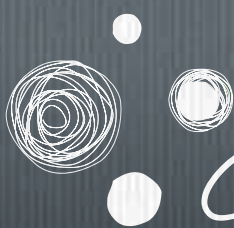


we care about your whole

body | family | community



bendigo
Community Health
services

WELCOME

We are so privileged to hold leadership positions in an organisation committed to our community, and to be supported by talented, dedicated staff that make that a daily reality.

This report, which again combines our Quality of Care Report and our Annual Report, gives a glimpse of the programs our staff deliver and the difference some of those have made to members of our community. No report will ever capture the courage of our clients nor the creativity and caring of our staff, but we hope that a little insight into this accompanies the service descriptions, client stories and feedback.

The past 12 months has seen many programs continue (some with changes as a result of your feedback) and some new ones commence, new partnerships emerge, the importance of prevention acknowledged and the preparation for a state-wide re-commissioning of Alcohol and Drug Services. Some of these changes are exciting and give hope for real and sustained change, for example, the recognition of the importance of prevention and the great foundation laid in partnership with the City of Greater Bendigo through Healthy Together Bendigo.

Others, such as the recommissioning process, introduced a level of uncertainty for staff and clients that has been difficult, although we are hopeful the personal cost will result in system improvements into the future. We know a lot of effort has gone into system re-design, and we hope that the needs of rural and regional Victoria have been considered in this state-wide process. We look forward to any change that results in real improvements for clients.

Alcohol or drug addiction or dependence can have devastating impacts for the individual, their loved ones and sometimes more broadly across neighbourhoods and communities. More needs to be done, particularly in the prevention space, however it is also important to recognise the successes that are quietly achieved. Please see the client feedback on page 22 and the client

story on page 9 which is a message of hope for others as well as a story of success.

For a long time, Bendigo Community Health Services has had a focus on prevention, on keeping people healthier for longer and helping them to function as highly as possible for longer. The links between lifestyle factors (what we eat, drink or smoke and our activity levels) is well known and we run a range of programs to help people make healthier choices and changes in these areas. We offer services to help you:

- reduce your risk of diabetes (or help you manage it if you have received a diagnosis);
- quit smoking;
- manage at risk drinking or drug use;
- build strength (and reduce osteoporosis risk);
- manage your weight through exercise and healthy eating advice (reducing risk of heart disease, diabetes and some cancers).

These programs are supported by a range of other services within Bendigo Community Health Services such as sexual health and men's health which, in addition to treatment and diagnostic services, also have a strong prevention focus, and services to assist employers to make workplaces healthier.

This year has seen our focus in prevention expand, through the government's Healthy Together Victoria initiative. Bendigo Community Health Services partnered with the City of Greater Bendigo to bring this initiative to Bendigo (now called Healthy Together Bendigo). This work takes a true community-wide perspective to creating healthier communities. The planning and implementation year was difficult - this is such a different approach and it's taken a while for people to understand how we facilitate community system change, how everyone can contribute and what happens when we start to see a collective change - the result of everyone working together for a healthier

"Bendigo Community Health Services has had a focus on prevention, on keeping people healthier for longer and helping them to function as highly as possible for longer. The links between lifestyle factors (what we eat, drink or smoke and our activity levels) is well known and we run a range of programs to help people make healthier choices and changes in these areas."

Bendigo. The initiative is gaining momentum and almost every week we are seeing another business, agency or individual coming forward to be part of the change across the City of Greater Bendigo.

As noted previously, the impact of lifestyle factors on the risk of a range of diseases, such as heart disease, diabetes and some cancers are now well known. Some individuals will respond to good information and advice and programs such as those mentioned above, but our poor lifestyle habits have developed over decades and we won't achieve significant change to lifestyle risk factors, such as obesity or not being active enough, without an extensive prevention partnership across our community which includes supermarkets, sporting clubs, town planners, restaurants, health services, work places, schools - and this is what is being facilitated by Healthy Together Bendigo, with great potential

This year we developed our vision and plans for kidzspace, a 'wrap around' family friendly service that brings together and builds on our great children and family services. This is a priority for Bendigo Community Health Services and recognises the criticality of intervening as early as possible to provide all children with the best possible start.

Increased demand for youth mental health services has seen headspace outgrow its current premises. headspace is a terrific collaboration of seven agencies of which we are privileged to operate as lead agency. Concerning rates of youth unemployment and a tightening economy indicate demand for headspace is likely to continue to rise. We hope to have good news about new premises soon.

Community health experience is critical to the next generation of health professionals so that we have a workforce ready to 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 also need more health professionals in rural areas of Victoria, but much of the training occurs in large city hospitals. As such we have a very active student placement program and are leading a project to support smaller agencies.

We express our sincere thanks to the Board for its governance, our staff for their unfailing efforts, and our community for its support.

Dr Amanda Kenny, Chair Board of Directors
Kim Sykes, Chief Executive Officer



Kim Sykes

Dr Amanda Kenny

CONTENTS

| | |
|-------------------------------------|---|
| WHAT IS A COMMUNITY HEALTH SERVICE? | 4 |
| SO WHAT DO WE DO? | 6 |
| HEADSPACE | 8 |

| | |
|---------------------------------|----|
| MY STORY | 9 |
| AWARD WINNERS | 10 |
| COMMUNITY SUPPORT | 12 |
| DIABETES MANAGEMENT | 16 |
| WORKING TOGETHER AS A COMMUNITY | 17 |

| | |
|-----------------------------|----|
| COUNSELLING | 20 |
| ALCOHOL AND DRUG WITHDRAWAL | 22 |
| PEOPLE MATTERS SURVEY | 23 |
| CO-LOCATED SERVICES | 25 |
| MORE ABOUT US | 25 |

| | |
|----------------------|----|
| OUR COMMITMENT | 26 |
| WHAT DO YOU THINK? | 27 |
| INCIDENT REPORT | 28 |
| FINANCIAL REPORT | 28 |
| SERVICES AT A GLANCE | 30 |

SO WHAT IS A

community
health
service?

