financial year despite the heavy focus on testing instead of project promotion.

The funding extension was provided through the Commonwealth Government's Substance Misuse Service Delivery Grants Fund for the 2015-2016 financial year.

To learn more about the Dual Tools Project, visit www.dualtools.com.au



SOS gets a tick from student users

USERS declared the Bendigo Community Health Services web-based Student Orientation Space helpful, relevant and easy to use during a feedback survey in October 2015 and March 2016.

The SOS is a web-based learning management system designed to prepare students for a clinical placement.

SOS aims to get students thinking about their placement so they can get the most out of the experience and covers topics such as pre-placement, quality and safety.

Program-specific modules are available for children's health and mental health.

The feedback survey formed part of a 12 month-evaluation of the SOS to ensure the learning management system remained fit for purpose.

"But of most benefit it gave me an insight into what to expect for my placement which is important for me as it assisted in alleviating anxiety levels," one respondent said of the SOS.

The SOS was profiled during the Department of Health and Human Services International Health Week in the Melbourne Exhibition Centre during April 2016.

To learn more about the SOS visit <http://sos.bchs.com.au/>



"While I am doing it for my own professional development, this job is also for my community because I want to show that if people are given a chance, we can do more and we can make a huge difference and we can contribute to the broader community."

Snora takes historic journey from refugee to trainee

Young Karen woman Gloria Snora Soe Morris believes in making the most of every opportunity and turning dreams into reality – and she wants others in her community to aim for the stars.

The former refugee and Bendigo Community Health Services Settlement Services program client has spent five months working as a trainee community corrections officer with the Department of Justice and Regulation in a role that has opened up professional pathways for others.

Gloria is the first Karen person to be employed by the department on a traineeship, but with plans to continue the program and take on another trainee in 2017, she won't be the last.

Not only has the program given Gloria workplace experience in the human services field, it has

helped ease the justice process for Karen offenders and shown other young members of her community that there are exciting workplace opportunities available to them.

"I was very shy at first because it was a huge step for me and I wasn't sure if I was ready," says the 21-year-old, who arrived in Bendigo from Thailand Karenni Refugee Camp 2 in March 2011.

"I remember my very first day at work – I was so scared, nervous and worried that I may not be able to do the tasks. But I did my very best and at the end, I overcame all my fears and gained my confidence back.

"Having supportive team members and manager made a huge difference."

As a community corrections officer, Gloria has been managing cases

involving offenders ordered to carry out community work by the courts.

"This job is the first step towards a bright future for me," she says.

"While I am doing it for my own professional development, this job is also for my community because I want to show that if people are given a chance, we can do more and we can make a huge difference and we can contribute to the broader community."

The traineeship scheme was developed by managers at Justice and BCBS to support and build bridges with the local Karen community and provide ongoing employment pathways.

To read a feature version of this story, please visit www.bchs.com.au and search for Snora.



Wonderful gesture spoils staff

John 'Jack' Healey and his daughter Glenda Brooker cooked up a plan to deliver one of the kindest gestures experienced by Bendigo Community Health Services staff in some time.

Jack's daughter Glenda Brooker read a notice on a waiting room TV screen at our Eaglehawk site encouraging people to nominate staff providing excellent service for a Client Award.

Glenda was keen to have staff recognised given the support her father had received to maintain his health, wellbeing and mobility. There was just one problem ... how could you nominate them all?

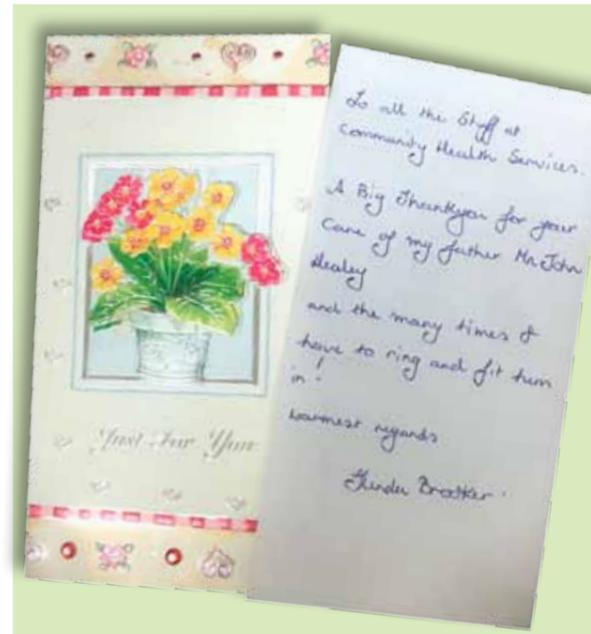
"Because my dad needed such a lot of care and he was constantly there, I felt like that we were part of the furniture and we just about knew every staff member by name there," Glenda said.

