

bendigo  
Community Health  
services

we care about your  
whole

body | family | community



2013



# WELCOME

Welcome to Bendigo Community Health Services' combined Quality of Care and Annual Report for the 2012/13 financial year. We've made some changes to the style of our report as a result of your feedback and we hope you find it informative and easy to read.

Our staff, as in other years, have made some extraordinary achievements - far more than is measured by the targets set for them. Their commitment, skill, and creative energy enables them to make a difference to so many lives: sometimes individually such as through our podiatry or general practice services; sometimes to a family, through interventions such as those within our early intervention and children's services; sometimes to broader groups that can impact on a community, such as through workplace health programs and our partnership with the City of Greater Bendigo to bring Healthy Together Victoria to Bendigo ('Healthy Together Bendigo'). Bendigo Community Health Services received 168,122 calls during the 12 months of this report and completed almost 23,000 appointments. Each of these is an opportunity to make someone's life just a little better, an opportunity to give a little more information to help make healthier choices, an opportunity for us to learn from you and share your health successes.

Our lead story this year has been written by a phenomenal young woman who is a client of headspace Bendigo. Her words tell a story of sadness and success, of the struggle to reach out when you most need help and the difference it makes when you do.

She also sends a very powerful message about the need to watch out for each other, to do what we can to stay connected and to hold in mind those who love us - even when it feels like no-one cares.

We are fortunate that she is part of this community's future.

We are also fortunate that seven local agencies collaborated with the Commonwealth government to successfully bring headspace, a primary health service to support youth mental health, to Bendigo. The consortium is a wonderful example of what can be achieved in partnership and Bendigo Community Health Services feels privileged to be its lead agency. We are in the second year of operation, demand has grown so much that headspace is now struggling to operate from its current premises.

We also completed negotiations to bring 'StandBy', a suicide response service, to Bendigo. It is available to anyone who has been affected by suicide and would like assistance. Standby will be run by Bendigo Community Health Services in close collaboration with United Synergies, who developed the model. This service also brings Commonwealth government funding to Bendigo.

You will soon see lots of messages about screening for bowel cancer at Bendigo Community Health Services events. The Victorian government has funded a project to raise awareness of bowel cancer, how to reduce its risk (risk is increased through lifestyle factors) and how it can be detected with a very simple test. We will lead this project, which will run over the next couple of years, and collaborate closely with a number of key stakeholders including the Victorian Department of Health, the Cancer Council of Australia and the Loddon Mallee Murray Medicare Local (who will concurrently run a linked project). This is a cancer for which there is a very high survival rate if detected early, and that makes this a very important project.

Much of our work is focused on keeping people healthier for longer, and functioning as highly as possible for longer - preventing diseases considered preventable.

Often these diseases are linked to lifestyle factors, what we eat, what we drink or if we smoke and how active we are.

Diet and exercise are now recognised as having a significant impact on our risk of getting a number of diseases, including diabetes, heart disease and some cancers.

We run programs to support healthier food choices, programs to help you stop smoking and programs to help you get more active, for example walking groups and strength training groups. Walking doesn't just help keep weight off, it also helps to prevent osteoporosis by maintaining bone density and it can help to manage conditions such as osteoarthritis by keeping joints moving.

Our strength training programs won't have you winning body building competitions but they can reduce your risk of falls and therefore help you avoid an unnecessary hospitalisation. Our staff share some lovely stories of people regaining some independence as a result of getting a little stronger and having improved balance.

At the other end of the age spectrum, we see children and their families who are in need of a range of community paediatric services.

Our children's health and well-being services are multi-disciplinary and include community paediatricians, specialist allied health, general medicine, mental health nursing, play therapy and speech pathology.

They provide multidisciplinary assessments and treatment responses, an autism panel and specialist team and support for complex behavioural issues. We run great children's health and well-being services but we know there is much more to do in this area - and that increased provision of services that can 'wrap around' a family in need will not only make a difference to the child and their



family but will impact on our community for generations to come. We have developed a vision for our children's services, which we will implement over the coming 12 months to create 'Kidzspace', a place of connections – to the child, their family, our services, and those of partner agencies. A Children's Advocate has already been appointed to the service and we are thrilled to be able to introduce an Allied Health Advocate soon (an initiative by the Loddon Campaspe Community Legal Centre, under a three year agreement).

Community events are always a feature of our year, and they never fail to reinforce what a great community we are part of.

Events such as the Suicide Prevention Walk (SPAN), NAIDOC week celebrations and Eaglehawk's Dahlia and Arts Festival are great examples of community engagement and important in maintaining the community spirit we hope none of us ever take for granted. We are humbled by such spirit daily, through the commitment of our volunteers and the donations that help us run our Soup Kitchen and Coat Drive.

Community health experience is critical to the next generation of health professionals so that we have a workforce that can meet our health needs into the future.

Many of us will be living with chronic diseases and disabilities for which we need not only good medical support but a range of professionals who understand how to work within our local communities and homes and who are expert in empowering us to manage our illness and reduce its limitations on our lives.

We will also need people who can connect us to a range of services (we tend to need more of them as we get older) without making us feel like a 'case', and we need support to stay as well and able as we can – we will need community health professionals! As such, we have a very active student placement program. We also need more health professionals in rural areas of Victoria, but much of the training occurs in large city hospitals.

Bendigo Community Health Services received funding from the Department of Health to develop an innovative approach to the coordination and support of student placements in "expanded settings" across the Loddon Mallee Region. Given it is often difficult for smaller organisations to provide the infrastructure to enable them to offer clinical placements this project has real benefit for the 24 participating agencies.

The Student Orientation Space online Learning Management System has received wide ranging acknowledgment, with subsequent evaluation indicating that students, agency staff, supervisors and academic staff were in strong agreement about its capacity, user benefits, and ongoing benefits to support and sustain quality clinical placements within the region.



Leigh Watkins - Chair, Board of Directors  
Kim Sykes - Chief Executive Officer

This year we welcomed two new Directors, Jim Dannock and Pauline Gordon with both bringing terrific skills and experience to our Board.

Leigh Watkins - Chair, Board of Directors  
Kim Sykes - Chief Executive Officer

In addition, I would like to acknowledge the retirement of our wonderful Board Chair. Leigh Watkins has been a Director of Bendigo Community Health Services for 9 years, the maximum term a Director can serve under our constitution. Leigh has been part of very significant and successful change for this organisation over that time. He has been Chair of the Board of Directors for the past five years, and has governed with intelligence, integrity and heart. His passion for this community is never failing and he ensures that its benefit is top of mind in decisions made by Bendigo Community Health Services. While acknowledging the talent that remains on the Board, Leigh will be greatly missed.

Kim Sykes - Chief Executive Officer

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## SO WHAT IS A

# community health service?

Bendigo Community Health Services is a place you can go to for health care, no matter who you are, where you live, or how much you earn.

We are a not-for-profit organisation located within the City of Greater Bendigo. We offer a range of primary and community health services, most of which are free or have minimal cost and are available to anyone and everyone.

We work with all people and are committed to treating the whole person. We have GP services, family and children's services, mental health, alcohol and drug services and healthy lifestyle programs, to name a few, and they are available to our community, and some to people across the region.

We can help you manage your health needs, particularly if you are living with chronic health conditions such as diabetes, respiratory or heart disease. With over 40 services to support you and your family's health, we strive to deliver a diverse range of high quality services to meet the needs of our communities.

Understanding the health care system isn't always easy, Bendigo Community Health Services can help by providing you with a team of understanding, supportive and experienced health care professionals, who work in partnership with other health services across Central Victoria to ensure you receive the care you need.

It can be as simple as taking that first step – speak with one of our team and together we can work on a plan to assist you to improve and manage your health and well-being.

# Wellness

## Mental health

## Occupational therapy

## Speech

## exercise



# Your whole



# General Practice

Counselling

Nutrition

Strength training

Child development

Diabetes  
Management



Podiatry

Activity

body | Your whole family



# SO WHAT DO WE DO?

We have a range of programs and services which are located across our sites. Take a look, there may be one that suits your needs.

## ACQUIRED BRAIN INJURY/ALCOHOL AND OTHER DRUG CONSULTANCY SERVICE

This is a specialist service designed to assist people who have suffered an Acquired Brain Injury and have substance use issues. We can support you by providing a range of services including counselling, referrals to other relevant services, or working with your current health provider through secondary consultations.

## CARER WELLBEING PROGRAM

This service is designed to support families caring for a person with a mental illness and to promote an awareness and understanding of mental health in the community. A range of support programs are available to ensure effective support for families and can be accessed by phoning one of our sites to arrange a meeting with the carers program community health nurse.

## CHILD HEALTH INVEST

Our Child Health Invest program is a multidisciplinary children's health and wellbeing service. We have a focus on responding to the needs of children with complex behaviours, developmental delays, Autism Spectrum Disorder and much more.

Eligibility: children must be aged 0-13 to access this service and a General Practitioner referral is required to access the Paediatricians and the Autism assessment clinic (BEARS).