Bendigo Community Health Services is a place you can go for community based health care as well as advice and support to become healthier and prevent avoidable diseases, 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 family and children's services, GPs and paediatricians, 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.

Family Support Services

Alcohol and Drug Services

Wellness

Humanitarian Services

Mental health

Soup Kitchen

Occupational
Therapy

Speech

Men's Health

Women's Health

Advocacy Health Alliance

Walking Groups

Youth Services

Needle Syringe Program

Physiotherapy

Kidzspace

Early Childhood Services

Child Development

Podiatry

Family Day Care

Community Kitchens

Community Education

Sexual health

Strength Training

Counselling

Nutrition

Diabetes
Management

Healthy Ageing

Chronic Disease Management

Activity

Your whole body | Your whole family



SO WHAT DO WE DO?

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

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).

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 provides childcare for approximately 400 families and has been assessed under the National Quality Framework assessment as 'Exceeding National Quality Standards'.

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.

CLIENT FEEDBACK:

FAMILY DAY CARE

- This is the final year that my child will be attending Family Day Care as she will be attending school next year. Although this is an exciting time for our family, it is with sadness that we have to say goodbye to a wonderful educator who has become a very special person in both my daughter's life as well as my whole family. My experience with Family Day Care as opposed to other Child Care arrangements has been amazing and I highly recommend this service to any parent contemplating Child Care. Thank you
- My son - has been in care for 3 months once weekly and has developed in so many beautiful ways. We are very appreciative of her and her care and time for our child. My husband and I have quickly developed trust and confidence that in not only our child's interest but the other children she cares for - she puts them first. It is evident in his growth the last few months. We would be dearly LOST without her. Thank you for providing my family with a brilliant educator. We love her!!
- I am so pleased with my family day care Educator. She has fabulous natural interpersonal skills with all the children in her care. Thank you to the family day-care admin team for introducing us to a wonderful Carer!

FAMILY SERVICES

"Working with Family Services has been a benefit to our family. I have learnt new strategies with my young children. Being a young mum with no family support I desperately needed the support and that's exactly what they delivered".

The best thing about my worker was...

- Everything, respectful.
- Caring and polite.
- She knew the appropriate interventions required to help my family.
- She was very helpful and explained things properly so I could understand.
- They were friendly and didn't make it feel awkward in any way.
- Everything, my worker has been such a wonderful support person for my family.
- Always happy and got on well with my kids.

I have had family support on and off for a long period of time. During that time my goals were successfully filled. Family support gave me a different approach to parenting, and supported me to be able achieve that goal. Family support didn't leave me stranded. They stuck by me. I appreciate family support re opening my file as I have new goals to work on, due to circumstances with myself and physical changes eg: my back. Family support is helping me with new goals to support my children to be more self sustaining due to their age and my abilities



headspace Bendigo helps young people aged 12 to 25 who are going through a tough time.

Our primary focus is the mental health and wellbeing of all Australians. We know that getting help early is the key to resolving these problems quickly. Headspace Bendigo is making a difference where it is needed most - our young people.

headspace Bendigo can help with general health, mental health and counselling, education, employment and other services and alcohol and other drug services to name a few.

headspace Bendigo also run events organised and run for young people such as concerts, car shows, school education sessions, expo's and sports events.

MEET HULLI, THE HEADSPACE DOG!



Angelique Hull from Pocket Puppies donated one of her Cavoodle puppies (a cross between a King Charles Cavalier and a Toy Poodledogs) to headspace Bendigo.

Mrs Hull, a boutique breeder, said she was happy to make a donation to headspace.

"My middle daughter Lauren, is chronically ill," she said.

"She left school when she was 14 because she was so ill and her dog became her best friend.

"We know how much a dog can make life wonderful and happy and they will be there when no one else will listen to you, you can tell them all your secrets and they will keep them safe.

"Cavoodle's also have an extremely chilled out personality so we knew it would be perfect for headspace."

Hulli comes to work every day and works closely with the headspace team. His role is to greet people and talk to them in his own way. But his main job is engaging with young people so when they come into the centre, they're a bit more relaxed and comfortable.

Tuesday November 19 in the Hargreaves Mall Hulli celebrated his 1st birthday with games and activities and his very own birthday cake.



MY STORY

AOD CLIENT SHARES A STORY

I was an Alcohol and Drug client with Bendigo Community Health Services. After 12 years of substance abuse and the loss of a long term partner of 12 years I knew that it was time to make some changes in my life, in order to see a future ahead of me.

The biggest question I had to ask myself before I made a call to Bendigo Community Health was, 'am I willing to change?'

If I am provided the support necessary, can I make a commitment to myself from not slipping back?

Having attended 4 detox programs from the age of 16, it was important to me that I could maintain an ability to move forward once and for all; without any chance of relapse.

So my mind was made up, my bags were packed and I went to a place that changed my life forever.

I have now been 7 years sober and now want to show others that you can achieve anything you desire given the time, effort and persistence to build a healthier life for yourself. Not to mention for those that dearly love you.

I was very fortunate to have Bendigo Community Health Services and now with confidence can say I have a drug free lifestyle and in hindsight would have liked to have built up the courage to have made the decision many years ago.