"There are just too many wonderful people here at BCHS that take care of my father. I could never fill out a nomination for all of them.

"With all the attention that he's had, not only there but at the Anne Caudle Centre as well, my father is now able to mow his lawns again and be so active again. It wasn't like that a few months ago."

So instead of filling out the nomination forms, Glenda and Jack put together a morning tea for the staff who care for them and the entire Eaglehawk site.

Team member and podiatrist Emma Millard said the staff involved in Jack's care were delighted by the lovely



gesture and recognition of the role they had played in keeping him as healthy and active as possible.

"Jack is a lovely gentleman who always provides a bit of humour and 'cheek' when he visits, and again we were very thankful for their kind thoughts," Emma said.

Glenda who does a 160-kilometre round trip to help her father has also joined the BCHS Carers Wellbeing Program.



Emma Millard (podiatrist), Dr Lee Ann Abraham (GP registrar), Jan Moore (diabetes nurse educator and chronic disease management nurse), Astrid Codemo (podiatrist), Corey Nexhip (La Trobe Bendigo podiatry student), Dr Ratnavalli Subendran (GP) and Boska Wyatt (nurse practitioner).



Clients thankful of quality service

Bendigo Community Health Services regularly receives kind words of appreciation from the people our staff care for in their day-to-day duties.

Our staff don't seek recognition but certainly enjoy comments and testimonials from consumers appreciative of their work and support.

Following is a selection of feedback gathered from consumers in the 2015-2016 financial year:

Testimonial – Young Pregnant Parenting Program

Going to group on a Tuesday with YPPP has helped me interact with other young mums. The first time I went I felt really nervous but the other mums and staff made me welcome and I felt included straight away. The group has made me more organised, I think about what I need for the day and plan ahead so I don't forget anything in my nappy bag. I now feel more confident in myself and look forward to interacting with other mums.

Testimonial - Workplace Health Program

"For a while I had been feeling generally unwell and had just put it down to getting older.

"The (workplace) health assessment revealed particularly high blood pressure and I was referred to my GP which I followed up.

"The GP did some thorough testing prompted by the feedback from the assessment which revealed a chronic health condition which could have been fatal if left untreated.

"I have now had the treatment which points towards all clear.

"I have no doubt that without the health assessment I would not have discovered the condition until too late.

"Obviously, the diagnosis was a huge outcome but having it

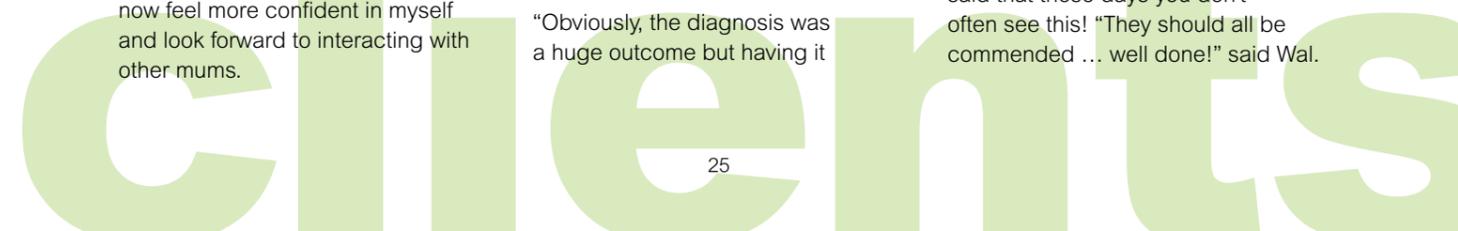
come through a workplace health assessment also meant that the workplace was in a really good place to support me through the treatment."