## FAMILY SERVICES

Our Family Services Program assists families who are dealing with some of the challenges of parenting and raising a family. Support, information and resources, advocacy and referrals to relevant services are designed to assist families to address their needs and ensure the safety, stability and development of their children aged up to the age of eighteen. Group parenting programs are also facilitated by trained staff throughout the year. There is no cost for this service.

## ELMORE PLANNED ACTIVITY GROUP

The Elmore Planned Activity Group assists community members to maintain their independence by providing an environment that enhances opportunities for socialising, and enables participants to be engaged and supported to live in their own community.

The Planned Activity Group has a range of activities on offer. Some examples are: the men's program 'the shed', day trips, music programs, shopping trips, bingo, films, guest speakers, celebrations, craft and much more.

This program is available to people in Elmore and surrounding district. We operate on Mondays, Wednesdays and Fridays from 9.30am-3.00pm. A two course meal is provided, along with morning and afternoon tea. The Planned Activity Group bus is available to assist with transport if required.

**Eligibility** - Home and Community Care (HACC) eligible (65 years plus) or be 18-65 and have a disability.

**Cost** - \$10 for the day (including lunch) or \$4 per day (excluding lunch).

## FAMILY DAY CARE

We offer high quality childcare as part of our Family Day Care program which is provided in the homes of approved educators. Home based child care provides learning and development in a safe, secure and stimulating home environment for babies and children up to 12 years of age.

Bendigo Community Health Services Family Day Care Program cares for more than 500 children each day and has just been assessed under the National Quality Framework assessment - receiving an overall rating of '**Exceeding National Quality Standards.**' Congratulations to the team, families and our family day care kids on the result!

*Did you know?*

**3,190**  
attendees  
participated in the  
planned activity  
group last year!

### Client feedback:

"I would like to take this opportunity to acknowledge our fantastic Early Childhood Educator for the past two years. Our son will be going to Kinder next year so he won't be continuing with Family Day Care. Thanks to the Family Day Care team for providing us with such a wonderful experience and the carers for the amazing work with children."





# headspace

## Bendigo

headspace Bendigo is a consortia comprised of Bendigo Community Health Services (lead agency), Youth Support Advocacy Service, Mind Australia, St Lukes, St John of God, Bendigo Health and Loddon Mallee Murray Medicare Local.

headspace is the National Youth Mental Health Foundation, a program that seeks to help young people who are going through a tough time to get their life back on track.

Young people aged between 12-25 years can access health advice, support and information from headspace Bendigo. The program is designed to provide assistance with general health issues; mental health, alcohol and drug, education, and employment to name a few.

headspace Bendigo is a free service, and you can find the team at 192 Hargreaves Street or give them a call on 5434 3939. [www.headspace.org.au](http://www.headspace.org.au)

In October 2012 the headspace team moved into their new premises upstairs at 192 Hargreaves Street. The building was formally opened by the then Federal Minister for Mental Health, Mark Butler.





## IN HER OWN WORDS...A YOUNG WOMAN'S STORY

When I first come to headspace I was 16 years old. My mum sent me here to get help because I wasn't coping well with life itself.

I didn't want help, a part of me thought getting help was "uncool". I was scared of getting judged if people found out I was coming here.

I tried to fool others around me that I was okay and always happy but in reality I wasn't. My opinion on seeing a Counsellor was for "psycho people" but now I've realised that was totally wrong.

When I look back I realise it was only me judging myself, everyone else was all for me getting help especially my family. Being the youngest in my family of 3 (one brother, one sister) I was their baby girl. For my family having to watch me constantly be upset and always doubting myself was very hard on them. They didn't know what to do and I thought that they just didn't care. I would always say I have a demon in my head. I would always have evil thoughts about myself I was filled with anxiety and I suffered really bad depression. I started to see one of the doctors through headspace and she diagnosed me with depression and anxiety and gave me tablets to take to help me fight my illness.

When I was told that I had anxiety and depression I knew nothing about it, I never thought that I would have it. I had always seen people in movies have it and I've seen ad breaks too but I never thought anything else of it, and being suicidal I thought it was just me. I was constantly thinking about suicide though I never really tried it until one night I had enough. I couldn't handle the "demon" inside me, I felt so alone and unloved I wanted someone to care, I took some tablets hoping to die, well not exactly to accomplish it but enough to give people a wake up call. I guess it was more a "cry for help". People say you're an "attention seeker" for doing that, but I think they just want to feel loved, they want someone to care.

After not succeeding, I told 2 of my friends about it and they were so upset and shocked too. They were so concerned, as was my family. That's when I started seeing my Counsellor more regularly, to get better because I didn't want to live like this anymore.

Whatever I did I was always putting myself down. Looking in the mirror I hated what stared back at me. I had very little confidence in talking to many people, I would be scared of what to say. I was scared of stuffing up, and letting myself down. I usually just kept to myself. After talking to my Counsellor I would always just spill out everything and feel so good about it, I would walk out of that room with a weight lifted off my shoulders. The fact that you can say whatever you want about anything and anyone and know that it won't leave the room is amazing.

I really recommend anyone no matter what age or anything if you are feeling down all the time and not

good enough, go and seek help! It's the best thing my mum has ever done for me, the staff at headspace Bendigo are truly amazing they're all so welcoming and you get the best service and you just feel so comfortable, the environment is fantastic too. I love the new "look" bright colours, they make me happy. The staff are all for helping you, you will never be judged, just be yourself and say what you want and they will give you advice on ways to improve your life.

I'm 18 now and I still see my Counsellor regularly. I look forward to coming to headspace and having a chat weekly.

After all my depression and anxiety got better, I stopped going to headspace so much I learnt to deal with it all on my own.

Though not going to headspace for a while didn't mean I could never go back. I was always welcomed and when I was 17 I thought everything was going all good, little did I know my life was about to be changed forever.

I had just finished year 10 and gotten into doing childcare. I didn't see my friends from school as much anymore because I was focusing on my study, though I still caught up once a month or so with a couple of the girls, and we would always text or Facebook each other. When we were at school we had a group of us girls, there was about 6 of us all up.

One day I had gotten a phone call from one of the girls saying that one of the other girls from the group had suicided, at first I didn't believe it, I never ever thought she would do that, why? Why would she end her whole life? I thought she was happy and fine, never in a million years would I have thought that this one friend would end her own life, it really blew me away. As I said earlier when I tried to overdose I told 2 of my friends. Well she was one of them girls, I couldn't believe she did it, she was so angry and upset that I had attempted to do it but to think she succeeded really made me upset. There were no words to describe the pain I went through. I went back to my Counsellor straight away and got help with trying to deal with this situation.

After losing a close friend to suicide it really woke me up, you never really know what someone is going through so you should never judge anyone, no matter what shape and size or colour skin or the way they look, under no circumstances, because you never know what someone else could be going through. And suiciding is not the way out, it does not accomplish anything, what about the love ones you leave behind? How are we meant to cope? I have no answers no idea why that friend took her life, and that's the worst part, the not knowing. I think about it every day still and it's been one year since. It's still hard for me to deal with it but with the support of headspace I can get through anything, they encourage me on ways to help myself grieve and get on with my life. I can't thank them enough and I definitely won't be going anywhere anytime soon.



# MINISTRY OF FOOD

The Healthy Together Bendigo initiative with partners, the City of Greater Bendigo and Bendigo Community Health Services, welcomed Jamie's Ministry of Food Mobile Kitchen to the Bendigo CBD with a Community Day on January 12, 2013. The day was a great success with over 450 people attending the festivities including the Hon Wendy Lovell, Minister for Housing and Early Childhood Development.

Jamie's Ministry of Food offered the opportunity of two consecutive five week cooking courses that were comprised of 12 people participating in a weekly 90 minute session. The course covered the basics of cooking, safe food handling and food nutrition.

Approximately 48% of the 552 participants, over the 10 week period, had been selected by the Healthy Communities unit from several Community Service Organisations across Greater Bendigo in an effort to promote easy, inexpensive and healthy cooking.



## HEALTHY TOGETHER BENDIGO

Healthy Together Bendigo's goal is to improve people's health where they live, work and play. The City of Greater Bendigo and Bendigo Community Health Services have partnered to establish a locally based team that will work across and with our community to improve health and address the causes of obesity and chronic disease.

Healthy Together Bendigo is working with local partners and taking a systems approach to encourage healthy eating and physical activity, reduce smoking and harmful alcohol use in the community.

## HEALTHY LIFESTYLES AND WALKING PROGRAM

Would you like to age better or improve your fitness? Has your doctor advised you to exercise more?

We have the Healthy Lifestyles and Walking Program which is conducted at various locations throughout greater Bendigo and Elmore. It's a great way to increase your physical activity and socialise with like-minded people.

Walks go for an hour from 9:15-10:15 at 4 locations.

