

Message from the New CEO

In my first message as CEO, I'd like to thank the staff, volunteers and community members I've met over the past few months for making me feel so welcome. I feel privileged to be part of such a friendly and dedicated team.

As part of my induction, I've been out and about visiting the wide range of services we offer. My biggest surprise is the breadth and complexity of our disability service. CBCHS is certainly a leader in this area and we have a great opportunity to promote this with the rollout of the NDIS starting in our region on 1 April.

The NDIS represents one of the biggest changes in Australian disability history and we are working hard to plan the way forward to take advantage of the opportunities and prepare for the challenges ahead.

Attending a local Close the Gap event in support of Aboriginal and Torres Strait Islander health equality was another recent highlight and I look forward to launching our first Reconciliation Action Plan in May. In my previous role, I was the Executive Lead for Aboriginal Health. I am a strong advocate for self-determination to drive the changes for this community.



Deb Stuart, CEO

Message from the Board Chairperson

On behalf of the Board of Directors, I would like to welcome our new CEO, Deb Stuart. We are confident she will lead CBCHS with the expertise, vision and passion we need to face the challenges and maximise the opportunities that lie ahead of us.

I would also like to acknowledge our General Manager Primary Health, George Robinson, for his outstanding efforts as Acting CEO from January 2017 - February 2018.

Save the date

**Friday 25 May - National
Volunteer Week Morning tea.**

CEO Profile: Who are you?

I'm originally from the UK, born in Kent but have been in Australia for a long time. I live in Mount Eliza with my husband and our dog and cat. My two daughters live in Melbourne and come home regularly. I love any outdoor exercise and am also a keen gardener. I try and get back to England every few years and I enjoy exploring other places in Europe too. I am a Board Director for Ermha, a community mental health service and see alignment between our two organisations and shared learnings.

Job summary

My career in health spans over 30 years. I trained as a registered nurse in England and worked in community nursing when I arrived in Australia. I have post grad qualifications in child and adolescent health, but have worked in many diverse roles. I have spent the last 10 years at Monash Health in roles across community and acute care. Prior to this I worked as a Manager at DHS in children's services, disability and public health. My passion in my work is to improve health outcomes for people experiencing disadvantage,

and whilst at Monash I led the Aboriginal health and refugee and asylum seeker programs.

Why CBCHS?

A few years ago I undertook an eight-month community leadership course that challenged me at a personal and professional level. I realised my values are aligned to community-based care and it was time to consider moving on. This led me to CBCHS and I feel very privileged to be leading the organisation at this exciting time with an experienced team of dedicated colleagues.

What do you hope to achieve?

This is a big question! I have spent the first few weeks getting to know our staff, sites and services and identifying the priorities to focus on. Clearly NDIS is one of these and I'm keen to see what other opportunities may come from this. As the only Public Health Service in the City of Kingston we need to ensure our services are relevant to the local community and meet their needs. I believe that working in partnership with our clients and the broader community will help us achieve this.

The NDIS is here!



Congratulations to Julie Torcasio who has been appointed to the new role of NDIS Transition Manager for CBCHS. With more than 30 years' experience in disability services, Julie is well placed to take on this 12-month role to implement the NDIS across the organisation.

From 1 April the National Disability Insurance Scheme (NDIS) will commence its progressive rollout across the Bayside Peninsula Region.

The NDIS will provide all Australians under 65 with a permanent and significant disability with the reasonable and necessary supports they need to live an ordinary life.

As a Registered NDIS Provider, CBCHS is proud to offer the following services under the scheme:

Disability Services

We provide group or individual support in both centre-based and community settings to assist clients with activities including:

- Daily living
- Health and wellbeing
- Work and learning
- Recreation and social participation

We aim to provide our Disability Services 7 days a week, 7am - 10pm and welcome people to talk to us about their needs.

Therapeutic Supports

Our registered NDIS supports include:

- Occupational Therapy
- Physiotherapy
- Dietetics
- Podiatry
- Counselling
- Adult Speech Therapy
- Group Exercise Programs

We are also seeking expressions of interest from people looking for shared disability accommodation.

Please contact 8587 0200 or info@cbchs.org.au for all NDIS enquiries.

Donation Advisory Group

An Advisory Group has been established to determine the best way to spend the \$1million donated to CBCHS by the Mordialloc Community Nursing Home (MCNH) Committee of Management.

The generous donation was presented to CBCHS in December last year. The nursing home is winding up operations and the donation was part of its commitment to distribute surplus funds to local community organisations.

The Advisory Group will include representatives from CBCHS and the MCNH Committee of Management who will work together to consider how the funds can best be spent to benefit community health and wellbeing.



An afternoon tea was held to thank the MCNH Committee for their generous donation and to establish the Advisory Group.

