

New beginnings

In their own words, clients from our Humanitarian Settlement Services share their stories.



Working with community

Leading and coordinating an extensive range of primary care and community services and activities.



Working in partnership

A snapshot of how some of our partnerships work and the integral part they play in our achievements.



WHO Bendigo Community Health Services continues to work for the health and wellbeing of our community, providing a range of services and program to individuals, families and more broadly to communities in need.

We are a not-for-profit organisation with over 180 staff offering more than 40 services to the Central Victorian region, working in partnership to create better outcomes and supporting the next generation health professional with education and research placement and support.

You can find us across 4 sites –
Kangaroo Flat, 13 Helm Street, 5430 0500.
Eaglehawk, 3 Seymoure Street, 5434 4300.
Central, 171 Hargreaves Street, 5448 1600 and
Elmore, 46 Jeffrey Street, 5432 6001.

VISION Healthiest People, Healthiest Community, Excellence in Service and Innovation.

PURPOSE Our Purpose: to work to strengthen the capacity of individuals and communities to maintain and improve their health and wellbeing.

PRINCIPLES

- Promote healthy lifestyles and preventative practices, that lead to improvements in health and wellness of the community
- Provide services which enable improved individual and community health and wellbeing
- Lead and coordinate an extensive range of primary care and community services and activities, including those provided in cooperation with other agencies and providers
- Commit to safety, quality and continuous improvement for all stakeholders

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Focus on prevention and promotion of strategies to improve health.

What a year! We have found it so hard to keep this report short but still give you a sense of the breadth of activities undertaken by our staff, volunteers and community partners this year, the outcomes achieved and the quality of that work.

Our local population is growing (as you know) and so is demand for services. Some of our services are changing because the needs of our community are changing.

We have strengthened our focus on prevention and the promotion of strategies to improve health and we plan to strengthen this approach across all ages in the lifespan – doing all we can to support a healthy start for all children, particularly those with special needs; being there for our youth and helping them make safer choices and feel OK about getting help; helping adults prevent avoidable diseases and assisting our senior citizens to age well and happily, in response to very clear evidence about the difference these strategies can make to individual health and well-being.

We are also looking at the way we deliver our services to some of our most vulnerable citizens. Ruby Payne's work in 'Understanding Poverty' has helped us understand the enormity of the consequences of circumstance for those with limited resources – particularly if those circumstances transcend generations. We know that our staff already do great work; we believe we might be able to extend this by changing the way we deliver some of our services. We are very keen to do our bit to help break cycles of poverty and to minimize their impact on the health and well-being of families.

There is emerging need that we can't always identify from the statistics, but we can learn about it by listening to the people who come to us for help.

For example, as a result of this year's Coat Drive, one brave young woman helped us understand that real and serious need is extending beyond those populations we would normally think of as 'vulnerable'. She explained that her family had been sleeping on the floor and didn't have enough blankets, despite her partner having a job. There are a number of terrific organisations doing great work in Bendigo for people in need but this young woman came from an emerging group, still somewhat hidden; a group that isn't homeless and where households are

often earning an income - but money just doesn't go far enough. We also learnt that our community is a generous one; we received a huge response to our Coat Drive – and distributed almost 1,000 coats to very grateful members of our community.

Our weekly 'Soup Kitchen' taught us that every little bit helps people who otherwise don't eat 2 or 3 times a week, and again reinforced the value of partnerships and generosity of the community. It is also lets us talk with people in different ways about their health, and a number of customers have become clients of our services. We have met some extraordinary people through our Thursday afternoon Kitchen, and they have taught us about resilience, and capacity to care for others even if you have very little.

We were honoured to be invited by our colleagues to be the lead agency for headspace Bendigo, which commenced operations in July. This is a wonderful service for young people, bringing together a range of services important to youth mental health and well-being. It is also a fantastic collaboration of seven agencies, working together to achieve better outcomes for young people.

We are delighted to have received funding to build an Allied Health Teaching and Learning Centre at Kangaroo Flat. It will enable us to provide a much needed service to children and will add to an already excellent set of services on that site that respond to the needs of children and their families. Co-location of St John of God's Raphael Centre adds another dimension of treatment and care for little ones and their parents, accessible from the site. When combined with Child and Maternal Services run by the City of Greater Bendigo and Bendigo Community Health Services' range of early years and parenting programs, a mini "kids' precinct" is created, with exciting possibilities.

Demand for services always exceeds the resources we have available. The generous efforts of our volunteers help immensely and strong collaborations and partnerships help us deliver services more effectively to our community.

Bendigo Community Health Services' staff has again put in 150% and the quality of their work is apparent, as is their willingness to make changes based on client and community feedback. We are, as always, grateful for their professionalism and passion.



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





Our **Humanitarian Settlement Services** is an Australian Government service that supports people of refugee background with settlement in Australia.

The aim of the program is to provide primary settlement case management that addresses the ongoing settlement needs of each individual/family who are new arrivals in Bendigo and offered over a four to twelve month period, depending on need.

The following stories are from refugees who are currently clients of the Humanitarian Settlement services at Bendigo Community Health Services. In their own words...

New Beginnings.

"Actually live in new place with different culture, language, rule and people is very, very hard. You have many problems. You can't understand other people; you can't explain your mind. City unfamiliar and especially you don't know how you can find a job?"

MOHAMMED'S STORY

"My name's Mohammed. I'm refugee from Afghanistan.

I had very hard life in my country because I belong to a minority ethnic group, Hazara, and minority religion. A lot of Hazara people victim violence just for religion and Nation.

When I see I can't live in Afghanistan, I decide to migrate. In 2010 I left Afghanistan and come Australia, because it's a multi-cultural country, different people with different nation and religions, living in peaceful.

After a hard, dangerous and long trip, I arrived in Australia. Near 11 months I was in detention Centre. On October 2011 I got Visa and start new life.

Actually live in new place with different culture, language, rule and people is very, very hard. You have many problems. You can't understand other people; you can't explain your mind. City unfamiliar and especially you don't know how you can find a job?

When I got visa and come to community, see problems, I felt pressure and afraid because it's very different to solve all problems yourself only.

I think all countries and cities should have a centre for people needs help for job, house and all kinds of help.

In Australia Bendigo Community Health Services is a best and first shelter for people need to help.

Bendigo Community Health Services my home and my love. They save my life. They're very helpful.

<case worker>*, representing of community did all thing for me. She is amazing. She tried hard to find a job for me. I saw she sent my resume to a lot of factories and spoke with many, many people about me.

Finally she find job for me. Now I working in a company. I'm very happy and hope all people can find a job and they can help them family and other people.

Thanks you so much community. Thank you my best friend <case worker>*."



SHAHRAM'S STORY

"When I came in Australia, I thought live in Australia is easy and I can find job and!

We know the Centrelink help for poor people and somebody maybe they have not job...!

But it is not enough for good future....!

Then in new country I got first big problem and it was English language so I became depressed then I found a way it was TAFE...

During my study I could learn English and I could make conversation with new friends. But this won't end, because I got second problem and it was accommodation, it was expensive and scarce but again we found new accommodation.

I lived with depression for about for about 6 months because I couldn't, and I didn't know how to do that.

I became tired for a while but one day my telephone got a ring and I answered. Oh it is fantastic again. She was my refugee angel, and she found for me good job. Then I went and visited her.

