



# **ANNUAL & QUALITY OF CARE REPORT 2018-2019**

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Castlemaine District Community Health Board and Staff acknowledge the traditional custodians of the land, the Dja Dja Wurrung, and respect their elders past and present. We acknowledge and honour their living culture and unique role in the life of this region.





# VISION AND VALUES

## VISION

*Our vision is to facilitate better health in our community with a focus on equity.*

## OUR VALUES

### Health is about your life as a whole

- ◆ Healthy lifestyle
- ◆ Social, physical, mental and spiritual health and well being
- ◆ Includes individuals, family and community

### We value you

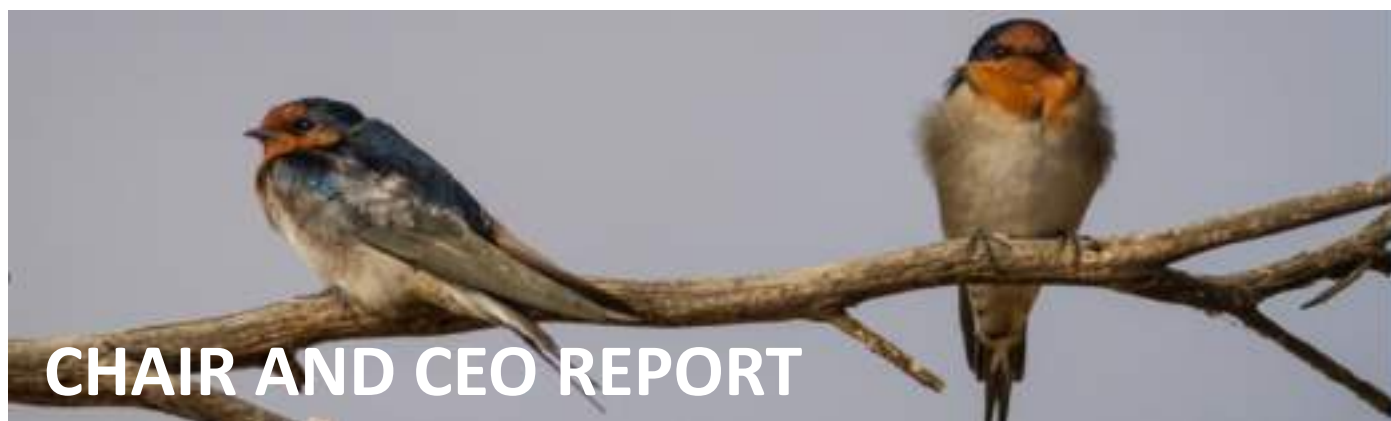
- ◆ We provide compassionate and respectful services
- ◆ Your input is important
- ◆ We recognise and value the diversity of all people including but not limited to: Aboriginal and Torres Strait Islander people; lesbian, gay, bisexual, transgender and intersex people; people with a disability; and culturally and linguistically diverse people
- ◆ Clients, staff and volunteers

### We are responsive

- ◆ Positive outcomes for better health and wellbeing
- ◆ Person-centred care for high quality service provision
- ◆ Targeted service provision to close gaps
- ◆ Facilitating positive life choices through consumer empowerment

### We are ethical

- ◆ We work to professional standards and uphold the Code of Conduct
- ◆ We provide services with integrity and fairness
- ◆ We uphold justice and work with diligence and honesty



## CHAIR AND CEO REPORT

This year has been another busy and challenging year for CHIRP Community Health. We have continued to provide a range of community health services during an ongoing period of uncertainty about our future location and sustainability as an organisation. We do however continue to be inspired to focus on providing high quality local community health services by the consistently positive feedback we receive about our services and programs. Our quality and annual report, is a chance to reflect on the good work of the organisation, some of the challenges, and our future directions. While we have sections in this report that focus solely on Accreditation, Rainbow Tick, and Client Feedback, you will see indicators of all of these aspects of quality improvement throughout the report, in our innovative projects, client care and community response.

The Board's focus over the past twelve months has been predominantly on strategic work with Castlemaine Health and the ongoing development of the Mount Alexander Strategic Health and Wellbeing Partnership for the long-term benefit of the community. We welcomed new Board members Ian Patrick, Natalie McCarthy and Lexi Randall-L'Estrange at the start of the financial year, and they have assisted us in consolidating our strategic priority of working in a more collaborative manner with our partners. We also said farewell to Glenn Brown who had been on the Board for five years, and thanked him for his significant contribution to the Board and to the Risk and Clinical Governance Committee.

There were a number highlights over the past year. We continued to see a similar number of individual clients and deliver over 20,000 occasions of service as per previous years. We had approximately six people per week contacting us for assistance with housing with 13% of these were people under 25 years, and 8% identifying as Aboriginal and Torres Strait Islanders. Of the people asking for assistance, 52% were women and this number continues to grow. We had 25 mentors working with young people either as L2P drivers or as mentors with people at risk of disengaging in school. We held over 50 sessions of 'Prep to Puberty' across 11 schools and commenced a new program called 'Making Friends with Worry' in response to requests for assistance with children's anxiety. We had a similar number of referrals for family services but a 40% increase in people experiencing family violence over the past twelve months. We provided services to over 60% of the people in Mount Alexander Shire Council diagnosed with diabetes and we supported people with other chronic care conditions such as alcohol and drug issues and mental health issues in collaboration with our local GPs.

Our physical activity and mental wellbeing groups continued to thrive with several walking, Tai Chi and strength, and mind body classes for people who cannot afford to access mainstream services. We also run our inclusive special interest walking groups as a way of reaching a wider range of people in our Shire. Our "Smiles for Miles" programs in early childhood centres achieved their awards and we recruited additional centres to ensure that early education around dental health becomes the norm. The "Let's Get Proud" project flourished achieving the goal of developing a local LGBTIQ+ leadership group and developing a strategic plan. This work continues in 2019/20 with Castlemaine Community House, Central Victoria PCP and Mount Alexander Shire Council and will focus on the three pillars of the strategic plan, an ecosystem of support with partners, a place at our table with business and a group outside of school for young people.

During the year we progressed the work of the Mount Alexander Strategic Health and Wellbeing Partnership. This included some workshops detailing future opportunities for developing services and leveraging our assets into the future. This work was collated into what has now been called the Canaway report and supports work we will be doing for master planning. We were also pleased to welcome Jane Staley as the Project Manager of the Mount Alexander Health and Wellbeing Strategic Partnership. Jane commenced in the role in June and has the task of detailing the objectives of the partnership, potential governance arrangements, and how this will be progressed over the coming years.

The master planning process for Castlemaine Health and CHIRP Community Health, which was announced over twelve months ago, was delayed due to the large project workload of the Department of Health and Human Services. The master planning has now expanded to include a more comprehensive service planning process which will review current community health, hospital and council services and programs, identify gaps in services, and detail how services can work in a more integrated manner in the future. This more detailed process will deliver a more comprehensive plan and is an important step in setting us up to apply for capital funding for new facilities.

This year we also saw Nalderun move from CHIRP Community Health to Castlemaine Community House as they continue on their journey to become an independent organisation. We wish Nalderun all the best and support their work in the area of self-determination. CHIRP Community Health will continue to work closely with Nalderun and support programs. Our Family Services team, lead by Belinda Brain has been working in a successful strengths-based manner with Nalderun and we will continue to build on this.

The Board took the step of supporting an innovation project during the year, submitted by Helen Smith, one of our counsellors. This project focused on further developing a board game for children with anxiety. Helen has been working with Veronica Budnikas and Lexi Randall-L'Estrange from the Board on a prototype for testing this project.

