

Message from the CEO

Following my recent six-month probationary review by our Board, I'm pleased to say I am officially endorsed as the ongoing CEO of CBCHS, a role I'm both honoured and proud to hold.

Guided by our new Strategic Plan and Vision, I am confident that we are heading in the right direction to deliver the best possible client outcomes while ensuring CBCHS can grow and compete in an open market environment.

Our transition to the NDIS is a good example of how we are putting our clients first and consulting with them to plan and deliver services to meet their needs.

While working with clients to plan their NDIS supports, we have been hearing that many people want programs outside our current operating hours. In response, we have introduced a new Saturday Social Group for adults with a disability. Starting in mid-September, the group will take part in a range of fun outings and activities developed with input from clients and families.

This type of consultation and co-design of services is the way we plan to work across all areas moving forward.

At the end of the day, our clients come first. This is one of the key themes of our Strategic Plan and I encourage you to read the article on page 3 to find out more about the objectives we are working to achieve.

Deb Stuart, CEO

Have you seen our new-look website?

www.cbchs.org.au **GO**



Follow us on Facebook & Instagram
@CentralBaysideCHS

New Website and Social Media Launches at CBCHS

Following months of hard work, we are pleased to launch a new-look CBCHS website!

Our goal was to deliver a more user-friendly and accessible website to make it easier for people to find information about our wide range of services.

The new site adapts to any device and includes simple content written in plain English, with the option of translating information into over 100 different languages.

Thanks to the members of the CBCHS Community Advisory Committee for their input and direction in developing the new site.

To coincide with the introduction of the website, we are also excited to launch a CBCHS presence on Facebook and Instagram. Through these social media channels, we will provide a mix of news and information to inspire health and wellbeing and connect with our community.

Please follow/like us at:

www.facebook.com/centralbaysidechs

www.instagram.com/centralbaysidechs

Visit the new CBCHS website at www.cbchs.org.au

Save the Date!

Annual General Meeting	25 October
Staff In-service Day	12 December
Volunteer Christmas Lunch	19 December

Stand With Community Health

CBCHS is one of 29 community health services across Victoria that deliver comprehensive 'wrap-around' health services to some of the state's most disadvantaged people.

Accessible to all Victorians, the state's community health services deliver primary health, human services and community-based support that meet local community need including localised responses to social and health issues.

During August, the Victorian Health Association launched 'We stand with community health' - a campaign calling on all political parties to take action to leverage and support community health for the benefit of communities and the broader health system.

In the lead up to the state election, take the pledge to 'Stand with Community Health' by visiting www.standwithcommunityhealth.com.au or join the conversation on social media [#standwithcommunityhealth](https://twitter.com/standwithcommunityhealth)



CBCHS CEO Deb Stuart and Member for Mordialloc, Tim Richardson MP stand together in support of community health.

New Dental Funding

In August Shadow Attorney-General Hon Mark Dreyfus QC, MP and State Member for Mordialloc, Tim Richardson MP visited CBCHS to launch a new funding announcement and learn more about our dental service.

The Victorian State Government has allocated an additional \$12 million in funding to help reduce dental wait lists across the state to support a move towards value-based oral healthcare.



Hon Mark Dreyfus QC, MP with staff from the CBCHS Dental Service.

The funding will be used to introduce more efficient systems, improve access to dental services, and focus on prevention and early intervention of oral disease.

Each year, close to 7,500 people use the Dental Service at CBCHS with many on waiting lists for treatment.

The announcement is welcome news for CBCHS and the public dental sector. We look forward to maximising the funding to further improve and increase our dental services for the community.

Partnership for future planning

During August, the Inner South-east Metropolitan Partnership held an assembly to bring together people from the community, business and government to develop and refine the top social, economic and environmental priorities for the region.

The event allowed the public to engage directly with government, share their views and discuss priority issues, resulting in a range of views being canvassed to help inform planning.

CBCHS General Manager Primary Health, George Robinson attended the assembly to represent local community health. A range of topics were discussed including secure housing, police liaison with Sudanese community leaders, access to health services, client pathways, mental health and youth employment.

Participants then voted on the top three issues to receive further consideration and action.



CBCHS General Manager Primary Health, George Robinson with Chollo Sudanese Community Leader, Fashak Dena at the assembly.

New Strategic Plan and Vision

Following close consultation with staff and community, CBCHS was proud to launch its Strategic Plan 2018 - 2021.

The Strategic Plan provides an overview of the organisational priorities for the next three years and will be driven by detailed work plans across each program area.

To underpin the plan, a new Vision Statement was also developed for CBCHS: **Better health, wellbeing and support for our community.**

“At a high level, the new Strategic Plan aims to deliver better client outcomes, support our staff and volunteers to raise the bar in service excellence and strengthen our sustainability for future growth,” said CBCHS CEO Deb Stuart.

“This is what we need to do in order to succeed in the new open market environment of health and disability services.”

“I would like to thank everyone involved in the development of the Strategic Plan and Vision through workshops and feedback. We are committed to continuing to work together to realise our Vision of better health, wellbeing and support for our community,” she said.