Bout I am very happy now and finally I want to thank Bendigo Community Health Services and my best friend <case worker>*."



"I became tired for a while but one day my telephone got a ring and I answered. Oh it is fantastic again. She was my refugee angel, and she found for me good job."

The Humanitarian Settlement Services service supports a range of settlement needs:

- Support on arrival in Australia
- Assistance in sourcing long term accommodation and providing orientation and information regarding tenancy
- Information and assistance in accessing services available including health care, income support, education, housing and employment
- Support and orientation in the areas of safety, transport and finances
- Support in accessing cultural services, religious groups and community connections
- Referrals into mainstream services.
- Orientation into the community
- Advocacy, information and support with any other settlement needs

* Name removed

* Name removed

Healthiest PEOPLE



NAY CHEE'S STORY

Nay Chee was six years old when he and his family were forced to leave Burma. Nay Chee recalls the village in Burma where he lived with memories of swimming in the river and growing vegetables, raising pigs & ducks and the village had one shop where supplies were transported by boat. After being forced to leave Burma he and his family travelled to a Thailand refugee camp, with the long journey taking 2-3 weeks on foot.

Nay Chee and his family came to Australia when he was fourteen years old. He recalls his first experience of Australia in Sydney where the weather was hot and they had no fan or air conditioning. He remembers finding the cars and siren sounds annoying at first. Language was the biggest challenge for Nay Chee when he first arrived in Australia, where Australians talked really fast and their English was hard to understand.

A new Beginning with Bendigo Community Health Services

Nay Chee began working with Bendigo Community Health Services through the Culturally and Linguistically Diverse (CALD) Youth Leadership and Participation Project. This project was funded through the Victorian Multicultural Commission for 6 months where the project aimed to assist young people from the age of 15-25 years from diverse backgrounds to develop leadership, communication and decision making skills. The project also focused on establishing links for young people with local education and employment sectors, relevant service providers and decision makers in the City of Greater Bendigo.

Bendigo Community Health Services implemented the project at Bendigo Senior Secondary College where Nay Chee was a student. The model aimed for youth participants to work on projects that led to an event where their projects would be implemented. The Bendigo Youth Adventure was a 3-day camp where young people participated in planned activities that focussed on the development of their skills.

From this project, Nay Chee was connected to Phoenix FM (local community radio station) where he now co-hosts a regular radio show that is delivered in Karen. Nay Chee enjoys the radio show where he is able to talk in Karen & play music on air and the radio show is streamed online and can be heard by his friends in Sydney.

Nay Chee has now applied to become a volunteer at Bendigo Community Health Services and is excited and enthusiastic about this opportunity where he will be able to get to meet other people, experience different things and the experience will enable him to gain an understanding of what to expect from workplaces.

Congratulations Nay Chee, we are so pleased to have you on board to assist us in supporting others in our community!



FACTS & FIGURES

152,203 Calls received

35,782 Number of appointments

6,465 Number of new episodes of care

5,992 Number of clients/patients attending Bendigo Community Health Services

Addressing the needs of people living with epilepsy

in the Loddon Mallee Region

In conjunction with the Epilepsy Foundation of Victoria a pilot project was designed to address the needs of people living with epilepsy in the Loddon Mallee Region.

The **Bendigo Epilepsy Capacity Building Pilot** is a service delivery model developed with the Epilepsy Foundation of Victoria to identify unmet need, in high risk communities and to deliver high quality epilepsy education and training programs in Bendigo and parts of the Loddon Mallee region.

Following the project launch we have been successful in improving education and training to families with children in development schools and mainstream schools. We have also been able to provide a more streamlined, local referral pathway to improve access and service integration.

With further training and resources we hope to extend the project to working with the disability sector, workplaces and other high risk communities.



Purple Day
for Epilepsy
26 March

epilepsy
Foundation of Victoria

Healthy people.
Healthy workplaces.



Bendigo Community Health Services has a strong record in working with people in the settings in which they work, live and play. The WorkHealth program is an example of using the settings approach to undertake health assessments with people working in a range of industries. The WorkHealth program operated under a new model from November 2011 when the Loddon Mallee WorkHealth Check Consortia (LMWHCC) was established. As the lead agency for this consortia we delivered 3253 work health checks across the region, with a further 4000 checks achieved using the Bendigo Community Health Services workplace health assessment model. This was a great effort by members of the consortia and participating contractors, with feedback regarding the program indicating a high level of satisfaction. Interestingly the industries that have participated are broad ranging from agriculture, mining, manufacturing, education through to retail and health & community services.

What do people think of our services?

We are always keen to hear feedback about our services. Here is a small selection of client responses to some of our programs and services.

ALCOHOL & OTHER DRUGS

91%	people responded that they had been given enough information about the service/program before they commenced
81%	respondents said the service met the majority of their needs
95%	people made a positive life change as a result of accessing AOD services and of these 53% made significant changes

What some of our clients said

'To never give up and to look forward, and not look back'

'No longer addicted to drugs'

When asked what are some of the best things about the service you received, clients responded:

'The great caring team - supportive and very professional'

'Staff conversations and interactions prove very valuable to myself, and allow you to feel comfortable and realise you're not alone and things can always improve'

'Stay focused with goals'

PODIATRY

100%	respondents stated that the service met their expectations
99%	respondents said that the service made a difference to them

'The podiatry service has been performed to the highest standard - It's always a pleasure to attend'

'All I need is covered - it's a great service'

'I can walk pain free now - it keeps me going'

PHYSIOTHERAPY

100%	respondents stated the service met their expectations and made a difference to them
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'It exceeded my expectations/ needs actually... Treatment was thorough and the information and reassurance given was super helpful'

'Our only complaint is waiting for the initial appointment. Once in, the service is excellent!'

'It has informed me, treated me very well and motivated me to do more myself to manage the problem'

STRENGTH TRAINING

100%	respondents were satisfied with the Bendigo Community Health Services Strength training services and with the facilitators
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'The facilitators are very professional, knowledgeable and friendly....they keep a watchful eye on everybody too'

'I now have no pain, so no painkillers'

'Compared to before I started Strength training, I feel physically stronger and mentally have more confidence and stamina too'

'Since starting strength training...my (teenage) grandson now groans when I hug him!'

EARLY INTERVENTION

The best things about Early Intervention for my family are:

- Strategies to use with my child while at home and while we're out, to help him cope with new situations, leaving places without distress
- The support and assistance being able to ring and ask silly questions and not be judged plus, and most importantly, daughter loves it
- We don't have to worry about our child as much as we did - we are now feeling positive and excited for our child to start school next year, knowing he is ready to go and take on the world in front of him
- We can't thank the EI team enough. I only wish more families had access to this wonderful service

FAMILY SERVICES

109 of 167	responses indicated the following as their main reasons for using Family Services: parenting, behaviour of child, discipline, family violence & support to access services needed.
Over 90%	rated their needs and concerns as addressed
Approx. 87%	agreed that Family Services '...helped me to make the changes where I needed to'

DIABETES EDUCATION

100%	said that the service met their expectations and there were no barriers to the service
92%	respondents said that the service made a difference to them

'I was very impressed by the educator's knowledge and her way of delivering it in a way that made it easy to understand'

'Made me understand what diabetes is all about and that it can be managed by healthy eating'

Walking together

provides physical and mental health benefits.