We received a grant from Department of Health and Human Services (DHHS) to renew a range of equipment, refresh our computers and mobile phones and replace one of our old cars. This was particularly appreciated by our staff members, who feel much safer and have new equipment for services and programs. Our community nurse, Bronwyn Grieve, has received positive feedback for her first aid training sessions with the new equipment as well as for her initiative of ensuring our Shire is equipped with defibrillators across the community. A rapid response to cardiac events saves lives and we continue to support and spread that message.

CHIRP Community Health has also dealt with less positive issues over the past twelve months that have consumed significant energy of the Board and CEO. This includes the ongoing financial struggles of the organisation arising from the cost of delivering services. We were also informed in April this year that the relocation grant allocated to the organisation to assist with a new service delivery location was no longer available. This was extremely disappointing for the Board and has meant a delay in being able to relocate our services to help reduce costs.

The Board has been working closely with Castlemaine Health to develop an integration pilot and consider a different model for delivering community health services in the future. The ongoing challenges of being a small organisation are not sustainable and we need to leverage assets across the Shire. The Board are confident that Castlemaine Health has a strong focus on community services and the collaboration and integration can in the longer term deliver better services to the community. This integration process is a significant step towards maintaining local services into the future.

Finally, another challenging issue for the organisation was a criminal cyberattack which destroyed most of our organisational data. The impact of this incident was significant as our back-up systems were also compromised. Our recovery process was exceptionally well supported by DHHS Digital Health and Bendigo Health IT Department. We were also fortunate that our new computers had not been set up and this allowed us to do a rapid change over to the new equipment. Our business continuity plan was enacted enabling us to get our services back up and running in record time. Our staff continued to see clients and deal with this significant loss with amazing resilience and perseverance. It was exceptionally challenging for more than eight weeks, and the recovery of policies and procedures and organisational information will continue. It does, however, highlight the dedication of staff in continuing to serve our community.

We end our report on the positive note of our refreshed brand and return to the name - CHIRP Community Health. Assisted by the DHHS grant, we have refreshed our brand and launched a new website that is up to date and much easier to navigate. We hope that our new site makes it easier to register for activities and to find important information about services. We consulted and realised that people in the community did not recognise our registered name – Castlemaine District Community Health - and they wanted us to revert to our original name. As can be seen with our new look, this feedback has been taken on board. Initially known as CHIRP – Community Health Information Resources and Programs – our future is likely to be integrated and in partnership, so I hope CHIRP Community Health may transform into “Community Health Integrated Rural Partnership”. We invite our community to work with us on this journey.



Rebecca Edwards - Chair



Dianne Couch - CEO



# A SNAPSHOT OF OUR SERVICES

## Physical Health

Dietetics  
Diabetes Education  
Physiotherapy  
Community Health Nursing  
Community Gym  
Exercise Physiology  
Strength Training Programs  
Anaphylaxis Education  
Asthma Education  
QUIT program

## Community Health and Connections

Heart Health Programs  
Tai Chi Groups  
Walking Groups  
Community Education  
First Aid & CPR  
L2P Driver Mentor Program  
LGBTIQ+ Project  
Smiles for Miles Program  
Gender Equality

## Family Services and Housing

Integrated Family Services Program  
Specialist Homelessness Service and  
Youth Homelessness Team

## Mental Health & Wellbeing

Youth Mentoring Program  
Preparation for Puberty  
School Programs  
General, Family & Children's Counselling  
Psychological Services  
Suicide Prevention Counselling

## Alcohol and Other Drugs

Alcohol & Drug Counselling  
Home Based Withdrawal  
Alcohol and Drug Care & Recovery Coordination  
Needle and Syringe Program

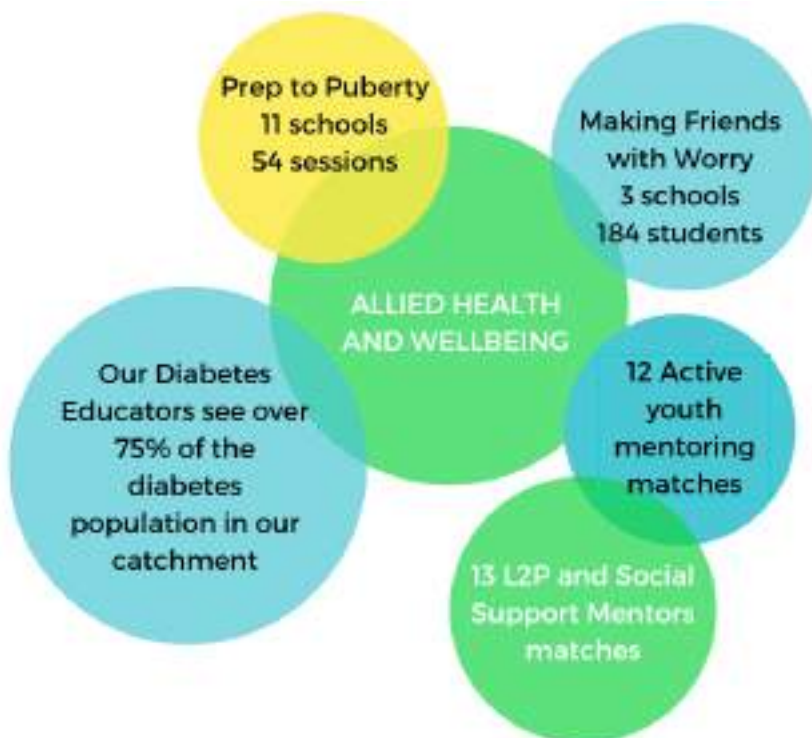
## Co-Located Visiting Services

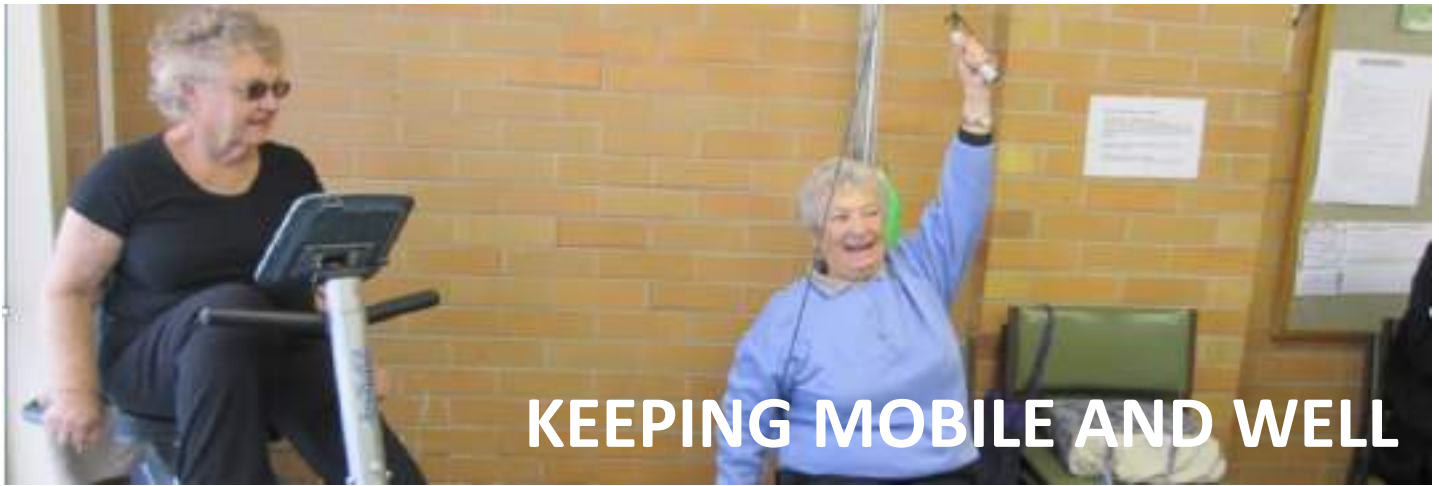
Matchworks Employment Services  
ACSO Alcohol & Drug Intake & Assessment  
Justices of the Peace  
Endocrinology Clinic  
Central Victorian Cardiology Clinic  
Pacer Clinic





CHIRP Community Health provides many accessible and inclusive services for people within the Mount Alexander Shire, and 2018-2019 proved to be a busy year for CHIRP in the community.