That was then and this is now, what is important is to focus on the present and that drugs are no longer a part of my life.

While I was getting treatment with Bendigo Community Health Services, I started to write myself to which worked to my advantage once I left. It can really help.

Among many things I was taught by trainers at Bendigo Community Health Services and staff the most significant thing that was said to me was "You will achieve this with ridiculous ease and deadly precision" And I sure did.

Please believe in yourself enough to turn to the Bendigo Community Health staff and reach out for help as travelling on that cloud alone can place way too much pressure on us and you are not alone. Sometimes swallowing your pride is easier than bottling all your feelings up inside.

We all need good advice at times when our thoughts may seem distorted and to be comforted with healthy advice and reassurance. "With every action there is a reaction" So be brave.

It was a remarkable feeling for me to be able to talk in group sessions.

It made me feel normal for the first time in my life.

To independently see my life was starting to come together, being able to make routine changes and when my chips were low I could go and see my councillor and talk to my heart's content.

I had come into Nova House (Bendigo Community Health Services residential withdrawal house) after being a full time career for my partner who was diagnosed with terminal cancer so being over caring was second nature to me. Although I soon learned that it wasn't my place to try and rescue others nor did I have the expertise to be taking on other peoples issues while trying to become drug free.

There were many days that I felt I couldn't face the world, but I reminded myself of my strengths, trying with all my might to ignore my weaknesses.

At this point I'm feeling happy with myself that I am sober and best of all I can at least give myself a pat on the back.

I am fighting against drugs and self-harm as it will have no benefit for me, I have beaten it and I'm here to tell you so can you.

Before I became a reformed addict I played the victim and made myself an outcast in society, I had written myself off as a basket case that had no self-worth. In time and lots of counselling I discovered that it was

the drugs that were making me create so many troubles. But when the world turns upside down, I want you to know you can depend on yourself to be wise and kind to yourself.

I never imagined meeting the love of my life and having a family. This all fell in to place 6 months after leaving Nova House.

I am proud of the person I have become.

Thank you Bendigo Community Health Services for opening my eyes and giving me a reason to start again, what an amazing feeling, I'm finally breathing. You have shown me that life is worth living and that I deserve another chance. All the staff at Nova made a lot of effort to give me the direction I needed to be on the straight and narrow. I want you to know I sincerely appreciate all your support.

With love and thanks

"We all need good advice at times when our thoughts may seem distorted and to be comforted with healthy advice and reassurance. "With every action there is a reaction"

CONGRATULATIONS

Congratulations to our very own Bendigo Community Health Service paediatrician Dr Ken Armstrong, winning the Secretary's Health Leader's Award for excellence in improving patient outcomes and patient experience.

Health Minister David Davis and Mental Health Minister Mary Wooldridge presented awards in 18 categories to health services across the state. Department of Health Secretary Dr Pradeep Philip said Dr Armstrong had been at the forefront of children's health and wellbeing services for more than 20 years.

He was instrumental in establishing Bendigo Community Health Services as a regional "kidz space" where the health and wellbeing of children and their families came first, Dr Philip said.

"Dr Armstrong's enduring devotion to children and their families, particularly



those who are vulnerable or at risk, inspires and models how to effectively and compassionately respond to community needs," Dr Phillip said.

"As a result of his visionary work, members of the community have better access to specialist paediatric and interdisciplinary assessment and early intervention services."

Thirty five doctors, nurses, allied health professionals, practice managers and Aboriginal health workers have been recognised for more than 750 years of combined service to regional and rural communities in Victoria

The awards were presented by Victorian Health Minister, the Hon David Davis, during a gala ceremony at the Grand Hyatt in Melbourne.

Kim Sykes, CEO Bendigo Community Health Services commented: "Ken's Health Leader's Award is a wonderful recognition of a lifetime devoted to children's health and well-being. He played a key role in building the foundation for the terrific suite of children's services we offer and upon which we are building kidz space."

This year also saw three staff from BCHS win rural health awards:

Kathy Tuohey won the Rural Practice Managers award .Dr Gary Bourke winning the Aboriginal Health Award and they Rural Allied Health Professional Award went to Ashlee Lance.

Congratulations to our winners.



COMMUNITY EVENTS

Each year Bendigo Community Health Services participates in a wide range of community 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 celebrated the 50th anniversary of the Eaglehawk Secondary College. Bendigo Community Health Services staff, friends, family and volunteers provided sunscreen, water and promotion of healthy behaviours.



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 conducted at various locations throughout 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 three locations:

- Tuesday and Thursday at Lake Neanger, Eaglehawk
- 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 2014 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 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 1300 coats and blankets were donated by our community this past year.



Photo courtesy of the Bendigo Advertiser



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 almost **30,000 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 1.00pm 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. It also operates from the Charleston Road campus once a month.



Photo courtesy of the Bendigo Advertiser

4,553 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.

The service focuses on a range of health issues including general health, mental health, alcohol and drugs and sexual health.

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 diagnosed with Diabetes 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 is 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 discuss 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 educator on the possible risk to 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 ie 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 program, data is not yet available. 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 five year period. This type of research is a first in a rural Australian community.

22,608 appointments were made at Bendigo Community Health Services for our services this past year.

DIABETES MANAGEMENT

Have you recently been diagnosed with 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 (fee can be waived in certain circumstances). 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 its treatment or not knowing where to go for help.

Our respiratory management program provides people with a range of information and support, with the nursing team who have had additional training in respiratory management.

This program helps manage the disease to the optimal level, and to achieve the goals that each individual set for themselves.

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 promotes 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."