Each week we facilitate four walking groups, walking twice a week in several locations across Bendigo with over 130 participants. Sometimes being a member of a walking program provides both physical and mental health and wellbeing benefits. It is often easier to identify the physical benefits, however, the benefits of social connectedness and engagement cannot be underestimated.

What our walkers say:

"Before I joined I was very depressed. Although I am still taking depression tablets I feel much better in myself. The group of people I walk with are really nice and friendly and you can just be yourself. Walking around the Reservoir is really relaxing. I haven't been with the group very long yet I feel more content with myself".

"I hope it continues as it gives me a reason to get out of bed and enjoy the nice people who are around and enjoy a laugh again".



Taking education to the community.

Acknowledging the benefits of a collaborative approach to diabetes education, we partnered with the Central Victorian General Practice Network and Bendigo Health to raise awareness of Type 2 Diabetes and engage existing Type 2 Diabetes community members in Bendigo and show the range and type of services available.

National Diabetes Week on a busy and a cold wintry Friday at the

Bendigo Marketplace with our partners we set up to complete risk screenings and give information about Type 2 Diabetes and each of our services.

On the day, we completed 31 diabetes risk screens and spoke to another 30 shoppers. Shoppers at risk of developing diabetes had the opportunity to be contacted following the day to enrol in the "Life! Take Action on Diabetes".

Bendigo Advertiser, Saturday, July 16, 2011

NEWS



AWARENESS: Bendigo Health diabetes educator Deb Ludeman and Bendigo Community Health Services diabetes educator Cara Jamieson chat with Dick Gibbs at the marketplace yesterday.
Picture: BRENDAN MCCARTHY

Sharing information on the silent killer

JAMIE DUNCAN

HEALTH workers yesterday took their battle against one of Australia's most prevalent and silent killers to the Bendigo Marketplace.

In a team effort, diabetes educators from Bendigo Community Health Services, Bendigo Health and Central Victorian General Practice Network

centre to pass on free information about diabetes to raise awareness of the condition and promote diabetes prevention by briefly assessing shoppers to determine their risk of developing diabetes in the next five years.

The initiative was part of National Diabetes Week.

The Loddon Mallee region has a higher-than-average incidence of type 2 diabetes.

About one million people have been diagnosed with type 2 diabetes but it's estimated that 700,000 more may have the illness and not know it.

Experts believe 3.3 million people will have type 2 diabetes by 2031.

Diabetes can lead to severe complications including cardiovascular disease, kidney failure, gangrene and blindness.

Healthiest COMMUNITY

Many of our clients have commented on the struggle of stretching the weekly budget. In response to this and through a conversation with two of our partners the concept of a Community Soup Kitchen was born. So in July 2010 for a six-week period hot healthy soup, a safe environment and a friendly face were offered each Thursday evening.

The overall response tells the story and the initial 6 week period has continued beyond twelve months.

The Soup Kitchen not only provides a healthy meal; it has proven to be an effective way to link people to a range of services from general practice, financial counselling, chronic disease management through to family support services. The Community Soup Kitchen attracted people of all ages and backgrounds serving over 700 meals and the opportunity to engage with each other.

Meeting the need.



Photograph Courtesy of The Advertiser (Bendigo)



Happy Healthy Families.

The Happy Healthy Families project has been very successful in providing services through an informal and innovative learning approach and linking with people's own social networks in their neighbourhood.

Everyone cooks or can learn to cook. The Bright Street Hub is a social enterprise (local milk bar) operated by Bendigo Access and Employment. With the support of their chef and kitchen facilities the cooking program is offered in a positive and local environment known to participants. Having fun and learning new skills has led to participants being confident to seek out other social supports such as maternal & child health; and sometimes education and further training, including adult literacy courses and library memberships.

What our clients say:

"I didn't know how bad things had got... how much everything was out of control. Now we have routines, and the house is much cleaner."

"I have been treated for depression and my son is now being treated for asthma. I am glad someone could see that things were not ok. I thought I was just tired. I feel much better now."

"It's good to have somewhere to go. The food is great too. I would never have tried to cook any of the things we have cooked."

Beating the winter chill - Local News - News - General - Bendigo ... Aug 6, 2011

Soup kitchen a shining light

COMMUNITIES spend a lot of time heralding the things that make them great. The biggest and best tourism assets, quality organisations which enhance the reputation, great people who make the community successful, successful businesses who keep the towns and cities alive, armies of dedicated and hard working volunteers who give time for no reward or the sporting achievements at a personal, team, club or representative scale that allow us to celebrate. Then there are the great things that happen which go largely unnoticed except for the people who need them most.

Our welfare agencies, police, emergency services, carers, health service providers – people who work day in day out improving the lives of others away from the community spotlight. Bendigo Community Health Services fits that bill. With generous support from Cafe De Mill and Beck Legal, the health service soup kitchen plays an important role in our community. Given that the kitchen is designed to help those in need or falling on tough times, this concept is never going to go on public display or seek great recognition. But what an important role it plays on a weekly basis.

Jan. 12, 2012 Editorial Comment – Rod Case, Bendigo Advertiser Editor

Yesterday, the kitchen returned from its Christmas break and offered up a delicious meal of roast chicken and salad. It's not a token effort but a carefully thought out and well-produced meal that will benefit the people who seek support from the kitchen. The kitchen was helping about 30 people each week at its peak before the Christmas break. Those people will more than likely slowly return now the kitchen is back up and running. Of course, the soup kitchen isn't the only initiative in our city that helps the needy. All these initiatives deserve special praise for their efforts. The work they do and the people they help makes them a great asset for our community. Well done to all. It's a great thing you are doing

The importance of songs and stories.

"What I have gained from story group is bringing an extra dimension into telling stories with using objects from the story to bring them to life."

"Although my child did not initially sit with the group, this changed over time. He loves to communicate through songs and the visual picture cards have helped him immensely. I loved seeing him with other children and being comfortable."

The **Song and Story group** grew in response to the difficulty some parents face in trying to engage their child who has additional needs in songs and stories. We wanted to demonstrate how to adapt storytelling to make it meaningful and enjoyable to the family group regardless of ages of children and included both the siblings and the parents/carers.

Our focus was on the importance of songs and stories in the development of their children's learning, by modelling ways of reading and singing with their child, and using visual and physical aids.

The Early Childhood Intervention Program is for children who have additional needs (developmental delay or disability under the age of 6).



Sexual Health Campaign increases awareness.

As part of the Bendigo Loddon Primary Care Partnership's Sexual Health Task Group, the region's third annual 'Sexual Health Awareness Month' focussed on the social impacts, environmental and behavioural aspects that influence an individual's sexual health.

The prevention and early intervention focus sought to increase awareness of STIs and BBVs, especially chlamydia, in the context for young people such as cost, access, privacy, confidentiality, embarrassment, shame and shyness.

The campaign and associated school events addressed how to locate and access our services that provide free STI- chlamydia testing.

What young people thought

"It's good that you people (Bendigo Community Health Services) come here to us so that we get to do this stuff and have fun" (Year 11 student)



Photograph Courtesy of The Advertiser (Bendigo)

Everyone's a winner!

Community participation - Breakfast Cook off

Cooking and serving beautiful pancakes with fresh fruit salad in somewhat dismal weather was a great opportunity to interact with local community group, Our Place in the Breakfast Cook Off competition. We didn't win on the day, but we had breakfast with some amazing community members, and were able to offer some of our services.



