

## Summer Issue 2011



Robyn Reeves

### A word from the CEO...

Welcome to 2011. The year has got off to a challenging start with floods affecting so many Australians, after years of drought. It is certainly a reminder of the nature of our environment, so well outlined in "I love a sunburned country" – but the reality for those directly impacted is harsh and difficult.

Some BCH staff have been involved in providing support to flood affected community members, and others in fund-raising and practical assistance. Our thoughts are with all who need assistance and support, whatever the cause.

BCH is looking forward to a challenging year, but with an emphasis on positive challenges in working with our community to meet the needs of individuals, families and the community as a whole.

There are many new programs on offer, in addition to existing and continuing services. More details about some of these are in the following pages and you are always welcome to call or drop in for information on how we may be able to assist you with your health and well being.

Best wishes to all for 2011.

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## Welcome

Liz Boland – Integrated Humanitarian Settlement Services Worker  
Holly Beaumont – Counsellor  
Tracey Bones – Primary Care Customer Service Officer  
Andrea Clarke – Customer Service Officer  
Margaret Frederick – Physiotherapy  
Lincoln Greene – AOD Counselling  
Melanie Hardy – PODS Client Support  
Felicity Harte – Customer Service Officer  
Aly Johns – Foyer-Like Program  
Sophie Livitsanis – Skits Team  
Daniel Martin – Foyer-Like Program  
Bradley McDonald – Skits Team  
Michelle McFadyen – Customer Service Officer  
Sheridan McGregor – Foyer-Like Program  
Jane Measday – Client Services Manager  
Judy O’Grady – Foyer-Like Program  
Hennie Oosthuizen – Financial Services Manager  
Lauren Orchard – Foyer-Like Program  
Maria Peck – Practice Nurse  
Ashlea Peterson – Foyer-Like Program  
Shiree Pilkinton – Settlement Program Officer  
Fran Quigley – Counsellor  
Leanne Rees – PA to CEO (maternity leave position)  
Christine Reupert – Pregnancy and Parenting Support Worker  
Andrea Rose – Primary Care Customer Service Officer  
Michelle Ryan – Dietician  
Scott Sherritt – Governance and Quality Coordinator  
Lloyd Stinton – VHIMS (IT) Project Officer  
Stephen Theodore – Foyer-Like Program  
Emma Wallish – Home Based Outreach Worker  
Kelly Louise Warner – Skits Team  
Katrina Warner – Youth Team Leader



## 2010 Election of Board Members

Members would be aware that nominations for positions on our Board of Directors were called in July/August 2010.

A number of nominations were received, and as a result an election with postal voting was held. The current Board membership is:

Elizabeth (Liz) Sheedy (Vice-President)  
Suzanne Blume  
Betty McGuinness  
Rosemarie Calvert (Treasurer)  
Wendy Hubbard (President)  
Sarah Sainsbury  
Bryan Crebbin  
Jenny Coburn

Thanks and congratulations to those elected.

## Retired Board Members

A special thank you goes to Richard Hutton, Alison Trevenen and Danielle Walker who have retired from the Board of Directors. We would like to acknowledge their valuable contributions and wish them the very best for the future.

## Healthcare Identifiers Legislation

All patients will now get individual healthcare identifiers (IHIs) under the Healthcare Identifiers Act. The legislation is aimed at improving the management and communication of health information for healthcare delivery. Unique healthcare identifiers will now be allocated by the Healthcare Identifiers Service, operated by Medicare Australia. Healthcare identifiers are a key building block of the federal government's plans to invest \$466.7 million over the next two years to introduce personally controlled electronic health records.

The decision to establish a personally controlled electronic health record will be a personal one and will require individual consent. Patients will not need to remember their IHI to have access to healthcare services. Healthcare professionals will be able to retrieve a patient's IHI using their current Medicare card or DVA treatment card or via a demographic search.

Following the passage of the legislation, regulations to support the operation of the Healthcare Identifiers Service will be considered by the Federal Executive Council.

The regulations will help healthcare providers and software vendors better understand how the IHIs will affect their current business practices. E-health provider CSC said the service was a crucial step towards modernising Australia's health system. "The Healthcare Identifiers Service, coupled with the recent budget announcement of \$466.7 million towards personally controlled electronic health records, positions Australia to make rapid progress towards a modern e-health platform which can improve the quality and safety of care for all Australians," CSC's director for health services, Lisa Pettigrew, said.

