

Client Services and Information Handbook



Health Services



Aged Day Services



Group Activities



Disability Services



Child Services



Dental Services

**Better health,
wellbeing and support
for our community.**

Our Services

Central Bayside Community Health Services (CBCHS) is a not-for-profit organisation providing a wide range of services to deliver better health, wellbeing and support for our community.

For people with more complex health needs, CBCHS provides coordinated care. This means we work together, and in partnership with clients, to develop care plans to support recovery and wellness.

As a client, you may meet one of our highly valued volunteers, who are an important part of our quality service delivery, especially in the areas of disability services, social support groups, adult exercise groups and the Community Visitors Scheme.

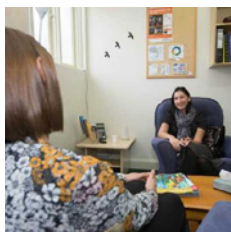
We offer low-cost services for Health Care and Pension Card holders. For more information on eligibility and fees for our services, please visit **www.cbchs.org.au** or phone **8587 0200**.

Services include:



Child Development

We offer a range of services to help children with developmental delays or difficulties. Our team includes Speech Pathologists, Occupational Therapists, Physiotherapists, Psychologists, Dietitians and Paediatricians. Group activities for school readiness, social skills, language and fine motor skills are also available.



Counselling & Psychology

CBCHS offers confidential Counselling and Psychology services to help people experiencing problems or challenges in their lives. We offer individual and group support and can refer clients to group activities to help with anxiety, relaxation and addiction. A Child Psychologist is also available.



Dementia & Chronic Disease Nursing

Our Nurses help people with Dementia and other chronic health problems to maximise their health, safety, wellbeing and quality of life. As well as managing the condition, our nursing service aim to help people prevent further health complications, live independently at home and stay connected with their community. Our team also work closely with carers to ensure they are supported and have plans in place to manage their caring responsibilities.



Dental

We offer quality, low-cost dental care including check-ups, emergency care, fillings, x-rays and dentures. Adults 18+ require a Health Care or Pension Card to access this service. The service is free for children 0-17 years if their parent or guardian has a Health Care card. Children of non-card holders (0-12) are also eligible - a small fee is charged per course of care which includes a check-up and all general treatment.



Dietetics & Diabetes Education

A healthy diet is critical for good health. Our Dietitians assist and motivate people to make lifestyle changes to improve health or manage medical conditions through sensible eating and exercise. We work with people of all ages. Education and support for people with diabetes is also available including a free type 2 diabetes program.



Disability Services (NDIS)

Our Adult Community Options program provides group or individual support to help people with disability achieve their unique goals and aspirations. Programs are offered in our centres, in the community or in a client's home. Services are available seven days a week, 7am - 10pm. We also offer a range of NDIS Therapeutic Supports. Please see page 5 for more on our NDIS services.

Our Services



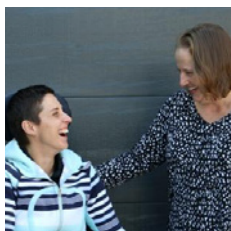
Drug & Alcohol Support

The aim of our Drug and Alcohol Support Service is to reduce harm to individuals and families caused by drug or alcohol use. The service is free, confidential and non-judgmental. Assessment, counselling, treatment, education and referral are provided to anyone experiencing a substance problem. An addictive behaviour support group is also available.



Group Activities

At CBCHS we offer a wide range of group activities to support health and wellbeing. And when you participate in a group, there's the added benefit of socialising with friends. Groups include Pilates, Gentle Exercise, Strength Training, Better Balance, Water Exercise, Tai Chi, Relaxation, Community Kitchen, Healthy Cooking and many more.



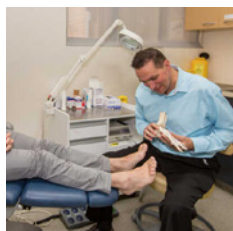
Occupational Therapy

Our Occupational Therapists provide support and equipment to help people with self-care and household tasks so they can stay safe and independent in their own home. They can also assist with everyday activities such as shopping and banking as well as connecting people to social support groups.



Physiotherapy

Our Physiotherapists help people affected by injury, illness or disability through exercise, physical therapy and education. From improving strength and flexibility to treating injuries or chronic pain, we work with people of all ages. Group activities run by our Physiotherapists are also available including Pilates, Better Balance, Strength Training and more.



Podiatry

At CBCHS our Podiatrists assess, diagnose and treat problems relating to the feet and lower legs to help keep people mobile and pain free. These may include skin and nail problems, foot and ankle injuries, foot complications related to diabetes and problems with gait or walking. Footwear assessments and prescription of orthotics are also available.



Social Support Groups (Aged Day Services)

Social Support Groups provide fun and friendship through centre-based activities and community outings. There are a range of groups on offer including general socialisation, picnics, outings, gardening, cooking, walking, gentle exercise and more. Our groups are for the elderly and younger people with dementia or disability.



Speech Therapy

We partner with other local community agencies to help develop strategies to support people with speech and verbal communication needs. A specialist Child Speech Therapy service is also available.

Other Services

At CBCHS, we work with a number of private practitioners and community health providers to offer additional services from our centres. These include:

- Bulk Billing Medical Specialists* (Paediatricians, Geriatrician and Endocrinologist)
- Hand Therapy
- Optometry
- Gambler's Help
- Pathology

** For some medical services, Bulk Billing is only available to Health Care and Pension Card holders. Please check with our customer service team.*

National Disability Insurance Scheme

As a registered NDIS provider, CBCHS offers a wide range of services and supports to help people with disability achieve their unique goals and aspirations. We also provide Support Coordination to help you understand and action your plan.