Testimonial – Podiatry team

"Very satisfied. Welcomed by office staff – given a cup of coffee as I was very early for my appointment (because of bus times)."

Testimonial – Reception staff

Wal is very impressed with all our front reception staff. He said they were 'just lovely'. He observed the staff whilst he was sitting in reception. Nothing was too much trouble for them when assisting clients either on the phone or face to face. They were respectful and positive. Wal noticed this as he said that these days you don't often see this! "They should all be commended ... well done!" said Wal.



“If parents can give their kids a minute or two to digest their feelings and then acknowledge them, the children can learn to regulate their emotions a lot better.”



Paula May devotes 37 years to helping at-risk families

PAULA May is Bendigo Community Health Services’ longest-serving employee, devoting the past 37 years to helping local at-risk families reach their full potential.

The family support worker grew up in a single-parent family and understands many of the daily challenges faced by the mums, dads and children she comes in contact with.

“I am sure that most of the lessons I have had to learn in life have led me to this,” says Paula.

“It feels like this is what I was meant to do.”

Paula joined BCHS in 1979 and today works with the family services team to deliver the new Changing Futures outreach program introduced by the Department of Health and Human Services on February 1.

“We are part of the North Central Victoria Family Support Alliance, which includes also Anglicare Victoria and the Bendigo and District Aboriginal Co-operative.

“The Child First workers at Anglicare allocate cases to the agencies and we go out and meet the families. We look at their hopes, dreams and goals and ask, what do they want to achieve? What do they want to change to make life better for them?”

“We might work to engage the parents with their child’s school, or look at whether they are taking the child to the dentist or the maternal and child health nurse.

“It is really about looking at the child’s development all the way along the line.”

Paula is a huge advocate of positive parenting, reflective listening, and ensuring the child’s voice is heard.

“If parents can give their kids a minute or two to digest their feelings and then acknowledge them, the children can learn to regulate their emotions a lot better,” she says.

“Parents can then build better relationships with their kids and the attachment and bonding that develops is just wonderful.

“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.”

Paul May’s story featured as part of a Discovering BCHS blog introducing a range of our staff to the community. Find the blog at www.bchs.com.au

Staff donate over 40,000 meals to Bendigo Foodshare

A Bendigo Community Health Services workplace giving program has donated more than 40,000 meals to Bendigo Foodshare.

BCHS CEO Kim Sykes said staff were keen to support Bendigo Foodshare’s fantastic work in reducing food poverty in the community.

“The food comes from 15 producers and retailers and is used for school breakfast programs so our kids don’t go hungry, community meals groups who supply meals for those doing it tough and emergency relief agencies to help those individuals and families experiencing extreme hardship,” Ms Sykes said.

“Bendigo Foodshare provide enough food for about 14,000 people every month. That’s over one million kilograms of food each year.

“Foodshare can only run thanks to their volunteers. So we thought we could give them some valuable support. Just \$1 will provide food for 16 meals.”

BCHS staff member Angela McKinley joined the Workplace Giving Program to support people in the community benefitting from Bendigo Foodshare.

“My contribution is automatically deducted from my salary, so the process is very easy. It is tax deductible and you get a sense of community spirit and achievement when you hear of the positive effects that Bendigo Foodshare have had locally,” Angela said.

“It’s always rewarding to know you have contributed in making someone else’s life a little easier and ensuring that such as basic need such as food is being provided. For such a small donation the benefits to the community are huge.”

Another BCHS staff member Mary-Anne Richardson was also keen to help the community through the Workplace Giving Program.

“In an ideal world, everyone would look out for the people in their community and then there wouldn’t be anyone going without meals during tough times. Making a donation each pay day to Bendigo Foodshare is a small way that I can help look out for the people in our community.”



“Foodshare can only run thanks to their volunteers. So we thought we could give them some valuable support. Just \$1 will provide food for 16 meals.”