The unique identifier will be used to ensure that healthcare providers, consumers and their information can be uniquely identified when created and accessed, she said.

HA Hospital & Aged Care July 2010



## BCH Counselling Team Profile

Four generalist counsellors, a team leader and a family violence counsellor make up the counselling team at BCH located at Coinda. Together they have 80 years counselling and group work experience and they work with ordinary people of all ages on a broad range of life issues.

Counsellors at BCH hold the belief that the health and wellbeing of the community is enhanced by working collaboratively with clients, supporting them to develop greater emotional flexibility and stronger resilience.

All our counsellors have tertiary qualifications in one or more social or behavioural sciences and provide affordable high quality counselling services.

## Not as healthy as we could be

**Australians generally enjoy good health, and as a nation we are among the healthiest in the world but there is still room for improvement, according to the latest national report card on health, released by the Australian Institute of Health and Welfare (AIHW).** The report, *Australia's health 2010* brings together the latest available national statistics on health. AIHW director Dr Penny Allbon said Australians place great value on their health and the health status of Australians was improving on many fronts, with rapid growth in health spending and health services. "Health in Australia is a \$100-billion-a-year industry, with governments footing 70 per cent of that bill", Allbon said. "The Commonwealth's contribution alone is around \$45 billion." It's an industry growing at a faster rate than inflation, and faster than the population. Employment in health occupations grew by 23 per cent between 2003 and 2008, almost double that across all occupations. "New and better technologies, high community expectations, the ageing of our population, and increases in chronic disease as the population ages are all driving that growth", Allbon said. The report shows that Australia's life expectancy at birth remains among the highest in the world - almost 84 years for women and 79 years for men - and survival rates for people diagnosed with life-threatening diseases such as cancer and cardiovascular disease (CVD) are improving. Australia's level of smoking has continued to fall, and is among the lowest in OECD countries at one in six adults smoking daily. Death rates from diseases associated with smoking have also decreased. "However, despite some great progress in death rates, diseases that impact on the quality of life remain a concern," Allbon said. "Many Australians experience mental illness - around one in five Australians aged 16 to 85 years has a mental disorder at some time in a 12-month period, including one of four of those aged 16-24 years." "Rates of overweight and obesity, which are known risk factors for many diseases, continue to rise." The number of people with dementia is projected to more than double over the next 20 years.  
HA Hospital and Aged Care July 2010

### Foyer-Like Program

The Foyer-Like Program is a partnership between UnitingCare Ballarat, Ballarat Community Health, Finding Futures, the Department of Education and Early Childhood Development, Ballarat Secondary College, Ballarat City Council and the Rotary Club of Ballarat. The program aims to support young people (including young parents) aged between 16 and 25 who are homeless or at risk of homelessness, by providing a 24 hour, 7 day a week residential facility.

The Youth Support Worker provides support and assistance to residents and their families to ensure they participate and engage in the program and to maximise the outcomes for all involved.

The Foyer-Like Program staff will form part of a multidisciplinary team including, but not limited to, youth homelessness staff, education, training and employment consultants, counsellors, medical and allied health workers, and youth workers to provide a comprehensive range of support and development services, including case management.

### Organisational Re-structure

At the end of last year BCH underwent an organisational restructure. This review has arisen because Ballarat Community Health has grown and changed significantly in the last 5 years, including an increase from 52 to around 115 staff, and the provision of many additional programs and services being offered to the community.

Whilst our current structure has supported this growth well, we now need to provide for the depth required at senior management level to adequately support further growth and development.

A senior executive team has been added to provide effective strategic leadership and improved day to day management, and to further streamline the current team leader roles so that they reflect current funding and service delivery requirements.

Specifically this involves the creation of three new roles: A Financial Services Manager, Executive Services Manager and Client Services Manager.

You can find a copy of the new structure on page 7.



Tom Inverarity – Innovative Health Services for Homeless Youth Worker

## Innovative Health Services for Homeless Youth

Tom Inverarity, our IHSY worker, is relatively new to Ballarat Community Health with a background in PE & Health education. The IHSY program focuses on developing new interventions, support and advocacy to improve the health of young homeless people through a range of activities.