## Health Promotion

Health promotion is the process of enabling people to increase control over, and to improve their health.

CHIRP Community Health delivers many health promotion projects that aim to give everyone in the Mount Alexander Shire community the best chance of a healthy life by:

- ◆ supporting people to gain the skills and resources they need to be healthy,
- ◆ creating healthy places to live, learn, work and play
- ◆ working with the community to enable people to take action on the things that are important to them
- ◆ working in partnership with other organisations to promote health

CHIRP Community Health maintain a busy program of groups throughout the Mount Alexander Shire Council designed to support physical and mental health and wellbeing. Being physically active and socially connected are important ways of maintaining health and managing chronic conditions associated with ageing.

### Our Current Priorities Are:

- ◆ Healthy Eating and Oral Health: Poor dental health in our shire is among the highest in the state.
- ◆ Physical Activity: The percentage of people who do not meet physical activity guidelines in our Shire is among the highest in the state.
- ◆ Prevention of violence against women
- ◆ Mental Health and Wellbeing

*R U OK Day - having meaningful conversations can save lives*



## A Brief History of Tai Chi for Arthritis Program at CHIRP Community Health

In 1997 the Tai Chi for Arthritis program commenced in Victoria. It was developed by Dr Paul Lam and other Tai Chi practitioners and experts with advice from rheumatologists. This program now has an international reputation as best practice. In 2000 Tai Chi for Arthritis classes started in Castlemaine at CHIRP Community Health and in the Botanical Gardens.

Following this, the U3A members requested an instructor, resulting in a partnership between U3A and CHIRP Community Health Community Health, which continues to this day.

There was a steady increase in enrolments until it became apparent that there was a need to separate experienced and beginner participants into two groups. CHIRP Community Health then organised the training of two volunteer leaders (Dot Henshaw and Pam Collins) for the more experienced community group. In 2011, in response to the increasing demand, classes were established in Newstead, Barfold and Guildford. Barfold classes ceased in 2018 when the leader moved to another town. In 2013 classes began in Maldon, Taradale, Fryerstown and an evening class in Castlemaine. However, the Taradale and Fryerstown classes were discontinued later in 2018.

CHIRP Community Health upholds the principles and guidelines espoused by Master trainers accredited under the Tai Chi for Health Institute Organisation. All Tai Chi for Arthritis volunteer leaders at CHIRP Community Health follow a best practice model, and attend training biannually to maintain their accreditation. Teacher education places an emphasis on community safety and respect for the dignity of all; and applies adult learning principles. Volunteer leaders are provided with CPR training at CHIRP Community Health. The CHIRP Community Health physiotherapist provides formal and informal support for CHIRP Community Health volunteer leaders. The aim of the program is to provide consistency in the quality and standard of teaching practices in all classes across the shire. CHIRP Community Health remains committed to providing Tai Chi for Arthritis, primarily because of the evidence of benefits for older people and those with chronic illness. However, it is understood that experienced practitioners may use other forms as an extension of practice. There are currently weekly classes in Maldon, Newstead and Guildford, and three in Castlemaine during school terms. We hope to establish a class in Harcourt soon.



*Tai Chi in the Park*

## Healthy Eating and Active Living

CHIRP Community Health works in partnership with various organisations and groups to provide low cost sustainable physical activity opportunities across the Mount Alexander Shire.

Targeted participants are the elderly, people living with chronic diseases and socially isolated people. Many of these CHIRP Community Health programs are volunteer run to ensure the programs are sustainable and low cost. Subsequently there were occasions where attendance data was not collected. During 2018-19, there was a total of 7105 recorded contacts at the following groups:

- ◆ Weekly walking groups in Castlemaine, Maldon and Harcourt
- ◆ Weekly Tai Chi groups in Guilford, Castlemaine, Newstead, and Maldon
- ◆ Monthly walking tours across the shire
- ◆ Weekly classes for Mind, Body Balance (Campbell's Creek) and Living Stronger (Castlemaine and Maldon).

## Victorian Active Ageing Partnership

In 2018, CHIRP Community Health volunteered to participate in the pilot of the Victorian Active Ageing Partnership 'Self-Assessment Tool and Resources'. This evidence-based best practice framework to engage older people in physical activity found that while our physical activity programs were generally following best practice, there were some minor areas for improvement.

For example, it was identified that there was a need for volunteers to have a better understanding of other CHIRP Community Health programs. To address this gap, In April 2019, CHIRP provided two volunteer training events which resulted in a better understanding of the breadth of CHIRP programs amongst our volunteers.



*Participants at a CHIRP Volunteer Training Day*

## Maldon Walking Group

CHIRP Community Health, together with Maldon Hospital and Maldon Neighbourhood Centre started the Maldon Walking Group a number of years ago. A Memorandum Of Understanding between CHIRP Community Health and Maldon Hospital for a shared Health Promotion Officer position supported the creation of this group, and led to a strong partnership with Maldon Neighbourhood Centre (MNC).

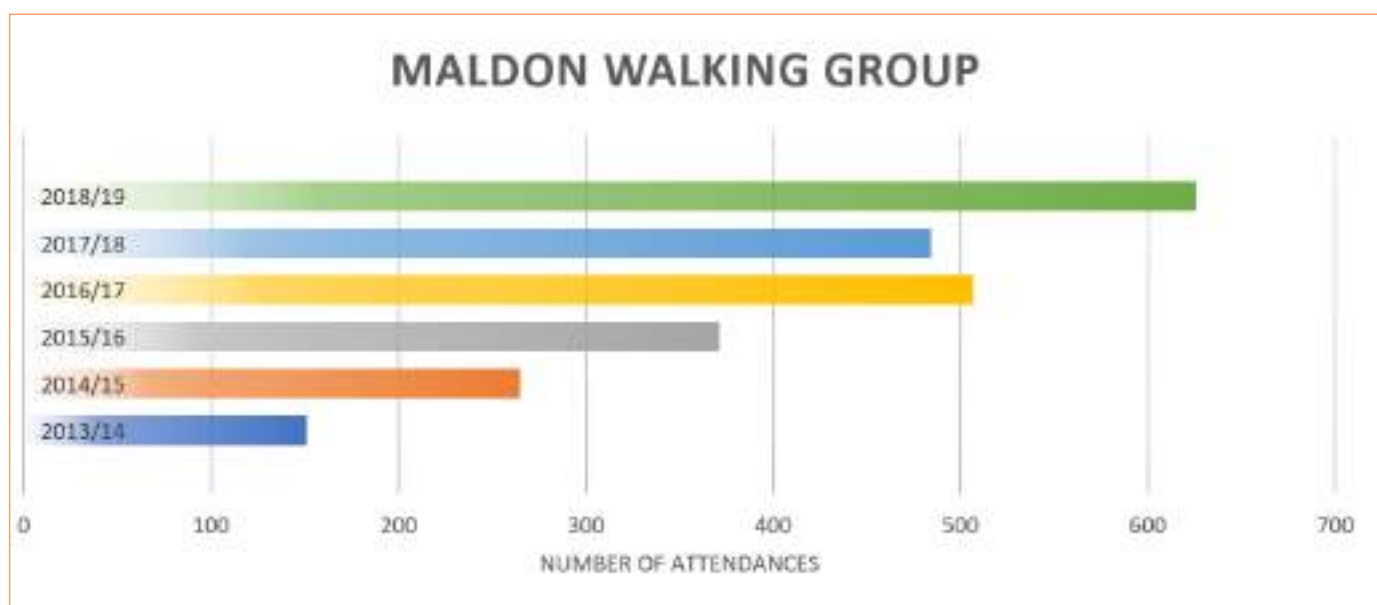
MNC has provided ongoing support for this group through provision of a venue for members to meet, and for the social aspect of the group, the cuppa afterwards. Prior to the development of the Maldon Walking Group, CHIRP Community Health were providing limited physical activity opportunities outside Castlemaine. The development of the Maldon Walking Group is also supported by the Tarrengower Times newspaper which continuously publishes promotional material with minimal advertising costs.



