

We care about your whole body, family, community





WHAT IS A COMMUNITY HEALTH SERVICE?

Bendigo Community Health Services is a place you can go for care, advice and support to become healthier and avoid preventable 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 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 services, alcohol and drug services and healthy lifestyle programs, to name a few.

Our services are available to the Bendigo community and some to people across the region.

We can help you manage your health needs, particularly if you are living with chronic conditions such as diabetes, respiratory or heart disease.

With over 50 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 community.

Bendigo Community Health Services can provide you with a team of understanding, supportive and experienced health care professionals who work in partnership with other health services across central Victoria to deliver 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.

OUR VISION

Healthiest people. Healthiest community.
Excellence in service and innovation.

OUR PURPOSE

To work with individuals and communities to strengthen their capacity and maintain and improve their health and wellness.

OUR VALUES

Integrity	We act in an honest and trustworthy manner
Learning	We promote a culture that creates opportunities to share knowledge to inform our practice, service design and delivery
Innovation	We celebrate and encourage a dynamic and creative environment
Accountability	We honour our obligations, are responsible for our actions, and commit to delivering what is promised
Respect	We embrace diversity and respond to clients, community, partners and staff in a manner that promotes understanding
Excellence	We will aspire to excellence in all aspects of our work and support our people to achieve the highest quality outcomes for clients and community

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OUR BOARD



Peter Robertson,
Chair



Jim Dannock,
Treasurer



Tom Bailey
Director



Virginia
Dickson-Swift,
Director



Mary Leach,
Director



Dan Douglass,
Director



Ngarie Anderson
Director

Outgoing Directors:

- Professor Amanda Kenny, Chair - April 2015
- Cathie Steele – November 2014 (AGM)
- Pauline Gordon – November 2014 (AGM)
- Licia Kokocinski – December 2014 – March 2015
- Michael Quinn – December 2014 – March 2015
- Donna Fabris – December 2014 – March 2015

ACKNOWLEDGEMENTS

We thank our valued community partners

- Adult Multicultural Education Services (AMES)
- Bendigo & District Aboriginal Cooperative
- Centre for Non Violence
- City of Greater Bendigo
- Epilepsy Victoria
- Foundation House
- Golden City Support Services
- Haven; Home, Safe
- La Trobe University Bendigo
- Life! Diabetes
- Loddon Mallee Murray Medical Local
- Monash School of Rural Health Bendigo
- Motor Neurone Disease Victoria
- Multiple Sclerosis (MS) Society
- St Anthony Family Medical Practice
- St Luke's Anglicare
- St John of God Bendigo
- Women's Health Loddon Mallee

Accreditations:

- Australian General Practice Training Post
- Child Care National Quality Framework and National Quality Standards
- Community Care Common Standards (HACC)
- Department of Health & Human Services Standards
- Family Day Care Accreditation
- Quality Improvement Council Standards
- RACGP Standards for general practices (GPA)

Accreditations under development:

- GLBTI Standards with GLHV
- headspace Clinical Governance Standards

OUR LEADERSHIP TEAM



Kim Sykes,
Chief Executive
Officer



Anne Somerville,
Executive Director
Programs



Callum Wright,
Executive Director
Enterprise
and Business
Development



Karen Bentley,
Executive Director
Organisational
Support



Rod Case,
Director of
Media and
Communications



Susan Kennett,
Senior Manager
Integrated Care



Kaye Graves,
Senior Manager
Prevention and
Population Health



Cheryl Sobczyk,
Senior Manager
Alcohol and Other
Drugs



Sue McConnachie,
Senior Manager
Counselling



Andie West,
Senior Manager
Children, Youth
and Families



David Whitrow,
Senior Manager
Information
Management and
Technology



Rob Indrigo,
Senior Manager
Fleet Facilities
and Client Services



Graeme Howie,
Senior Manager
Corporate Support



Deborah Mellor,
Senior Manager
Organisational
Development



Jenny Singe,
Manager
headspace
Bendigo

We also acknowledge the role of Karen Riley in leading Community Connections since March 2015.

OUR YEAR

21,242

**COMMUNITY HEALTH
APPOINTMENTS**

64 Family Day Care
EDUCATORS

45 Young Pregnant &
Parenting Program

2,249

**COUNSELLING
APPOINTMENTS**

**Workplace
SESSIONS**

UP TO 19 INDIVIDUALS ACCESS
PLANNED ACTIVITY GROUP PROGRAM
WITH A TOTAL ATTENDANCE OF

**1,287 DAYS
OF SERVICE**

1,533

**Physiotherapy
APPOINTMENTS**

42

305 Residential
Withdrawal
Clients

9,315 PODIATRY APPOINTMENTS

214

**Innovative
Health Services for
Homeless Youth clients**

548

**CHILDREN ENROLLED IN
Bendigo Family Day Care Program**

2,200

**WORKPLACE
IMMUNISATIONS**

30,046

**medical practice
APPOINTMENTS**

**doctors
& nurses**

424 MEN'S HEALTH CLINIC
APPOINTMENTS

260 COMPREHENSIVE WORKPLACE
HEALTH ASSESSMENTS

22,067 DOCTORS APPOINTMENTS

CO-LOCATED SERVICES

Motor Neurone Disease Support

MS Society

St John of God Raphael Centre

Australian Hearing

St John of God Bendigo
Pathology

Loddon Campaspe
Community Legal Centre

WELCOME

Thank you to our clients, volunteers and staff for making Bendigo Community Health Services a great and welcoming organisation.

Without our clients, we have no purpose.

Without our amazing staff, nothing would be possible. They bring energy, skill and passion to their work and together achieve outstanding results.

The work of our staff is extended by that of our volunteers, a group of people with big hearts determined to improve things for others – and they do! We thank them for their dedication and inspiring results.

Our directors volunteer their time to ensure sound governance of BCHS and its continued success. We would like to acknowledge their efforts and also those of Professor Mandy Kenny who was BCHS board chair until April this year.

BCHS is pleased to see the Victorian Government renew a focus on addressing inequality and disadvantage. The City of Greater Bendigo is such a strong city but there are areas of very significant disadvantage where families struggle, kids don't start school 'equal' and people with chronic diseases can't afford proper treatment and support. Our programs seek to wrap services around those in need and seek out the cause of disadvantage to support change.

We run 55 programs for our community and this diversity, while necessary to respond to need, makes it difficult to describe our work in quick detail. Along with treatment services such as alcohol and drug, general practice and Allied Health, we aim to prevent conditions such as diabetes and cardiovascular disease and empower people with chronic disease to manage better at home.

We work with a large range of local agencies to address the causes of poor health and the disadvantage experienced by too many in our community.

In addition, we contribute to the education of the next generation of health professionals by offering an active student placement program and work experience places.

While it's not possible to tell you about everything we offer and all that happened in the period of this report, we hope that it gives you a sense of the way we work and the services we offer.

Please don't hesitate to contact us if you would like to know more.

BCHS will continue to strive for improvement to ensure an even better experience for our clients in the areas of prevention, treatment and customer service.

Kim Sykes, Chief Executive Officer

Peter Robertson, Board Chair

“Our programs seek to wrap services around those in need and seek out the cause of disadvantage to support change.”



REFUGEES



WOMEN'S
HEALTH



KIDZ
SPACE



MENTAL
HEALTH



YOUTH



STAYING
HEALTHY



MEN'S
HEALTH



GLTBI



AGED



ALCOHOL &
OTHER DRUGS



OUR SERVICES

ADVOCACY HEALTH ALLIANCE



Works with families to directly address their unresolved legal needs, working with health professionals and advocates.

ALCOHOL AND OTHER DRUGS COUNSELLING SERVICES (ADULT AND YOUTH)



Psychological support for individuals or families affected by alcohol and other drug use. Youth counselling provides psychological support for young people 25 years and under.

ALCOHOL AND OTHER DRUG GROUP PROGRAMS



Provides a variety of group programs such as relapse prevention, skills for life and collaborative therapy.

ALCOHOL AND OTHER DRUG SUPPORT



Provides outreach support, advocacy and linkage for individuals and families in AOD treatment programs to health, welfare, education and employment services.

BENDIGO DIABETES SUPPORT GROUP



Facilitated by diabetes educators in collaboration with Diabetes Australia. Provides an opportunity for people living with diabetes to get together and share their experiences, make friends and learn from guest speakers such as Bendigo health professionals.

BLOOD BORNE VIRUS AND SEXUALLY TRANSMITTABLE INFECTION CLINIC



Provides testing for blood borne viruses and sexually transmissible infections. Offers specific information and health advice.

CARER WELLBEING PROGRAM



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

CHILDREN'S ADVOCATE WORKER



Advocates for children and ensures their best interests are understood in any planning.

CHRONIC DISEASE MANAGEMENT



Works with you and your doctor to help you manage your diabetes or respiratory condition.