PHYSIOTHERAPY

Bendigo Community Health Services offers a physiotherapy service that provides 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.

To note:

- Clients need to have a current Pension or Health Care Card.
- It's funded primarily for Home and Community Care (HACC) eligible clients.
- 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.

Our 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.

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.

CLIENT COMMENTS

- "Very helpful, as we have been to many private and public services trying to resolve and attend to feet/leg problems over a long period of time"
- "We were respected by our therapists and also by the students who attended sessions"
- "Friendly staff and quiet, comfortable waiting room"
- "Love the waiting rooms toys and TV, the way it is set up – very child friendly"
- "Gait clinic room is fantastic"
- "It is better now we can get a 4pm appointment after school"
- "Our input was considered and we were involved in planning"
- "Not long waiting times which was excellent with a baby"
- "Most days are good but there have been times that I have had to wait longer than I would have liked"

RECOMMENDATIONS:

- Look at the possibility of providing more flexible services for children and families, including availability of more appointments outside of school hours
- Continue to involve parents/guardians in the planning of their child's care, including setting child and family-centred goals
- Continue to keep waiting times for appointments to a minimum and appropriately triage referrals to ensure children with more urgent presenting issues are seen quickly
- Conduct client satisfaction review again in 12 months (March 2015) to re-evaluate the service and determine areas for further improvement

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 (30 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 **\$9,125!**'

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



MULTICULTURAL SOCCER TOURNAMENT

A new addition to Men's Health Week 2013 was a seven-a-side multicultural soccer tournament. The event was an opportunity for all members of our community to gather and promote the importance of men addressing and improving their health needs. Sports and social interaction are key factors in men achieving good health through being physically active and socially interactive with fellow peers. Soccer was chosen as the event as it is recognised and participated in by men all around the world.

Special thanks need to go to the Golden City Soccer Club who did a fantastic job of providing the facilities, the catering and officials for the event. The success of the event has been captured by all teams who are enthusiastic about participating in a bigger 2014 tournament.

SETTLEMENT GRANTS PROGRAM

Arriving into 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 with housing, education and employment needs.

Clients are usually permanent residents who have arrived in Australia in the last five years. There are some eligibility requirements for this program.

REFUGEE ACTION PROGRAM

The Refugee Action Program is a community capacity building program assists 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.

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.

What are the good points about Humanitarian Settlement Service?

- "We wouldn't have known what to do without Settlement Services"
- "Orientation, Centrelink and School"
- "Orientation and essential registrations, accommodation all the services we were given"
- "...medical appointment assistance"
- "a good point was that an interpreter was arranged for me"

SEXUAL HEALTH

The Sexual Health and Family Planning Service is offered in a relaxed environment 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 have 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 worker 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 that assist their staff to improve their overall health.

All workplaces are eligible for this program. This is a fee 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

Bendigo Community Health Service's Young Pregnant and Parenting Program support young families who are 25 years and under who are pregnant and/or parenting their first child. We aim to provide access to relevant pregnancy and parenting information; support young families during the personal journey of birth and parenting; provide information and referral to support services, health services and education and training; and offer individual support and/or group programs.

Groups provide young families with current information whilst offering fun social activities in a relaxed and comfortable environment. For more information, contact our Kangaroo Flat Site.

*Bendigo Community
Health Services
received 176,250
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. Our 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? A most helpful 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 welcome past clients returning, to our service as they need.

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 available from any of our offices. 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.

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

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".

Client Feedback – Counselling

- *The counselling service I received was brilliant. (counsellor) has changed my life for the better along with giving me the tools to deal with whatever comes my way in the future.*
- *Counsellor was so helpful and understanding. She met all my needs and was able to help me. 1st time that has ever happened because I've been to other counsellors and I haven't connected with them.*
- *I found the counselling excellent*
- *I often felt like I did not need counselling but at every appointment I walked out feeling more focussed and with a clearer picture of what I needed to do. (Counsellor) kept me positive when I was really struggling to find anything positive at all.*

Did you know?

Bendigo Community Health Counsellors supported our clients with over **2508** appointments.

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 provides additional support for young people to access youth friendly, flexible health services. Our IHSY worker is based at headspace Bendigo. Referrals for the IHSY service can be made on 5434 3939, and clients can be seen for appointments at either headspace or any of our other locations.

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.



BENDIGO COMMUNITY HEALTH SERVICES EMPLOYS 236 STAFF

ALCOHOL AND DRUG WITHDRAWAL

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 for people aged 21 years and over and this service operates 24 hours, 7 days a week.

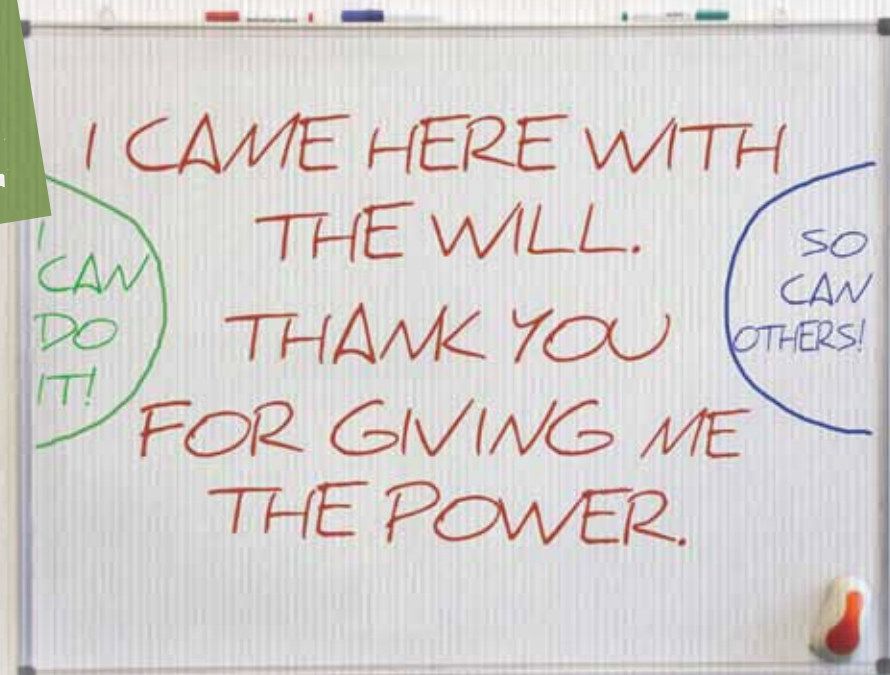
Client Feedback: "I can't thank you enough for all that you have done. I now feel like I have my son back – you have given him the best chance possible to succeed. Now it's up to him!"