IHSY has been involved with a number of projects since Tom joined BCH. Keep an eye open for:

- the release of the 'How to get there guide Ballarat 2010/11', a resource developed to support youth workers and promote the use of public transport by young people to access those supports;
- the Movin' on Cook Book, a new addition of the Tight Arse Cook Book;
- the 'Invisible' campaign - a campaign focused on raising factual awareness of youth homelessness in the Ballarat region. You can access the facebook page on <http://www.facebook.com/pages/Invisible-Out-of-Sight-Out-of-Mind/146277122081530?ref=ts&v=wall>
- and the 'Foyer-Like Program' a multi-unit facility for young people aged 16 – 25 that can provide stable accommodation for up to 2 years, ongoing education, support and a safe environment.

When you think of homeless youth remember, "Young people experiencing homelessness come from a range of family backgrounds, have diverse dispositions, expectations/desires, and they encounter services of varying quality. Their common needs are to have a stable home; friends; healthy nutrition; to be cared about as individuals; to have adequate educational support; help when they need help; and reliable adults in their lives" (Australia's Homeless Youth, National Youth Commission 2008).



**Providing *free* use of a wide variety of sports equipment to the community!**

**10 borrowing locations in Ballarat, Ararat, Maryborough & Bacchus Marsh**

**Call Ballarat Community Health on 03 5338 4500 for more information**

## Seniors Festival Walks and Launch of Walking Maps

Ballarat Community Health received funding from the City of Ballarat Positive Ageing Strategy Small Grant program to promote Seniors Festival in the month of October 2010. BCH offered free come and try walks on 19<sup>th</sup> and 27<sup>th</sup> October (indoor walks at Stockland Wendouree) and outdoor walking at Lake Wendouree on 20<sup>th</sup> and 27<sup>th</sup> October 2010. All the walks were supported by a podiatrist from BCH and either Ballarat Lady Miners or Ballarat Miners. The walk on the 27<sup>th</sup> was followed by launching of walking maps by MP for Ballarat East, Geoff Howard. BCH's Board of Directors' president, Wendy Hubbard, also attended and actively participated in the launch.

Both the indoor and outdoor walks were well supported by seniors and other people from the community. The walk and launch of walking maps was attended by up to 80 people including year 7 girls from Loreto College Ballarat. There was a great media opportunity as WIN TV captured the event and it was in the news that evening.

Members are being encouraged to refer clients who are interested in walking. **Indoor walks** run every **Tuesday from 8am, in Stockland Wendouree** (meeting at Muffin Break). **Outdoor walks** run every **Wednesday from 11am, starting from different locations around Ballarat.**