- Tuesday and Thursday at Lake Neanger, Eaglehawk.
- Tuesday and Thursday at Rosalind Park, Bendigo
- Wednesday and Friday mornings – Kennington Reservoir, Strathdale
- Tuesday and Thursdays – Elmore Primary Health Service

Anyone is welcome to join the walking group program, and the cost is only \$20 annually.

## Did you know?

In 2013 the participants of the walking groups collectively walked **over 20,000km**. That's the equivalent to walking one and a half times around Australia!



## COMMUNITY EVENTS

Each year Bendigo Community Health Services participates in many events as a way of supporting and contributing to our community. The annual Dahlia and Arts Festival is a great example of community engagement and we are always delighted to be able to participate. This year we partnered with Eaglehawk Primary School to take part in the grand Mad hatters tea party street procession.

Bendigo Community Health Services staff, friends, family and volunteers provided sunscreen, water and promotion of healthy behaviours.



**Client feedback:** "We were lucky enough to be chosen to do a six week pilot program of low impact exercises with Bendigo Community Health Services.

We had our first session in May and it was hell. Some of the things we said were, "why did we agree to this" and "don't bring her back again." But funnily enough after the six weeks were up we asked if it could be extended and made into an ongoing program.

After discussions, they came back to us and said "it's on!" Yes we complained but only half-heartedly.

We have since been doing the exercise program every Friday, there are new things added each few weeks to keep us interested and I know myself that I feel so much better for it.

My fitness is improving and I am much more flexible, I'm even able to do some of the exercises without my walking frame.

This has been such a success with our group that we are hoping to get another session each week."

Debbie Wylie.





# COMMUNITY SUPPORT



Photo courtesy of the Bendigo Advertiser

## COMMUNITY SOUP KITCHEN

The soup kitchen operates from our Central site each Thursday from 4.00pm. Everyone is welcome to come and share a bowl of soup or meal at no cost and simply relax in a friendly environment where our staff are available to offer support or discuss ways in which you may wish to access our services or assistance.

## BENDIGO COMMUNITY COAT DRIVE

How many coats do you have in the wardrobe that don't fit or just aren't your style anymore? Those extra coats and jackets that we all have lying around at home could be a big help for someone struggling to keep warm during winter.

Each year together with our partners Pristine Drycleaners and the Bendigo Media Centre, Bendigo Community Health Services

run the Annual Community Coat Drive calling on our community to donate their unwanted coats for distribution to those who need them.

All coats are dry cleaned and then distributed to people who need them. Approximately 600 coats and blankets were donated by our community this past year.

## Coat drive revealing

HANNAH KNIGHT

A BENDIGO coat drive has uncovered a new pocket of society doing it tough.

More than 600 coats have been snapped up by people feeling the cold as part of a Bendigo Community Health Services initiative.

Chief executive officer Kim Sykes said there were families sleeping on the floor and struggling to put meals on the table.

"Increasingly we're seeing there are some different groups emerging that are really struggling," she said.

"We'd thought there would be a group that would be our main client base, we all know about generational poverty, but we're actually seeing other people, too.

"If you're an apprentice you've got very little money. If you're on a pension it's getting harder and harder to make it spread. Sometimes it's our working poor.

"It's people who are just doing everything they can, but they've got a few children and minimum wage and it's just hard."

Ms Sykes said it was getting harder and harder for some people to make their budget stretch.

"We've got young blokes who, when we talk to them at the soup kitchen, they're only eating dinner three or four times a week," she said.

"It's a new group and it's almost a little hidden group that really are struggling.

"They're hanging on by the fingernails and just making it work.



**WARNING:** Bendigo Community Health Services chief executive Kim Sykes among some of the donated coats. Picture: BRENDAN MCCARTHY

are exposed to having to sleep on the floor and provide a 'keep going' and they've been delivering to the sites, too."





## COMMUNITY MEDICAL PRACTICE

We have a team of General Practitioners and nurses available at each of our sites. The team offer a range of services including general health, family health, chronic disease management and there are specific clinics for men's and women's health. We have both male and female GPs and a Men's Health Nurse Practitioner and the majority of services are bulk billed.

### *Did you know?*

Our community medical practice team conducted over **24,000 consultations** this past year.

## MEN'S HEALTH CLINIC

We have a Men's Health Clinic which specialises in men's health and seeks to assist men to better understand and manage their own health needs. Some of the services provided are annual check-ups, health assessments, information and support.

The Men's Health Clinic operates on Tuesdays from 3.00pm to 7.30pm at our Eaglehawk site, 3 Seymoure Street, Eaglehawk and is staffed by a Men's Health Nurse Practitioner. The Men's Health Clinic is bulk billed and bookings are essential.

*3,383 appointments were made by women who access the Women's Health Clinic during the past year.*

## WOMEN'S HEALTH CLINIC

Our Women's Health Clinic provides information on a range of women's health issues including sexual and contraceptive health, and menopause.

The clinic operates Monday to Friday and provides clinical services such as pregnancy testing, pap screening, breast checks and insertion of IUDs. Our services are provided by female General Practitioners and Nurses, is open to all ages, and available at the Central and Eaglehawk sites either by self or GP referral. There may be a minimal cost.

## YOUTH HEALTH CLINIC

Our Youth Health Clinic is a service designed specifically for young people. The clinic is held in a relaxed informal setting and offers long appointments that enable young people to access the assistance and information they require in a youth friendly environment.

The service focuses on a range of health issues including Mental Health, Alcohol and Drugs, Sexual Health such as contraception, General health such as dental, ears, nose and throat.

There is no cost for the Youth Health Clinic, however to be eligible you have to be aged between 12-25 years.





# DIABETES MANAGEMENT

One of the areas of focus for our Chronic Disease Program is Diabetes management. The team involves Diabetes Educators, GPs, Podiatrists and a Dietician working together to ensure that people are able to manage their Diabetes, and thus reduce the risk of complications in the future.

Diabetes is an increasingly common chronic disease and affects 1.1 million people in Australia. Every year 100,000 people are diagnosed with Diabetes in Australia, and the rate of diagnosis has doubled in the last 10 years. Diabetes can lead to serious health complications such as vision loss, loss of feeling in extremities, and heart attacks.

At Bendigo Community Health Services our main focus for Diabetes management is on helping people who have been newly diagnosed with Diabetes. The Diabetes Educators will sit individually with clients for as many appointments as required to give them the tools to assist them to self-manage their Diabetes. They will educate about the Diabetes disease process, the possible complications, and show people how to self-monitor their blood glucose levels. The Dietician's role is to educate people on the role food plays in Diabetes management; whilst the Podiatrist will educate on the possible risk to the lower limbs from diabetes and undertake a comprehensive assessment.

We currently have two research projects underway in the area of Diabetes. Our Diabetes Educators are researching over time the impact of the Diabetes Education on clients. They are doing this by collecting clinical measurements from clients i.e. blood pressure, blood glucose levels and waist circumference, and also surveying clients about how they feel with their Diabetes management. This research is currently 6 months into a 12 month project, and therefore data is not available yet. We have had a fantastic response from clients who are willing to participate, and we appreciate this very much.

The other project involves the Podiatry team who along with Bendigo Health and La Trobe University are collecting data on the foot health of clients with Diabetes over a 5 year period. This type of research has never before been undertaken in a rural Australian environment.

*46,757 appointments were made at Bendigo Community Health Services for our services this past year.*

## DIABETES MANAGEMENT

Have you recently been diagnosed with Type 2 Diabetes?

Entry to this program is generally via a health professional referral i.e. GP, or nurse, however self-referral may be accepted in some circumstances.

You are more than welcome to bring a friend, family member or interpreter to your appointment.

The fee for this service is \$5.00 per individual consultation with the Diabetes Educator or if you would like to participate in a 6 week group program the cost is \$20.00 for the whole program. We operate Monday to Friday from the Eaglehawk site and at outreach clinics located at Strathfieldsaye Primary Health and Elmore Primary Health.

### *Did you know?*

Type 2 is the most common form of diabetes, affecting 85-90% of all people with diabetes

## NEEDLE SYRINGE PROGRAM

We provide clean needles for injecting drug users as well as access to treatment and education for injecting drug users through the Needle Syringe Program.

The program offers confidential access to clean injecting equipment, health information and education, support and referral to other health services.

Individuals can access Needle Syringe Program information and resources during the day at Eaglehawk, Kangaroo Flat and Central sites and after hours through the outreach service by phoning 1800 636 514 Tuesdays to Saturdays from 7.30pm - 10.45pm.



## RESPIRATORY MANAGEMENT (BREATHING and LUNG HEALTH)

Being diagnosed with a chronic condition such as asthma can be a frightening experience. For some it may be not having enough information about the disease and it's treatment or not knowing where to go for help.

Our Respiratory Management Program provides people with a range of information to support the management of your condition, with the team consisting of nurses who have had additional training in the areas of respiratory management.

This program aims to help you manage your disease to the optimal level, and to achieve the goals that you set for yourself. The Respiratory program focuses on delivering a high standard of care for people that have been diagnosed with a respiratory condition/disease i.e. asthma, COPD.