*Maldon Walking Group enjoying a well-earned cuppa*

This volunteer led walking group initially met only once weekly on Fridays and over the first year had an average of only four attending each walk. By 2016-17, this walking group was meeting twice weekly, and the number had increased to an average of six attending each walk. Between August and October 2018, CHIRP and our Maldon partners supported a Latrobe University Public Health student placement. This student created a promotional video for the Maldon Walking Group, which has been displayed on websites and social media platforms of CHIRP Community Health and partners. It was also screened to walking group members who are very proud of their film.

It is therefore no surprise that over 2018-19, attendance for the Maldon Walking Group continued to grow. Some days, a large group of 12 attend and seating for the cuppa at the end of the walk can be quite a squeeze, so CHIRP Community Health and partners are looking forward to expanding this group further in the future.



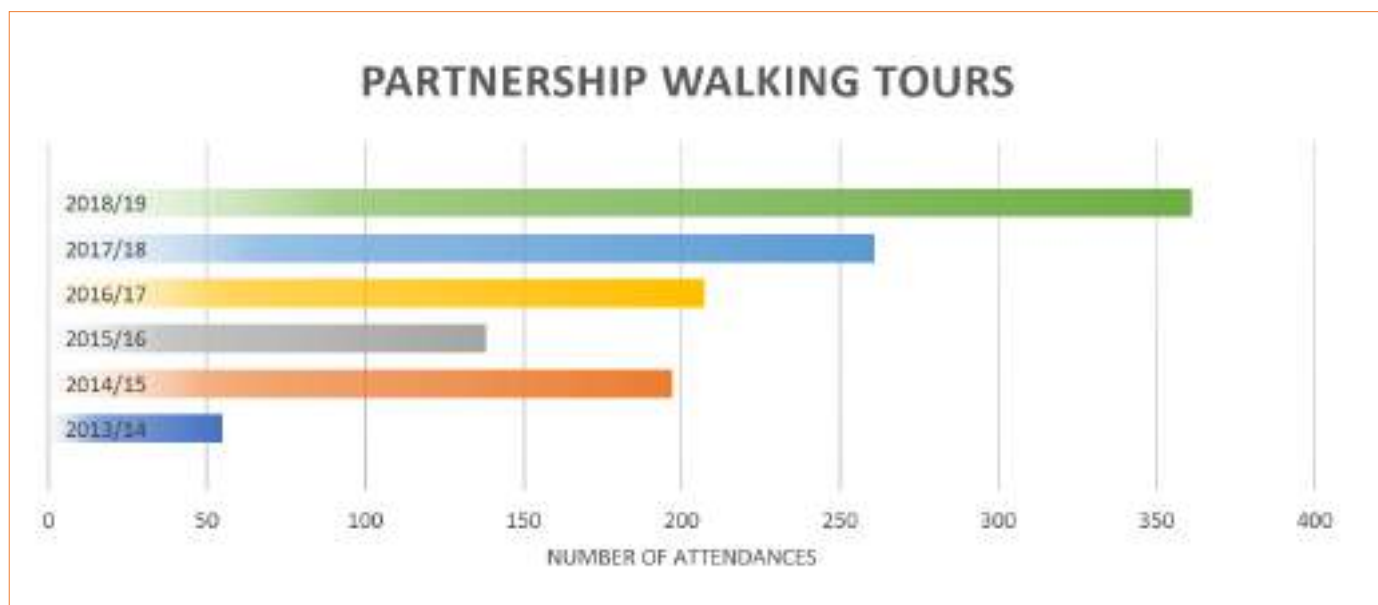
## Walking Tours

During 2018-19, CHIRP partnered with the following organisations to provide the volunteer led monthly walking tours:

- ◆ Parks Victoria
- ◆ Mount Alexander Shire Council
- ◆ Castlemaine Historical Society
- ◆ Friends of Campbells Creek
- ◆ Nalderun & Reconciliation Week
- ◆ Mount Alexander Disability Advocacy Group
- ◆ Victorian Miniature Railways
- ◆ Old Fryerstown School

Partnerships with various community groups has supported the sustainability of this program and has also ensured an interesting walk which attracts participation.

Attendance at the monthly walks has also subsequently continued to grow as shown in Table 2. CHIRP Community Health started running this program at the beginning of 2014 with an average of nine people attending each walk. Average attendance in 2018-19 was 30 people at each walk. The walking tour events each month promote other CHIRP Community Health physical activity programs which occur weekly, and contribute to increased attendance at those groups.



## Settings-Based Approaches to Healthy Eating and Active Living

CHIRP Community Health in partnership with Maryborough District Health Service (MDHS) has supported local early learning centres to participate in the Dental Health Services 'Smiles 4 Miles' program since 2018.

The role of CHIRP Community Health in this partnership is to recruit early learning centres to participate in the program, provide training to staff at the early learning service, as well as the provision of ongoing local support, whilst MDHS manage reporting responsibility.

The MDHS partnership with CHIRP Community Health has been highly successful in increasing Smiles 4 Miles participation in the Mount Alexander Shire

- 70% of early learning centres in Mount Alexander Shire are now either Smiles for Miles awarded or working towards a Smiles 4 Miles Award.
- According to Dental Health Services Victoria, there were no services in this shire participating in Smiles for Miles for several years prior to the MDHS – CHIRP Community Health partnership.



*"Smiles for Miles" program success in 2018*

CHIRP Community Health recruited and supported the following settings to receive Smiles 4 Miles awards in 2018:

- ◆ Castlemaine South Kinder
- ◆ Ray Street Children's Centre
- ◆ Newstead Preschool

An additional two early learning centres have been recruited for 2019, who are being supported to achieve their Smiles 4 Miles award:

- ◆ Harcourt Preschool
- ◆ Maldon Preschool

The CHIRP Health Promotion Officer has supported one early learning centre and one school to participate in the Achievement Program during the past year:

- ◆ Ray Street Children's Centre
- ◆ Winters Flat Primary School.

# WORKING IN THE COMMUNITY



## Youth Mentoring

The Mount Alexander Youth Mentoring Program matches young people one-on-one with a volunteer adult mentor. Mentors meet with their young person on a regular basis, either at the school or in the community and all mentors are screened and trained in youth mentoring.

*"A mentor offers caring compassionate support in matters of education, social life and family interactions. A mentor is more than just a role-model of thoughtfulness and generosity. A formal mentoring program such as that provided by CHIRP trains, supports and legitimises the actions of the carefully selected participants. Mentors are ushered into contact with the mentee, a process that involves parents, carers and professionals. Mentors are a formal expression of an age-old practice well known to the best functioning communities – it takes a village to raise a child..." - Ray Stevenson, CHIRP Youth Mentor*

## Family Services

"Any Issue can be worked through when you are supported".

Our Mt. Alexander Family Services team (MAFS) work with families to manage a range of issues, and this program is a great example of the way CHIRP works to provide an individualised holistic service to our clients and, when appropriate, their families.

CHIRP Community Health recognises the impact on a person's health and wellbeing multiple issue can have. The intake service at CHIRP Community Health aims to support clients to smoothly link into the services they need whether within CHIRP or to outside organisations. Below is a good example of how our Family Services Team works with families, and with the wider CHIRP team.