"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."

"Nova has been so supportive in me getting me well and the issues I have to achieve in my recovery and to continue to do so."



"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."

"Offered an ear and advice, wisdom, ideas and strategies that I can take with me from here. Everyone was overly helpful and made me feel comfortable and at ease when I was highly anxious."

"Thank you so much for all your kindness and support for the past seven days. It has been an experience and journey that I will never forget. Thank you for putting me on the path to a healthy and happy future.."

"To all the staff of Nova House thanks for all the support through my detox. I had a wonderful time and thank you all for believing in me and making me feel welcome."

"I would recommend Nova house to a lot of people who would like to detox. I hope you all have wonderful journeys and I hope all the next clients that come in can start their journey as well....Thanks for everything and making me feel welcome when I first came in. And to let you all know my stress, anxiety and depression levels have done down a lot."

"Thank you for opening up my life to the possibilities that are and the love that is."

"Thank you so much 4 letting me have a second chance."

"Thanks for saving me!"

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.

PEOPLE MATTER SURVEY

In 2014 we once again participated in the state wide People Matters Survey. This is a tool to gain an understanding about what it is like to work in a Victorian public sector organisation. It measures employee perceptions of a range of topics including leadership, change management, job satisfaction, wellbeing and employee engagement.

Bendigo Community Health Services was one of 25 community health organisations who took part and we would like to thank our staff for taking the time to participate. Survey results show that our staff agree that we are a great place to work, with our staff truly committed to supporting and helping our community and our clients.

Here are some of the results from the past 12 months for Bendigo Community Health Services:

"I view my organisation as an employer of choice: 95%."

"I am proud to tell others I work for Bendigo Community Health Services 83%."

"Cultural background is not a barrier to success in Bendigo Community Health Services 100%."

"I am confident Bendigo Community Health Services acts in the interests of its clients" – 97%."

"I am confident Bendigo Community Health Services acts in the interests of the community" – 98%."

"I am committed to Bendigo Community Health Services values" – 99%."

"There is a good team spirit in my workgroup 92%."

"I feel I make a contribution to achieving the organisation's objectives 100%."

Bendigo Community Health Services rates very well against comparator organisations with a higher than the overall average for 92 out of 95 questions. We also have a high level of job satisfaction amongst staff and our staff are highly engaged with our work.

Other comments:

"Overall job satisfaction."

"I would recommend my organisation as a good place to work."

"I am proud to tell others I work for my organisation."

"My organisation inspires me to do the best in my job."

ELMORE PRIMARY HEALTH SERVICE

A broad primary health service 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.

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 Central site.

For further information contact MND Victoria head office on phone: 1800 806 632 or email: info@mnd.asn.au 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



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.

Our directions are:

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

The period 2013/14 provided opportunity to test our systems and to focus on further integration of the associated business processes to ensure the quality and safety of programs, services and infrastructure safeguard care of our partners, community, clients and staff.

An external review of our Home and Community Care program was undertaken against new standards. We were thrilled with the outcome of meeting all standards.

Bendigo Community Health Services' quality and safety framework provides a comprehensive overview of the organisations clinical, community and corporate governance. Our system elements engage program and organisation-wide staff in continuous quality improvement. Health and Safety representatives actively work with management to ensure that workplaces are safe, healthy and supportive for staff, clients and visitors.

The key planning document for all quality improvements is managed closely and we are currently preparing for the next 3 yearly external review against the QIC standards. This is an exciting period as we acknowledge improvements, identify gaps to further refine our existing processes.

The CEO and Senior Executive provide leadership and management across the organisation and its sites. The commitment of Bendigo Community Health Services to provide good governance modelling and information to a number of services is acknowledged as best practice and has been commended through external reviews.

Bendigo Community Health Services maintains a comprehensive preparation emergency management and responses is commended for this during the external review. Our quality and safety framework systems are integrated and managed systematically with clear lines of accountability to ensure continuously improving performance.

We continue to refine our systems to support the process of monitoring, reporting and improvement across all levels of the organisations from clinicians through to the Board of Directors.



What do you think?

The Quality of Care Evaluation was administered to clients who received services at Bendigo Community Health Services Central and Eaglehawk sites over a two week period. Students on placement at BCHS and BCHS volunteers administered the evaluation in consultation with clients. The Quality of Care Report was available to clients at the time of evaluation to assist the process of obtaining feedback.