Disability Services

Our Adult Community Options (ACO) program provides group and individual support for people with disability. Services are provided at our centres, out in the community or in a client's home.

Our programs include:

- **Daily Living** - including cooking, communication skills and travel training
- **Health and Wellbeing** - such as sport, fitness and hydrotherapy
- **Work and Learning** - including computer training, numeracy and literacy and work skills
- **Recreation and Social Participation** - including outings, volunteering and art and craft.

As well as any other activities identified by you! Services are available seven days a week, 7am - 10pm. Speak to us about your needs.

Our range of NDIS Therapeutic Supports include:

- **Occupational Therapy**
- **Physiotherapy**
- **Early Intervention Supports for children 0-6 years**
- **Podiatry**
- **Counselling**

Please ask us about other therapy supports you may have in your NDIS plan. For NDIS enquiries, please contact **8587 0200** or ndis@cbchs.org.au.

My Aged Care

My Aged Care is a Commonwealth Government initiative that aims to make it easier for older people, their families and carers to access information on aged care, have their needs assessed and find the services they need.



CBCHS is a registered provider of *My Aged Care* and offers services including:

- Dietetics
- Podiatry
- Physiotherapy
- Occupational Therapy
- Nursing
- Exercise Groups
- Social Support Groups

***My Aged Care* is available for the following groups:**

- People aged 65 years and over
- Aboriginal or Torres Strait Islander people aged 50+
- People who are homeless or at risk of homelessness aged 50+

To book our services through *My Aged Care* or if you would like us to help you to register for the program, please contact us on **8587 0200**.

For more information on *My Aged Care* visit **www.myagedcare.gov.au**

Your Rights and Responsibilities

At CBCHS, we aim to provide high quality services to improve wellness. We encourage our clients to share the responsibility for their own health, wellbeing and support.

When using our services, you have the right to:

- Quality care from trained staff who will respect your privacy and dignity
- Receive care and support without fear of discrimination of any kind
- A clean, safe and comfortable environment
- Know the full cost of the proposed service
- Refuse any assessment, support or treatment
- Have an advocate (friend, family member and/or interpreter/signer) present when attending the service. An interpreter can be arranged by our staff at no cost
- Request that your care or support be provided by a different staff member
- Make a complaint about the service you have received and continue to access our services after a complaint has been made.

You are responsible for:

- Providing our staff, to the best of your ability, accurate information about your health or wellbeing
- Keeping appointments, and providing as much notice as possible if you need to cancel
- Treating our staff and other clients respectfully
- Treating seriously any agreement to action, care or support chosen
- The consequences of your decision to accept or reject advice.

The Australian Charter of Human Rights outlines the rights of people using the Australian healthcare system.

You can read more at www.health.vic.gov.au

Your Privacy

The information we collect helps us keep up-to-date details about your needs, so we can care for you in the best possible way.

We respect your privacy by:

- Only keeping information that is relevant to your health and support needs
- Storing your information securely
- Only sharing your information with your permission or if required by law
- Telling you how you can access the client information collected about you
- Providing you with a copy of your Health Record if requested and making corrections if needed.

For more information:

- Ask our staff. They can help answer your questions or put you in touch with someone who can
- Ask for a copy of our Privacy Policy
- Contact the Office of the Victorian Information Commissioner on **1300 006 842** or **www.ovic.vic.gov.au**



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Feedback

Your feedback is vital to help us improve our service and provide the highest quality of care.

If you have a compliment, complaint, idea or suggestion, you can share your feedback in the following ways:

- Complete the online feedback form on our website - www.cbchs.org.au
- Send an email to feedback@cbchs.org.au
- Phone 8587 0200 and ask to speak to a General Manager
- Complete a feedback form available in our reception areas
- Send a letter to: Quality and Compliance Coordinator, Central Bayside Community Health Services, 335 Nepean Hwy, Parkdale VIC 3195.

Alternatively, you can lodge a complaint with the relevant commissioner:

The Health Complaints Commissioner
(Any person receiving a Primary Health Service)
Phone: 1300 582 113

NDIS Quality and Safeguards Commission
(Disability Services Clients)
Phone: 1800 035 544

The Aged Care Complaints Commissioner
(Any person over 65 receiving a CBCHS service)
Phone: 1800 550 552

Commission for Children and Young People
(Any person receiving a Child Development Service)
Phone: 1300 782 978

Your comments will in no way disadvantage or jeopardise the care you receive from CBCHS.

How to Book our Services

Phone: 8587 0200

Email: intake1@cbchs.org.au

We are open from 8.30am - 5.00pm Monday to Friday.

Dental Service operates from 8am - 4.30pm Monday to Friday.

We provide NDIS Disability Services from 7am - 10pm, seven days a week.

If you need an interpreter, please let us know at the time of booking.

Interpreters are available free of charge on request.



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Locations



Health, Dental & Child Services

Parkdale
335 Nepean Hwy
(inc Dental Service)

Chelsea
3/1 The Strand

Clarinda
58 Viney St



Disability Services

Parkdale
335 Nepean Hwy

Cheltenham
299 Centre Dandenong Rd

Edithvale
6 Edithvale Rd

Clayton South
45 Oakes Ave



Aged Day Services

Mentone
31 Venice St

Edithvale
8 Edithvale Rd

Clarinda
58 Viney St

Are you interested in volunteering?
We have many opportunities available!

Ph: 8587 0200
www.cbchs.org.au



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Australian Government



CBCHS acknowledges
the support of the
Victorian and Australian
Governments