



Health Services



Disability Services



Aged Day Services



Child Services



Group Activities



Dental Services

Message from the CEO

It is hard to believe it has been over one year since the NDIS commenced rollout at CBCHS. While there have been many challenges with implementing the scheme, it has presented many opportunities that have enabled us to expand our disability service offerings for clients.

We are now pleased to offer Support Coordination to help NDIS participants make the most of their funds and connect them with providers. As a health and disability provider with 30 years' experience, we have a lot to offer in this space and look forward to helping people get the most out of their plan.

Additionally, we recently received accreditation to provide NDIS Early Intervention Supports for children 0-6 years. This will be another important service we will offer with planning under way.

It was also pleasing to host two important events recently - a Volunteer Week morning tea to thank our amazing team of volunteers and an event to mark National Reconciliation week.

Looking ahead, November 2019 marks 30 years since CBCHS first opened its doors to the community. We will be commemorating this milestone with a special event to tie in with our AGM as well as a campaign to celebrate our history and achievements. Watch this space for more details.

George Robinson, Acting CEO.



National Reconciliation Week

Central Bayside Community Health Services (CBCHS) acknowledged National Reconciliation Week at a special event held in May.

National Reconciliation Week is a time for all Australians to learn about our shared histories, cultures, and achievements, and to explore how each of us can contribute to achieving reconciliation in Australia.

The event included a Welcome to Country and traditional smoking ceremony conducted by Boon Wurrung man David Tournie. A plaque was also unveiled to acknowledge the Boon Wurrung people as the traditional owners of our land.

Acting CBCHS CEO George Robinson said working to improve Aboriginal and Torres Strait Islander health is an important part of reconciliation.

'It is an unfortunate fact that Aboriginal and Torres Strait Islander people can expect to live 10-17 years less than non-Aboriginal Australians while experiencing higher rates of chronic disease.

As a community health service, we have an important role to play in helping to 'Close the Gap' on Aboriginal health inequality.

Through our Reconciliation Action Plan, we are working on a range of projects to help ensure our services meet the needs of Aboriginal people and increase access in a safe and welcoming environment,' he said.

The city of Kingston is home to around 400 people from Aboriginal and Torres Strait Islander communities.

CBCHS offers free services for people who identify as Aboriginal or Torres Strait Islander.

CELEBRATING



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Celebrating our volunteers

Volunteers from CBCHS were acknowledged during National Volunteer Week in May with a morning tea celebrating the enormous contribution volunteers make to our organisation.

This year's theme: *Making a world of difference* recognises volunteers who generously provide their time and expertise to help others. Our volunteers are enriching the quality of our services and improving the lives of others.

This year National Volunteer Week celebrated its 30th year - an anniversary that is shared with CBCHS. We look forward

to including our volunteers and many other community members in a celebration later in the year.

At CBCHS we have around 200 volunteers, including all of our board members and members of our Community Advisory Committee. Volunteering can be a great way to give back to your local community, meet new people and gain work experience for future employment.

For any volunteering queries please contact the team on **8587 0296** or via email: volunteers@cbchs.org.au



Do you know a lonely person who would benefit from a regular visitor?

If they are over 65 and either waiting for, or receiving a HOME CARE PACKAGE then they may be eligible for the Community Visitors Scheme (CVS). The CVS is a Government funded program that provides a regular volunteer to visit a lonely or socially isolated older person.

Volunteers are matched based on shared interests and many long term friendships have been created through the program.

If you would like more information about this free service, contact the Volunteer Coordinator on **8587 0296** or email volunteers@cbchs.org.au



CVS Home visits

Become a Better Balance Volunteer

CBCHS is seeking volunteers to assist clients at our Better Balance group program.

The program helps people at risk of falls to improve their strength, mobility and confidence.

The group is run by a Physiotherapist, Allied Health Assistants and a wonderful team of volunteers at our Parkdale site on Mondays and Thursdays. It is a great way to support members of your community to stay active and independent. Volunteering involves supporting participants doing exercises using light weights and equipment in a fun, social environment.