Twenty one clients participated in the evaluation. Prior to the evaluation only 1 client had seen the Quality of Care Report. Clients were asked to provide feedback about their first impressions of the Quality of Care Report. Participants reported that the report contains a range of different information, is easy to read and is friendly and inviting. In general clients liked; the layout of the report, the content, colors and pictures used throughout. Clients indicated that the report could be improved by including an index, using dot points to present information, having smaller written paragraphs and including a list of services offered at BCHS as well as a map of where they are located.

Eighty per cent of clients indicated that if the Quality of Care Report was sent to them or was available in waiting rooms they would read it. Clients reported that they would read the report to see what's happening and what is available in the community. In addition, others reported that they would read it because it looks interesting. Of the 20% that reported that they would not read the report this was due to preferring to read other magazines and preferring to use their phone in waiting rooms.

Clients were asked to nominate what they would like to see included in the Quality of Care Report. Clients reported that they would like to see the following: where to go for help in different suburbs including the address of those centres, more information about staff and services available, information on charity organisations and more health information on men's health, mental health (not just headspace) and diabetes. Clients also requested more information on dental, podiatry and youth programs. The use of personal stories to present information was also welcomed by clients.

On the whole the feedback regarding the Quality of Care Report was positive however it must be noted that the majority of clients involved in the evaluation had never seen the report prior to their involvement in the evaluation. This suggests that the Quality of Care Report needs to be more visible in client waiting rooms and potentially offered to clients to take home upon reporting to reception. Further recommendations are as follows;

- Include an index to assist clients to search for information relevant to their needs
- Present information in smaller paragraphs or use dot points
- Use personal stories as a way of providing information and engaging the community
- Include specific health information on mental health, men's health and diabetes
- Provide additional program information on BCHS services, charity organisations and other local support services

POTENTIAL QUOTES FOR QUALITY OF CARE REPORT 2014

What are your first impressions of the Quality of Care Report?

- "Fair bit of info. Good presentation"
- "Easy to read"
- "Looks interesting, great colours, pictures and quality. Great, informative and interesting"
- "Looks nice, friendly and colorful"
- "I like the color, not too harsh to look at. Well set out"

If the Quality of Care Report was sent to you or was available in waiting rooms would you read it?

- "Yes to see what's happening/available"
- "Yes to see what's offered in the community"
- "This thing interests me"
- "Looks interesting"

What would you like included in the Quality of Care Report?

- "Where to go for help in different suburbs- address of help centres"
- "More health information"
- "Personal stories are always good"
- "Services and program information for all ages and conditions provided"

How could the Quality of Care Report be improved?

- "Less text more quick reads"
- "less bulky text, more small bits of information"
- "Including an index"
- "Short list of services BCHS provides. Have map and other locations listed"