Staff rewarded for achievement and dedication

Bendigo Community Health Services honoured high achieving and long serving staff at the annual Staff Development Day and Annual General Meeting in November 2015.

Nurse practitioner Cameron Cail was the inaugural winner of the Doctor Barbara Brooking 'Care Beyond Measure' Memorial Scholarship.

The scholarship was introduced at the request of an anonymous donor to honour a much-loved former BCHS staff member in Doctor Barbara Brooking.

The award recognised Cameron's dedication and passion for his work with the alcohol and other drugs services and programs at BCHS.

Cameron told the audience he was extremely humbled to receive the scholarship named in honour of such an inspiring person.

Settlement Services team member Glenda Serpell won the Excellence in Innovation Award for her work with the Stories Told exhibition.

Kristen Lummis won the Excellence in Service individual award while Family Services took out the team award.

The Client Choice Award was presented to Annette McCallum from headspace Bendigo.

Jo Western was named Volunteer of the Year.

Bendigo Community Health Services also recognised staff for dedicated service.

Cameron Cail won the Doctor Barbara Brooking 'Care Beyond Measure' Memorial Scholarship.



Awards & Scholarships

- Glenda Serpell – Excellence In Innovation
- Kristen Lummis – Excellence in Service (Individual)
- Family Services – Excellence in Service (Team)
- Jo Western - Volunteer of the Year
- Annette McCallum – Client Choice

Dedicated service

- 10 years – Christine Whatley, Tanya Cavallaro, Susan Locke, Judy Ryan, Angela McKinley, Janelle Poole, Alan Campbell, Leah Shawyer, Karyn Carracher, Aileen O'Brien
- 15 years – Karen Riley and Peter Strange
- 20 years – Dr Christina Sasse and Patrick Cox
- 30 years – Denise Flanagan

Volunteers

A satisfaction survey provided an insight into the life of a Bendigo Community Health Services volunteer in 2016.

The survey found the positive aspects about volunteering with the organisation included meeting people, connecting with the community, social interaction, helping and learning from people, contributing to the community, work experience, new friends and the joy and laughter of children.

"I look forward to my volunteering session each week as it has enriched my life working with these women and their children," one respondent wrote.

"It's a fabulous organisation to volunteer for and if ever there is an opportunity for me to get either a part-time or full-time role with BCHS I'll truly appreciate being a potential candidate amongst, I'm sure, many potential candidates," another wrote.

BCHS had 67 active volunteers at the end of the 2015-16 financial year.

An interest in fitness for older adults motivated Nicola Murray to volunteer for strength training groups.

"The people in these groups are just fantastic and I have learnt a lot from them – I don't know if they have learnt a lot from me too, but I hope so," Nicola said.

"I like to chat and you hear a lot of stories about people's lives and what they have been through. It is satisfying and, at times, very humbling and puts things in perspective."

To find out more about volunteering with BCHS visit www.bchs.com.au

"I like to chat and you hear a lot of stories about people's lives and what they have been through. It is satisfying and, at times, very humbling and puts things in perspective."

Student placements and work experience

Bendigo Community Health Services offers student placements and work experience opportunities.

Bendigo TAFE community services student Cameron Jones completed a placement with our Humanitarian Settlement Services team.

"I was welcomed into the team and encouraged to make contributions and felt supported to participate as much as possible by all the staff at BCHS.

"The experience and skills I gained from my placement exceeded my expectations and provided a greater understanding and opportunity to put study into practice.

"I was engaged the entire time, working with my colleagues to develop programs and activities aimed at promoting positive settlement outcomes. I was involved in the planning stages, engaging participants and delivering programs to a range of participants.

"The opportunity to learn and grow within the organisation was only limited by my available time.

"The ongoing guidance and support provided by my supervisor and BCHS staff gave me the confidence to push beyond my comfort zone, resulting in a deeper understanding and ability to work with CALD clients and issues relevant to the settlement of refugees.

"I am excited to be continuing with BCHS as a volunteer."

To find out more about student placements or work experience visit www.bchs.com.au

"The experience and skills I gained from my placement exceeded my expectations and provided a greater understanding and opportunity to put study into practice."



