



Health Services



Disability Services



Aged Day Services



Child Services



Group Activities



Dental Services

## Message from the CEO

Since I took over the reins as CEO in February 2018, we have encountered many changes in the health and disability landscape and have been working hard on planning to expand our services.

If there is one word to sum up this year it would be transition. As the NDIS is implemented across our services we are supporting individual clients and their families to navigate this new and sometimes complex environment. We are also transitioning our workforce to meet the requirements of the NDIS. This model provides opportunities for new service offerings, new partnerships and an ability to provide a broader range of services to our existing clients. We've also had a strong focus on planning for the future with a new Strategic Plan and Service Plan to guide our way forward.

This year has seen CBCHS venture into the social media world with a new website and a Facebook and Instagram presence – it is early days but we are seeing posts shared and it provides a platform to share current news and stories. We have also produced a short video that provides a snap shot of what makes CBCHS so special. Please visit our website or YouTube channel to view the video.

I would like to take this opportunity to thank our staff and volunteers for their hard work and commitment in delivering exceptional services for our clients and community throughout 2018. This includes our Board of Directors and Community Advisory Committee who all so generously volunteer their time to benefit CBCHS.

I wish everyone a safe and happy Festive Season and look forward to seeing you all in 2019.

Deb Stuart, CEO



Central Bayside Trust Committee Members (L-R) Rod Hain, Bill Nixon and Debbie Edwards in the Multi-Sensory Den.

## Adult Community Options Multi-Sensory Den

Clients at our Clayton South disability service are now able to take time out and relax thanks to a new Multi-Sensory Den.

The Den uses equipment such as projectors, mirrors, soft mats and fibre optics to increase sensory stimulation as well as helping people with disability feel relaxed.

This innovative new space was made possible thanks to a \$30,000 grant from the Central Bayside Trust Fund. The Trust Fund Committee, led by three amazing community members, Bill Nixon, Debbie Edwards and Rod Hain, has provided more than \$250,000 to local community health projects and the Multi-Sensory Den is the final grant from the fund.

"The Multi-Sensory Den provides a warm, inviting environment for our clients to relax and unwind mentally and physically as part of their daily programs. This is very important for their health and wellbeing," said CBCHS General Manager Aged & Disability Services, Peter Spyker.

We are extremely grateful to the Central Bayside Trust Fund for funding this project and the many other donations to improve community health over the years," he said.

For enquiries regarding CBCHS disability services please contact **8587 0200** or **aco@cbchs.org.au**

### Save the Date!

<b>Staff end-of-year function</b>	<b>12 December</b>
<b>Volunteer Christmas Lunch</b>	<b>19 December</b>

# Robert's Community Health Story

In 2003, Mordialloc resident Robert Wilson contracted Meningococcal Septicemia and spent four months in hospital, requiring surgery to amputate all of his toes. Over the years, Robert's condition has led to many ongoing health issues.

At the start of 2018, Robert heard about the range of health services provided by CBCHS and decided to give us a try. A personalised Care Plan was developed for Robert including allied health services such as physiotherapy and podiatry. It was this coordinated care that really made a difference to Robert's health and wellbeing.

*"Having a team of health professionals working together to provide services that support each other was fantastic. It all flowed beautifully and it was so convenient to be able to go to all my appointments in the one place.*

*I can't praise CBCHS enough. The coordinated care they provide has made my life much easier and the staff are so friendly and informative.*

*Before I found CBCHS, I felt very alone and didn't know who to ask or where to go for my ongoing health care. Now I feel supported."*

Robert also uses the dental service at CBCHS and is considering joining a group exercise program in the future. Through our services, he also found out he may be eligible for NDIS support and is applying to join the scheme.

Robert's positive experience with CBCHS even inspired him to become a member of our Community Advisory Committee, so he can advise from a client's perspective how community health services can be delivered.



CBCHS Client, Robert Wilson.

## Introducing Studio ACO

A new creative studio is up and running at CBCHS as part of our Adult Community Options (ACO) disability program at Parkdale.

Known as Studio ACO, the new creative space gives clients the opportunity to take part in a range of activities including art, craft, floristry and cooking in a fun, social environment.

Studio ACO is located at the former Café Escape site - just over the road from our Parkdale centre.

The new program was developed in consultation with ACO clients and their families to meet a range of interests and develop new skills.

For any queries regarding Studio ACO, please contact 8587 0250.



Jodie taking part in the first Floristry Group at Studio ACO.



Gina taking part in the first Floristry Group at Studio ACO.

## Catering Volunteers Wanted

Do you enjoy cooking and helping others to learn new skills?

We are seeking volunteers to help out at our Adult Community Options (ACO) catering program for people with a disability.

The program operates weekdays from 9am - 3pm at our Parkdale site. To register your interest or for more information, please contact our Volunteer Coordination team on 8587 0296 or email [volunteers@cbchs.org.au](mailto:volunteers@cbchs.org.au)



[www.cbchs.org.au](http://www.cbchs.org.au)

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# What's New?

## Eye Care Service

CBCHS has partnered with The Royal Australian College of Optometry to provide an outreach program at our Parkdale site offering quality and affordable eye care for our local community.

Commencing in December, the program will run on the second Monday of each month and offer bulk billed eye examinations and subsidised glasses through a state government program, the Victorian Eyecare Service. All pension and concession card holders are eligible for this service.

For information on how to make an appointment, please contact reception on 8587 0200.