### Client Story

Olivia, is a single mum with an intellectual disability and was finding managing her day to day finances difficult. Olivia first came to CHIRP Community Health via the CHIRP Housing team and was supported with her rental payment when she was struggling financially. She was internally referred from Housing to our Family Services team to see what other assistance could be provided for both her and for her son.

Family Services were able to use flexible funding to assist Olivia set up her home with furniture so she felt more "at home".

Olivia's eight year-old son, Noah, indicated that he wanted to get out and do things outside of the home. Olivia's Family Services worker recognised an opportunity to link Noah into our Youth Mentor Program.

Noah is now meeting regularly with a volunteer who provides a positive male role model for him and engages in activities in their local community. Olivia's ability to get Noah to school on time each day was also proving difficult due to Olivia not holding a driver's licence. Olivia, together with the support of her worker, coordinated the local school bus to transport Noah to school each day to ensure he continues to engage in education and maintain peer relationships at school.

Olivia has recently identified that she would like to get her drivers licence so she has sustainable transport rather than relying on family, taxis and community support. The worker is supporting Olivia, again through the use of flexible funding to get her licence and build her independence.

\*Names have been changed

## Nalderun Aboriginal Services and Mount Alexander Family Services

Nalderun Aboriginal Services, an Aboriginal-led collective that operates holistic education, health and cultural services in Castlemaine and surrounds has made the move to Castlemaine Community House. Nalderun provide programs delivering various levels of Aboriginal cultural support such as mentoring primary and secondary school students and traineeships in the workforce. The program runs the Meeting Place, the Family Homework Centre, a cross cultural curriculum and many other activities.



Nalderun, in partnership with Belinda Brain from MAFS, have worked collaboratively to build a support network for the local Aboriginal community with services such as the Koori bus, the Homework Club, school breakfast programs, and *The Meeting Place*, allowing Indigenous children to feel safe and supported. The key to the success are the trusting relationships built between the workers and the families and community. For the children, it is important to see well-known faces across multiple sites and have ongoing and positive relationships with these trusted adults. It offers them someone known and trusted to turn to for assistance. The strong relationship between Kathryn at Nalderun and Belinda from MAFS Family Services lies at the heart of the partnership.

Nalderun and MAFS are committed to working together in a way that is long-term, collaborative and deeply grounded in community, in order to provide better health outcomes for Aboriginal families in Mount Alexander Shire.

CHIRP Community Health will continue to support and work closely with Nalderun and continue to lobby for greater financial support for Nalderun programs so these effective and important initiatives can continue to deliver much needed services to the community.



*Mural Painting*

## Reconciliation Week

Our Health Promotion Officer, Liza Shaw has partnered with Nalderun to coordinate annual Aboriginal walking tours of Castlemaine since 2014. These walks are always held as part of National Reconciliation Week, and led by Uncle Rick Nelson, Local Elder, Jaara descendant and Dja Dja Wurrung Traditional owner. The tours highlight some areas of significance to Dja Dja Wurrung people in Castlemaine and end with the Reconciliation Week exhibition in the Castlemaine Market Building. These walking tours have proven to be very popular, with an average of 40 to 60 people attending each walk.

CDCH also designs a Reconciliation Week front window display each year.



*Local Elder, Jaara descendant and Dja Dja Wurrung Traditional Owner, Uncle Rick Nelson.*

## Defibrillators in the Community

*Currently less than half of people who suffer a Sudden Cardiac Arrest in the community have someone step in to do CPR or use an AED before an ambulance arrives. For every minute that passes without CPR and AED, the chance of survival drops by 10%.*

*If no defibrillator is available to shock your heart into pumping again, your brain loses its oxygen supply. In just five minutes, the impact can be devastating and irreversible. — defibforlife.org.au*

After a successful signature collection campaign in the Castlemaine Community, CHIRP Community Health won a defibrillator from Australian Hearts. The aim was to get more defibrillators in the community that were accessible after hours, as it was recognised there was a distinct lack of availability to the public in Castlemaine.

In May of this year, the BP service station on Barker Street was the recipient of the first defibrillator. The service station was chosen on the basis that it has the longest operation hours in town.

CHIRP Community Health's Bronwyn Grieve (pictured), provided defibrillator and CPR training to all staff at the service station.

Continuing on from this first success, Bronwyn has recently submitted an application to the local Rotary Club to secure a second defibrillator. The plan is for this one to go either in the IGA on Mostyn Street, or at the Theatre Royal. This then will ensure that both ends of town have after hours access to a defibrillator.

Hopefully CHIRP Community Health will be able to secure more Defibrillators for the town, with plans underway to enter another competition with Australian Hearts.



*CHIRP's Bronwyn Grieve hands over the defibrillator won as part of a competition with Australian Hearts*

## Bushfire Funding

At the end of 2018, CHIRP Community Health received one-off funding from DHHS to support a response to the 10-year Anniversary of the 2009 Bushfires.

This enabled CHIRP Community Health to employ a counsellor for three days a fortnight for three months from January 2019, to increase access to counselling services.

While there was not a high demand for individual counselling support for people who had experienced trauma or adverse impacts arising from bushfires, of those who did seek support, some have continued with counselling.



Image: <http://www.delorainehouse.com.au/event/free-home-and-bush-fire-awareness-info-session/>

## “Fire on The Brain”

As part of the bushfire funding CHIRP Community Health consulted with community members seeking feedback on other activities people thought would be useful during this anniversary period. Local CFA members requested a workshop and this was presented by Rita McInnes, a highly experienced psychologist. Rita is the author of a book on trauma *i-brainmap: Freeing Your Brain for Happiness* (2014), a model for understanding how the brain gets Stuck on Stress (SoS brain) through overwhelming or traumatic events.

The “Fire on The Brain” workshop was held in May 2019 with ten participants from CFA.

Feedback from the participants was positive with 100% of people very satisfied or satisfied; and all found the content either relevant or very relevant.

There were a range of comments, including the following examples:

- ◆ ‘helps with the management of stress’
- ◆ ‘keeps my mind in a healthy place’
- ◆ ‘helps brain to recover faster’
- ◆ ‘more clarity in decision making’
- ◆ ‘prevents triggers turning into major anxiety attacks’
- ◆ ‘increases curiosity about what’s happening in my brain’
- ◆ ‘increases mindfulness’
- ◆ ‘I think more about what I’m doing’.



## Let's Get Proud Project

*CHIRP Community Health is committed to LGBTQI+ inclusivity*

In 2018, CHIRP Community Health received a grant from the Department of Premier and Cabinet to improve the wellbeing of people in the Lesbian, Gay, Bisexual, Transgender, Intersex and queer (LGBTIQ+) Community in the Mount Alexander Shire. For this project, CHIRP Community Health works in partnership with the LGBTIQ+ Community, as well as Mount Alexander Shire Council, Central Victorian Primary Care Partnership and Castlemaine Community House.

It is estimated that more than 10% of the Mount Alexander Shire population identifies as LGBTIQ+, which is a significant and important part of the community who deserve to feel valued and included. Whilst there is increased visibility and acceptance, the evidence still shows that LGBTIQ+ people in regional areas experience higher rates of mental illness than their non-LGBTIQ+ counterparts. This project aims to build the capacity of the LGBTIQ+ sector and support the LGBTIQ+ community in the Shire to ensure that everyone feels accepted and valued.

In the first year of the Let's Get Proud project, the objective was to work with the LGBTIQ+ community to develop a set of goals that the community felt was important. CHIRP Community Health, in conjunction with the workshop facilitators and the project partners, conducted four community engagements to explore and to better understand the community needs. More than 50 people attended the workshops and this resulted in the development of the first ever LGBTIQ+ Strategic Plan – made by the community, for the community.