COMMUNITY EDUCATION



Alcohol and other drugs, sexual health, chronic disease management. Specialist infectious diseases program. School and workplace education and information sessions available. Guest speakers are available to address groups on health and wellbeing issues. Workplace health and wellbeing programs are available.

Bendigo Community Health Services has a range of programs and services located across our sites in Bendigo, Eaglehawk, Kangaroo Flat and Elmore. Take a look, there may be one that can help with your health or wellbeing concerns...

COMMUNITY SOUP KITCHEN



Provides free meals and bread each Thursday between 4pm and 5pm in a safe, social and friendly environment with access to services. Café de Mill arcade, 171 Hargreaves Street, Bendigo.

CULTURALLY SENSITIVE COUNSELLING



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

COUNSELLING AND MENTAL HEALTH



Brief and on-going counselling, assessment, referral for individuals, families, children and groups working towards better health and well-being around depression, anxiety, addictive behaviours, relationship and family difficulties, grief and loss.

DIABETES EDUCATION SERVICE



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

EARLY CHILDHOOD INTERVENTION



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

ELMORE PLANNED ACTIVITY GROUP



Offers support to frail, aged or disabled men and women to assist to maintain independence in the Elmore community.

FAMILY DAY CARE



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

FAMILY SERVICES



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

FAMILY SUPPORT PARENTING PROGRAMS



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

HALT



HALT aims to raise awareness of mental health issues in the building industry through 'Save Your Bacon' breakfasts for tradies. HALT provides information on local and national support services to the tradie community at these events.

HEADSPACE



Supports young people aged 12 to 25 years who are experiencing difficulties. Call (03) 54 345 345 for more information or an appointment.

HELPING CHILDREN WITH AUTISM AND BETTER START SERVICES



Please contact the Early Childhood Intervention Team for further information.

INNOVATIVE HEALTH SERVICES FOR HOMELESS YOUTH PROGRAM



Provides access to services that improve health outcomes for homeless or at risk young people and their dependents.

KIDZ SPACE



Medical assessments and interventions program offering paediatric health clinic and counselling support. Referral from a general practitioner is required.

MEDICAL PRACTICE



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

MEN'S HEALTH CLINIC



Offers a range of male-friendly services, including health assessments, information, referral and annual check-ups.

NEEDLE SYRINGE PROGRAM (NSP) MOBILE OUTREACH TEAM



Provides clean injecting equipment, safe sex and health information, education, support and referral to health and welfare services.

NON-RESIDENTIAL WITHDRAWAL SERVICE



Provides non-residential withdrawal treatment and support services in conjunction with a client's general practitioner. Services are delivered by different modes such as outreach, home-based, outpatient, in hospital supported withdrawal.

OPTIONS CLINIC



Sexual health and family planning services for men and women.

PHYSIOTHERAPY



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

PODIATRY



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

OUR SERVICES CONTINUED

QUIT SMOKING PROGRAM



Advice and programs for smokers seeking to quit.

REFUGEE ACTION PROGRAM



A dedicated service in community development to build capacity of target communities.

REFUGEE HEALTH NURSE



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

RESPIRATORY MANAGEMENT



This service is designed for individuals and families to learn more about lung health, asthma management and smoking cessation.

RESIDENTIAL WITHDRAWAL SERVICE (NOVA HOUSE)



Nova House is an adult residential program for people undertaking alcohol and drug withdrawal. The program is offered to people aged 21 and over who live in Victoria.

SCHOOL FOCUSED YOUTH SERVICES



Fostering links between schools and community organisations to support at risk young people who require prevention or early intervention strategies to assist their learning, development, health and wellbeing.

SETTLEMENT SERVICES



Provides services for migrants and people of refugee backgrounds through Humanitarian Settlement Services, Settlement Grants Program and Complex Case Services.

SEXUAL HEALTH AND FAMILY PLANNING SERVICE



An informal and confidential setting to assist both men and women in making informed choices and decisions on their sexual and reproductive health issues.

SPECIALIST PHARMACOTHERAPY SERVICES



Specialist alcohol and drug medical practitioner to provide methadone and buprenorphine (pharmacotherapy) treatment.

STANDBY



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

STRENGTH TRAINING AND WALKING PROGRAMS



Conducted at various Bendigo and Elmore locations to increase physical activity and provide social opportunities for older people.

STRONG PEOPLE STAY YOUNG



Designed for people aged 50+ to increase strength through weight training.

TAI CHI



A low-impact exercise class to develop strength, balance and posture for people with arthritis and diabetes.

WAY OUT PROGRAM



Provides physical and mental health promotion and suicide prevention strategies targeted at improving the health outcomes of young people who are same sex attracted or sex and gender diverse.

WOMEN'S HEALTH CLINIC



Provides pap smears, breast health checks, advice and information on women's health issues such as sexual and contraceptive health.

WORKPLACE AND EMPLOYMENT HEALTH PROMOTION



Assists businesses, organisations and job seekers to address employee health needs.

YOUNG PREGNANT AND PARENTING PROGRAM



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

YOUTH COUNSELLING SERVICE



Provide a youth-friendly health service, including GPs, nurses and counsellors.



The youth mental health service received 107 new referrals in May – the most in any month since the Bendigo site opened in 2011.

Two new clinicians will start with headspace Bendigo in early 2016 to meet the increased demand for services.

headspace Bendigo has moved into new high-profile premises in the heart of the city at 78-80 Pall Mall – offering a bright and welcoming colour scheme, device charging station, training room and waiting area blackboard encouraging creativity in young people.

headspace Bendigo continued to engage young people through the year by hosting and supporting a Youth Reference Group and Diversity Group.

A strong focus on community engagement continued with headspace Bendigo staff and volunteers attending many events through the year, including R U Okay day, Mental Health Week, Karen refugee futsal tournament, AFL Central Victoria grand final, HALT breakfasts, Don't Blow A Head Gasket car show and shine event, Beyondblue bus, AFL Central Victoria Under 16s gala day,

Battle of the Bands and Bendigo Student Association Big Chill concerts, cricket match fundraiser, Harmony Day, Hawthorn footballers to schools and an Easter concert in Rosalind Park.

Staff continued to spread the youth mental health awareness message with presentations to schools, the Country Women's Association, general practitioners, La Trobe University, SEDA, KFC and DOXA.

headspace is a national youth mental health service that works with young people aged 12-25 who may be going through a difficult time.

Young people can access mental health counselling from expert clinicians and seek assistance and support for their general health, alcohol and drug use, education and employment.

headspace has experienced a year of growth with

935
new referrals

headspace Bendigo is supported by a consortia consisting of Bendigo Community Health Services as the lead agency, Youth Support Advocacy Service, Mind Australia, St Luke's Anglicare, Bendigo Health and Loddon Mallee Murray Medicare Local.

headspace Bendigo is a free service, you can find headspace at 78-80 Pall Mall Bendigo, or call them on 54 345 345.

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





kidz space
bendigo community health services

INVESTING IN OUR COMMUNITY

Our Major Project

A \$2.6 million state government grant in 2015 has paved the way for Bendigo Community Health Services to build a revolutionary new kidz space centre at Kangaroo Flat.

The capital grant responds to a growing need across the region and enables the organisation to develop a new approach to support families in need.

BCHS CEO Kim Sykes said there was a growing understanding of the importance of a person's early childhood experiences and how these could have a life-long impact on health, learning and earning.

"Not all children have a good start to their lives and not all families know how to deal with a child's illness, behavioural issues or the stresses that some parents experience. There has been a considerable focus on improving services for vulnerable children and we are pleased to see the current state government continue this. There is a need to wrap services around children and families that are most vulnerable in our community and kidz space is designed with that in mind."

Kidz space will aim to promote generational change by introducing a new approach to BCHS' children and family services.

Kidz space will transform our Helm Street site in Kangaroo Flat into the first centre of its type in regional Australia and operate as a hub for services operating across Bendigo and beyond.

The BCHS board committed to kidz space in 2012 to meet an expected increase in need for a range of specialist child health and wellbeing services as Bendigo's population grows into the future.

The board noted the need for a different way of working in order to affect enduring change in the lives of those with complex needs and challenging lives.

Kidz space will provide an environment in which children and their families can access a range of health practitioners and support services to facilitate the links between health promotion, community education, early intervention, clinical services, social support and care pathways.

The State Government's \$2.6 million grant will allow BCHS to progress the kidz space project with construction scheduled to start in early 2016.

BCHS is appreciative of the encouragement and support provided by the Department of Health and Human Services for kidz space.

Kidz space is a substantial strategic development for BCHS and a commitment to our belief that:

- Any child can reach their full potential if supported to do so.
- A child's future health, wellbeing and development are shaped by the experience of their early years.
- Any family can build strengths that significantly contribute to their resilience and ability to bounce back from the challenges of life if supported to so.
- How we provide services is just as important as what we provide.
- Strong, enduring professional relationships can respond to the range of challenges a child and their family share.