FINANCIAL REPORT

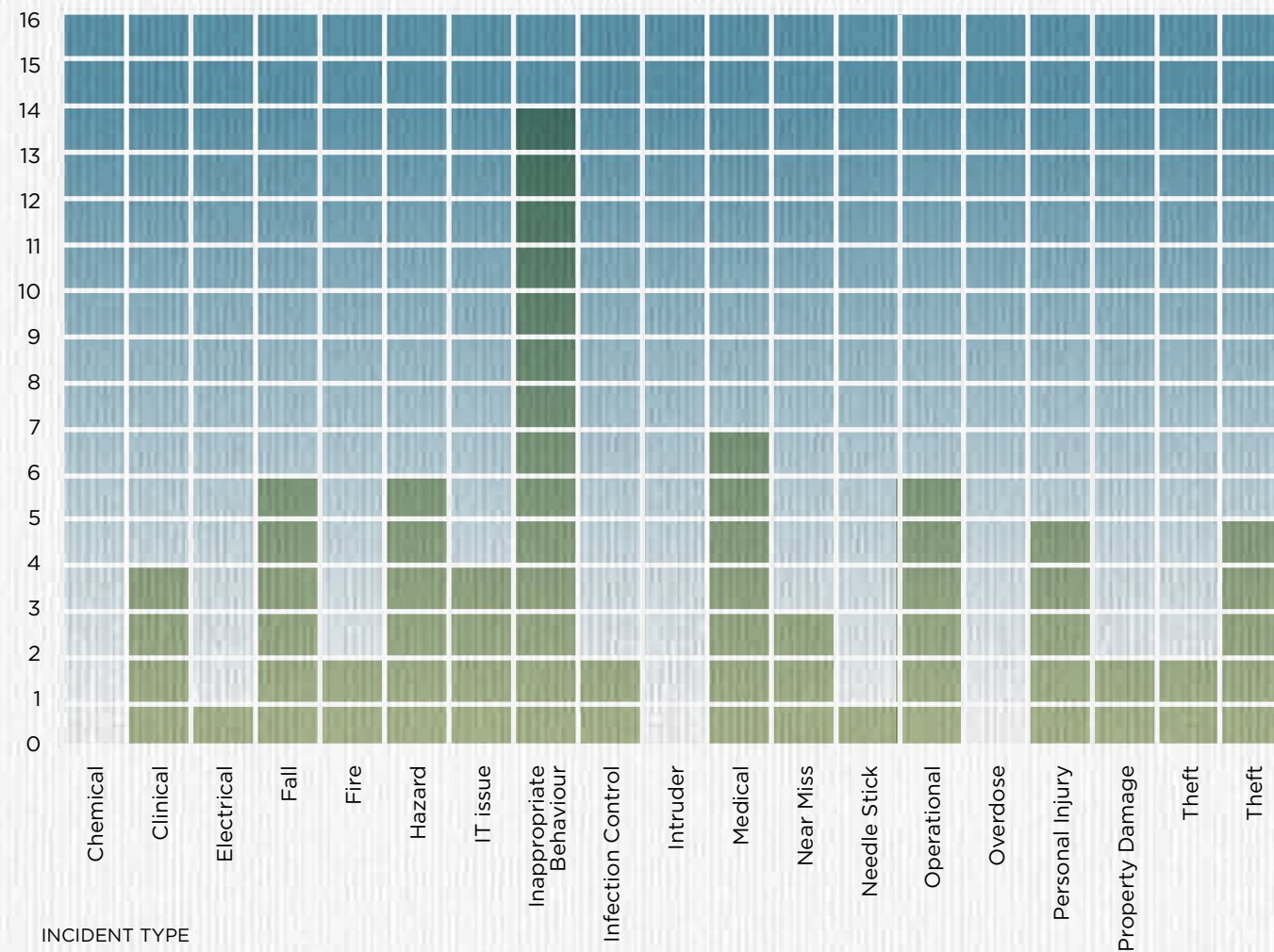
INFECTION CONTROL

- Two infection control incidents were received by Advent Manager during the past year
- Development and implementation of staff e-learning modules is under way
- Work has commenced to incorporate Infection Control Guidelines into the new Bendigo Community Health Services Business Continuity Plan

INCIDENT REPORT

There were a similar number of incidents this year as last year.

INCIDENT REPORT: 2014



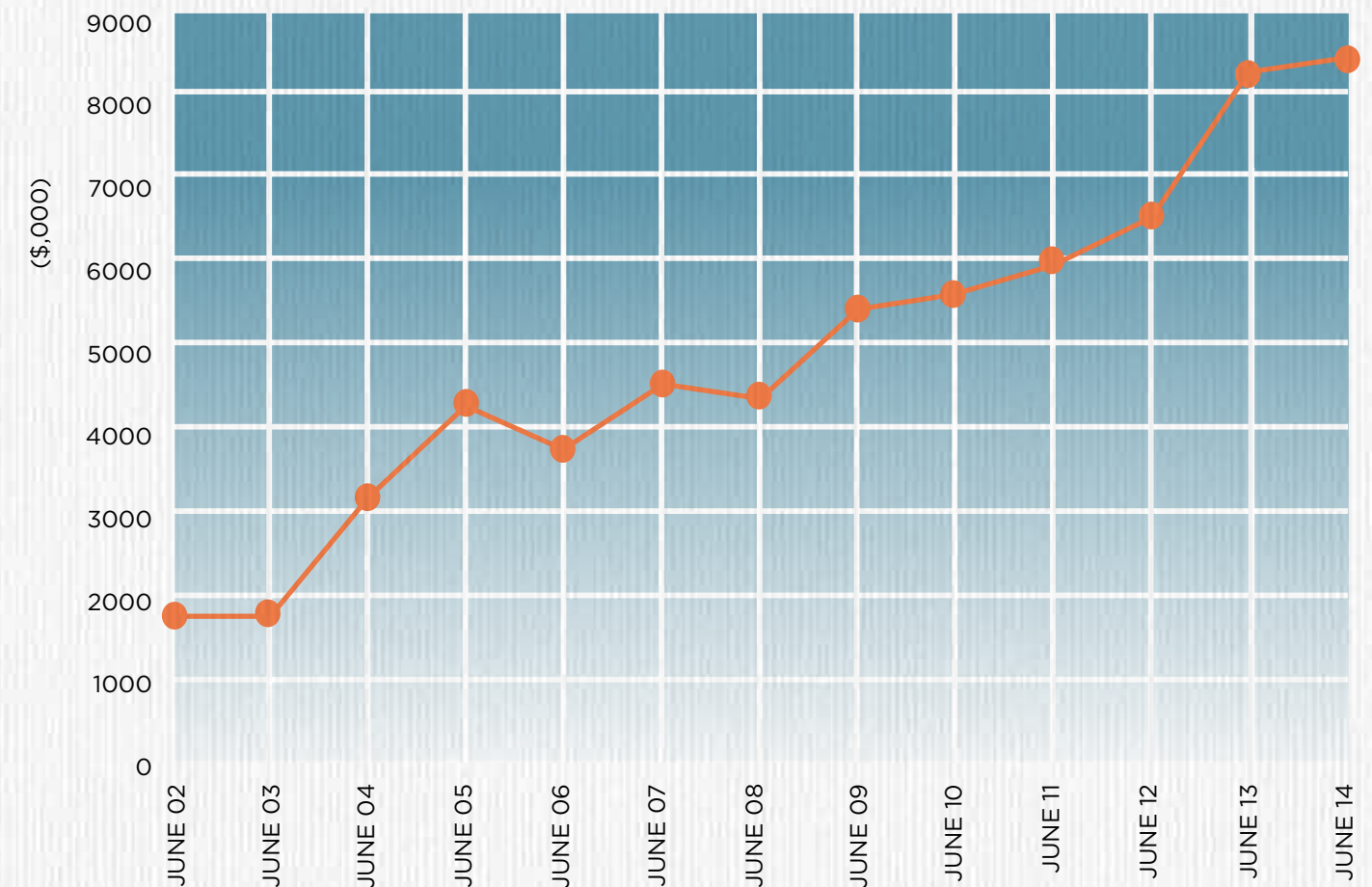
In the 2013/14 financial year Bendigo Community Health Services recorded a surplus of \$236,929, based on income of \$15,830,448. This was consistent with the Board's budget expectations and was achieved while undergoing a significant management restructure.

The Board is pleased that this is the sixth 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 \$8,369,296 as at 30 June 2014.