Growing a sense of pride.

Eaglehawk Herb Garden

The Eaglehawk Herb Garden was initially for staff to contribute to creating a healthy environment at the Eaglehawk site. By growing seasonal herbs we can support and promote our Green Strategy and provide an opportunity for volunteer participation. We have discovered that the garden has grown not only herbs but also a sense of pride. It promotes healthy eating, continues to build on our community relationships and offers local people the chance to grow produce and enjoy taking home free herbs to their families.



Supporting local community events.

Dahlia and Arts Festival

Bendigo Community Health Services supports many local events in the community, including the Eaglehawk Dahlia and Arts Festival. This year we had staff and volunteers in the parade distributing free sunscreen and water to spectators to promote healthy enjoyment in the sun.



Celebrating history, culture and achievement.

Close the Gap Day is held on 22 March each year and provides an excellent opportunity to express our commitment to reconciliation and achieving equity in health outcomes between Aboriginal and Torres Strait Islander people and other Australians.

This year's 'Close the Gap' event was marked with an afternoon tea shared with Bendigo District Aboriginal Corporation (BDAC) staff to meet each other over a cuppa. It was so well received by staff from both organisations that a staff network/information exchange program between Bendigo Community Health Services, BDAC and other partners is already being planned.

NAIDOC Week

We were proud to support local activities conducted during the NAIDOC Week celebrations that are held across Australia each July to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander people. Participating in the Official Flag Raising Ceremony in the Civic Gardens, we remain committed to the work of the Bendigo NAIDOC Week Committee and the local community events during NAIDOC Week annually.

Volunteers for our community

One of the volunteer groups who support our programs and services is the Needle and Threads group who knit, crochet, quilt & sew various items such as teddy bears, rugs and clothes for children.

A great example of community engagement as it brings smiles to everyone's face: clients, children and staff. The message is those receiving the gifts understand they are prepared by people who care and want to make others feel happier. We are humbled and honoured to work with our generous volunteer groups.

Photograph Courtesy of The Advertiser (Bendigo)



Celebrating Cultural Diversity Week

During Cultural Diversity Week we partnered with the City of Greater Bendigo and the Loddon-Campaspe Multicultural Services, to support a local event where local community members participated and dressed in their national costume, and local members of the Karen community performed a beautiful traditional Karen dance.

We hosted a walk and morning tea with our walking group in Rosalind Park and waved flags from their countries of birth. Amongst the countries represented were India, Burma, Poland, Germany, Italy, Scotland and England.



"A wonderful event where we can celebrate each other's diversity."

Flood support



Remember the floods of 2011 that left such an indelible mark on individuals, families and communities? To assist with those affected, flood support workers were appointed to support and link people to services, assist with any documentation or applications or simply listen to their stories.

One activity designed to bring people affected by the floods together was the Australia Day Goornong 'Beach party in the bush'. Converting a sandy horse-training ring into a public beach complete with pool, beach umbrellas, water slide and competitions, a great day was held.

Developing opportunity

through the Culturally and Linguistically Diverse Women's Group



"The most valuable thing for me about coming to this group is I can make a new friend and can learn more new things."

"Group is good for our baby."

The Culturally and Linguistically Diverse Women's Group was developed to assist women with young children to increase their social networks, become informed about services available, and improve their physical activity through yoga. This was funded through the Settlement Grants Program that aims to support people of refugee and migrant backgrounds to become self-reliant through the development of knowledge and skills. The participants expressed increased confidence and expanded their friendship groups. Some participants continue to meet, practise their yoga and provide a social opportunity for their children.

Nova House, 9 years on and over 1000 clients.

Nova House is an adult residential withdrawal facility in Bendigo. During 2011 Nova House celebrated it's milestone of one thousand clients in its ninth year of operation.

The unit provides drug and alcohol withdrawal to adults experiencing mild to moderate symptoms and who live in the state of Victoria with an average stay being 7 to 10 days. The service is well recognised for its development of partnerships with other services such as problem gambling, mental health and financial counselling. In response to what are some of the best things about the service, clients said: a smile every day...guidance, understanding & being open minded...willing listeners, genuine caring, made to feel welcome, not scared to ask, or approach anyone for help.



Working in partnership.

Partnership is central to the way in which we work, with so much more achieved through collaborative effort. The following provides a snap shot of some of our partnership work.

Bendigo Primary Care Centre : service launches

The Bendigo Primary Care Centre is a major new development that is providing the community a comprehensive, one-stop, multi-professional primary health care service as part of the Australian Government GP Super Clinic program.

The centre is evidence to the strong working partnership developed by a unique consortium comprising the three foundation partners – Monash University, Bendigo Health and Bendigo Community Health Services together with the support of Central

Victoria General Practice Network, City of Greater Bendigo, La Trobe University and Beyond Medical Education (formerly Victoria Felix Medical Education).

The centre was launched in October 2011 and continues to grow as a community asset and support the needs of the Bendigo Community as well as offering excellent education and training for future health professionals, in a team-based and multi-disciplinary environment.



Service launches at the Library - July 2011

headspace Bendigo has developed into a major local provider of programs for young people aged 12 to 25 that encompass general health; mental health and counselling; education; employment and alcohol and other drug services. It continues to steadily grow its client numbers, and is building its team and range of supports and services to meet their needs. The team is a collaboration of salaried, in-kind and private practitioners from across the consortium partners. The service is looking forward to moving into its new building in Hargreaves Street later this year – definitely a 'watch this space' program for young people in our community.



Allied Health Teaching and Learning Centre

Bendigo Community Health Services, as a member of a Loddon Mallee consortia headed up by Bendigo Health, was successful in being funded to build an Allied Health Teaching and & Learning centre at our Kangaroo Flat site. Funded by Health Workforce Australia to support growth in student clinical placements, our partner in this endeavour is Latrobe University, Bendigo. Whilst the focus is on teaching and learning, the suite of allied health services will focus on children and young people in areas where needs have largely been unfunded and unmet. The building is due for completion July 2012.



Elmore Primary Health Service Longitudinal Study (Monash University)

The Elmore Primary Health Service is a single-entry point primary health care model formed in 2004 from a partnership between the community, the Elmore Medical Practice and Bendigo Community Health Service.

Monash University School of Rural Health and Elmore Primary Health Service have and continue to undertake a collaborative research project to evaluate the Elmore Primary Health Service from the period 2006-2013. The research addresses service performance, quality, and sustainability; and quality improvement.

As part of this research the Elmore Primary Health Service has implemented the provision of new services including physiotherapy and dentistry both of which were identified by the community as key requirements.

Key findings include:

- GP workforce is stable, nursing and allied health workforce has increased
- Elmore Primary Health Service meets the requirement for appropriateness and continuity of services, especially with regard to managing patients with asthma and diabetes, the availability of allied health services and providing targeted health assessments
- Childhood immunisation coverage is above the regional average of 92%
- The proportion of patients aged 25-64 with high blood pressure reduced between 2009 and 2011
- Nearly 100% of active patients had their smoking status recorded (up from previous phases)

Our People.

Our *greatest* asset.

We believe we have a great team at Bendigo Community Health Services, one which consistently commits to working with our communities to achieve the best possible outcomes by strengthening their capacity to maintain and improve their health and wellbeing.