*Let's Get Proud Funding Announcement*

**The LGBTIQ+ Strategic Plan has three main objectives:**

**Goal 1** – “Building an ecosystem of support”: To create a strategic coordinated approach to supporting the aspirations of the LGBTIQ+ Community.

**Goal 2** – “A Place at our table” – To create opportunities to symbolise welcoming and ongoing connections between business and the LGBTIQ+ Community.

**Goal 3** – “A group outside of school” – To create an activities based inclusive youth-led space.

### **Mount Alexander Shire LGBTIQ+ Leadership Network**

On February 14 2019, the Mount Alexander Shire LGBTIQ+ Strategic Plan was launched. This event was attended by over 70 supporters as well as the Commissioner for Gender and Sexuality, Ro Allen and the State MP for Bendigo West Electorate, Maree Edwards. The launch was a huge success and we received considerable positive feedback and stories.

Since the launch, a **LGBTIQ+ Community Leadership Group** has been developed which consists of community members who want to take charge in the implementation of the LGBTIQ+ Strategic Plan. We have also successfully obtained a small grant from Bank Australia to hold an engagement process with the younger LGBTIQ+ population in Mount Alexander Shire, to identify exactly their health and wellbeing needs.



*Launch of the Mt. Alexander Shire LGBTIQ+ Strategic Plan*



*“Let’s Get Proud”  
Strategic Planning  
Day*



## Tiny Home Sweet Homes

**CHIRP Community Health is working to address the critical need for temporary accommodation for adults and youth at risk of homelessness. We have decided to take a proactive approach and set up a small group of attractive and well-designed tiny homes to address this need.**

CHIRP Community Health's Castlemaine Housing Service has 30 years of experience in delivering housing options for its clients experiencing homelessness or risk of homelessness.

Our services provide case management to assist clients to advocate and facilitate their journey through a housing crisis. This may include providing funds and support for emergency accommodation from one night to several, and for transitional housing from three - six months.



*Michael McMahon meets with Mayor CR Bronwen Machin and Social Housing Expert from Finland Juha Kaakinen*

Securing housing requires flexibility in a climate of unaffordable housing for the transition into permanent housing, either into Social Housing, Private Rental or until people become more settled into the bigger commitment of obtaining a mortgage.

The Mt. Alexander Shire Council have given in-principal, support to our Tiny Homes project. This project **in collaboration with**

**Tiny Non-Profit** would utilise the model of the Tiny Homes Foundation in Gosford NSW, which has already been proven successful for their residents.



We have been working hard on securing land in Castlemaine, and we have been successful in obtaining a philanthropic contribution for construction costs of four tiny homes and a similar sized tiny amenities block and a social or meeting space. However we need additional funding for our comprehensive housing support for our Tiny Homes residents and to project manage the implementation of the Gosford Model. This will cost, \$350,000 and donations will be gratefully received.

*Some exciting visions by Kane Patching who has been helping CHIRP with potential designs.*

## The “Brave Game”

### CHIRP Community Health Board Innovation Grant

Anxiety is the most common reason children are referred to CHIRP for counselling, consistent with research that shows anxiety is the most common mental health issue affecting children. As a childrens’ counsellor at CHIRP, I work closely with children who experience anxiety, as well as providing support to their families.

Anxiety can manifest in many ways such as separation anxiety, social anxiety and particular fears but no matter what type, we know it can be very distressing for children and their families.

Anxiety is also a very well-researched and understood area, so there is great hope that with understanding and skill development children can work to manage anxiety, but we also know that kids must work hard to learn skills to master their worries.

Most children I see present with anxiety and are understandably nervous when meeting a counsellor for the first time. My job is to establish a safe counselling relationship with the child, with a therapeutic purpose, while making sure we are working at a pace that feels okay for the child. Finding creative and playful ways to engage children in the effort required to achieve change, is key to keeping the work on track.

About a year ago, a child I was working with asked, ‘Can we make a game?’ The child drew a series of circles in a row for counters to move along, and I quickly cut up some squares of paper and wrote instructions on each—to move a space forward or back depending on whether the idea on the card helped or hindered anxiety. Over the next few months I set about developing this idea into a board game, simply titled ‘The Brave Game’, to use with children who experience anxiety.

In December 2018, the CHIRP Board of Directors provided an innovation grant to develop ‘The Brave Game’ into a therapeutic resource for counsellors. Several CHIRP board members have generously given their time and expertise in the area of evaluation to support the project.

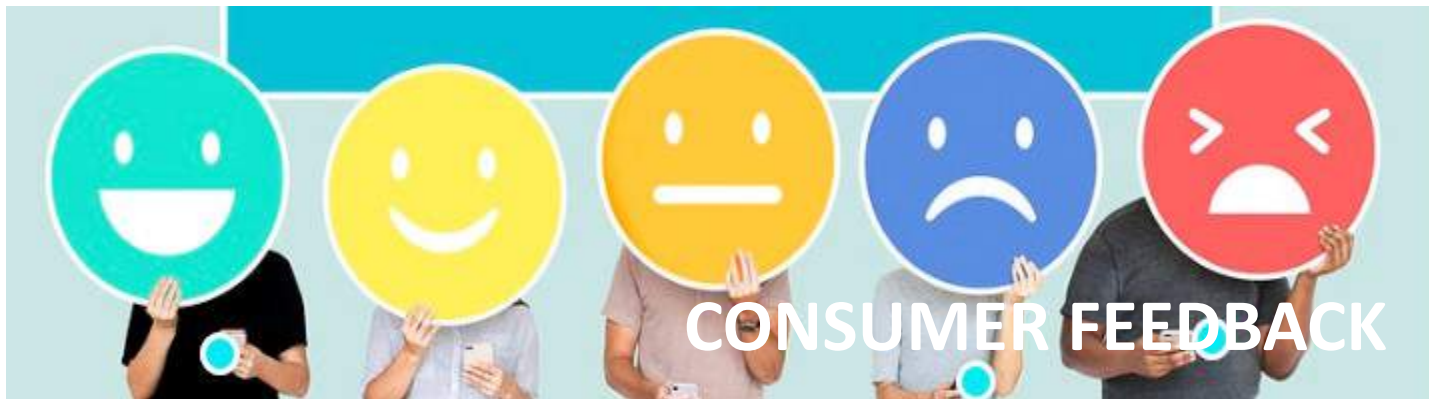
The Brave Game is designed to be played within a counselling context: it uses psychoeducation and anxiety management strategies, while integrating calming exercises into the game format.

The game is intended to complement therapy and to provide a playful yet purposeful way to reinforce understanding and skills to manage anxiety. With each game card, the counsellor has the opportunity to open a further conversation or reflection on how the card content relates to the child’s world, or to expand upon the card content in a way that is relevant to the child. The game can also be used as a tool to maintain focus, when a child is finding it difficult to engage in emotionally challenging work.

The CHIRP Board innovation grant has enabled review of the game content, illustration and printing of the board and cards, and the project is now in the evaluation stage. Evaluation participants include social workers, psychologists and school wellbeing workers. From the evaluation we hope to gain valuable feedback about the game to help CHIRP determine how far the next steps for this resource might go!

*Helen Smith trials “The Brave Game”*





## Survey Results

At the end of last year, we asked all clients to complete the **Victorian Healthcare Experience Survey** on our services. This survey is conducted throughout Victoria and it provides clients with an opportunity to provide feedback on their healthcare experiences.



Most improvements come from where we were already doing well. But the “**given a written copy of plan**” improvement is significant – all staff were instructed from the previous year’s result to always, when possible, give the client a copy of their plan, and we believe that this has contributed to these results.