## Westall Services

CBCHS is extending its service offering at the Westall Community Hub in Clayton South to include the following health and wellbeing services:

- Craving Change - a weekly eating habits program
- Anxiety, stress and lifestyle program
- Mat Pilates
- Dietetic Service

Other services coming soon to the Westall Hub:

- Individual and group relaxation sessions
- Tai Chi
- Physiotherapy

For more information about CBCHS services at the Westall Community Hub, phone 8587 0200.

## Reconciliation in Action

Did you know the City of Kingston is home to around 400 people who identify as Aboriginal or Torres Strait Islander?

As a community health service, CBCHS is committed to delivering equitable health services to Aboriginal and Torres Strait Islander people in a safe and welcoming environment.

Though our Reconciliation Action Plan (RAP) we are working on a number of initiatives to build relationships with our local Aboriginal community to help improve health outcomes.

In October, we officially raised the Aboriginal flag at our Parkdale site to help create a more welcoming environment.

Our Chelsea community lunches for Aboriginal and Torres Strait Islanders are also proving to be a hit. Running monthly on Wednesdays, the lunches provide an opportunity for members of the community to make new friendships, get to know our staff and find out about our services.

If you or your family members are Aboriginal or Torres Strait Islander, you are welcome to access our services and join our lunches, please contact our Chelsea team on 9782 7633.



Our RAP Working Group with the new Aboriginal flag at Parkdale



Participants at one of the Chelsea community lunches

## Service Plan for the Future

CBCHS has developed a Service Plan to help plan for future growth of our services to better meet the needs of our clients and community.

Developing the Service Plan has involved gathering information from staff and community representatives to gain a better understanding of our current service offerings, strengths, challenges, areas of importance and possible future services.

The plan also includes a review of our sites and buildings

to identify opportunities to make better use of current facilities and plan for future needs.

The final Service Plan is due to be presented to the CBCHS Board of Directors in December so they can determine the way forward.

Thanks to the consultants from Johnstaff for developing the Service Plan and to our staff and Community Advisory Committee for their input.



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**PARKDALE**  
335 Nepean Highway,  
Parkdale 3195  
P 8587 0200

**Dental Clinic**  
P 8587 0350

**CHELSEA**  
3/1 The Strand,  
Chelsea 3196  
P 9782 7633

**CLARINDA**  
58 Viney Street,  
Clarinda 3169  
P 9552 0833

**ADULT COMMUNITY  
OPTIONS**  
(Disability Services)  
Parkdale (main site)  
335 Nepean Highway,  
Parkdale 3195  
P 8587 0250

Other sites: Cheltenham,  
Edithvale, Clayton South

**SOCIAL SUPPORT  
GROUPS**  
31 Venice Street,  
Mentone 3194  
P 9581 8500  
Groups operate at Clarinda  
and Edithvale too.

Website [www.cbchs.org.au](http://www.cbchs.org.au)  
Email [info@cbchs.org.au](mailto:info@cbchs.org.au)

## Become a Member!

To become a member of CBCHS visit our website [cbchs.org.au](http://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](http://www.carergateway.gov.au) and by phone on 1800 422 737 from Monday to Friday between 8am and 6pm.

## Profile: Dion McDonald, CBCHS Board Member

### Who are you?

I've spent the past 30 years living and working in Melbourne. I relax by spending time with my wife and three school age children. My hobbies include travelling, reading, fitness and the outdoors. I'm also a passionate supporter of the Richmond Tigers football club.

### Job summary:

My career has focused almost entirely on technology, and includes managing projects to deliver new systems and upgrades as well as leading technical teams. For the past seven years I have been the CIO at RMIT Training, a company that specialises in using technology to deliver improved teaching and learning outcomes.

### What attracted you to join the CBCHS Board?

To give back to the community. I have worked hard and enjoyed a very successful career. This has enabled me to gain valuable skills and experience which can be used to further strengthen CBCHS and benefit the Central Bayside community.

### What do you hope to achieve in the role?

Support the amazing work being done every day by the staff at CBCHS. I'm confident that we have a terrific opportunity to improve our services and make a real difference in our community through how we choose, use and access technology.



## How to enjoy a happy and HEALTHY Christmas:

- 1. Prepare a nutritious feast** - Traditional Christmas dinner doesn't have to be high in fat – let the fat drip away when roasting meats, spray roast vegetables with a small amount of olive oil, use low kilojoule gravy and avoid excessive crackling.
- 2. Get creative with your two & five** - fruit platters and vegetable sticks with hummus/tzatziki/salsa make great snacks; add slices of orange/mango/beetroot to salads for extra colour and serve dressings on the side.
- 3. Festive food serve sizes** - the following festive treats are equivalent to one snack serve size (500-600kj):
  - Half a mini Christmas fruit mince pie
  - One slice of fruit cake
  - One shortbread biscuit
- 4. Don't eat too much** - don't pile your plate too high; aim to fill half of your plate with vegetables, one quarter with meat (or protein alternatives) and the last quarter with cereals and grains (bread/rice/potato).

### MERRY CHRISTMAS!

#### Christmas and New Year Operating Hours

Service / Venue	Close for 2018	Re-open for 2019
Parkdale/Chelsea/Clarinda	Friday 21st December - 5.00pm	Wednesday 2nd January
Adult Community Options	Staff and clients last day Friday 21st December	Thursday 17th January
Social Support Groups	Staff and clients last day Friday 21st December	Thursday 10th January



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