Meet our Board

Our Board of Directors continue to provide leadership and invest their time willingly to focus on the organisation's performance and future directions across three domains of governance: Corporate, Clinical and Community. Directors are appointed on the basis of their skills, experience and attributes.



Meet our Executive team

Bendigo Community Health Services is aware that to deliver quality services it must have the right people in the right positions. Our Executive team brings a significant level of experience across the range of services that Bendigo Community Health Services provides. It has consolidated its leadership in both the primary and community health sector and continued to build connections with local community. The team continues to promote best practice in planning, delivery and review of services that will strengthen its capacity to improve community health and wellbeing.



Meet our Staff

Delivering over forty programs and services throughout the community, and representative of broad range of professional disciplines, Bendigo Community Health Services staff work to ensure the best possible outcomes for our clients, whether this is as an individual, as part of a team, or indeed in partnership with other service providers.



Our staff at 30 June 2012

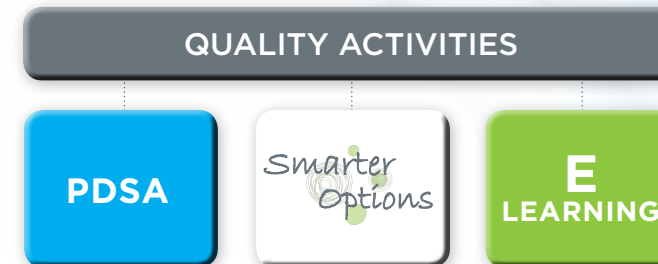
- | | | | | |
|---|--|--|--|---|
| ALAM, SAYEMA
ALEXANDER, TANYA
AMBROSE, COS
ARMSTRONG, CHRISTINE
ARMSTRONG, KEN
ASHLEIGH, GRACE
BEATON, LISA
BELOT, BRETT
BIBIC, MARGARET
BLACK, DI
BLACK, ERICA
BLACK, ERICA
BLANDTHORN, LYNDALL
BOTHAM, NICOLE
BOURKE, GARY
BOURKE, JACINTA
BOURKE, VIVIENNE
BRADSHAW, KATE | BYRNE, PATRICK
CAIL, CAMERON
CAMERON, CARMEL
CAMPBELL, ALAN
CARRACHER, KARYN
CATE, ANITA
CAVALLARO, TANYA
CHAMPION, REBECCA
CHAPMAN, ANNE
CLARK, ELAINE
CLARKE, GAIL
COGHILL, DALLAS
COLLIHOLE, JENNY
COX, PATRICK
CUE, WENDY
DARE, ANDREW
DAW, CHRISTOPHER
DEACON, REBECCA | DEAN, JENNIFER
DISHER, KAYLENE
DIXON, JENNI
DOWSEY, JESSICA
DUNCAN, ELIZABETH
DUTTON, OLIVER
EDWARDS, DEBBIE
ELLIOTT, CHRISTINE
ERRINGTON, KERRY
FEILDING, KRISTEN
FITZPATRICK, MARK
FITZPATRICK, TONY
FLANAGAN, DENISE
FLEMING, JACINTA
FOX, DENISE
FOX, JINIE
FREEMAN, LOUISE
FROGLEY, JODIE
GIBBS, SHARYN
GILBEE, TARA
GILBERT, KELLIE
GILLIN, JULIE
GRANT, JEANETTE
GRAVES, KAYE
GRAY, ERIC
GREGG, REBECCA
GUNTER, KIRSTIE
HALL, JOSHUA
HARDIMAN, JAN
HARLAND, ANNE
HARRISON, TAMARRA
HASSELL, LARA
HAYES, EMMA
HEALY, CHARLOTTE
HEPNER, ANNE
HILL, NANCY
HILL, SUSAN
HINTON, HEATHER
HOLLAND, LOUISE
HOLMBERG, SANDRA
HORN, ELSPEITH
HOWIE, GRAEME
HTOO, THER REE
HUEPPAUFF, JAN
HUNTER, SAM
HURRELL, JENNIFER
HYETT, NERIDA
INDRIGO, MATTHEW
INDRIGO, ROBERT
IRVING, WENDY
JAMIESON, CARA
JELBART, STEPHANIE
JEWELL, MARNIE
JOHANSEN, LEAH
JOHNSON, SAMANTHA
JOHNSTON, LEE
JONES, LEAH
KEECH, MARGARET
KELLY, KAITLYN
KELLY, PAUL
KENNEDY, NOELENE
KENNEDY, PETER
KENNEDY, ROSE
KENNEDY, UNA
KENNETT, SUSAN
KENT, TRACEE
KILDEA, PETER
KILLEN, MELISSA
KILLEN, TERRIE
KILPATRICK, PATRICIA
KILPATRICK, SARAH | KIROLUCH, JULIE
KNIGHT, ROBYN
KUNAUS, LANIE
LANCE, ASHLEE
LANGDON, ALEISHA
LEES, BEVERLY
LEES, CAROLINE
LEVERSHA, CORINNE
LEVERSHA, MARY
LOCKE, SUSAN
LOOMES, JULIE
LUMM, TEAGAN
MADDIGAN, JASMINE
MANDERSON, RACHEL
MARCHANT, NICOLE
MARTIN, MELANIE
MAY, PAULA
MAYNE, HILARY
MC CAHON, SONIA
MC CARTHY, ANNE-MAREE
MC CONNACHIE, SUE
MC GUCKIAN, LACHLAN
MC INNES, RACHEL
MC KINLEY, ANGELA
MC MILLAN, SHONELLE
MC NAUGHT, TRUDY
MEDCALF, CHERYL
MELLETT, JACQUELINE
MELLOR, DEBORAH
MICHELL, RICHARD
MIDDLEMISS, MICHELE
MILLAR, ZACH
MONGTA, IZZY
MONTI, NICOLE
MOO, GAY
MOONIENDA, ASHIN
MOORE, BRONWYN
MOORE, JAN
MORGAN, DONNA
MORRIS, GEMMA
MUGLESTON, CARMEL
MURPHY, LYNNE
MURPHY, OZ
NANKIVELL, CLAIRE
NEELAM, AISHA
NEWBY, BARBARA
NICHOLSON, JUDI
NIVEN, KAREN
NOYCE, ADAM
OBERIN, LEANNE
O'BRIEN, AILEEN
O'BRIEN, ALICIA
O'BRIEN, JEANETTE
O'KEEFE, MEGAN
OOGJES, HERMAN
OPIE, JUDITH
PHILLIPS, BRON
PLANT, MAXINE
POOLE, JANELLE
PRATT, RODNEY
PRIEST, JULIE
PRINGLE, SHARYN
PYMER, DALE
RANDHAWA, AMAN
RAY, ANGELA
REABURN-JENKIN, MELISSA
REBERGER, BROOKE
REEVES, DONNA
REID, DREW
REVELL, KIM
REWANI, NAMITA | RICHARDSON, KIRSTIN
RICHARDSON, MARY-ANNE
RILEY, KAREN
ROBERTS, DI
RONEY, TRACEY
ROSE, RICHARD
ROWLEY, SHARNA
RUSSELL, MARY
RYAN, JUDY
SAFSTROM, CAROLE
SANSOM, LEAHA
SASSE, CHRISTINA
SAVY, MARGARET
SCANLON, GERARD
SCHOO, MADELEINE VAN
HARTEN
SCOTT, MICHELLE
SEMMENS, MARK
SHANAHAN, TRISH
SHARMAN, CHRISTINE
SHAWYER, LEAH
SHEA, WENDY
SHRESTHA, SUNITA
SIMPSON, LISA
SINGE, JENNY
SLOT, ROBYN
SMITH, NATALIA
SOBCZYK, CHANTELE
SOBCZYK, CHERYL
SPILLANE, LYN
STOREY, DEANNE
STOW, MAREE
STRANGE, PETER
STREET, MARTINE
SUBENDRAN, RATNAVALLI
SWIFT, JUDY
SYKES, KIM
TARSH, BENJAMIN
TAYLOR, LARA
TEMBE, MADHAVI
TENNI, MICHAEL
THEIN, SEI SEI MU
THORPE, BRUCE
THORPE, CATHERINE
TILKERIDIS, CRISTEAN
TURNER, SUSAN
TURYANOVA, IOULIA
VALLANCE, HEIDI
VAN ECK, SHEENAH
WALKLATE, LISA
WALLACE, KIM
WARD, CATHY
WARREN, LEONIE
WATSON, PHIL
WATSON, RUTH
WEIGHTMAN, ROBYN
WHATLEY, CHRISTINE
WHITE, GAYE
WHITE, JODI
WHITROW, DAVID
WIGGINS, JANAYA
WILLIAMS, BROOKE
WILSON, LEAH
WITTIG-GOSS, CATHY
WOOD, CLARE
WOOD, DON
WU, MING
WYATT, BOSKA
WYLDBORE, JEAN
YOUNG, KAYE
YU, ZHONG |
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Quality is everyone's business.