This service provides education around:

- Correct use of your medications
- Device technique
- Disease process and of your condition
- Development of strategies focussing on behaviour changes i.e. smoking cessation
- Identifying the barriers to optimum health outcome
- Spirometry testing and interpretation of result

Entry is via health professional referral i.e. GP, however self-referral may be accepted in some circumstances.

## EARLY INTERVENTION PROGRAM

The Early Intervention program provides a family based program for children under school age (0-6 years of age) with a developmental delay or disability. We provide this program using a family centred approach, ensuring we work in partnership with families.

The Early Intervention team aims to promote child development and learning through stimulation and play. We provide information, support and resources, individual programs, group sessions, support to families and children in the transition process to preschool or school, occupational therapy and counselling, specialist teaching, speech pathology and much more.

*What people say about the service...*

*"All staff have been wonderful and extremely helpful. (name withheld) has a fantastic manner and I cannot speak highly enough of all of them"*

*"They are a truly committed team who genuinely work with families, we are so grateful for the help we received and the care shown to our boy."*

## Creating education from challenges

The Early Intervention team faced some challenges as a new building was erected next to their group area. Taking advantage of the challenge the team produced small booklets with photos of the work site turning it into an on-going and constantly changing educational tool for the kids. The kids just loved It!



Men digging



The crane is pumping concrete



pouring concrete



Spreading concrete



## PHYSIOTHERAPY

Bendigo Community Health Services offers a physiotherapy service designed to provide a comprehensive and integrated range of services for people who are frail, aged or have a disability. The service works towards achieving client goals, addressing functional limitations, and assisting clients in the development of effective self-management strategies. Therapy consists of a combination of manual therapy, education to support self-management, goal setting, exercise prescription, and general health promotion.

Eligibility:

- It is requirement of entry to the service that clients hold a current Pension or Health Care Card.
- The physiotherapy service of Bendigo Community Health Services is funded primarily for Home and Community Care (HACC) eligible clients.

Cost: The cost is \$7 per session, and services can be provided at either our Kangaroo Flat or Eaglehawk sites.

## PAEDIATRIC PHYSIOTHERAPY

At Bendigo Community Health Services, we understand that kids are very different to adults which is why we provide a physiotherapy service just for children.

The physiotherapist will work with your child and family to address a range of conditions from early infancy through to adolescence. We also provide a Gait Clinic involving combined assessment by a Podiatrist and Physiotherapist for a range of conditions affecting a child's gait.

These services are provided from our Kangaroo Flat site, in a fun and child-friendly environment.

To access this service, a referral is required from your child's doctor or other health service provider. There is a \$7 fee for appointments.

## PODIATRY

"Our feet are often the most neglected and forgotten part of our bodies. Yet, our feet are our main mode of transport, carrying us on a journey of an average of 128,000kms in a lifetime – the equivalent of three times round the world."

The podiatry service is primarily for clients who are older, have a disability or a chronic illness. A medical referral is required to access this service for the first time. The service is provided at our Kangaroo Flat, Eaglehawk and Elmore sites for holders of pension or health care cards. A home visit service is also available for people who are housebound due to health reasons and unable to attend centre based care.

A fee of \$12 applies to all our podiatry services. Diabetes foot health assessments and community education sessions are available.

*Client comment: "It has given me a lot more information and options than I thought possible".*

## PAEDIATRIC PODIATRY

Our paediatric podiatry service is available for children and adolescents up to 18 years of age.

The service provides assessment and management of a range of conditions involving the foot and lower limb. This may be for specific foot concerns, for foot or leg pain or for unusual gait (walking pattern).

To access this service, a referral is required from your doctor or other health service provider. There is a \$12 fee for appointments.

In reviewing the allied health services available to children and adolescents in the Greater Bendigo region, we found that there were very few paediatric physiotherapy and podiatry services available, and that access to these services was restricted. In many cases children and families were having to travel to Melbourne to access paediatric services. We saw a need for a multidisciplinary service in our region where children and adolescents could be assessed and managed for a range of conditions affecting their gait.

We established our multidisciplinary Gait Clinic in July 2012, where children and adolescents could be jointly assessed by a physiotherapist and podiatrist. This clinic is run twice weekly in our amazing purpose built, child friendly facilities. We have seen over 140 children and adolescents over the past 14 months, and our service has been really well received by both the children and their families. We have also had great responses from the Paediatricians, General Practitioners and Maternal & Child Health Nurses in the region, and referrals from these services have been steadily increasing.

It has been an exciting experience establishing this service, and seeing such great responses and outcomes from the children and families we have worked with. We look forward to developing our service further and continuing our work to achieve positive outcomes for the children and families in our region.



## QUIT FRESH START PROGRAM

For some, giving up smoking with no assistance can seem impossible. That's where we can help. Our Quit Fresh Start Program is designed to assist those wanting to quit or reduce their smoking.

We offer one on one consultations with our trained Quit Educator/Community Health Nurse. Our sessions run on Monday and Thursday from 10.00am – 4.00pm. There is a small fee of \$5 for Health Care Card holders and \$10 for those who do not hold a concession card.

We also offer Quit Fresh Start workplace and community education sessions.



### Did you know?

'Give up a pack a day (25 cigs) habit, and in one year your increased risk of dying from heart disease is half that of a continuing smoker, and you could have saved **\$6,480!**'

*Client comment: "It's good to talk to someone to help me understand why I smoke and help me change the habits that I have formed"*

*"Thank you so much for helping me on my journey. I am encouraged and overwhelmed by the care and kindness shown to me by everyone at the service. I am forever grateful. Well done to each and everyone. Thanks to the office staff who are also very helpful and kind."*

## WORKING TOGETHER AS A COMMUNITY



### FISHING EVENT WITH LOCAL FISHERY OFFICERS

Thanks to our community and their ongoing support we have been able to offer a fantastic range of activities to our groups including training, welcoming events hosted by local business, and social and environmental activities such as fishing at Crusoe Reservoir with the Hazara men and the local fisheries officers.

## REFUGEE ACTION PROGRAM

The Refugee Action Program is a community capacity building program which aims to assist newly arrived refugees to better access services and support their engagement with local communities.

## REFUGEE HEALTH NURSE

The Refugee Health Nurse Service is designed to support people of refugee background to improve their health and wellbeing. Our nurse works closely with clients to assess their health needs and support them to access primary and community health services across the City of Greater Bendigo.



## SETTLEMENT GRANTS PROGRAM

Arriving in to a new country can be daunting to say the least. We provide services to assist migrants and people of refugee backgrounds as they settle within our community. The program is designed to support clients to become independent and assist them to access housing, education and employment.

Permanent residents who have arrived in Australia in the last five years are able to access this service. There are further eligibility requirements for this program.

### Client feedback:

Q. What has it been like arriving in Bendigo?

A: We have been feeling very happy.

Q. What worried you about arriving here?

A: Feeling a little lonely and isolated because not much Afghani community in Bendigo.

Q. Have Bendigo Community Health helped you?

A: yes, a lot.

Q. How would you describe the work that Bendigo Community Health has done?

A: Finding accommodation, enrolling in school and TAFE, health checks, phone checks. We are satisfied.

Q. How can we help others?

A: Same help.

## HUMANITARIAN SETTLEMENT SERVICES

Newly arrived refugees need assistance when coming to live in Australia. Our Humanitarian Settlement Services program supports people of refugee background with a range of settlement needs including; Support on arrival in Australia, assistance in sourcing long term accommodation, and providing orientation and information regarding tenancy along with many other areas of support.

This program is for newly arrived refugees within the first 12 months of their arrival.

### Client feedback:

I have a feeling that (name withheld) is one of the best workers, helper in the health care organisation. She is capable, courageous, and always ready to help. I never met a person as honest and helpful. Her mentality and professionalism is on the highest level. Thank for you for helping me.





## SEXUAL HEALTH

The Sexual Health and Family Planning Service is offered in a relaxed environment and is designed to assist both men and women in making informed choices and decisions regarding their sexual and reproductive health.

This service is provided in a confidential setting and clients can access a consultation with either a sexual health nurse or female General Practitioner. There is no cost for this service which is offered at both the Central and Eaglehawk sites.

### *Did you know?*

30 minutes of regular physical activity a day can reduce the risk of cardiovascular disease by up to 50% and lower the risk of type 2 diabetes

## STRENGTH TRAINING SESSIONS

"Physical inactivity is estimated to contribute to about 18% of all causes of death in Australia".

The Strength Training sessions are designed for people aged 60+ to increase their muscle strength through weight training. The sessions are held at Kangaroo Flat and Strathdale.

The cost is \$4.00 per session.

## TAI CHI

"A low impact exercise class designed to help develop strength, balance and posture for people with Arthritis and Diabetes. There are two other attributes of Tai Chi that are especially helpful to people with Diabetes. Stress is shown to make the control of Diabetes worse and relaxation is especially beneficial. It is well established that Tai Chi reduces stress and improves relaxation".