A site visit and meetings with BCHS staff by DHHS deputy secretary north division and the regional Director was greatly valued, as is their continued feedback.

It's exciting thing that the build is only the first stage of a much larger kidz space vision, with plans for further development into the future.

For more information on how to provide financial or in-kind support for idz space, call Callum Wright on (03) 5448 1600.



picture courtesy of Bendigo Advertiser

Community Connections

Bendigo Community Health Services has launched an Australian-first Community Connections project which uses community relationships help to design and deliver better services.

Community Connections will allow BCHS to create or improve services and programs to meet the needs of our community and support people to make a positive difference to health and wellbeing.

The core strength of Community Connections is empowering the community to help identify problems and solutions by building a trusted relationship that allows BCHS to talk with, listen and learn from local people.

Community Connections has started with a focus on three streams - alcohol and drugs, dementia, child and family.

The alcohol and drugs stream is developing and evaluating a peer-mentoring program to allow participants to learn how to achieve the best recovery possible and make behavioural change.

The child and family stream is establishing relationships to help BCHS create an integrated children's health and wellbeing centre called kidz space at our Kangaroo Flat site and design the service model.

The dementia stream is learning about the experiences of sufferers and their carers with community-based health services to identify the changes needed to make BCHS a truly dementia-friendly organisation.

BCHS developed Community Connections based on the experiences of Joseph Rowntree Foundation UK community development worker Tracey

Robbins, pictured, who used ground-breaking community engagement ideas to research loneliness.

Ms Robbins used the unconventional approach of standing in the street with a temporary washing line to engage people in conversation about loneliness and trained volunteers to research their own neighbourhoods to learn more about the causes.

The work led to the introduction of film clubs, walking clubs, befriending schemes, cultural markets, smile campaigns and community theatre clubs – all designed to beat loneliness.

Ms Robbins trained more than 20 BCHS staff in her community-based engagement approach to ensure the success of Community Connections.

COMMUNITY ENGAGEMENT

DAHLIA & ARTS FESTIVAL

MARCH
2015

In 2015 the Eaglehawk Dahlia and Arts Festival celebrated its 44th year. The theme for 2015 was 'A Day to Remember'. The festival is a celebration which fosters a sense of community for residents in Eaglehawk and its surrounding communities. It is estimated that approximately 12,000 people attended the festival this year.

Bendigo Community Health Services participated in the festival through both the street procession and the Family Fun Day celebrating with our local community, whilst raising awareness of our services and potentially increasing community participation in health promoting activities.

BCHS had great representation across all program areas with this year's festival supported by the largest organisational volunteer group to date. Our staff, volunteers and families did BCBS proud by enthusiastically engaging with the community at every opportunity. A mass of green could be seen during the Street Procession with 800 drink bottles being handed out to the community, along with wristbands, apples and smiles. The giveaways were really well received by the community.

The Family Fun Day was a success with approximately 140 children participating in guided activities by our Child and Family Services program staff.

NAIDOC WEEK

JULY
2014

Bendigo Community Health Services hosted a community event to celebrate NAIDOC Week in July.

NAIDOC Week celebrates the history, culture and achievements of Aboriginal and Torres Strait Islander people and is celebrated by Australians from all walks of life.

The BCBS NAIDOC Week event was led by the Diversity Action Group and sponsored by the Prevention and Population Health senior manager.

The event included an Aboriginal flag raising ceremony, local singers and a morning tea.

An important component of planning the event was consultation with local Aboriginal community members from the Bendigo NAIDOC Week committee.

The successful event attracted significant interest and participation from indigenous and non-indigenous community members.

A working group evaluation discussion of the event identified a number of recommendations for consideration in the future.



MENTAL HEALTH WEEK

OCTOBER
2014

A special Flash Mob performance entertained a lunchtime crowd at Bendigo Marketplace in October to raise awareness of Mental Health Week in 2014.

Bendigo Community Health Services staff were joined by representatives Catholic College Bendigo, CV Dance Studio, Bendigo District Aboriginal Co-op and the general community to form the group.

'Miss Sharon' from CV Dance Studio volunteered her time and studio to prepare the Flash Mob for the International Mental Health Day performance.

A special thank you to Leanne Oberin's daughter Kelsey who sang at the event.

The Flash Mob performance achieved the goal of running a positive and happy activity to lift the mood of the people who saw it.

BCHS staff provided information flyers to the audience as they enjoyed the event.

BCHS senior manager Sue McConnachie labelled the day a great success.

"A large number of our staff participated and worked hard in rehearsals to be their best on the day!" she said.

MEN'S HEALTH WEEK

SEPTEMBER
2014

Men's Health Week continued to grow as a major initiative in 2014.

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

The Multicultural Soccer Tournament which traditionally kicks off Men's Health Week celebrations grew from six to 13 teams in 2014.

The event championed the benefits of activity and social interaction and attracted teams from Karen and Afghan communities across the state to play against community organisations such as Bendigo Community Health Services, City of Greater Bendigo, Axe Creek Cricket Club, Victoria Police and Bendigo Old Gold Soccer team.

A women's division was also introduced to the tournament for the first time in 2014.

A Men's Health Week Gala Night attracted more than 400 men to the Capital Theatre in Bendigo to hear stories with meaning from high-profile guest speakers in former AFL footballer Wayne Schwass, Sydney 2000 Olympic gold medallist Scott McGrory OAM and successful gym owner Tony Doherty.

Entertainers Marty Fields and Greg Champion provided some light-hearted relief.

A group of men who successfully completed a 12-week challenge under the guidance of Amy Holmes at Shape Health and Fitness in Bendigo also told their stories of lifestyle change.

Other highlights of Men's Health Week included a Men's Shed open day, Men's Shed model yacht sailing challenge on Lake Weeroona and popular Ride For Dad, Run For Dad and Walk For Dad events on Father's Day weekend.

Men's Health Week engaged the assistance of organisations such as YMCA Bendigo, Athletics Bendigo and Men's Shed program.



Soup Kitchen
415
meals eaten in
621
meals taken away
= TOTAL OF
1036
meals in 2014-15

BCHS staff members, Madeleine Van Harten and Sue Ghalayini

The amount of meals provided to the community has almost doubled since 2013-2014

Community Soup Kitchen

Nowhere to sleep.

Facing a bleak, lonely night.

That was the story told by a young man as he tucked into a bowl of hot vegetable soup at the Bendigo Community Health Services soup kitchen one day this year.

"Thank you for this. At least I've got something warm in my stomach. You guys do a great thing here... thank you," he said.

BCHS provided the young man with donated items such as blankets, clothes, a woollen scarf and beanie to help him keep warm.

The Soup Kitchen serves those in need every Thursday from an arcade beside sponsor Café de Mill who prepares soup in winter or chicken and salad in summer.

The soup kitchen also serves donated bread from Strath Hill Bakery and operates with financial assistance from sponsor Beck Legal.

BCHS staff volunteer their time on a roster basis to operate the soup kitchen.

But it's not always the needy who benefit! Two men disappointed the local café was closed one day paid \$10 for a bowl of free soup just to help the soup kitchen out. Kindness does matter.



Right: Ray White Real Estate staff Brent Mason and Jordan Gardner deliver coats to Bendigo Community Health Services chief executive officer Kim Sykes. Picture courtesy of Bendigo Advertiser.

Coat Drive
1839
blankets
and coats
DONATED



Coat Drive

The enormous goodwill of the Bendigo community saw the Bendigo Community Health Services Coat Drive celebrate a record response in 2014.

Community members emptied their cupboards of more than 1800 coats and blankets to help BCHS support in-need clients through the cold winter months.

Beanies, scarves, pants and other items of clothes were also donated.

Pristine Dry Cleaners in High Street, Bendigo, provided in-kind support to the Coat Drive by professionally cleaning the coats.

Coats were distributed through BCHS sites in Bendigo, Kangaroo Flat and Eaglehawk.

It was fantastic to see Bendigo businesses supporting the Coat Drive last year.

Ray White Real Estate mailed an invitation to all of its clients to support the Coat Drive. The support resulted in staff members Brent Mason and Jordan Gardner arriving at the BCHS central office in Hargreaves Street with several large bags containing almost 100 coats of all colours and sizes.

BCHS thanks everyone in the community who supported the Coat Drive in 2014 – your efforts and goodwill helped many people in need through a bleak winter.



BCCHS staff members, Tamarra Tie, Bronwyn Moore and Tanya Cavallaro work together to build a hand

Helping Hands

Our staff welcomed a decision to put the money budgeted for an annual general meeting guest speaker towards giving a worthwhile charitable cause a real Helping Hands in 2014.

The traditional Staff Development Day was used to build prosthetic hands for landmine victims across the world.

The hands were then distributed by the Helping Hands Program at no cost.

The day provided unique employee engagement as teams worked together with each staff member restricted to using one hand to play a role in assembling the prosthetic.

Teams also decorated pencil cases used to distribute hands to landmine victims.