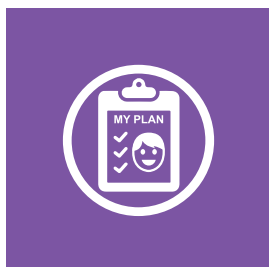
CBCHS Strategic Plan



Our clients come first

We will

- Provide person-centred care based on individual needs
- Involve our clients in service planning, co-design and improvement
- Provide integrated and seamless client pathways to services
- Embed a culture of best practice
- Provide equitable access for all



We deliver the best possible client outcomes

We will

- Monitor and evaluate services to improve client outcomes
- Focus on innovative, high quality services which are cost effective
- Develop health promotion initiatives based on community need
- Participate in research that will improve client outcomes



Our staff and volunteers are innovative, engaged and values driven

We will

- Invest in our staff to meet the needs of clients and the organisation
- Foster a culture of 'customer service'
- Promote and encourage innovation
- Build an inclusive culture for all
- Develop a flexible workforce through learning, development and recruitment strategies



Strengthen our sustainability to support future growth

We will

- Ensure our organisation can compete in an open market environment
- Maintain and grow our services in the context of current government reforms
- Invest in technology to support client management and administrative processes
- Improve our facilities, assets and systems
- Build opportunities through partnerships



PARKDALE

335 Nepean Highway,
Parkdale 3195
P 8587 0200

Dental Clinic
P 8587 0350

Adult Community Options
Main Office
P 8587 0250

CHELSEA

3/1 The Strand,
Chelsea 3196
P 9782 7633

CLARINDA

58 Viney Street,
Clarinda 3169
P 9552 0833

ADULT COMMUNITY OPTIONS sites at

Cheltenham, Edithvale,
Clayton South, Parkdale

SOCIAL SUPPORT GROUPS

31 Venice Street,
Mentone 3194
P 9581 8500

Groups operate at Clarinda
and Edithvale too.

Website www.cbchs.org.au
Email info@cbchs.org.au

Become a Member!

To become a member of CBCHS visit our website cbchs.org.au and complete an online membership application.

It's Okay to Complain!

CBCHS has a compliments and complaints procedure.

Complaints can be made directly with CBCHS or alternatively can be made directly with the relevant commissioner:

- Aged Care Complaints Commissioner
(Any person over 65 receiving a CBCHS service)
P 1800 550 552
- Health Services Commissioner
(Any person receiving a Primary Health service)
P 1300 582 113
- Disability Services Commissioner (ACO clients)
P 1800 677 342

Our Feedback brochure provides more information about lodging a compliment or complaint, it's available on our website under Publications and it's also available at all our reception sites.

Support for Carers!

- Carer Gateway is a national telephone service, website and an interactive service finder to help carers locate their nearest existing support services.
- Carer Gateway will provide information for carers online at www.carergateway.gov.au and by phone on 1800 422 737 from Monday to Friday between 8am and 6pm.

World Mental Health Day

World Mental Health Day on 10 October is a day for global mental health education, awareness and advocacy.

In Australia, 1 in 5 people are affected by mental illness, yet many don't seek help because of the stigma arising from misunderstanding or prejudice.

At CBCHS we offer a range of low cost or free services to help people affected by mental illness, including:

- Counselling & Psychology
- Specialist Child and Family Psychologist
- Social Support Groups
- Activity Groups for wellbeing and social connection such as Tai Chi and Pilates
- Anxiety, Stress & Lifestyle Management Program
- SMART Recovery
- Drug and Alcohol Support Service
- Veterans' Affairs Alcohol Counselling



We are a registered NDIS Provider of mental health services and have a private Art Therapist working from our Parkdale site on Friday mornings.

To find out more about any of these services, you can contact us on **8587 0200**.

Job Opportunities for Ongoing Casual Work

In response to client requests for out-of-hours services, CBCHS is seeking casual disability support workers.

Responsibilities include assisting people with a disability to engage in activities and programs that support their individual development, wellbeing and interests.

The positions are located at our day services, in the community or in the person's home with flexible working hours, that we match to suit you, between 7am and 10pm any day of the week.

For more information or to submit your application please email :
[Ellie Argent-Jones aco@cbchs.org.au](mailto:Ellie.Argent-Jones@cbchs.org.au)



Nutrition News

Eating for better mood and wellbeing

Recent evidence suggests that good nutrition is essential for our mental health.

To improve your mood and wellbeing:

1. **Go nuts!** Research suggests nuts help with your mood (a handful per day).
2. **Eat for your gut.** Probiotics from yoghurt and fermented foods helps the bacterial balance in your stomach and intestines.
3. **Fats are your friend.** Healthy fats, from oily fish, olive oil, nuts/seeds, avocados, have a positive influence on parts of the brain linked to depression.
4. **Vary your diet.** The average Western diet consists of around 20 ingredients, whereas ancestral humans probably ate more like 150.
5. **Relax and enjoy.** We can't forget the benefits of eating as a social and recreational activity - there's a reason pretty much every culture focuses their celebrations around food.