**“WALKING BENEFITS PEOPLE OF  
ALL AGES”**



Indoor Walking

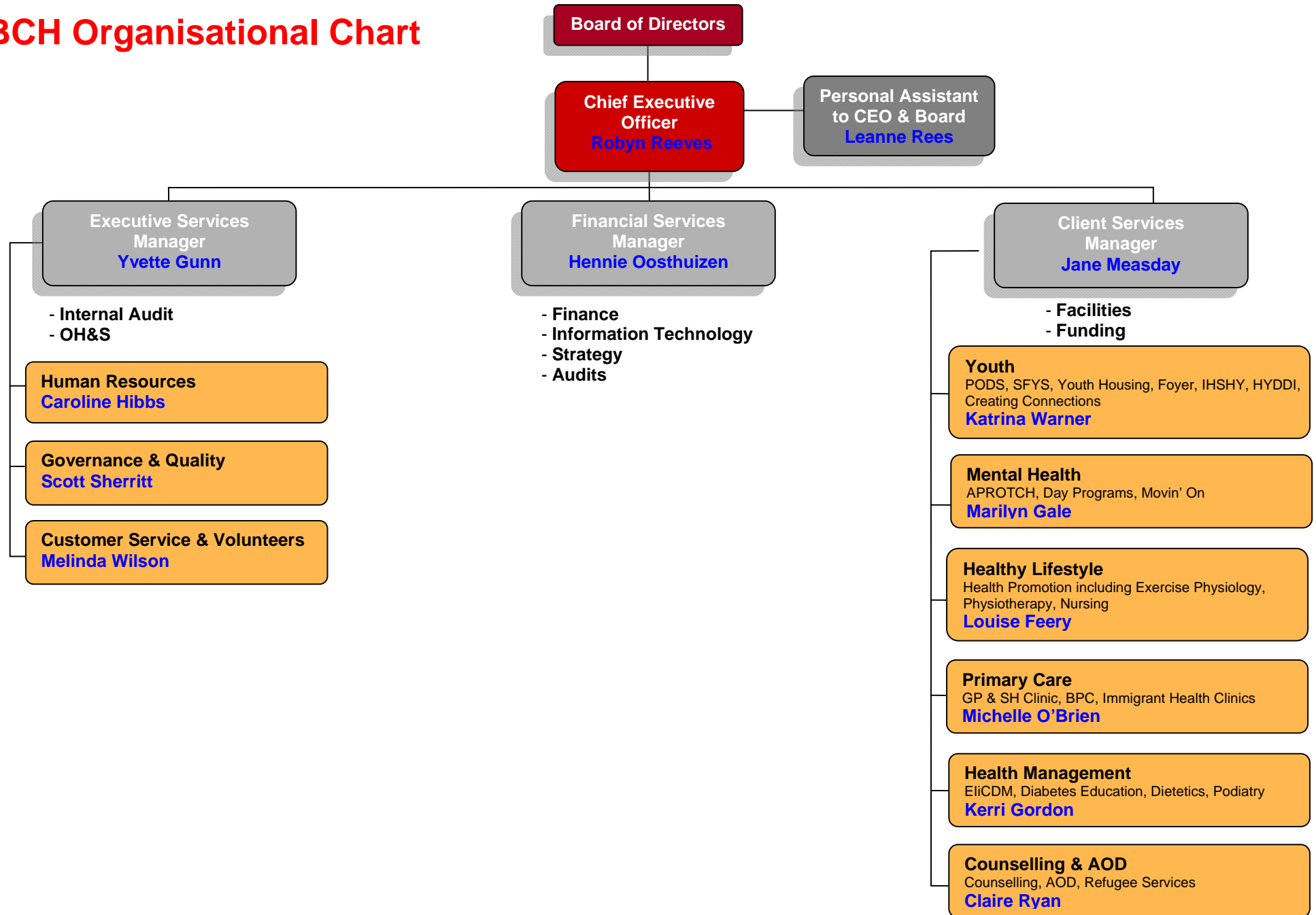


Penelope spiced up the Seniors Festival outdoor walks with Tai Chi and Qigong



Louise walking with Shirley and her dog Questa

# BCH Organisational Chart



# BCH Services...

## **Alcohol and Other Drug Services**

*Withdrawal*  
*Needle Exchange*  
*Counselling*  
*Youth Outreach*

## **Mental Health Services (APROTCH)**

*Group Facilitation*  
*Movin' On*  
*Home-based Outreach*

## **Counselling Services**

*General Counselling*  
*Family Violence*  
*High Prevalence Disorders*

## **Clinical Services**

*Dietetics*  
*Podiatry*  
*Exercise, Fitness & Strength Programs*  
*Physiotherapy*  
*Smoke Free Clinic*  
*Chronic Disease Management*  
*Diabetes Education*  
*Refugee Health*

## **Clinics**

*Doctor's Clinic*  
*Liver Clinic*  
*Sexual Health Clinic*  
*Paediatric Immigrant Health Clinic*  
*Vitamin D Clinic*

## **Youth Services**

*Youth Housing Support Services*  
*School Focused Youth Service*  
*PODS (for young parents)*

## **Health Promotion**

**Promoting health and wellbeing  
and preventing illness**  
throughout Ballarat and the region

PO Box 1156, Bakery Hill Vic 3354

**T** 03 5338 4500

**F** 03 5331 5470

**E** info@bchc.org.au

**W** www.bchc.org.au

## **APROTCH**

Cnr Queen Street & Dytes Parade  
Fax 5332 1044

## **Ballarat**

710 Sturt Street  
Fax 5332 6617

## **Sebastopol**

260 Vickers Street  
Fax 5336 1613

## **Wendouree**

Cooinda, 10 Learmonth Road  
Fax 5339 3044

Ballarat Community Health offers a wide range of services. To find out more about any of our programs, please call our central phone number 03 5339 4500 or check out the BCH website:

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