Volunteers Change of Staff

Some of our volunteers may know that Volunteer Coordinator, Deirdre Martinz is currently on extended leave until January 2019.

During this time, Hayley Peck, who has been working as the Volunteer Officer, has stepped up into the role of Volunteer Coordinator.

A new Volunteer Officer, Fran Ruska has also joined the team. Please feel free to contact Hayley or Fran with any volunteering queries on 8587 0296 or volunteers@cbchs.org.au



Hayley Peck (left) and Fran Ruska from our volunteering team.

Closing the Gap



Supporting Close the Gap Day:

(L-R) CEO SMPCP, Terry Lazzarotto; CEO Boon Wurrung Foundation, Gehran Steel; CEO Connect Health, Amanda Murphy; CEO DDACL, Andrew Gardiner; CEO CBCHS, Deb Stuart; Member for Mordialloc, Tim Richardson MP and CEO Star Health, Damian Ferrie.

Did you know that Aboriginal and Torres Strait Islander people can expect to live up to 10–17 years less than non-Indigenous Australians?

National Close the Gap Day aims to bring people together to share information and take meaningful action in support of achieving indigenous health equality by 2030. An event to mark this important day and highlight the various projects and programs under way to improve indigenous health across the southern region of Melbourne was held on 15 March.

Jointly run by the Southern Melbourne Primary Care Partnership together with CBCHS, Connect Health & Community and Star Health, the event included presentations on local health initiatives that will help close the gap on indigenous life expectancy.

CBCHS will soon launch its first Reconciliation Action Plan which will include a range of activities to help close the gap and make our services more accessible and welcoming to Aboriginal and Torres Strait Islander communities.

Community Giving

A big thank you to the residents from Lifestyle Communities Chelsea Heights for donating \$1,000 to our Adult Community Options (ACO) disability program.

The funds were raised at a Market Day run at the housing community and will be used to buy uniforms for the ACO clients who help at Café Escape - our enterprise café and catering service.

Special thanks to Market Day Coordinator, Robyn Baker and Lifestyle Chelsea Heights resident and CBCHS volunteer, Maureen Daff for coordinating the donation.



Representatives from Lifestyle Chelsea Heights presented the \$1,000 donation to CBCHS staff at Café Escape.

Celebrating Lunar New Year

Members of our Chinese Social Support Group were treated to a feast as part of recent Lunar New Year celebrations. Thanks to the dedicated group of volunteers who prepared the delicious lunch.

CBCHS runs a number of weekly social groups for culturally and linguistically diverse communities including Italian, Chinese, Turkish and Cook Islander. For information please call 9581 8500 or infosocialgroups@cbchs.org.au.



Quality. Community. Wellbeing



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

CAFÉ ESCAPE

2 Carrier Avenue,
Parkdale 3195
P 9588 2463

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.

Free Diabetes Education Program

The DESMOND Program is an award-winning, evidence-based health program for people living with Type 2 Diabetes.

It is a free program that helps put Diabetes into perspective and puts you in the driver's seat. During the single-day DESMOND session, you will gain practical skills and learn about food choices, physical activity, medicines and more.

The next session will be held from 10am – 4.30pm on Thursday 10 May at our Parkdale site. Other sessions are scheduled for 9 August and 8 November.



DESMOND stands for Diabetes Education and Self-Management for Ongoing and Newly Diagnosed.

For bookings or more information, please phone our Diabetes Education Team on 8587 0229.



Nutrition News

Healthy Eating and Diabetes

The good news is there is no such thing as a 'Diabetic diet'. A healthy diet for people with Diabetes is the same as what's healthy for anyone else:

- Eat regular meals.
- Make vegetables the main part of your meal. Aim to fill at least half of your plate with non-starchy vegetables or salad at lunch and dinner.
- Watch the serving size of meals and snacks - eating too much can lead to weight gain and make Diabetes harder to manage.
- Include a small serving of high-fibre carbohydrate at each meal. Examples include wholegrain breads and cereals, wholemeal pasta, brown rice, quinoa, fruit and starchy vegetables (corn, sweet potato and potato).
- Choose reduced-fat or low-fat dairy products with the least amount of added sugar. Greek yoghurt, with fresh fruit is a good choice.
- Choose lean meats and alternatives, such as skinless chicken and turkey, fish, eggs, legumes (beans, lentils), tofu and nuts.
- Limit unhealthy saturated fats such as butter, cream, fatty and processed meats, fried foods, cakes, pastries, and foods containing palm and coconut oil.
- Include some healthy (unsaturated) fats like olive oil, oily fish, avocado, nuts and seeds.
- Avoid sweet drinks (soft drink, cordial, sports drinks and energy drinks).