The team building and training activity empowered staff to make a lasting contribution and reminded everyone of what it feels like to be engaged in a truly purposeful activity.

It also made staff think about the dangers faced daily by some communities in a world where there are:

- 100 million active landmines in 60 countries.
- 250 million landmines waiting for deployment.
- 2000 landmine accidents each month, one every 20 minutes. (95% are civilians, 75% survivors have at least one amputation).
- 300,000 landmine-related amputees globally. 20% are children... 25,000 to 50,000 without hands.
- \$3000 is the cost of traditional prosthetics in developing countries.



Bill Malone, Geoff Nash and Daniel Clark from the Shire of Campaspe made this hand fitted to Sathees from Jaffna in Sri Lanka. Picture courtesy of Helping Hands Facebook page. Pictures of BCCHS hands are yet to be posted.

“ I was very impressed by the decision to spend money on purchasing the prosthetic hand kits instead of a guest speaker. I found assembling a prosthetic hand a very challenging, moving and worthwhile experience. ”

BCCHS Staff member

Program improves total care approach

Bendigo Community Health Services has introduced a How Can We Help You? program to ensure a client can be referred to all relevant services they need.

Questions completed during the normal registration process provides vital information that can identify other services of benefit to the client.

The identified needs of a client are matched with services through an electronic catalogue linked to a service description directory.

BCHS business rules require service providers to regularly revisit the screening tool and discuss identified needs with a client.

Encrypted referral software and a learning management system allow BCHS staff to ensure the effectiveness of the program by recording concise and accurate information.

The governance and quality of the program is protected through clear reporting pathways, new monitoring and recording tools, policy and procedure reviews and service operational guideline modifications.

The initial success of the How Can We Help You? screening approach has inspired planning to expand the concept to other agencies and the development of modern technology such as an app to enhance use and access.

HOW CAN
WE HELP
YOU?

Let's be Friends

Bendigo Community Health Services is joining the world's biggest conversation with new social media accounts coming online in 2015.

New Facebook, Twitter, Instagram, YouTube and LinkedIn accounts will keep BCHS members, supporters and the general community better informed about our organisation.

Now it's time for you to visit the accounts and tell us how much you LIKE them!

A new www.bchs.com.au website being developed through Bendigo-based company Thrive will allow BCHS to provide up-to-date information about our services and programs to an online audience and the latest news about our organisation.

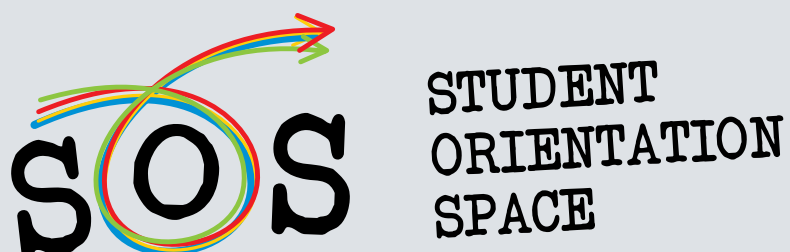
BCHS will soon launch a quarterly newsletter to further enhance our engagement with members, supporters and the community.

To register for the newsletter or get more information about our social media platforms, email rodcase@bchs.com.au or call 5448 1600.

“ BCHS will soon launch a quarterly newsletter to further enhance our engagement with members, supporters and community. ”



INNOVATION LEADING THE WAY



Student Orientation Space project

Bendigo Community Health Services developed the web-based Student Orientation Space to meet an ongoing commitment to provide excellent student clinical placements.

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

Topics covered on the SOS site include pre-placement, quality and safety and program-specific modules for individual services such as children's health or mental health.

The system is designed to get students thinking about their placement so they can get the most out of the experience.

Students complete two modules before attending the placement and further modules while onsite based on the needs of the organisation.

The SOS has received wide-ranging acknowledgment from students, agency staff, supervisors and academic staff.

Feedback shows the SOS has made quality clinical placements more sustainable and reduced the administrative burden for agencies.

The Victorian Government has adopted the SOS and is actively promoting the concept.

The SOS is another example of excellence achieved by BCHS which has improved clinical placements and supported our future health workforce.

BCHS staff presented the SOS project to the NET2014 conference in Cambridge, England, and a Victorian Department of Health 'People In Health Summit' in Melbourne during the year.

This project received funding from the Australian Government and the Department of Health, Victoria



BCHS Organisational Development project worker Natalia Smith presented SOS in England and Melbourne.



Dual Tools Project

The Dual Tools Project was designed by Bendigo Community Health Services to ensure people with an alcohol or other drug addiction and a mental health condition can receive quality treatment.

Emerging research shows the recovery of individuals with co-occurring alcohol and drug and mental health conditions is best supported when services are targeted to the needs of clients.

Training was identified as the key to ensuring organisations and their staff were best equipped to understand and respond to the specific needs of people with multiple conditions.

Dual Tools was developed with the objectives of better service delivery, building capacity for quality services, ensuring access to all individuals, linking all services needed for treatment and supporting clients with complex needs.

The BCHS innovative project team built a web-based Learning Management System (LMS) to enable training delivery using any web-enabled device.

Training comprises eight e-learning modules with inbuilt evaluations and assessments.

Dual Tools allows organisations to deliver best practice training to staff and monitor and record knowledge gain across their workforce.

A Project Reference Group involving community representation, indigenous worker, medical practitioner and AOD and MH clinical experts was established to advise the Dual Tools team.

**Dual Tools had
an immediate impact
with more than
20 organisations
& in excess of
250 staff
using the
training system**

Dual Tools has had an immediate impact with more than 20 organisations and in excess of 250 staff using the training system.

Additional training modules are being developed in response to feedback and research is being done on how to deliver face-to-face video conferencing support so mentors/tutors and/or champions in a participating organisation can assist others through the training.

Dual Tools LMS attained accreditation by the Royal Australian College of General Practitioners and the Australian College of Rural and Remote Medicine.

General practitioners can now gain credits towards their on-going professional registration by completing Dual Tools training.

Dual Tools is being considered for a Victorian Health Award.

“Dual Tools allows organisations to deliver best practice training to staff and monitor and record knowledge gain across their workforce.”

ALCOHOL AND OTHER DRUGS

Bendigo Community Health Services is committed to early intervention, treatment and follow up support for clients seeking help with alcohol and other drugs.

The specialist AOD clinic at Kangaroo Flat, residential withdrawal facility Nova House, home-based rural withdrawal program, Skills For Life program and needle syringe service remain central to the BCHS mantra of making quality drug treatment available to our community.

The Kangaroo Flat AOD clinic draws on the expertise of three general practitioners, an addiction medical specialist and nurse practitioner to assist clients.

Nova House offers a seven to 14 day program to clients aged 21 years or over wanting to withdraw from alcohol and other drugs.

The program uses a safe and comfortable environment to support clients through the assessment, medical management, education and counselling vital to positive recovery.

The success of Nova House is reflected in client feedback.

"Thank you all for believing in me and making me feel welcome," one client wrote.

"I can't thank all the staff members enough for everything they have done for me. You have changed my life for the better. I will never forget all of you amazing people and all the support and help you have given me," another wrote.

The value of Nova House wasn't lost on family either.

"Thank you for taking such good care of my daddy," one special note read.

Our home-based withdrawal program utilises the skills of a registered nurse and the client's general practitioner.

BCHS staff use an initial assessment to determine a client's suitability for outreach treatment through the home-based program.

The Skills For Life program assists people wanting to make positive lifestyle changes in regard to their drug and alcohol use.

The weekly program focuses on techniques for relaxation, communication, nutrition, exercise,

sleep techniques, self-esteem and stress management.

The Needle Syringe Program offers free needles and sharps containers from our Bendigo central, Eaglehawk and Kangaroo Flat sites and through a home delivery option.

BCHS fosters a strong link between treatment and mental health services with a specialised dual diagnosis program identifying client needs and specialised AOD counselling for youth and adults.

Counselling, care and recovery co-ordination provides follow up support for clients who have accessed a treatment program.

GPs and nurses monitor an opiate replacement treatment program through our pharmacotherapy clinic and outreach service.

Community education remains a high priority with BCHS staff delivering talks to schools, sports clubs and community groups.

BCHS is the regional lead agency for the community health-based alcohol and other drugs treatment consortia in the Loddon Mallee.

HALT

The Hope Assistance Local Tradies program continues to raise mental health awareness in the community.

HALT founder Jeremy Forbes established the program after the community struggled for answers when a Castlemaine tradesman took his life.

Bendigo Community Health Services provides support for HALT from the central Bendigo site.

HALT uses Save Your Bacon breakfasts to talk with tradies in a relaxed atmosphere about depression, anxiety and wellbeing.

The program provides a connection between tradies and the services that can help address health issues.

More than 1200 tradies and other community members have heard the HALT message at Save Your Bacon breakfasts in the past year.

Breakfasts were held in Bendigo, Castlemaine, St Arnaud, Geelong, Swan Hill and Wagga.