For more information please contact **8587 0296** or volunteers@cbchs.org.au



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NDIS Support Coordination now available

CBCHS is pleased to add Support Coordination to the list of NDIS services we offer.

Support Coordination helps NDIS participants identify the right supports and services for their NDIS plan and connects them with the best providers to meet their needs.

This is important to help people with disability get the most out of their NDIS plan and achieve their goals.



Our Support Coordinators can help NDIS participants to:

- Understand their NDIS plan
- Connect with and set up Service Agreements with the right providers
- Independently manage their plan
- Make the most of NDIS funding and track what is spent
- Maximise choice and control over who provides supports and how they are provided
- Resolve any issues with support providers
- Prepare for plan reviews

We are committed to finding and connecting our clients with the right services to bring their NDIS plan to life.

For more information, please contact **8587 0200** or **ndis@cbchs.org.au**

Leanne's first one-on-one NDIS outing

With the NDIS rollout enabling more flexible programs, we have been pleased to offer an increasing number of one-on-one and small group outings. ACO client Leanne recently spent her first one-on-one NDIS-funded outing with us exploring all the amazing artwork in Melbourne's laneways. Leanne also chose to take along some of her friends so they could all enjoy the experience.



NDIS client, Leanne

ACO at Apple

Our Adult Community Options (ACO) program for clients with disability recently partnered with Apple Chadstone to develop an immersive and dynamic curriculum for our participants, allowing them to experience unique Apple tutorials in an inclusive and welcoming environment.

The team have so far discovered Apple Clips and GarageBand with plans to attend photo/video labs, coding skills and art & design labs. The ACO team anticipate an exceptional partnership with the Apple team for future events including training for clients and staff as well as the opportunity to showcase our community involvement.



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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
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.

Profile: General Manager People and Culture, Nicki Ursu

Who are you?

I'm a working parent to two beautiful girls, aged 8 and 10, who are desperate to see where I work and meet our clients! I love reading, gardening and swapping home grown produce, particularly in summer. I'm focussing on non-fiction at the moment and can highly recommend the inspirational Michelle Obama's *Becoming*.

Job summary:

The purpose of the refocussed People & Culture role is to ensure our people are considered when we make decisions. I'm a fan of Richard Branson's quote: 'If you look after your staff they will look after your customers.' One of the ways CBCHS plans to do this is by focussing on improving communication and staff development.

What attracted you to join CBCHS?

The values, purpose and the leadership team. Having recently lost my best friend/father, I wanted to work for an organisation that lived and breathed client-focussed service. It was also an opportunity to bring together all of my experience and skills into the one job.

What do you hope to achieve in the role?

There are so many wonderful opportunities to improve how we work with our people that I must admit at first it was a challenge to pick just a few. Talent development, improving our People Matter feedback to support employee engagement and importantly reshaping People & Culture from Human Resources to a focus on the employee experience rather than just compliance. We can't do this alone and I'm looking forward to work with you wherever we can.



Men's Health Week: Keeping Boys and Men Healthy



The purpose of Men's Health Week in June is to increase awareness of preventable health problems and to encourage early detection and treatment of disease. Here are some ideas to improve health outcomes for men and boys:

- Make sure you get a balanced diet: Males account for the majority of disease linked to diets low in fruit (65%), vegetables (62%), nuts and seeds (79%) and whole grains (74%), as well as 75% of the burden linked to diets high in processed meat.
- It's OK to seek medical help if you don't feel well, have a problem that won't go away or notice unusual symptoms.
- Don't try to do everything on your own. Talk to your partner, friends and workmates.
- Encourage exercise and social activities, find creative ideas for getting active at work (look at websites like www.powerplayatwork.com for male-specific ideas).
- Use available hotlines or speak with professionals to get the help you need for yourself or the men and boys in your life. Be persistent if you need to.

SOURCES: Australian Institute of Health and Welfare 2016. Australian Burden of Disease Study: Impact and causes of illness and death in Australia 2011

Men's Health Week www.menshealthweek.org.au



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