Partnership makes a difference in the community

Lawyer Jessica McCartney goes to work each day knowing not only is she helping seek justice for her clients, but she is also making a huge difference to their health and wellbeing.

Jessica is part of an innovative pilot project in Bendigo recognising that the medical and legal issues affecting vulnerable people are often intertwined, and a co-ordinated approach from both professions can produce positive results.

Under the Health Justice Partnership, she spends three days a week at Bendigo Community Health Services' Kangaroo Flat site meeting clients referred to her by doctors and other allied health workers there.

"Studies show that when clients are worried about their legal issues, it affects their overall health. And I have

definitely seen in my time here how resolving the legal issues can really have an impact on reducing their anxiety levels," Jess says.

Much of Jessica's work involves advocating for BCHS clients with legal issues like family law or child custody disputes, child protection, family violence, and cases related to tenancy, infringements (like speeding fines), consumer law, credit and debt, and some crime.

Under the Health Justice Partnership, the service is free, confidential and easy to access.

"Early intervention is a key with any legal issue. If we can get in early, we have more power to negotiate and resolve an issue."

To read more on this partnership visit www.bchs.com.au



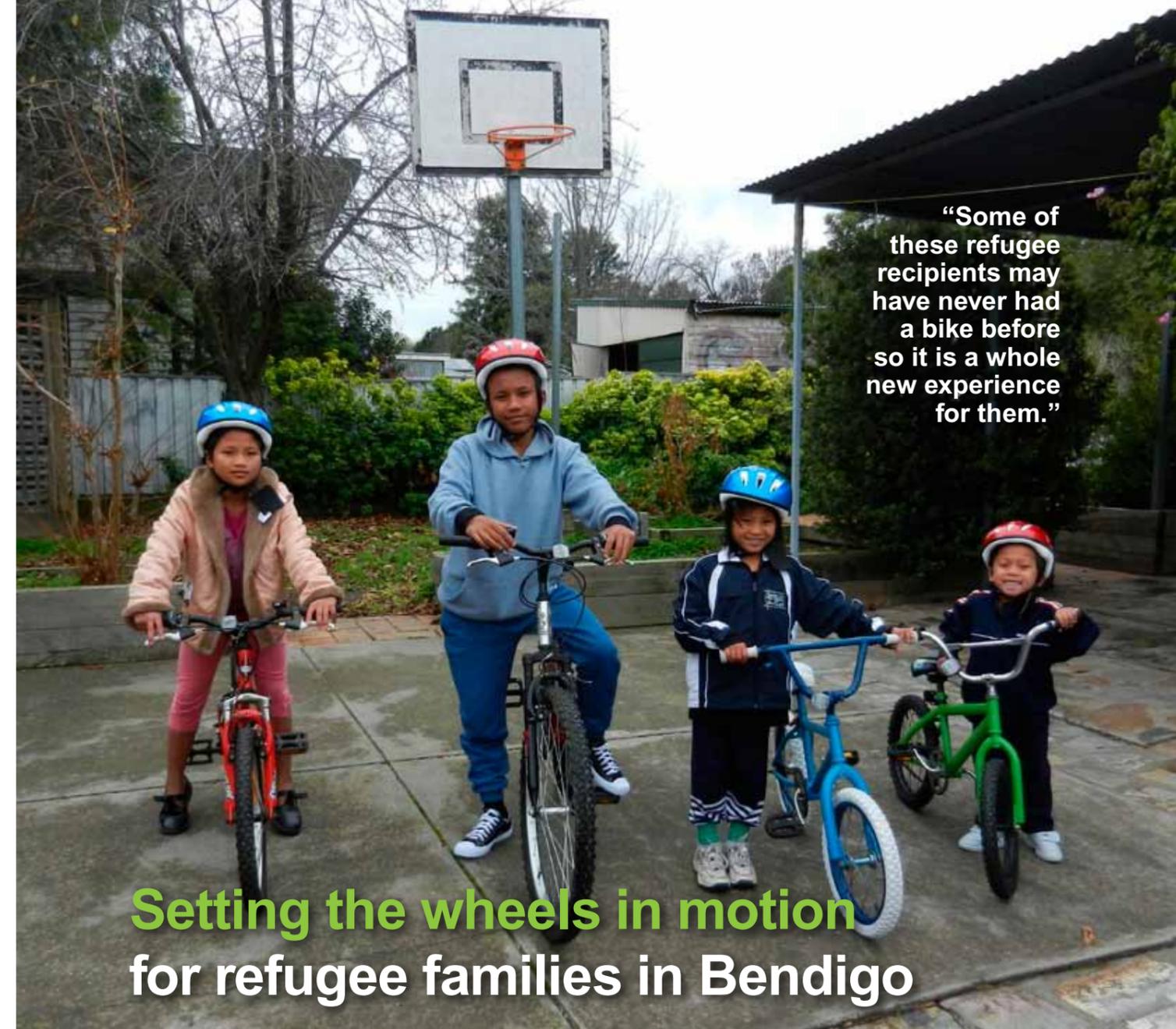
Strengthening community partnerships to combat homophobia