The HALT initiative expanded into the education sector through the year.

More than 150 building and construction apprentices attended two Save Your Bacon breakfasts at Bendigo TAFE with a further 120 apprentices enjoying an event at the Bendigo Technical Education College.

HALT also spoke to Victorian Certificate of Applied Learning students at Bendigo Senior Secondary College.

Sacred Heart College year nine students took the initiative to run a Save Your Bacon breakfast in Kyneton and Gisborne.

HALT worked with the Suicide Prevention Awareness Network central Victoria group and helped bring the Beyondblue bus to Castlemaine.



Jeremy Forbes

HALT continues to look for in-kind and financial support to grow the program. If you can help, please call Jeremy Forbes at Bendigo Community Health Services on 5448 1600.

CLIENT STORIES

“ The BCHS settlement services is very good and supportive. It is helping us to settle well in Bendigo. ”



Home Settlement Services client Ziaaddin Seyedi and his family arrived in Bendigo from Iran on a 200 Visa on July 17, 2013.

Bendigo Community Health Services Home Settlement Services staff helped the family of six settle in Bendigo by finding secure and suitable long-term accommodation.

Children were enrolled at Kangaroo Flat Primary School and the parents in a Adult Migrant English Program (AMEP) at Bendigo TAFE.

Ziaaddin has found casual work at Apple Orchard and at a construction site using his tiling skills.

HSS staff helped Ziaaddin get his driving licence and own transport.

Ziaaddin used BCHS' migration information sessions to learn how to sponsor his brothers Ahmed and Jawad and their families to Australia.

Their applications proved successful and his brother Ahmed Seyedi (family of three) and Jawad Saeedi (family of six) arrived in Bendigo in November 2014 on 202 visas.

The brothers and families were excited to reunite in Bendigo and are settling into the city well.

Jawad and his family are living in suitable long-term accommodation while Ahmed and his family are living with Ziaaddin until they find something suitable.

The families are using public transport to get around the city.

They attend monthly Hazara Community Bendigo gatherings and would like to attend AMEP classes after the school holidays.

Their children enrolled in Kangaroo flat school and Crusoe College Bendigo.

The Seyedi family like Bendigo and its people and would like to settle and live in the city.

Jawad Seyedi said the family was 'very happy' with the help and support of BCHS home settlement services.

"The BCHS settlement services is very good and supportive. It is helping us to settle well in Bendigo," he said.

CLIENT STORIES

By Lloyd Watson-Jones

A routine check-up in December 2014 revealed my glucose level was unusually high.

I was borderline diabetic.

My doctor said losing weight was essential but also the Life! Diabetes and Cardiovascular Disease Program at Bendigo Community Health Services would be very helpful.

The only way to improve my health was to take action, so I joined the five-week Life! group sessions with positive results.

The course is about making healthier lifestyle choices regarding food, nutrition and exercise.

The group received expert coaching about setting personal goals to improve wellness by understanding what types of food help our body to function well.

We were coached on how to read packaged food labels and the importance of food portions.

I put into practice the knowledge gained from dietician, nutritionist and group facilitator Heather Hinton and started a daily exercise regime of walking, skipping and jogging for 90 minutes.

While I enjoyed the physical exercise, it was challenging making conscious decisions about what I eat, when I eat and portion size of main meals.

However, with the support of family and group members, I maintained my goals and at the last session I was rewarded by being eight kilograms lighter and my waist five centimetres less!

I am overwhelmed by the outcomes of the Life! course.

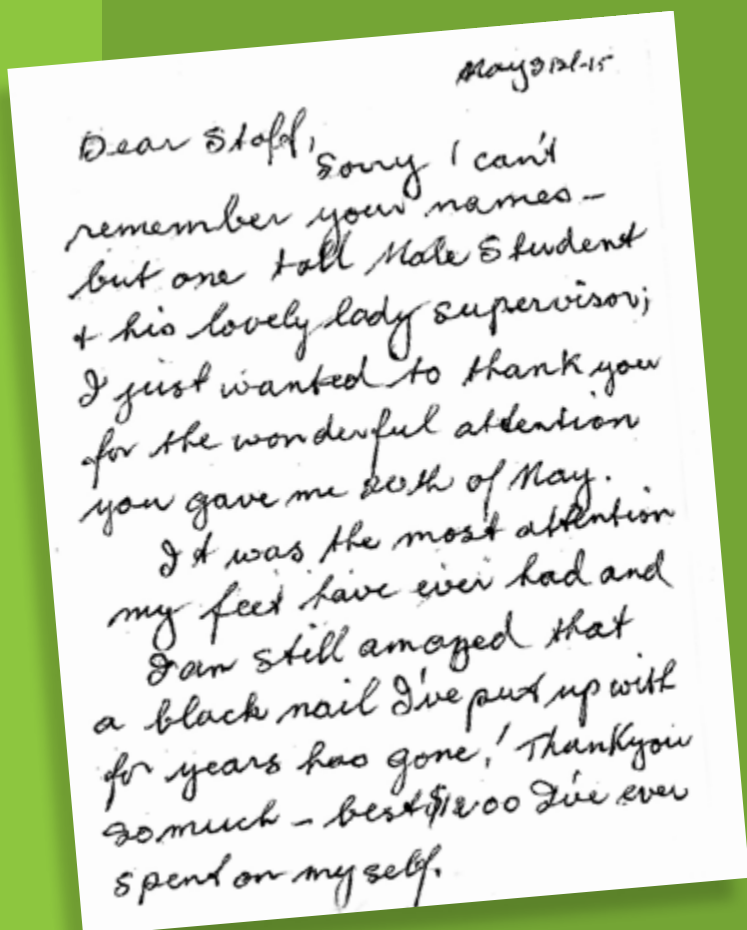
I whole-heartedly recommend Life! to anyone desiring improved health and lifestyle.



The sessions are conducted by a caring, professional team of diabetic educators and the Life! group members soon become supportive of each other.

You'll not only lose a few kilos but gain a healthier lifestyle.

GO FOR IT!



Clients Marianne and Andrew Barrett have built an important relationship with Bendigo Community Health Services.

The couple have spina bifida and receive regular podiatry care at the Eaglehawk site to help improve their quality of life.

"The way I walk, I have a lot of callus build up on the inside of my right foot. Coming to podiatry, it certainly helps by preventing any pressure sores from happening," Marianne said.

The knowledge and friendly nature of podiatry staff impresses the Barretts.

"They have good communication. They talk to you, find out what each other has been up to and I find that really nice to hear," Marianne said.

"Knowing what they are doing and what they are dealing with is really good as well."

The Barretts have also played an active role in helping the organisation improve disability access, particularly at the Eaglehawk site.

"In Eaglehawk, certainly the sign that shows where the disabled toilets are is much better. When we first started going there it was very hard to see because of a light in front of it," Marianne said.

"It's good to see that you have got a counter for wheelchairs as well."



Toddler Patrick Shelton has literally grown up with the Bendigo Community Health Services paediatrics team at Kangaroo Flat.

Mum Lizz Shelton first took Patrick to Kangaroo Flat at the age of 10 months and says the physiotherapy, podiatry and occupational therapy staff have changed the now three-year-old's life for the better.

Patrick has mild cerebral palsy and regular physiotherapy has helped him regain more movement in his left side.

"He's been seeing Ashlee Lance since he was about 10 months old to work out how to help him get the left side going and to get lots of exercises which have really helped him," Lizz said.

"His toes are quite clinched so he's been seeing (podiatrist) Emma Millard to help with his foot posture and getting his shoes right.

"He was constantly complaining of pain in his toes and knees and the supports in his shoes has reduced that dramatically."

Lizz said the paediatrics staff had formed a great connection with Patrick which allowed them to get the most out of a session.

"He absolutely loves it. He's excited to go there," she said.

Lizz said the paediatrics team had worked with Patrick to design games and strengthening exercises based around play to help his condition.

"We see Caroline Lees for occupational therapy and he absolutely loves her too," she said.

"Caroline will have a lot of activities set up to judge where he's at and then come up with ideas on how we can incorporate that into home through play."

Lizz said the paediatrics team had also worked on Patrick's communication which helps his sessions.

"The more he understands and knows what's going on, the happier he is to participate. Some of the things he has to do are hard work and if we can talk him through it at a level he fully understands, he's easier to work with."



Lisa Simpson, Financial Counsellor

Lisa provided 10 minutes of guidance and support over the phone to a man who was experiencing a significant financial dilemma. As the gentleman never attended the service, and was able to "self-manage" from there - he was not recorded as an ongoing client as such and Lisa also went along her merry way....

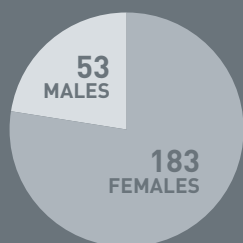
Twelve months on (December, 2014) Lisa received flowers from a man who was VERY grateful - saying that Lisa had "saved his life" through the advice and suggestions she had provided to him a year ago. "I get the feeling, he was being very literal in making this statement," Lisa said.