The cost for Tai Chi classes is \$4.00 per session and bookings are essential.

## WORKPLACE AND EMPLOYMENT HEALTH PROMOTION

We know that workplaces who provide health and wellbeing programs for their staff have been able to show they have increased productivity, reduced absenteeism and that their employees feel valued. There has also been a reduction in workers compensation claims. Other benefits include increased staff morale, quality of work/life and job enrichment.

We help workplaces to develop staff health and wellbeing programs to assist their staff in improving their overall health.

All workplaces are eligible for this program. This is a free for service program, so just phone our central site and ask to speak to our Workplace Health Coordinator for more details.

## YOUNG PREGNANT and PARENTING PROGRAM

Are you 25 or under and pregnant or parenting? Come along and meet other mums through play groups and learn some tips about being a parent.

We are a free service and operate from Monday to Wednesday. We can visit you in your home, in the community or you can come visit us at our Kangaroo Flat site.

We aim to provide access to relevant pregnancy and parenting information, support young families during the personal journey of birth and parenting, and provide information and referral to support services, health services and education and training.

We also offer two group programs called Mum 2B and Young Mums Group. The Mum 2B program provides antenatal education which is conducted by trained midwives, and includes a hospital tour. Free transport is available as well as a healthy snack. The Young Mums Group aims to provide current information whilst offering fun social activities in a relaxed and comfortable environment.

Group sessions may also include; feeding support, budgeting, healthy relationships, introduction of solids, baby massage, swimming and a pampering session.

*Bendigo Community  
Health Services received  
168,122 phone calls from  
our community this past year.*



# COUNSELLING

## ALCOHOL AND OTHER DRUG COUNSELLING

Psychological support for people affected directly or indirectly by alcohol and other drug use. This service can be accessed by individuals, families or significant others directly affected by alcohol and drug use.

## YOUTH COUNSELLING SERVICE

If you're under 21 years old and would like to have a chat to someone about how you're feeling, what's going on in your life or about alcohol and drugs, please feel welcome to come and see us.

Our Youth Counselling service includes individual counselling sessions and other supports.

This service is completely confidential.

## FINANCIAL COUNSELLING

For some, managing money can be difficult, saving is impossible or perhaps once the bills are paid there is little left. The Financial Counselling program is designed to provide support to people of any age to manage their finances. This service is provided one on one, and group workshops can also be arranged.

We can discuss options if you can't pay bills, fines, loans or debts, negotiate payment plans on utility accounts, provide information on available government assistance, assist with credit and loan issues, discuss bankruptcy, advocate on your behalf with other services and much more.

*Client Feedback: "I can never thank you enough for all your support and assistance, I couldn't have done it without your help and guidance. You are one of these amazing people that helps people more than they'll ever know."*

## GENERALIST COUNSELLING

Do you experience child and family conflict, relationship issues, stress, anxiety, depression, self-esteem issues, life stage transitions, cultural issues and sexuality issues? The most important thing to do if you are experiencing any of the above is to seek assistance and support.

Bendigo Community Health Services offers a free generalist counselling service to people in the Greater Bendigo Region. Many of our clients transition in and out of counselling throughout the years as they encounter life's journey. We are always delighted to see past clients return to our service.

Counselling with Bendigo Community Health Services provides an opportunity to talk freely and in confidence about whatever is troubling you. Counselling provides an opportunity for you to express and explore your difficulties and feelings. Counselling provides clients with acceptance, support and respect in a safe neutral and non-judgmental environment.

These services are offered from any of our sites. Male and female counsellors are available and offer counselling appointments between the hours of 9.00am – 5.00pm.

To access our service please call one of the Bendigo Community Health Services offices and ask to speak with the intake worker for generalist counselling Monday through to Friday.

*Client Feedback: "Talking to someone helps, they help you with your problems you can't solve yourself, and especially useful was getting strategies on how to get to sleep and on how to deal with anger". "Counselling has enabled me to find the strength that I had lost during my situation. Through counselling I have regained my strength so that I can now move on with my life".*

## CULTURALLY APPROPRIATE



## Did you know?

Bendigo Community Health Counsellors supported our clients with over **2500** appointments.

### COUNSELLING

If you come from a different country or culture, or from a refugee background and have symptoms that impact on your day to day happiness then you may wish to access our service.

Do you suffer from sleep problems, a lack of energy, poor concentration or have difficulty remembering things? Are you overwhelmed by feelings which may be difficult to manage, feelings of sadness or hopelessness or thoughts or feelings that come into your mind when you don't want them to? If so, we may be able to help you.

Counselling enables you to talk in a relaxed private space about your worries, and start to find ways to cope with them. It can also help you learn skills to assist with your day to day tasks.

You will receive support and respectful care in a safe, and non-judgmental environment.

Our Culturally Diverse Counselling service is free. We also have access to interpreters, if speaking English is a barrier.

### INNOVATIVE HEALTH SERVICES FOR HOMELESS YOUTH (IHSY)

Risk factors for homelessness such as being an early school leaver, being unemployed, being a young parent or coming from a complex family home can make it difficult to manage the many aspects of health. Indeed, many young people can find mainstream health services confusing and difficult to negotiate.

The IHSY program is designed to create an opportunity for additional support for young people in accessing youth friendly, flexible health services. Our IHSY worker is based at headspace Bendigo, the new youth health service at 192 Hargreaves Street. Referrals for the IHSY service can be made on 5434 3939, and clients can be seen for appointments at either headspace or any Bendigo Community Health Services site within Bendigo.

### OUTREACH PHARMACOTHERAPY

This service provides clients undergoing drug substitute pharmacotherapy treatment with support, advocacy and linkage to additional services. Support and information is also provided to general practitioners, pharmacists and other health and welfare providers.

This service operates Monday – Friday.

### PHARMACOTHERAPY SERVICE

The Pharmacotherapy Service is a specialist clinical service that supports clients to access Pharmacotherapy treatment. The program provides assessment, support, information and coordinated care for people requiring alternate Pharmacotherapy for the treatment of opiate dependence.

This service operates Monday – Friday at our Kangaroo Flat site.

### POST WITHDRAWAL LINKAGE SUPPORT

If you have just undergone withdrawal from Alcohol and/or Other Drugs then this service may be for you.

The Post Withdrawal Linkage Support Program provides clients with the supports and linkages required following withdrawal from alcohol and/or other drugs. The program supports can include health, employment, education, referral into other services or other service providers, and harm reduction strategies.

This service operates Monday – Friday.

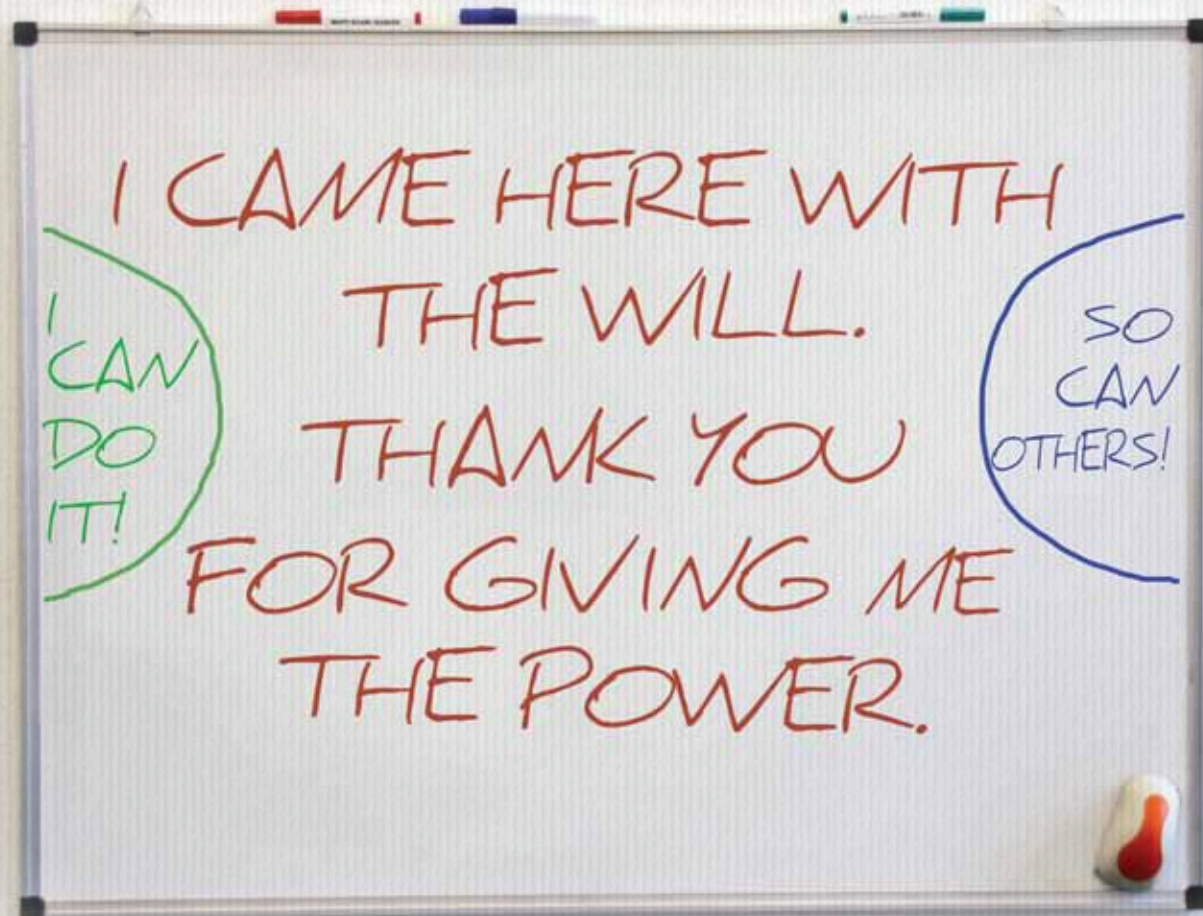
### RELAPSE PREVENTION PROGRAM

The relapse prevention program is designed to help people maintain reduction or abstinence from alcohol and other drugs.