Another implemented change was with the creation of a New Registration form to include a ‘Needs Screener’. This has improved our client service targeting addressing **the whole of client needs**.

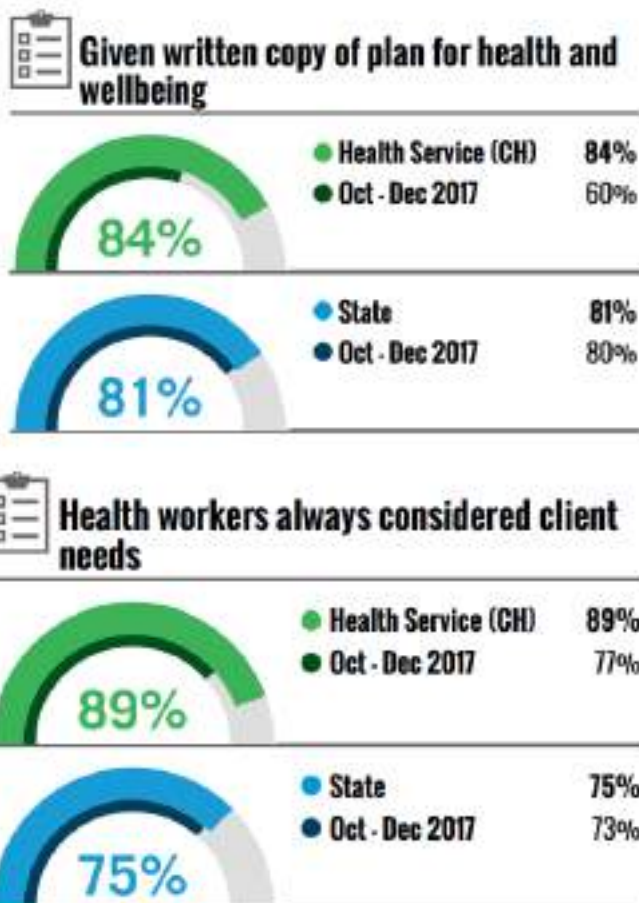
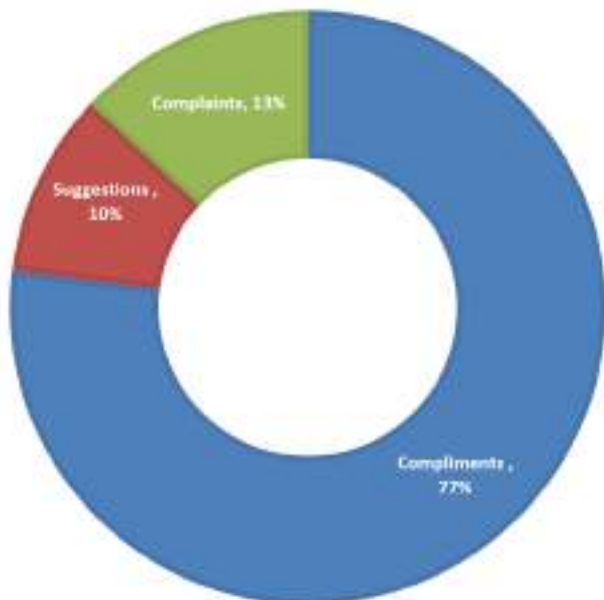


Image: Victorian Health Survey Oct-Dec 2018

## 2018—2019 Compliments and Complaints



### Some Client Compliments

*"Without support from Chirp my life would be a lot different and without many happiness."*

*"This place saves lives, saves families..."*

*"I'd like to congratulate Anne Moore (exercise physiologist) on her excellent program. I can't commend her highly enough. You've got a real gem."*

CHIRP Community Health collects feedback from our Consumer Feedback Forms, our Facebook comments, the Victorian Healthcare Experience Survey, the listening post at CHIRP's AGM, and at various community forums and focus groups.

All information from this survey is analysed and used to inform how we improve our services and programs.

## CLIENT SURVEY RESULTS AND RESPONSES

Victorian Healthcare Experience Survey



*There was a decrease in workers introducing themselves and their role*

*Workers are now prompted to introduce themselves and encouraged to wear name tags*



*There were two survey responses that indicated that Gender Identification led to unfair treatment*

*With Rainbow Tick Accreditation - skills in approaching issues of client sexual orientation, gender identity, and intersex status.*



*Only 56% of clients know how to make a complaint*

*Increase access to feedback forms, every client at intake gets a feedback form every time, feedback page on our new CHIRP website.*



## STAFF FEEDBACK

### Staff Satisfaction Survey

CHIRP Community Health believe that a positive values-based climate is the foundation of any good workplace and produces positive psychological conditions for our teams. CHIRP Community Health staff are surveyed annually to measure outcomes including engagement, satisfaction, well-being, innovation and intention to stay with the organisation. With significant changes defining much of the 2018-2019 year for CHIRP, staff feedback was, more than ever, imperative to highlight where the organisation has realised opportunities, and where there is scope for improvement. For example, while there was marked improvement in staff satisfaction regarding feeling well supported and informed during recent change processes at CHIRP, there remains scope for improvement in this area, with staff responding at a satisfaction rate of 56 percent.

In areas such as positive cultures at work, including staff diversity, sense of inclusion and flexible work arrangements, the organisation has performed well with staff satisfaction sitting at 90 percent.

At a governance level, there is room for improvement in relation to staff knowledge regarding the Charter of Human Rights, with a response rate of 50 percent to the question - 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.

One of the ways that organisations are measuring staff satisfaction is through the lens of a well-being index. Here, CHIRP Community Health has also performed exceptionally well, with an index rating of 45 with comparable organisations sitting at 40. This demonstrates that staff have a high level of 'positive job effects' (happy and enthusiastic) that outweigh 'negative job affects' (worried and miserable).

Keeping all of this in mind, it is important for the organisation to continue its work in building leadership and governance support to staff.





## Accreditation

From our success in achieving full accreditation in both the QIC Health and Community Services Standards and the Human Services Standards in early 2018, CHIRP Community Health have been hard at work on the recommendations agreed to with our Accreditors.

Way ahead of our next independent quality and safety review in 2021 CHIRP is continuing to improve on providing high quality and safe services. This Quality Improvement process helps us maintain compliance with healthcare laws and regulations and keeps us up to date with industry standards.

Ways in which we have improved our services over the last 12 months include:

- ◆ Improve the process for monitoring and updating Police Record Checks, Working With Children Checks and Professional Registrations.  
**What we've done: staff and managers are made aware of renewal dates well in advance so they can take the appropriate action to keep requirements current.**
- ◆ Manual collection of data about risks which limits the collection and analysis of incidents, accidents and potential risks.  
**What we've done: CHIRP Community Health have signed up to an electronic system, consistent with contemporary practice and this has improved our collection and analysis of incidents, accidents and risks.**
- ◆ Recording of supervision with staff inconsistent across the organisation.  
**What we've done: We have developed a standard template for the recording of staff supervision and implemented processes to ensure supervision is consistently provided and recorded for all staff.**

These simple improvements have made CHIRP a safer, more efficient place to work, which directly benefits our clients and the community.

*"I honestly can state that my experiences dealing with CHIRP have been nothing but positive. Across the board the staff (no matter their role) are welcoming, encouraging, courteous and genuinely wish to help in any way they are able. Whilst CHIRP is widely known in the local community, it is only when one has cause to walk in the door that the wonderful works performed by CHIRP can truly be appreciated. "THANKYOU" doesn't even come close."*

*– CHIRP client*



## Rainbow Tick Accreditation

Why does CHIRP Community Health want to achieve Rainbow Tick accreditation?

Rainbow Tick provides a benchmark for LGBTIQ+ inclusive practice throughout Australia and CHIRP welcomed its first Rainbow Tick on-site accreditation assessment in May 2019.