Message for all - You may never know the impact you will have on someone, through your work - or in your everyday life...

*You may never know
the impact you will have
on someone, through
your work - or in your
everyday life...*

OUR STAFF

236 STAFF



**1 therapy
CAT**

**1 therapy
DOG**



LONG SERVICE AWARDS:

10 years:	Jennifer Hurrell, Leonie Warren, David Whitrow
15 years:	Grace Ashleigh, Margaret Savy, Bronwyn Moore
20 years:	Nicole Botham, Bronwyn Phillips, Robyn Knight, Christina Sasse, Cheryl Sobczyk, Sheena Van Eck
35 years:	Paula May

Armstrong, Christine
Ashleigh, Grace
Aung, Nay Chee
Azimi, Zahir
Bearlin, Kaye
Bennett, Meg
Bentley, Karen
Black, Di
Black, Joy
Botham, Nicole
Bourke, Gary
Bradshaw, Kate
Brown, Nick
Brownless, Eileen
Buckwell, Warrick
Byrne, Patrick
Cail, Cameron
Campbell, Alan
Carr, Erica
Carracher, Karyn
Cassidy, Jacinta
Cate, Anita
Catto, Joy
Cavallaro, Tanya
Champion, Rebecca
Chapman, Anne
Cho, Tha Lay Paw
Clark, Elaine
Clarke, Gail
Condon, Margaret
Cox, Patrick
Crothers, Sam
Cue, Wendy
Curran, Linda
Cusack, Kristy
Daw, Christopher
Dawson, Anne
Dean, Jennifer
Demarco, Camilo

Dent, Lynda
Dowsey, Jessica
Dunlop, Jan
Elliott, Christine
Fenton, Fiona
Fitzpatrick, Mark
Fitzpatrick, Rebecca
Fitzpatrick, Tony
Flanagan, Denise
Fleming, Jacinta
Forbes, Jeremy
Fraser, Lucinda
Frogley, Jodie
Gallagher, Emily
Ghalayini, Susan
Gibbs, Sharyn
Gilllin, Julie
Gilmore, Jessica
Gleisner, Matt
Gough, Di
Graves, Kaye
Greenwood, Setina
Grose, Andrew
Hammond, Leanne
Hardiman, Jan
Harland, Anne
Hassell, Lara
Healy, Charlotte
Hinton, Heather
Hogg, Kasey
Holland, Louise
Holmberg, Sandra
Howells, Kate
Howie, Graeme
Hurrell, Jennifer
Hyde, Katherine
Hynes, Sophia
Indrigo, Robert
Jamieson, Cara

Jelbart, Stephanie
Jenkins, Penny
Jobling, Rachael
Johnson, Sam
Johnston, Lee
Jull, Jennifer
Keath, Ben
Kelly, Anne-Marie
Kennedy, Noelene
Kennedy, Peter
Kennedy, Rose
Kennett, Susan
Killen, Melissa
Killen, Terrie
Kiroiluch, Julie
Knight, Robyn
Kunau, Lanie
Kyle-Link, Christine
Lance, Ashlee
Langdon, Aleisha
Lawrence, Kate
Lee, Raymond
Lees, Caroline
Lennox, Kelly
Leversha, Corinne
Lewicki, Diana
Locke, Susan
Loomes, Julie
Lumm, Teagan
Lummis, Kristen
MacDonald, Kelsie
May, Paula
Mayne, Hilary
McCahon, Sonia
McCallum, Annette
McConnachie, Sue
McCormick, Francis
McGill, Bart
McGlone, Claire

McGuckian, Lachlan
McInnes, Rachel
McKinley, Angela
McNaught, Trudy
Medcalf, Cheryl
Mellor, Deborah
Menadue, Carolyn
Middlemiss, Michele
Millar, Zachary
Millard, Emma
Monti, Nicole
Moo, Paw Paw Nway
Moodie, Karen
Moore, Bronwyn
Moore, Jan
Mugleston, Carmel
Murphy, Lynne
Murphy, Oz
Neelam, Aisha
Newby, Barbara
Niven, Karen
Noyce, Adam
Oberin, Leanne
O'Brien, Aileen
O'Brien, Alicia
O'Keefe, Megan
Palmer, Leigh
Paw, Yutara
Pawsey, Tristan
Pearson, Michael
Peck, Jullia
Phillips, Bronwyn
Pitts, Muriel
Plant, Maxine
Plowman, Robert
Poole, Janelle
Priest, Julie
Pringle, Sharyn
Pymmer, Dale

Raay, Scott
Rankin, Leanne
Ray, Angela
Reale, Bree
Reberger, Brooke
Rees, Nelly
Reid, Drew
Richardson, Mary-Anne
Riley, Karen
Robertson, Bethea
Robertson, Linda
Roney, Tracey
Rose, Lindsay
Rowley, Sharna
Russell, Mary
Ryan, Judy
Safstrom, Carole
Sansom, Leaha
Sasse, Christina
Saunders, Naomi
Savy, Margaret
Scanlon, Gerard
Semmens, Mark
Seren, Diane
Serpell, Glenda
Sharman, Christine
Shatwell, Kathy
Singe, Jenny
Sivapragasam, Anandi
Smith, Sharyn
Smith, Natalia
Sobczyk, Chantelle
Sobczyk, Cheryl
Somerville, Anne
Spillane, Lyn
Staley, Megan
Stephens, Raelene
Stomann, Tara

Stow, Maree
Strange, Peter
Street, Martine
Subenan, Ratnavalli
Swift, Judy
Sykes, Kim
Taylor, Lara
Taylor, Paul
Tennakoon, Janaka
Tenni, Michael
Thorpe, Bruce
Tie, Tamarra
Tilburn, Hannah
Timmons, Pat
Togno, John
Tramm, Kylee
Trench, Nicole
Van Eck, Sheenah
Van Harten, Madeleine
Varallo, Katie
Vivekanandan, Gubenan
Wade, Deb
Walklate, Lisa
Wallace, Kim
Warren, Leonie
Wastell, Leah
Watson, Ruth
Webb, Garry
Weightman, Robyn
West, Andie
Whately, Christine
White, Jodi
Whitrow, David
Wiggins, Janaya
Willcocks, Gerard
Wright, Callum
Wyatt, Boska
Ziffer, Joel

Bendigo Family Day Care educator retires after 28 years.

Bendigo Family Day Care educator Fran Ring has retired after 28 years working with Bendigo Community Health Services.

Fran cared for more than 150 children through her career.

"You are taking into your care a parent's most precious possession, so that really is a big responsibility," Fran says.

"It's a bit thing for parents to leave their children with a stranger but they soon grow to trust I suppose and feel comfortable with it."

Fran can't think of a better job for anyone who enjoys the company of children and teaching them.

"You get the reward of seeing how they grow and improve and learn... blossom," she says.

Fran welcomed the 'backing' of BCHS staff and kept herself educated to ensure she could do the job safely.

"We need to have certificate three in children's services, we attend in-services to update our first aid, asthma, anaphylaxis. We are police checked, we have a working with children check. The home is safety checked by BCHS staff, so if we've got all those things in place then we should be OK," she said.

Flick through the pile of letters from parents and children and affection for Fran is instantly obvious.

A letter from one grateful parent read:

"Words just don't seem enough for a thank you but know in all of our lives in the times ahead there's a little bit of Fran in each of us."

Another card talked about how Fran had 'become a family member of ours' through the years.

"Thank you Fran for everything you have done for us."

Carers such as Fran are irreplaceable for Bendigo Community Health Services but with a waiting list of families, the search goes on.

Anyone interested in becoming a Bendigo Family Day Care educator and working from their own home should email fdc@bchs.com.au or call 5430 0500.

“ You get the reward of seeing how they grow and improve and learn... blossom. ”



STUDENTS

Bendigo Community Health Services is committed to providing quality student placements and building our future workforce.

Our annual Clinical Placement Program report shows placement numbers fell slightly in 2014 but the diversity of discipline types offered to students across the organisation grew significantly.

The Clinical Placement Program now offers disciplines for student placement in occupational therapy, speech pathology, physiotherapy, podiatry, nursing (enrolled and registered), social work, public health, education welfare, community services and work experience.

Student placement evaluation showed most students enjoyed their placement, felt welcome, had access to adequate resources, experienced working in a team environment and learned practical skills.

Student satisfaction surveys offered excellent feedback:

"Excellent supervisors, accommodating to our skill levels throughout the year."

"Staff were very welcoming, always had a smile on their face and say hello even if I had nothing to do with their discipline."

"The staff displayed a good balance between allowing self-direction by students but also offered assistance when needed. The staff were very encouraging and positive."

"My experience with Bendigo Community Health Services was positive and valuable in both academic learning and nursing skills"

"Great environment for students."