Safety is everyone's responsibility.

Our **Quality and Safety** Framework enables the planning, coordination and review of processes, protocols and practice across the three domains of governance: clinical, community and corporate.

We have continued to embed our quality work across the organisation seeking to ensure our staff embrace our slogan "Quality is everyone's business, safety is everyone's responsibility." This year has seen the implementation of the Bendigo Community Health Services Quality and Safety Calendar and a range of training, planning and reporting tools. Informed by the Victorian Clinical governance policy framework we undertook an audit of our quality processes across the organisation to inform our quality improvement plans. As part of this work we also revised our Quality and Safety Schema (below).



PDSA

The Bendigo Community Health Services model reflects our vision of ongoing improvement being a continuous process of quality activity within the organisation. The PDSA (Plan, Do, Study, Act) cycle of planning, implementation, studying and evaluation tool has been progressively introduced across the organisation. The PDSA cycle creates the opportunities to share knowledge and to inform our practice, service design and delivery such as: a need to review business templates documents; that our fruit is Australian grown; how we purchase 'green' cleaning products.

Smarter Options

Smarter Options is our quality improvement register first designed in 2007 to provide a constructive avenue for staff, students and volunteers to record opportunities for service and quality improvement. This is the visual entry point as housed on our intranet.

Smarter Options matured two years ago into a database that streamlined information and data storage as well as a reporting register. This year it developed an electronic format that simplifies information capture of information and tracking our improvements. We are very proud of this innovation because the register provides such an accessible framework for organizing, viewing and accessing information, and is regularly monitored through our Quality Action Committee.



E learning modules

Health and Safety in the workplace is key to providing a safe work environment so if everyone knows the correct procedures then accidents and injuries can be minimised.

- An innovative visual tour of all Bendigo Community Health Services sites identifying emergency procedures in which all new staff participate as part of their orientation.
- ICT web based Skills Audit ensuring all staff have the appropriate skills for their position.
- Open Disclosures is an interactive, web based online short course provides education on the open disclosure process to ensure there is a consistent approach across the organisation.
- Advocacy e learning is central to our Quality and Safety Schema and it is how we manage our core business.
- Incident report e learning provides a brief guide used by all staff who have experienced an incident, incurred an injury or identified a hazard.
- Infection Control e learning - systematized and targeted training to minimize and prevent the transmission of infectious agents.



Document control and knowledge management made easy with Sharepoint.



The introduction and organisational wide use of Sharepoint as a document control and knowledge management system within Bendigo Community Health Services is a long-term project. The initial introduction has been successful with a number of functions and a significant number of documents being transferred from our intranet and routinely being accessed by Bendigo Community Health Services staff. Sharepoint will eventually hold all documents with standardised naming, tagging, search functionality, and review requirements. Two other libraries, Knowledge Management and Images will respectively enable access to external information through hyperlinks and a range of photos and other images.

Sharepoint facilitates improved communication and professional development across Bendigo Community Health Services through the use of branch and team pages, message noticeboards, calendars, and e-learning. The potential continues to be developed and the Project Control Group is excited by the improvements it offers.

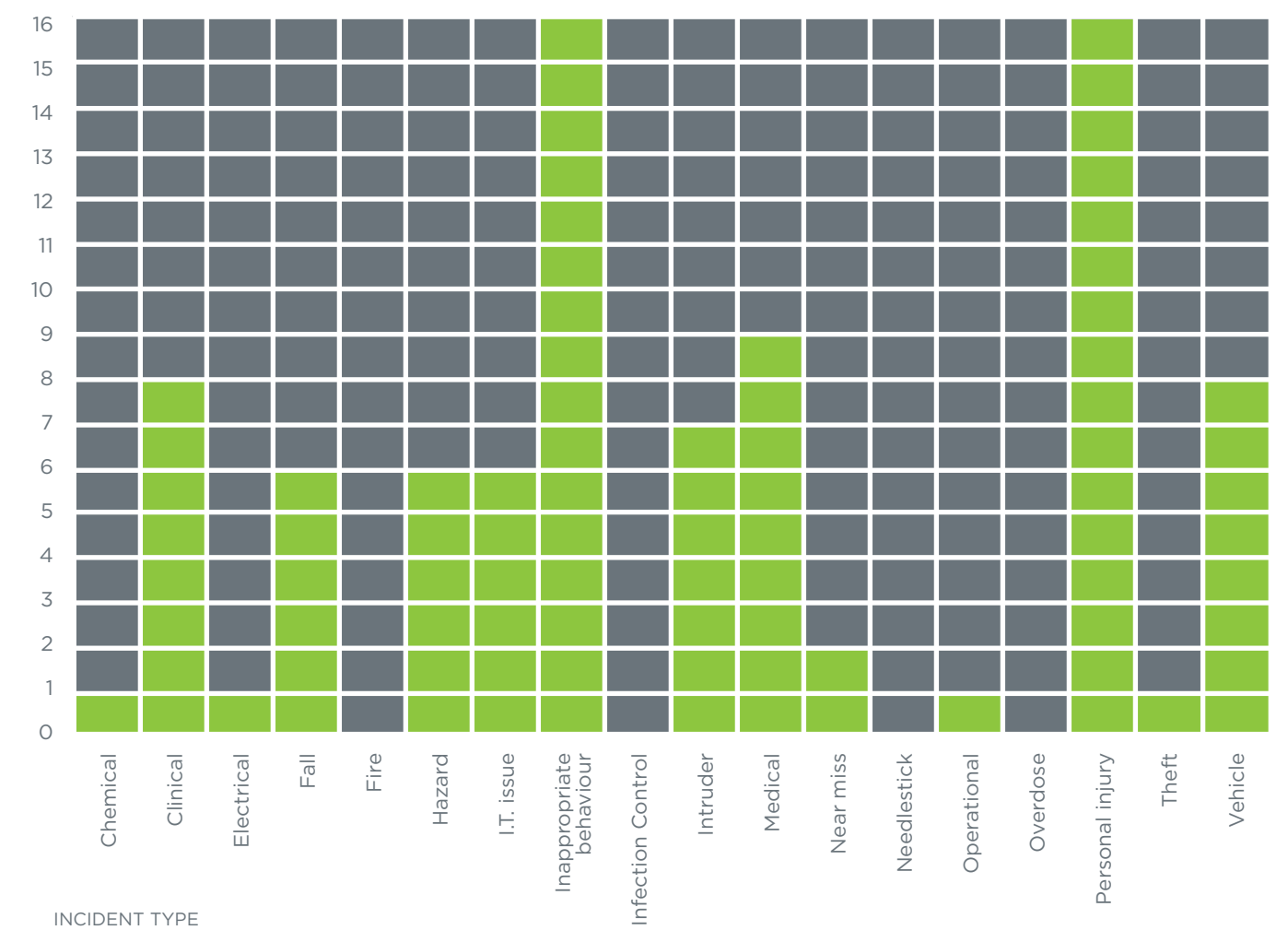
Advent Manager incorporates strategic and operational management of risks