The program is delivered in a group setting and is designed to meet specific needs including areas such as: planning around cravings, high risk situations and coping strategies.







## RESIDENTIAL WITHDRAWAL

### Nova House

Our adult residential withdrawal unit (Nova House) offers a 7-14 day program for clients wishing to withdraw from alcohol and other drugs. Set in a safe and comfortable environment, the program supports clients through the withdrawal process including medical management, education and counselling. Nova House is a residential withdrawal unit for people aged 21 years and over. This service operates 24 hours, 7 days a week.

**Client Feedback:** "I can't thank you enough for all that you have done. I now feel like I have my son back – you have given him the best chance possible to succeed. Now it's up to him!"

"Just a small note to say thank you for the support, kindness, motivation you showed me during my stay. As grateful as I am for the wonderful support. I do not intend on meeting you again."

"Thank you for all your support, I'm grateful for your help. You have done more for me in the last 10 days than anyone else has done in the last 2 years, thanks from the bottom of my heart."

"This place is the best thing I have ever done in my life, I will tell everyone about this place and try to get others to follow."

"Thank you for being so caring and supportive, you are all worth your weight in gold. I'm so glad I found you. I will never forget my time here, it's a team of people who care about saving lives. I don't think I would have made it. We are ever so grateful."



## RURAL WITHDRAWAL (HOME BASED)

For some, withdrawal in their own home is the most comfortable option.

Our Rural Withdrawal program is provided by a registered nurse in conjunction with the client's general practitioner. This program is to assist people in undertaking a period of withdrawal from alcohol and or other drugs within an outreach setting.

Suitability for the Rural Withdrawal program is determined by an assessment.

## SKILLS FOR LIFE PROGRAM

The Skills For Life Program is designed to assist people wanting to make positive lifestyle changes in regard to their drug and alcohol use. We run an extensive program, which covers areas such as relaxation, communication, nutrition, exercise, better sleep, self-esteem and stress management.

This service operates weekly.



## DIVERSITY WEEK

Bendigo Community Health Services is committed to providing quality health services to the people in our community. We acknowledge that our community is comprised of a diverse population who at times have different service provision needs.



## ELMORE PRIMARY HEALTH SERVICE

A broad range of primary health services including a range of allied health and health promotion programs are offered from our Elmore site. Together with Dr Adel Asaid and his General Practice team, the service continues to provide high quality care to the Elmore and district community.

## STANDBY

StandBy is a community-based postvention program that provides a coordinated response of support and assistance for people who have been bereaved through suicide. Suicide is a time of immense crisis and the tragedy of suicide loss can create trauma – deeply affecting individuals, families and entire communities. In many cases those bereaved by suicide do not know where to turn for help or how to find the support that may already exist. StandBy provides a reliable single point of contact coordinating existing services to enable an immediate response. To access this service please call 0439 173 310. StandBy is a partnership between Bendigo Community Health Services and United Synergies.

*Client Feedback: "I have attended Elmore Primary Health Services for various services for myself and my children over the past months. Every time I have visited I have been impressed and reassured by the excellent service I have received. Reception are friendly, professional and do all they can to assist. Medical staff have all provided service of the highest order. It is no small thing to find health services of this quality, especially when one has small children. I am very grateful to all concerned for their excellent work."*

## CO-LOCATED SERVICES

**There are a number of services co-located with Bendigo Community Health Services.**

### ABORIGINAL HEALTH WORKERS

Bendigo Community Health Services and the Bendigo and District Aboriginal Co-operative (BDAC) have developed an exciting partnership where Aboriginal Health Workers are now working alongside our clinical staff in our Alcohol and Other Drugs General Practice Clinic; our Community Paediatric Practice and our General Practitioner Clinics. This is currently a 12 month project that is striving to increase the access to, and provision of, culturally competent primary health care services for Aboriginals in Bendigo.

### MOTOR NEURONE DISEASE SUPPORT

Motor Neurone Disease (MND) is a rapidly progressing neurological disease.

MND Victoria has the mission to provide and promote the best possible care and support for people living with MND.

Care and support is provided through the provision of information, advice, practical assistance and personal support to people with MND, their families, carers and support networks.

A MND Victoria Regional Advisor has an office at the Bendigo Community Health Services at our Central site.

For further information contact MND Victoria head office on phone: 1800 806 632 or email: [info@mnd.asn.au](mailto:info@mnd.asn.au) [www.mnd.asn.au](http://www.mnd.asn.au)

### ST JOHN OF GOD RAPHAEL CENTRE

Located at the Kangaroo Flat site of Bendigo Community Health Services, the St John of God Raphael Centre provides services to parents and families affected by anxiety, stress, or depression during pregnancy and following childbirth. The supports available are assessment, individual therapy, group therapy or psychiatric services and referrals can be made to other relevant services within Bendigo Community Health Services and the broader community.

The St John of God Raphael Centre offers this service from conception until the child is four years of age and the services are available free of charge or at minimal cost.



# MORE ABOUT US...

## SO WHERE ARE WE?

We have 4 sites across Bendigo and Elmore – Meet our reception staff who will be among the first friendly faces you'll meet.



13 Helm Street  
Kangaroo Flat  
phone 5430 0500



171 Hargreaves Street  
Bendigo  
phone 5448 1600

3 Seymoure Street  
Eaglehawk  
phone 5434 4300



46 Jeffrey Street  
Elmore  
phone 5432 6001





# OUR COMMITMENT

## OUR PURPOSE

The Purpose of Bendigo Community Health Services is to work with individuals and communities to strengthen their capacity and maintain and improve their health and wellness.

## INVEST IN OUR COMMUNITY

We will work with our communities to develop service models where client and community needs are central to our planning, and access and equity are acknowledged as fundamental.

## INFLUENCE THROUGH EVIDENCE

We will promote and support the conduct and dissemination of practice based research and evidence building to ensure our service models are informed by contemporary evidence, sound policy and practice knowledge.

## FOSTER LEADERSHIP

We will create an environment where active leadership is encouraged across all levels of the organisation, and excellence and innovation in service design, delivery and practice is supported and valued.

## WORK TOGETHER FOR COLLABORATIVE ACTION

We will commit to genuine integration of services and programs across Bendigo Community Health Services and work with our partners to achieve collaborative action across the primary and community health sector.

## BUILD A SUSTAINABLE FUTURE

We will strengthen our spirit of enterprise and work with our people to ensure operational excellence, system integrity, and the utilisation of our collective resources to build a healthy, creative, sustainable future.

## QUALITY SYSTEMS AND ACCREDITATION

2012/13 has seen significant activity to support the organisation in refining systems that ensure the quality and safety of programs, services and infrastructure, and safeguarding the care of our community, clients and staff.

The Bendigo Community Health Services' Quality and Safety Framework provides a comprehensive overview of the organisation's clinical, community and corporate governance. Our system elements engage program and organisation-wide staff in CQI. OHS representatives actively work with Managers to ensure that workplaces are safe, healthy and supportive for staff, clients and visitors.

Our Quality and Safety systems are integrated and are managed systematically with clear lines of accountability to ensure continuously improving performance for which we received a standard of "excellence" recognition by the Quality Improvement Council of Australia.

Having reviewed our clinical governance plan against the Victorian Clinical Governance Policy framework in the previous twelve months, Bendigo Community Health Services Quality Action Committee used the results to inform the development of a revised plan. The past twelve months has seen the successful embedding of this across the organisation and the achievement of an "exceeded result" against the Quality and Safety standard as part of the 2012 QIC accreditation.

We continue to refine our systems to support the process of monitoring, reporting and improvement across all levels of the organisation from clinicians through to the Board of Directors guided by the Bendigo Community Health Services Quality Improvement Action Plan, Calendar of Clinical Governance activities and the Bendigo Community Health Services Board of Directors Reporting framework.