To learn more about a student placement with Bendigo Community Health Services, call our Bendigo central site on 5448 1600.

Work Experience

BCHS offered placements to a number of Year 10 students from Catholic College Bendigo and Bendigo Senior Secondary College through 2014.

The BCHS work experience program allows students to broaden their knowledge of the community health industry in Bendigo, explore new occupations and develop skills and self-confidence.

Students worked with a range of services and programs, including Early Childhood Intervention Services, walking group, refugee groups, Homework Club, Soup Kitchen and the HALT 'Save Your Bacon' breakfast.

Work experience satisfaction surveys showed students were extremely satisfied with their placement, many saying they would recommend BCHS to friends as a "great organisation to do work experience".

To learn more about student work experience with Bendigo Community Health Services, call our Bendigo central site on 5448 1600.



Bendigo Community Health Services offered placements to 126 students from June 2014 to July 2015. Fourth year La Trobe University bachelor of paramedicine and bachelor of health promotion student Grace Bennett recalls her time with the organisation...

I joined Bendigo Community Health Services in early 2014 as a volunteer with the Organisational Development team.

As a volunteer I became familiar with the type and scope of the work undertaken by this team, and had the opportunity to work on a number of projects across the service.

It was through volunteering that I began to develop my understanding of working in public health, and recognising the importance of the planning and evaluation for each project.

As part of my studies I have recently completed a five-week intensive field experience placement with the OD team based out of the Bendigo central site.

During this placement I had the opportunity to work in a number of different projects across the scope of practice of the team, completing work to support current and future projects that will be carried out by BCHS both internally and externally.

During my time at BCHS I was able to develop my skills with program planning, communication and evaluation.

I was also able to develop a number of personal skills working as part of a professional team.

This placement was such a valuable experience for me, one which I am

incredibly grateful to have had the opportunity to complete.

It was not until this placement that I have been able to work as part of a team and experience how a team can complete a task or achieve a goal with a positive attitude and feel satisfied with the result.

It was this placement that allowed me to experience working as an individual member of a collective workforce, one that valued my opinion and looked for my contribution to the project.

This placement has been a life changing experience for me. I can honestly say this as it has opened my eyes to the possibilities of working in health to achieve positive change.

I am so grateful to the OD team and to BCHS for allowing me to be a part of their work for this short time and look forward to the possibilities of working closer in health promotion in the future.

VOLUNTEERS

Volunteers bring a diverse set of skills and expertise to Bendigo Community Health Services.

There are 72 volunteers helping to enhance the delivery of our programs and services today.

Pam Mott started tutoring children of refugee families to learn English through our Homework Club after feeling a need to support the community outside her paid employment.

"As my work experience has always been with children, I felt that I had skills that would be appropriate," Pam said.

"Since volunteering in the program, I feel like I am contributing to a vulnerable group in our local community. I know that supporting young people with their English language development will have long term outcomes for them.

"I am really enjoying the interactions with the children and the other volunteers, and enjoying witnessing the achievements that the children make."

Pam and Ken Rogers have volunteered with the Elmore-based Planned Activity Group since 2006.

"Ken is involved with the Men's Shed. He's a qualified carpenter and cabinet maker and he helps with cutting out and projects," Pam said.

"I do craft and talk to the ladies, help with morning and afternoon teas, lunches and do the washing up.

"The group makes trauma bears for Red Cross and all sorts of other little craft. We have a market day at the end of the year and we invite the people from Elmore and surrounds. We use the money to buy more craft materials and for outings."

Pam and Ken enjoy the social side of volunteering and helping the community.

"We've led a pretty good life and it's about time we gave back," Pam said.

Jennifer Mollison has volunteered with the Walking Group at Eaglehawk for 10 years.

"We are there to help whoever is leading the group. I enjoy doing it," she said.

"It makes me keen to go because when you volunteer for something you feel like you have to be there quite often. And I enjoy the walking. We walk at Tom Thumb and the Eaglehawk lake."

A partnership with disability services provider Amicus sees BCHS host four volunteers and their supervisor each week to assemble packs for different programs.

Call client services on 5448 1600 to learn more about volunteering with BCHS.

“ Since volunteering in the program, I feel like I am contributing to a vulnerable group in our local community. I know that supporting young people with their English language development will have long term outcomes for them. ”



QUALITY

Bendigo Community Health Services has continued to pursue quality improvements in the past 12 months. This is supported by a dynamic committee of dedicated health professionals committed to ensuring quality outcomes for clients. Our Plan, Do, Study, Act program encouraged staff to develop and implement new ideas for quality improvement in the organisation. Health and safety representatives continue to work with management to ensure sites are safe, healthy and supportive for staff, clients and visitors. Audits to ensure the organisation honours its commitments to staff and community have been a key focus in the past year. Audits included:

- Client satisfaction audit
- Client file audit
- Health and safety audit
- Facility audit
- Data management audit
- Infection control audit
- Human resources personnel file audit

Audit findings form the next phase of quality improvements to ensure that we have the right people in the right positions that are skilled and qualified to provide services to clients. Health and safety is fundamental to our quality and safety system.

Our Client Patient Information booklet and the Compliments, Suggestions and Complaints brochure was reviewed and updated in line with recommendations from recent audits. All BCHS sites offer a comments box which is emptied daily. We take the opinions of our staff and clients seriously.

Quality is everyone's business. Safety is everyone's responsibility.

Clinical Safety

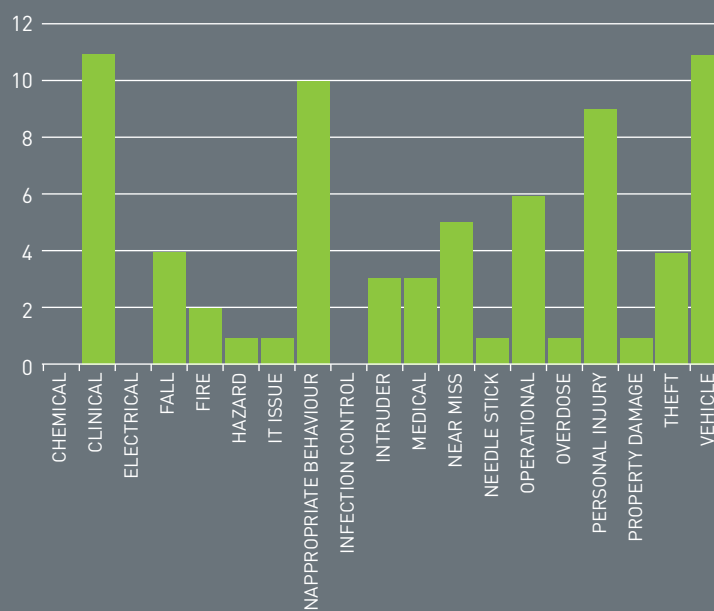
Clinical safety is a vital part of quality and safety across Bendigo Community Health Services.

The Clinical Safety Action Group comprises lead practitioners and managers from BCHS services.

The BCHS approach to clinical safety aligns with the Victorian Clinical Governance Policy Framework and addresses the standards of the four domains - consumer participation, clinical effectiveness, effective workforce and risk management.

Infection control and clinical student placement supervision training for staff have been a focus for the Clinical Safety Action Group.

BCHS is proud of the fact there were no infection control incidents in the past year but far from resting on our laurels, a new staff training delivery platform is being developed to further enhance our already high standards of safe and effective care.



Incidents

Infection Control

There were no infection control incidents during the past year. Our well-trained staff operate to universal precautions. We have established contemporary control measures that are subject to ongoing reviews.

VALUED PARTNERS

Leadership and excellence rewarded

Elmore Primary Health Service was honoured with a prestigious Victorian Rural Health Award in February.

The service received a Rural General Practice Award for leadership and excellence in the provision of health and well-being care for the Elmore community.

Practice manager Kathy Tuohey said staff were thrilled to win the award from a field of 120 nominations.

"It is such an honour for the Elmore Medical Practice to be recognised in this way, as we are passionate about our work and community," Ms Tuohey said.

"We thoroughly enjoy working in rural Victoria providing high quality care to those in the community who are most in need.

"I speak for all of us at the practice when I say that working in hospital and general practice in Elmore has been such a rewarding experience."

Ms Tuohey thanked the people of Elmore and surrounds for their ongoing support.



Dr Adel Asaid, Mary-Anne Thomas MP and Kathy Tuohey at the Victorian Rural Health Awards presentation night.

Doctor Adel Asaid honoured with OAM

St Anthony Family Medical Practice founder and director Doctor Adel Asaid was recognised for his community commitment with a Medal of the Order of Australia in the 2015 Queen's Birthday honours.

Dr Asaid told the Bendigo Advertiser the honour would drive him to do more for his country.

"I was so excited, proud, humbled ... not just for me but for everyone," he said.

"You feel like this country has given you so much but you haven't done much yet. You'll have to do more."

