

A short history of Bendigo Community Health Services

Bendigo Community Health Services has cared for the health and wellbeing of the Bendigo community since 1974. Our strong connection to the local community means we understand local health issues and respond with a range of programs such as our bulk-billed medical clinics and services in the areas of women's health, men's health, children and family, alcohol and other drugs, sexual health, mental health, allied health and refugee settlement. Our dedicated staff of more than 230 are our greatest asset and work closely with our consumers and local organisations to make a difference from sites in Central Bendigo, Eaglehawk, Kangaroo Flat, Holdsworth Road and Elmore. Thank you for supporting Bendigo Community Health Services.

Governance

Bendigo Community Health Services is a not-for-profit, incorporated organisation governed by a Board of nine Directors and supported by more than 70 members and the wider community. The City of Greater Bendigo is our primary population area with services reaching out to the sub region. We have worked our way through many changes in health care, funding priorities, local needs and emerging community issues over our 45-year history; while keeping a powerful vision for the health and wellbeing of our community and the principles of social justice and the social model of health.

Contact us

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Our sites

Central Bendigo
165-171 Hargreaves Street
Phone: 5406 1200

headspace Bendigo
78-80 Pall Mall
Phone: 5406 1400

Eaglehawk
3 Seymoure Street
Phone: 5406 1200

Kangaroo Flat
19 Helm Street
Phone: 5406 1200

Elmore
46 Jeffrey Street
Phone: 5432 6001

Our Strategic Plan 2019-2024



Bendigo Community Health Services acknowledges that we work and live on the country of the Dja Dja Wurrung and Taungurung peoples. We pay our respect to the Traditional Owners of the land and waterways that we enjoy.

We acknowledge Elders past, present and emerging for they hold the memories, the traditions and aspirations for the future. We celebrate the rich heritage and the continuing culture of the First Peoples of this nation.

Our Strategic Plan

Our new Strategic Plan clearly defines Bendigo Community Health Services purpose with a focus on ‘doing the right things’ rather than just ‘doing things right’ (Peter Drucker). Consultation and feedback from our Board of Directors, BCHS members, staff, partner agencies, stakeholders and the community sits at the heart of this Strategic Plan. We are committed to providing the right services to those most in need in the best possible way to make the greatest difference.

We will do this by working with others, getting the most out of our resources, using evidence including the lived experience of our consumers and maintaining a safe and positive culture.

Thank you to everyone who helped us with this new plan. We look forward to making Bendigo Community Health Services an exceptional service and experience for you.

We want (Vision):
Better health and wellbeing across generations

We exist (Mission):
To work hand in hand with our community to achieve healthier lives

We strive for (Values):

Integrity	Respect	Inclusion	Innovation	Togetherness
We are authentic and accountable, and we honour our obligations	We build respectful relationships through trust, empathy and collaboration	We recognise and promote accessible, safe and holistic supports and services as basic rights	Through continuous learning, we ensure an agile, responsive and sustainable service	We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference

We are committed to (Principles):



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