**Quality  
Improvement  
Council**

**'Yes ... we are  
a QIC accredited  
organisation'**



# COMMUNITY

## It's about partnership

Bendigo Community Health Services believe that working in partnership can achieve great outcomes.

We continue to work with a broad range of partners from the health, education and employment sectors to provide better health outcomes for our communities.

# PARTNERS

### Other Client Feedback:

"Your Annual and Quality of Care reports come through in such an inviting way and really enjoyed the easy reading layout – which makes for a nice change."

"I have just received and perused your 2012 community report. Congratulations on a wonderful publication full of wonderfully diverse experiences."

"Thank you for facilitating this initial phase in my journey to a new life. Thanks for checking on my mental health when I was down."

1. What would make you pick this up and read it?

"To see what's here and affects me"

2. What would you want in there?

"More youth information and healthy lifestyles"

"I like reading about ways to improve my health and lifestyle, I also like reading real stories. Pictures are great but not too many."

"Not sure, maybe services for young people"

"Numbers different sites, different site services"

"Helpful services for my grandchildren"

"Staff is friendly Don't have to wait for the doctors Diabetes page – how often they are here and facts"

"Podiatry St. John of God pathology, diabetes program"

3. What would YOU want or prefer to see in there?

"More strategies that promote health. E.g. eating for better sleep"

"Depression – topics of interest"

"What's being done with our older generation Bigger writing Cover too bright Family, older people, baby on the front"

"There is too much information on the front page Something catchy 'services offered, what do you need, – splashed around Our services and what we offer Less reading as such Website should be on index Saying which staff do what E.g. if your depressed you need to see 'so and so"



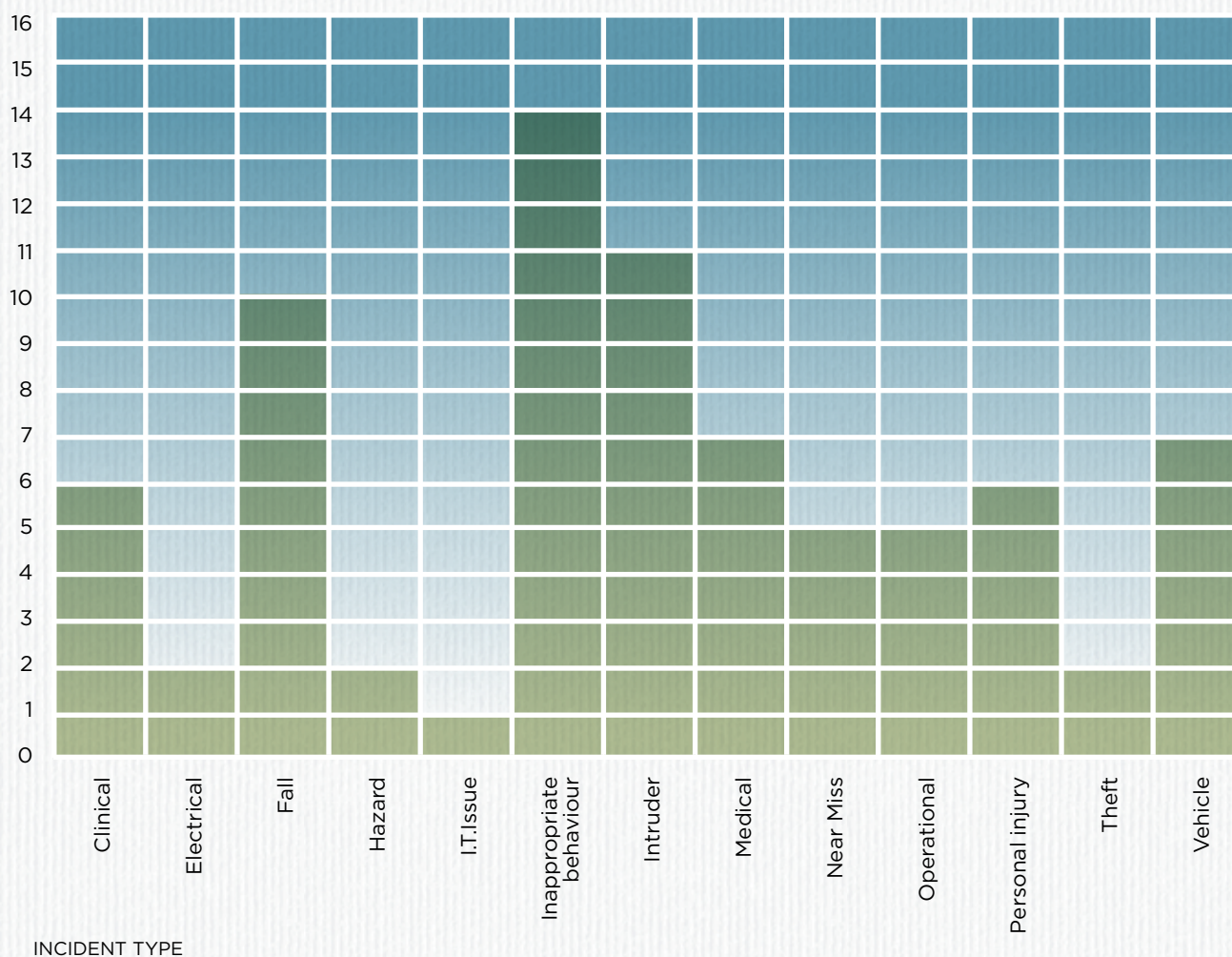
## INFECTION CONTROL

- No infection control incident reports were received by Advent Manager during the past year.
- Implementation of a revised infection control electronic module for new staff orientation is underway.
- A review is currently underway of an organisational plan incorporating the infection control peak body guidelines, reporting structures and reporting requirements.
- A review is being undertaken to determine the organisation position on Bendigo Community Health Services' duty of care to staff and clients with regard to vaccinations.

## INCIDENT REPORT

Incidents decreased this reporting year by 13%.

## INCIDENT REPORT: 2013





# FINANCIAL REPORT

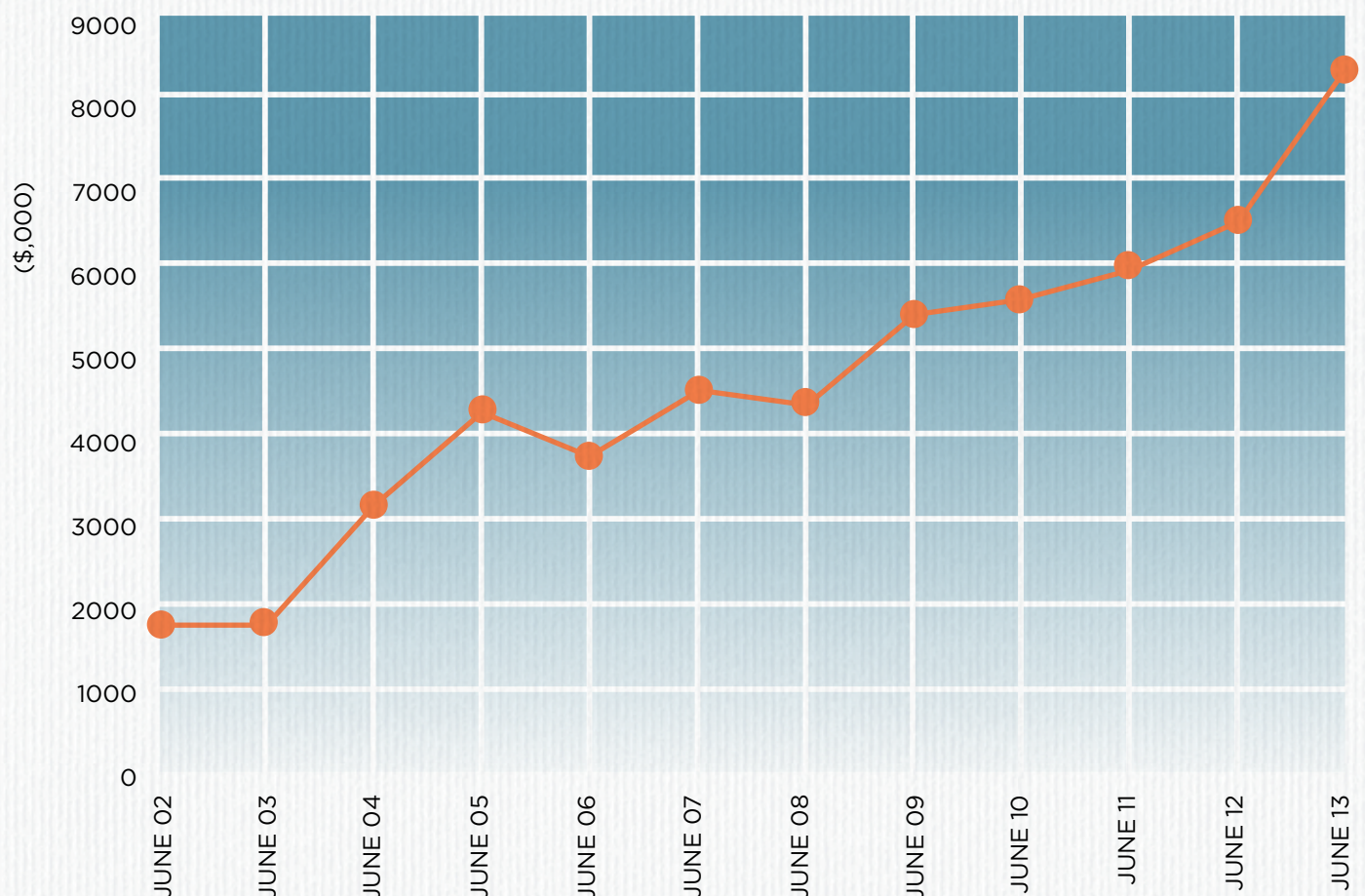
In the 2012/13 financial year Bendigo Community Health Services recorded a significant surplus of \$1,685,663. It must be noted however that in accordance with accounting standards a major proportion of this surplus relates to income received in 2012/13 for projects and programs that will be expended in 2013/14.