Bendigo Community Health Services is moving to a comprehensive system of incident reporting and management; risk identification, assessment and management; and legislative compliance. An important element of this comprehensive system is Advent Manager which is an automated incident, risk and compliance software tool. Incident reporting has been in operation since June 2011 and provides staff, volunteers, students, and clients / patients with the ability to record an incident and forward it directly to the appropriate manager. Incident reports can be aligned with the appropriate risk allocated for assessment and management by the relevant manager. The Compliance module is regularly updated as legislation changes and ensures Bendigo Community Health Services and practices remain current.

A Bendigo Community Health Services wide Project Control Group has provided detailed advice on the user-friendliness of Advent Manager and its progressive implementation. An initial Compliance audit conducted by Health Legal in May 2012 provided a benchmark for Bendigo Community Health Services to obtain. The Advent Manager reporting functionality is currently being developed to ensure both operational and strategic information is readily available.

Advent Manager supports the ongoing focus of the Bendigo Community Health Services Risk Management Plan which incorporates strategic and operational management of risks. The automatic functionality of Advent Manager enables routine integration and reporting of incidents, hazards, risks and compliance across Bendigo Community Health Services in a timely and efficient manner, thereby supporting the most appropriate management response.

INCIDENT REPORT: 2012



Infection Control

- Over the past year we have had no reports of needle stick injury or infection control incidents due to a breach of infection control procedures.
- Bendigo Community Health Services undertook a review of the recommendations for staff vaccination programs in light of the spike in state-wide reported whooping cough infections. Staff working with vulnerable populations were provided with access to vaccination. As part of this development in the community Bendigo Community Health Services reviewed other potential risk areas to consider appropriate immunisation for at risk staff groups i.e. refugee health. This has been referred to the Clinical Safety Action Group to undertake a PDSA to undertake a comprehensive audit of recommended guidelines and needs analysis.

- An audit was undertaken specifically looking at the podiatrist practice and review of the infection control policies and procedures to ensure they aligned with current guidelines and to identify any gaps.
 - The contents of the 'Spill Kit' identified that it should contain detergent but on the actual form attached to the kit it was absent. This was rectified as part of the OH&S responsibility.
 - The podiatry team reviewed the audit at their team meeting to strengthen uniformity of practice although no-one was deemed to be operating outside of procedure

It has been identified that Bendigo Community Health Services needs to develop an infection control plan that clearly links with the reporting elements of Advent Manager.

A focus on teaching and learning.

Learning Organisation

The Bendigo Community Health Services approach to ensuring the role of learning and organisational development is about

- facilitating change
- managing our learning and development activities, and
- building and supporting the overall learning culture of the organisation.

This year we have achieved:

- Integration of learning with organisational and business processes
- Targeted and cost effective teaching & learning strategies through the development of e learning modules
- E learning modules that integrate with our quality and safety system so we support and manage our staff to have the right skills

We are committed to maintaining a strong and effective workforce to enable delivery of high quality services to the community. Learning is highly valued and the organisation invests significantly in staff development. Providing quality clinical placements is an important contribution to ensure our future workforce is competent to meet the expected growth in health and social care in our community. This year Bendigo Community Health Services provided over 1155 student clinical placement days for a diverse range of professions including:

- Nursing Division 1
- Occupational Therapy
- Physiotherapy
- Podiatry
- Speech
- Social Work
- Nursing Diploma
- Education
- Medical Students
- Cert IV Alcohol and other Drugs
- Public Health
- Oral Health

A partnership approach to clinical placement

The podiatry service at Bendigo Primary Care Centre is provided by Bendigo Community Health Services as a joint initiative with LaTrobe University. Under the supervision of our experienced podiatrists third year podiatry students provide treatment. Traditionally these skills are developed at on-site university clinics so this service is an innovative way of providing early clinical experience for undergraduate podiatry students, whilst providing an additional clinical podiatry service for the Bendigo community who in some cases may have been ineligible for other public podiatry services.



Photograph Courtesy of The Advertiser (Bendigo)

What our students say:

"The clinic is a great stepping-stone for students to start utilising and practicing our skills in a controlled environment and helps boost our confidence before attending the long weeks of placement."

"The patients we've had have been great, their conditions are helping us to deal with the basics first rather than jumping straight into the more complicated stuff."

"These clinical sessions have been really helpful. Being able to put all our skills that we have learnt together and being given the chance to practice them on a variety of patients has been the best learning experience yet."

"Bendigo Community Health Services has helped my personal development skills, they have ensured I obtained the most out of my placement and have achieved an understanding of community health and nursing and the different roles in which a community nurse can work."

"Shadowing and working with other staff was very helpful in learning."

Student work experience

I went to do my work experience at Bendigo Community Health and I did translation English to Karen language on the computer and I was working with one of the nurses to give people their injection and I also had to put a bandage over the needle spot. The next day we took the old people to exercise and also we showed the people how to cook their breakfast.

They helped me understand the correct way to do my job. They provided the flu injection to the business people and they helped the new refugee people with their Centrelink enquiry, showing them where to go and helped them fill out their form and how to go to doctor. I enjoyed my time working with community health service; it was a nice place to be and get to know many people.

Dahdee, Karen community member – Catholic College Bendigo.

Volunteers continue to bring skills and expertise to our organisation.

Volunteers continue to bring a diverse set of skills and expertise to our organisation. As a result of offering a range of volunteering positions, we have been fortunate in recruiting 16 volunteers from our community. Bendigo Community Health Services is committed to supporting the ongoing professional development of volunteers, with some transitioning into paid work for the organisation.

Volunteers contribute alongside staff in programs such as

- Walking groups
- Assisting refugees who are now living in our community
- Planned Activity Group and Men in Sheds programs.



"To hear the thanks and all the happy faces of our clients makes it a pleasure to be a volunteer."

Thankyou.