The following graph is a representation of the positive financial journey experienced over the past twelve years. Equity represents net assets, i.e. the combination of current and fixed assets less total liabilities and has increased from \$2.0 million to \$8.4 million during this period.

BENDIGO COMMUNITY HEALTH SERVICES EQUITY



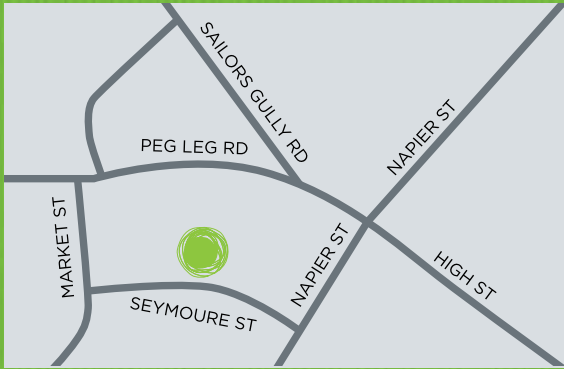
Consistent with previous Annual Reports our full Financial Statements have been separately printed and are available from Christine Whatley on 5448 1600 or at christinewhatley@bchs.com.au. A more detailed outline of our financial position is being presented at the Annual General Meeting.

Jim Dannock
Treasurer

SERVICES AT A GLANCE

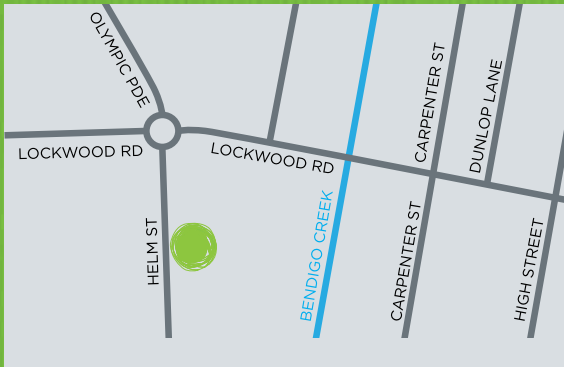
- Alcohol and Other Drugs Counselling Services (Adult & Youth)
- Residential Withdrawal Service (Nova House)
- Non-Residential Withdrawal Service
- Specialist Pharmacotherapy Services
- Alcohol and Other Drug Group Programs
- Alcohol and Other Drug Support
- Advocacy Health Alliance
- Blood Borne Virus and Sexually Transmittable Infection Clinic
- Carer Wellbeing Program
- Cautious with Cannabis
- Child and Youth Health Invest
- Children's Advocate Worker
- Chronic Disease Management
- Community Soup Kitchen
- Community Education
- Culturally Sensitive Counselling
- Counselling
- Diabetes Education Service
- Early Childhood Intervention
- Elmore Planned Activity Group
- Family Day Care
- Family Services
- Family Support Parenting Programs
- Financial Counselling
- HALT (hope assistance local tradies)
- headspace Bendigo
Phone: 5434 3939
- Health Services for Young People
- Helping Children with Autism Services
- Innovative Health Services for Homeless Youth Program
- Medical Practice (GP Services)
- Men's Health Clinic
- Mental Health Wellness Initiative
- Needle Syringe Program (NSP) Mobile Outreach Team
- Sexual Health Clinic
- Physiotherapy
- Podiatry
- Quit Smoking Program
- Refugee Health Nurse
- Settlement and Refugee Services
- StandBy: support for those who have been bereaved through suicide
Phone: 0439 173 310
(24 hours 7 days a week)
- Refugee Action Program
- Respiratory Management
- Sexual Health and Family Planning Service
- Bendigo Diabetes Support Group
- Strength Training and Walking Programs
- Strong People Stay Young
- Tai Chi
- Women's Health Clinic
- Workplace and Employment Health Promotion
- Young Pregnant and Parenting Program
- Youth Counselling Service
- Way Out Program: young people who are same sex attracted and sex and gender diverse





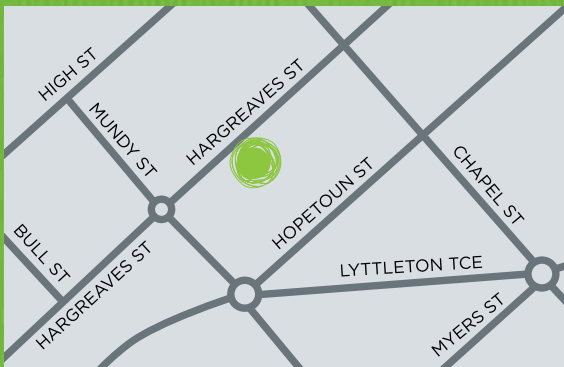
Eaglehawk

3 Seymoure Street
5434 4300



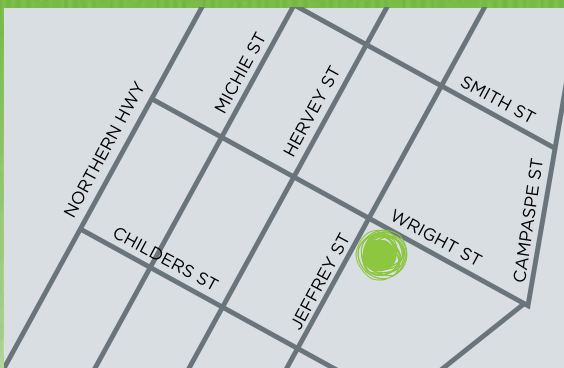
Kangaroo Flat

13 Helm Street
5430 0500



Central

171 Hargreaves Street
5448 1600



Elmore

46 Jeffrey St
5432 6001

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Web: www.bchs.com.au