Dr Asaid moved to Australia from Egypt in 1988 and opened his first Elmore medical clinic in 1998.

"There were two nuns at the convent; one was praying for rain, the other was praying for a doctor. We thought the one praying for rain didn't have much hope but we could help out with the doctor," Dr Asaid told the Advertiser.

St Anthony Family Medical Practice now has outlets in Strathfieldsaye, Rochester, Heathcote, and Rushworth.

Dr Asaid told the Bendigo Advertiser that working in general practice was a fulfilling vocation.

"We like to have an impact in people's lives. You're part of the community. Suddenly, you have a big family. They appreciate you. You're the one they trust, the one they talk to, the confessional father. It's a huge responsibility," he said.



picture courtesy of Bendigo Advertiser

Thanks for your support

Bendigo Community Health Services recognises and thanks these valued partners who have supported our organisation through the past year.

STATE GOVERNMENT

Department of Education and Training
Department of Health and Human Services
Office of Multicultural Affairs and Citizenship

COMMONWEALTH GOVERNMENT

Department of Immigration and Border Protection
Department of Health
Department of Social Services
Department of Veteran's Affairs
Medicare

LOCAL GOVERNMENT

City of Greater Bendigo

GENERAL

AMES Settlement Services
Asthma Foundation Victoria
Australia Centre for Grief & Bereavement
Australian Hearing
Burnet Institute
Centre for Non-Violence
Diabetes Australia
Epilepsy Foundation of Victoria
Foundation House
Golden City Support Services
Haven; Home, Safe.
headspace national office
Jimmy Possum Furniture

Loddon Mallee Murray Medicare Local
Loddon Mallee Rural Health Alliance
Loddon Prison
La Trobe University Bendigo
McKern Steel
Monash University School of Rural Health
Motor Neurone Disease of Australia
Multiple Sclerosis Limited
St. Luke's Anglicare
St. John of God Pathology
UFS Pharmacies
United Synergies
Western District Employment Access
Y Service Club of Bendigo



COMMUNITY FEEDBACK MATTERS

Bendigo Community Health Services offers complaint or compliment forms at all sites.

Forms are collected and recorded at the Bendigo central office.

Compliments are shared with staff while complaints are sent to senior managers for response and action.

BCHS conducts regular random surveys through our specialist services to help monitor staff performance, service value, venue suitability and overall client satisfaction.

A Family Support Feedback Form asked clients: What led you to access BCHS family services?

Responses showed the major issue clients sought help for was parenting at 77.14 per cent with behaviour of child, mental health, support to access services, child issues at school, discipline of children and relationships all rating highly.

A Diabetes Education Survey found 91.67 per cent of respondents felt the service had made a difference to them.

When asked what difference, clients responded:

"Given me confidence that I am doing the right thing", "helped me to understand diabetes", "helped me

to the introduction of insulin", "I'm more thoughtful about what I eat" and "helped with my sugar levels".

A Dietician Survey found 100 per cent of respondents found the venue for the service comfortable and suitable for the activity.

A Podiatry Survey discovered 96.3 per cent of respondents found the service was available or held at a time suitable to them. The remaining 3.7 per cent found issues with time with one commenting: "Sometimes people are very busy, but mostly available as needed".

A Generalist Counselling Service Evaluation Survey asked the question: What could we do better to make it easier to access counselling?

"Convince the government to fund more staff. This would reduce waiting time, however, I fear that further increased funding by the present governments is most unlikely," one respondent wrote.

"I would not have known about it being there as a free service if I had not been making the doctor's appointment. I'm not sure. Maybe social media. Do you advertise in local papers?" another wrote.

"Nothing, it was easy," said another.



HAVE YOUR SAY...

DONATIONS/MEMBERSHIPS



You can make a difference through Bendigo Community Health Services. BCHS is a community-owned, membership-based, not-for-profit organisation. We are your community health service. Become a member. It's easy to become a member and show your support for BCHS. Membership applications are available from reception at each of our sites or online at www.bchs.com.au

Membership

MEMBERS OF BENDIGO COMMUNITY HEALTH SERVICES ARE ENTITLED TO THE FOLLOWING:

- Information about Health and Wellbeing
- Have your say about our community's health and wellbeing
- Participate in client/patient and community surveys
- Receive a copy of our Quality of Care Report
- Company members can be nominated to become a Director of the Board subject to eligibility
- Participate in electing the Board of Directors
- Our quarterly newsletter

HAVE YOUR SAY. Your opinion and feedback is important to us. Input from people in our community is essential in helping us to plan the projects and programs that shape our services and help our clients and community to achieve the best possible health. Happy with your care? Tell us what we did well?

ANY SUGGESTIONS? Do you have any suggestions for improving what we do?

UNHAPPY WITH YOUR CARE? Please tell us about your concerns

Your Name (optional):

Phone (optional):

☐ Please call me so I can give you more information

☐ I would like a response to my feedback (We will acknowledge receipt of your compliment, suggestion and/or complaint within four business days)

Feedback forms are also available from reception at each Bendigo Community Health Services site.

Or you may call us on 03 5448 1600 or write to us at PO Box 1121, Bendigo Central, Victoria 3552 with your feedback.

Can we help you?

Bendigo Community Health Services programs and services are designed to help anyone in our community lead the healthiest lifestyle possible.

Complete a 'How Can We Help You' form from reception at any of our sites and we can work with you to tailor health care programs to ensure you get the most out of your BCHS experience.

If you would like to discuss how BCHS can help you, please visit one of our sites or call (03) 5448 1600.

Donations

Your donation will help others in the community. Your generosity can help Bendigo Community Health Services change lives in our community. Every donation can make a difference to the lives of people in need. All donations are tax deductible.

- ☐ \$5 can feed a family through our weekly soup kitchen.
- ☐ \$10 can buy a toy and a book this Christmas for a local child.
- ☐ \$25 can purchase school books and supplies for a refugee child entering school for the first time.
- ☐ \$55 can provide quality shoes and socks to someone who needs them.
- ☐ \$100 can purchase a welcome pack for a new refugee family, including warm clothing, bedding and basic personal hygiene products.
- ☐ \$250 can provide a long-term unemployed person with a comprehensive health check and access to health programs that can help them get a job.
- ☐ \$2500 can sponsor a weekly supported playgroup for local disadvantaged children and their families.
- ☐ I would like to leave a bequest to help others in my community through my Will
- ☐ I/my business would like to sponsor a BCHS community program to the value of \$ _____
- ☐ I would like to make a monthly gift of \$ _____
- ☐ I would like to make an annual gift of \$ _____
- ☐ I would like to make a once off gift of \$ _____

I would like my gift to support

_____ (area/project/program of interest)

HOW TO PAY

- ☐ I have enclosed a cheque/money order (payable to Bendigo Community Health Services)
- ☐ I have direct deposited my gift to Bendigo Community Health Services BSB: 633 000 Account Number: 122 357 049 (please include the word "GIFT" and YOUR SURNAME in the reference)
- ☐ Please charge my credit card

Card Number: Expiry: / CVV:

Name on card: _____ Signature: _____

- ☐ Please contact me to discuss a donation I'd like to make

Name: _____

Address: _____

Email: _____ Phone: _____ Mobile: _____

To discuss a gift, donation or sponsorship opportunity, please call Bendigo Community Health Services on (03) 5448 1600. You can also ask us how we can help with your community fundraising idea. Please return this form to:

Bendigo Community Health Services
PO Box 1121
Bendigo Central, VIC 3552

Or drop it into reception at one of our sites

OUR DIRECTION AND PURPOSE

Our purpose	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 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 the organisation and work with our partners to achieve collaborative action in 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.

Eaglehawk

3 Seymoure Street
5434 4300



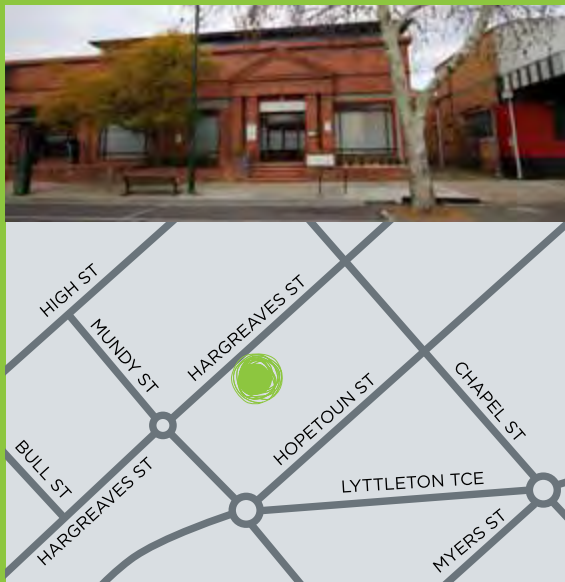
Kangaroo Flat

13 Helm Street
5430 0500



Central

171 Hargreaves Street
5448 1600



Elmore

46 Jeffrey Street
5432 6001