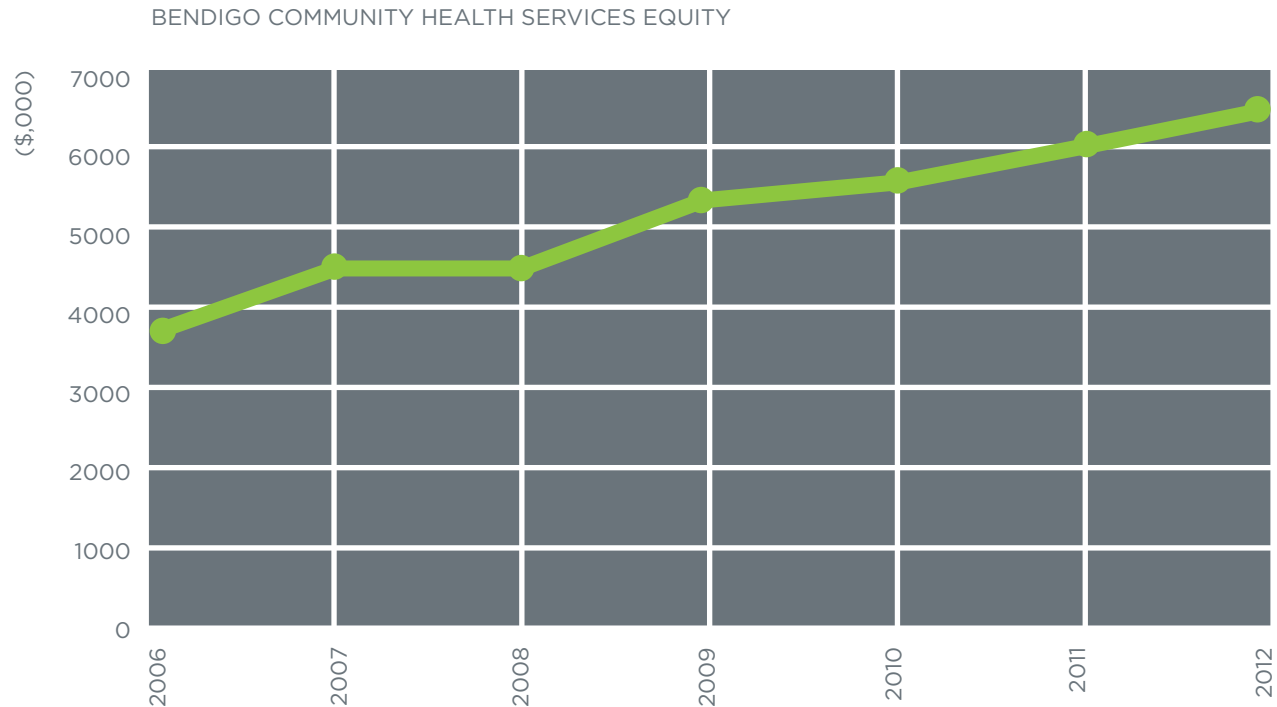
We are humbled and honoured to work with our generous volunteer groups. Thankyou so much to all our volunteers for the important contribution you make to our service. We wouldn't be able to do it without you.

Financial Summary

In the 2011/12 financial year Bendigo Community Health Services recorded a surplus of \$456,920. While this result includes capital funding received to build the Kangaroo Flat Allied Health Teaching and Learning Centre it is the fourth 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 is supported by the previous Strategic Financial Plan. 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 by \$456,920 to \$6,446,704 as at 30 June 2012.

The following graph is a clear representation of the positive financial journey experienced by Bendigo Community Health Services over the past seven years. Equity represents net assets, i.e. the combination of current and fixed assets less total liabilities. As illustrated, equity has increased from \$3.7 million to \$6.5 million in that period.



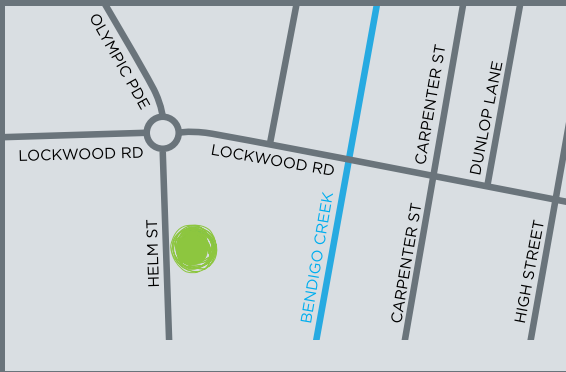
Consistent with previous Annual Reports the full Financial Statements have been separately printed and are available from Clare Wood on 5448 1600 or at clarewood@bchs.com.au. A more detailed outline of our financial position will be presented at the Annual General Meeting.

Michael Hogan
Treasurer

Excellence IN SERVICE & INNOVATION

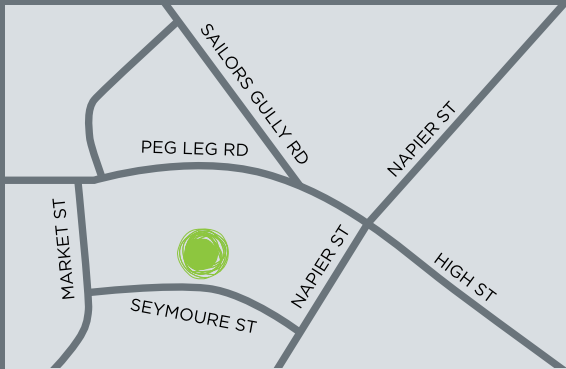
People and places





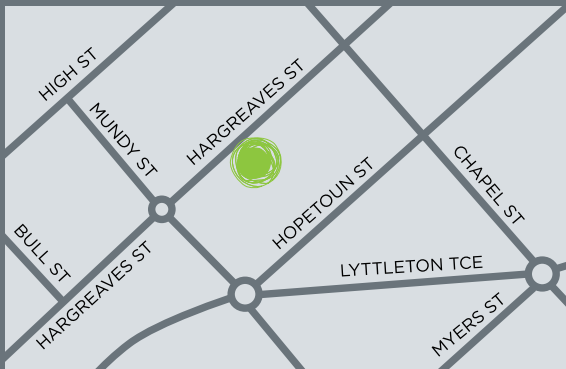
Kangaroo Flat

13 Helm Street
Kangaroo Flat VIC 3555
Phone: 03 5430 0500
Fax: 03 5430 0544



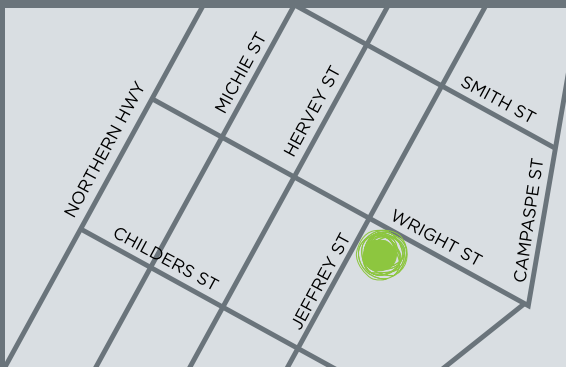
Eaglehawk

3 Seymoure Street
Eaglehawk VIC 3556
Phone: 03 5434 4300
Fax: 03 5434 4355



Central Bendigo

171 Hargreaves Street
Bendigo VIC 3550
Phone: 03 5448 1600
Fax: 03 5448 1699



Elmore

46 Jeffrey Street
Elmore VIC 3558
Phone : 03 5432 6001
Fax: 03 5432 6101

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Bendigo Central VIC 3552
Email: bchs@bchs.com.au
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