CHIRP believe that LGBTIQ+ people have the same right to access services as anyone else within the Australian community. However, some LGBTIQ+ people's experience of exclusion and discrimination can contribute directly to poorer health and well-being, particularly mental health.

Becoming Rainbow Tick accredited means CHIRP Community Health can reassure members of the LGBTIQ+ community that they will be welcomed and provided with LGBTIQ+ inclusive care and support in a safe and quality-focused environment.

We are proud to report that our assessment showed that:

- ◆ CHIRP Community Health's genuine commitment to attain Rainbow Tick was 'impressive';
- ◆ CHIRP Community Health are a strong leader in LGBTIQ+ community development and relationship building and;
- ◆ Our Let's Get Proud project and the introduction of a Cultural Safety Officer position are particularly innovative initiatives.

CHIRP Community Health were offered a corrective action period to address gaps in our systems and processes. Factors impacting CHIRP achieving full accreditation included the following needs:

- ◆ Development of a framework and guidance material and to monitor and measure the results of inclusive practice;
- ◆ Creation of a risk register related to providing a safe and inclusive environment for staff and volunteers including mitigation strategies in relation to gaps in practice;
- ◆ Development of a training framework, defining minimum competencies required to deliver inclusive practice;
- ◆ A disclosure policy.

Both CHIRP and the assessment team are confident of us achieving full accreditation in early 2020.

## Child Safe Standards

CHIRP Community Health has updated its policies and procedures in the past year in relation to Child Safe and Privacy to ensure that it is compliant with the new state-wide information sharing scheme procedures, the Child Wellbeing and Safety Act (2018), and the Family Violence protection Act (2008). Other changes it has made include staff attending training and development sessions to increase their awareness and understanding of child safe standards, and starting to work with all our volunteers to complete Working with Children Checks.



## Treasurer's Report

It is my pleasure to present the Treasurer's report this year. As indicated in my report last year, this past year was going to be the first of a number of very challenging years for the organisation. Key points to note in relation to finances include;

- A closing deficit of \$100,061 for 2018-2019 compared to a surplus of \$60,088 in 2017/18 surplus of \$60,088). The main contributing factor towards the deficit was several Enterprise Bargaining Agreements (EBA's) being finalised which resulted in \$83K of back pay and the new pay rates leading to employee leave provisions increasing in value by \$61K (i).
- Other impacts on the result was expenditure relating to funding received in prior financial years such as the client management software \$50K, LGBTQI+ project \$34K and Influenza program \$7K.
- CHIRP faced further budgetary challenges with reductions in donations of \$9K and room rental, \$12K. A focus on increasing program income somewhat offset these amounts with the First Aid program and the Community Gym bringing in an additional \$10K and \$5K respectively.
- CHIRP was awarded \$166K from the Department of Health and Human Services (DHHS) Regional Health Infrastructure Fund for an Information Technology Refresh of \$124K, Motor Vehicle, \$30K, and Clinical Equipment, \$12K. 80% is received as an advance with CHIRP contributing the final 20% and then being reimbursed through an acquittal process.
- All surplus funds are now held in longer term deposits with Bendigo Bank and Bank Australia. \$764K is currently invested at rates between 2.4% and 2.7% however they are due to mature within the next six months and there has been a number of interest rate cuts by the Reserve Bank of Australia with most banks now only offering approx. 1.5%.
- CHIRP received \$80K from DHHS to explore strategic sustainability planning which under the terms of the agreement can be treated as income in advance and acquitted in the 2019/20 year. There is also an extension of the LGBTQI+ project of \$34K which can now also be treated as income in advance in the balance sheet and matched against expenditure.
- Leave entitlements increased in total by \$131K however \$70K related to the on take of the CEO's provision. \$70K was received as income from the previous employer to compensate for this increase.

Ongoing increases in expenditure including the need to accommodate ongoing EBA agreements means the Board will look to reducing services in the next financial year. Unfortunately, there has been no change to the funding of community health despite initial hopes that this would occur following the Victorian Auditor General Report into Community Health. At this stage it is not possible to explore new income streams until we have secured a longer-term future for CHIRP Community Health Services. In order to do this, we must stabilise the service and reduce our deficit forecasts. We also need to find alternative accommodation to reduce the ongoing costs of rent and occupancy. As indicated, we have been funded to explore options of integration with Castlemaine Health and will be doing this through a pilot integration project including completing a review of options for integration through consultancy advice. We will continue to explore how to facilitate community health services in the community into the future with a particular focus on equity.

I will take this opportunity to thank our Auditors on the quality of their reporting along with the members of the Finance and Executive Committee and fellow Directors on their counsel and support.

Simon Fitzgerald - Treasurer

# BOARD OF DIRECTORS



**REBECCA EDWARDS - CHAIR**



**JOHN ANSTEY - DEPUTY CHAIR**



**MARGARET BAINBRIDGE - DIRECTOR**



**VERONICA BUDNIKAS - DIRECTOR**



**SIMON FITZGERALD - DIRECTOR**



**IAN PATRICK - DIRECTOR**



**NATALIE MCCARTHY - DIRECTOR**



**LEXI RANDALL-L'ESTRANGE - DIRECTOR**





**Castlemaine District Community Health Limited**  
**Statement of Profit or Loss and Other Comprehensive Income**  
**For the year ended June 2019**

	Notes	2019 \$	2018 \$
Revenue	2	2,395,266	2,316,491
Other income	2	158,242	133,670
Employee benefits expense		(2,079,016)	(1,833,090)
Program expenses		(174,322)	(197,963)
Occupancy expenses		(146,874)	(142,494)
Depreciation and amortisation expense	3	(21,202)	(23,585)
Technology expenses		(97,439)	(83,467)
Motor vehicle expenses		(25,298)	(15,609)
Administration expenses		(109,418)	(93,865)
Surplus / (deficit) before income tax credit		(100,061)	60,088
Income tax credit	1(c)	-	-
Surplus / (deficit) after income tax credit		(100,061)	60,088
Other comprehensive income		-	-
Total comprehensive income attributable to members of the entity		(100,061)	60,088

The above Statement of Profit and Loss is an extract from the audited results for CHIRP Community Health for the year ended 30 June 2019.

## Castlemaine District Community Health Limited

### Statement of Financial Position

As at 30 June 2019

	Notes	2019 \$	2018 \$
Current assets			
Cash and cash equivalents	4	374,128	599,437
Trade and other receivables	5	16,611	29,388
Investments and other financial assets	6	764,420	359,738
Other assets	7	34,098	34,445
Total current assets		1,189,257	1,023,008
Non-current assets			
Property, plant and equipment	8	137,607	59,648
Total non-current assets		137,607	59,648
Total assets		1,326,864	1,082,656
Current liabilities			
Trade and other payables	9	224,068	125,555
Grants in advance	10	114,609	-
Employee benefits	11	347,329	226,770
Total current liabilities		686,006	352,325
Non-current liabilities Employee benefits	11	168,007	157,419
Total non-current liabilities		168,007	157,419
Total liabilities		854,013	509,744
Net assets		472,851	572,912
Equity			
Retained surplus		472,851	572,912
Total equity		472,851	572,912

The above Statement of Financial Position is an extract from the audited results for CHIRP Community Health for the year ended 30 June 2019.

# FUNDING AND SUPPORT

**CHIRP Community Health gratefully acknowledges funding and support from the following:**

Local Government — Mount Alexander Shire Council

State Government — Department of Health and Human Services

Commonwealth Government — Department of Prime Minister and Cabinet

Philanthropic and Local Community Services such as Rotary Club, Lions Club, and the Uniting Church

Individual Donations toward Tiny Home Sweet Home Project



*Youth Mentor Graeme Lipback and Kade hard at work*