The Board is pleased that this is the fifth year in succession in which a surplus has been achieved. This period of positive financial performance is consistent with the Board's focus on financial sustainability and financial planning. The organisation is in a strong position to withstand the financial challenges that may be ahead.

As a consequence of this positive financial performance the net assets of Bendigo Community Health Services increased to \$8,132,367 as at 30 June 2013.

The following graph is a representation of the positive financial journey experienced by Bendigo Community Health Services over the past eleven years. Equity represents net assets, i.e. the combination of current and fixed assets less total liabilities and has increased from \$3.7 million to \$8.1 million during this period.

## BENDIGO COMMUNITY HEALTH SERVICES EQUITY



Consistent with previous Annual Reports the full Financial Statements have been separately printed and are available from Clare Wood on 5448 1600 or at [clarewood@bchs.com.au](mailto:clarewood@bchs.com.au). A more detailed outline of our financial position will be presented at the Annual General Meeting.

Jim Dannock  
Treasurer



# MENTAL HEALTH TIPS

## CONNECT WITH OTHERS

Develop and maintain strong relationships with people around you who will support and enrich your life. The quality of our personal relationships has a great effect on our wellbeing. Putting time and effort into building strong relationships can bring great rewards.

## TAKE TIME TO ENJOY

Set aside time for activities, hobbies and projects you enjoy. Let yourself be spontaneous and creative when the urge takes you. Do a crossword; take a walk in your local park; read a book; sew a quilt; draw pictures with your kids; play with your pets – whatever takes your fancy.

## PARTICIPATE AND SHARE INTERESTS

Join a club or group of people who share your interests. Being part of a group of people with a common interest provides a sense of belonging and is good for your mental health. Join a sports club; a band; an evening walking group; a dance class; a theatre or choir group; a book or car club.

## CONTRIBUTE TO YOUR COMMUNITY

Volunteer your time for a cause or issue that you care about. Help out a neighbour, work in a community garden or do something nice for a friend. There are many great ways to contribute that can help you feel good about yourself and your place in the world. An effort to improve the lives of others is sure to improve your life too.

## TAKE CARE OF YOURSELF

Be active and eat well – these help maintain a healthy body. Physical and mental health are closely linked; it's easier to feel good about life if your body feels good. You don't have to go to the gym to exercise – gardening, vacuuming, dancing and bushwalking all count. Combine physical activity with a balanced diet to nourish your body and mind and keep you feeling good, inside and out.

## CHALLENGE YOURSELF

Challenge yourself. Learn a new skill or take on a challenge to meet a goal. You could take on something different at work; commit to a fitness goal or learn to cook a new recipe. Learning improves your mental fitness, while striving to meet your own goals builds skills and confidence and gives you a sense of progress and achievement.

## DEAL WITH STRESS

Be aware of what triggers your stress and how you react. You may be able to avoid some of the triggers and learn to prepare for or manage others. Stress is a part of life and affects people in different ways. It only becomes a problem when it makes you feel uncomfortable or distressed. A balanced lifestyle can help you manage stress better. If you have trouble winding down, you may find that relaxation breathing, yoga or meditation can help.

## REST AND REFRESH

Get plenty of sleep. Go to bed at a regular time each day and practice good habits to get better sleep. Sleep restores both your mind and body. However, feelings of fatigue can still set in if you feel constantly rushed and overwhelmed when you are awake. Allow yourself some unfocused time each day to refresh; for example, let your mind wander, daydream or simply watch the clouds go by for a while. It's OK to add 'do nothing' to your to-do list!

## NOTICE THE HERE AND NOW

Take a moment to notice each of your senses each day. Simply 'be' in the moment – feel the sun and wind on your face and notice the air you are breathing. It's easy to be caught up thinking about the past or planning for the future instead of experiencing the present. Practising mindfulness, by focusing your attention on being in the moment, is a good way to do this. Making a conscious effort to be aware of your inner and outer world is important for your mental health.

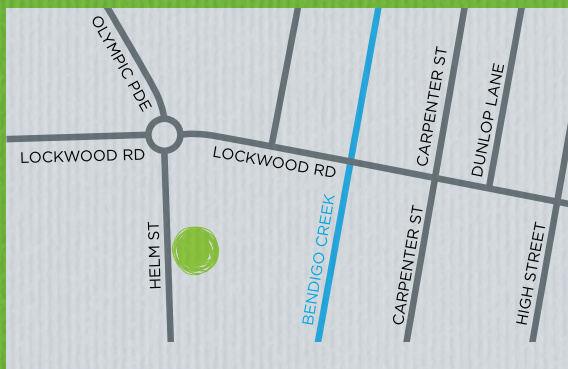
## ASK FOR HELP

This can be as simple as asking a friend to babysit while you have some time out or speaking to your doctor (GP) about where to find a counsellor or community mental health service. The perfect, worry-free life does not exist. Everyone's life journey has bumpy bits and the people around you can help. If you don't get the help you need first off, keep asking until you do.









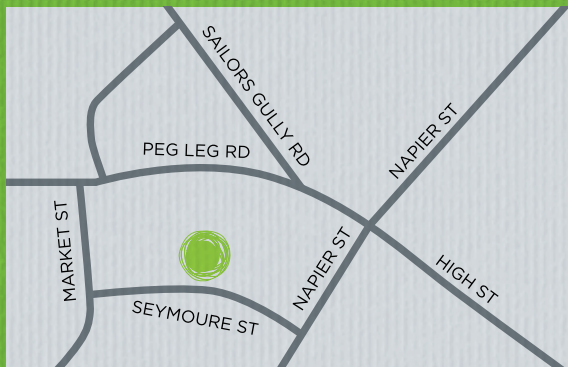
### Kangaroo Flat

13 Helm Street

Kangaroo Flat VIC 3555

Phone: 03 5430 0500

Fax: 03 5430 0544



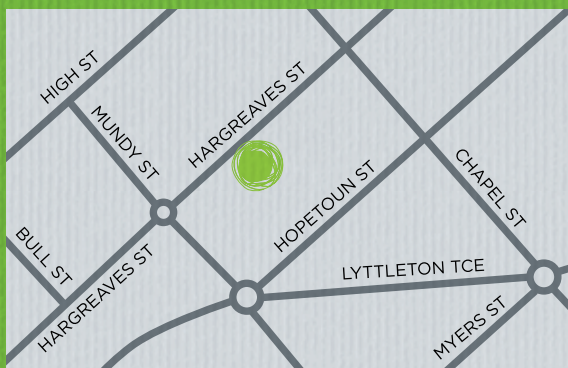
### Eaglehawk

3 Seymoure Street

Eaglehawk VIC 3556

Phone: 03 5434 4300

Fax: 03 5434 4355



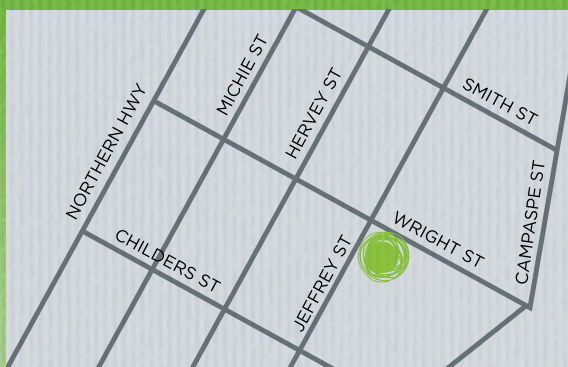
### Central Bendigo

171 Hargreaves Street

Bendigo VIC 3550

Phone: 03 5448 1600

Fax: 03 5448 1699



### Elmore

46 Jeffrey Street

Elmore VIC 3558

Phone : 03 5432 6001

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