Bendigo Community Health Services and headspace staff took part in Bendigo's International Day of Homophobia, Biphobia and Transphobia celebrations in May 2016.

The Bendigo event included Rainbow Chalking on the path outside the Goldfields Library in Hargreaves Street, a speech by Bendigo mayor Rod Fyffe and an LGBTIQ book display and Queer Parenting discussion inside the library.

BCHS sexual health nurse Louise Holland and headspace Bendigo diversity mental health clinician Millee Rice addressed the crowd on the theme of strengthening and building community partnerships to combat homophobia and transphobia.

The IDAHOBIT event was organised by VACountry in partnership with Bendigo Community Health Services, Goldfields Libraries, headspace Bendigo and City of Greater Bendigo.



Setting the wheels in motion for refugee families in Bendigo

Refugee families in Bendigo are riding high after receiving free bicycles refurbished by young offenders on community corrections orders.

Bendigo Community Health Services has distributed more than 30 bikes in recent months to grateful Karen and Afghani men, women and children.

The recycled bikes were donated to BCHS under the Department of Justice and Regulation's 'Wheels in Motion' program which also involves Victoria Police, the Eaglehawk Recovery Yard and Moroni's bikes.

Offenders completing community work in Bendigo have repaired about 170 discarded or unwanted bikes and given 110 to groups including Eaglehawk North Primary School, BCHS and Koori Cubs in Mildura.

Myint Tin's four children were excited to get bikes – none of the Karen family who arrived in Bendigo about a year ago had ever owned one before and they had to learn how to ride.

BCHS settlement services case worker Nay Chee Aung said the cost of buying new bikes was prohibitive for many refugee families, and assembling one out of a box was also daunting.

"It really puts a smile on their faces," he said of their reaction to having a free bike, helmet, pump and drink bottle delivered to their door.

"Some of these refugee recipients may have never had a bike before so it is a whole new experience for them."

BCHS settlement services manager Martine Street thanked the Department of Justice and Regulation's local office, saying Wheels in Motion was a fantastic initiative.

"We are just delighted to be involved," she said. "Some of these refugee recipients may have never had a bike before so it is a whole new experience for them."

Anyone wishing to donate bikes they no longer need to the program can contact the Bendigo Justice Service Centre on 5440 6100, or visit the centre at 81 Bull Street in Bendigo.

Above: August Say Ber, Po Toe, Paw Say Say and Eh Ka Ler love their new bikes.



Become a BCHS member

Membership application forms are available online at www.bchs.com.au or reception at any site.

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

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

Eaglehawk

3 Seymoure Street
5434 4300



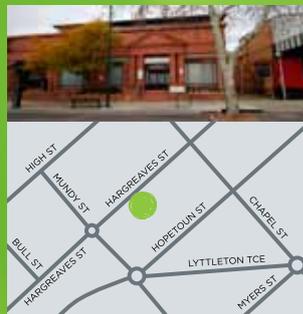
Kangaroo Flat

13 Helm Street
5430 0500



Central

171 Hargreaves Street
5448 1600



Elmore

46 Jeffrey Street
5432 6001



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