

# Quality Account

## Community Care Report




Banyule  
Community  
Health





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# Welcome

Welcome to our 2020 Quality Account. It's a great pleasure to report back to our community on the work of Banyule Community Health.

The year started with great recognition of our work in our community, being awarded the Premier's Primary Health Service of the Year Award. This award is an outstanding acknowledgement of the deep and authentic contribution that Banyule Community Health staff, volunteers and programs make to our local community. We should be incredibly proud of this award and the positive affirmation it brings to our models of care, our culture and our strong community engagement.

In late 2019, the Himilo Community Connect program moved under the Banyule Community Health auspice, reaffirming a strong relationship with the local Somali Australian community. Himilo is breaking new ground in its unique community led approach to addressing improved social cohesion outcomes for our community. We are excited by its impact in improving opportunities and access in such a short period of time.

Much of 2020 has been focussed around the response to COVID-19. This year has brought on a need for new public health responses never seen before. Banyule Community Health has been heavily involved in the front line response, with testing clinics operating in Greensborough and West Heidelberg, as well as significant community engagement responses to outbreaks. Our deepest thanks go to the staff who quickly adapted to this new response to ensure our community was professionally and safely cared for. Additionally, staff and services had to quickly adapt to new ways of working – telehealth and video meetings, combined with new look socially distanced treatment spaces have become our new norm.

Throughout this year, the Board has led the development of a new strategic plan (see more on page 4). This plan was guided and informed by valuable contributions from our community, our staff and our key stakeholders. We are proud to share our new plan, with a renewed focus on our purpose and values as we expand our impact and reach across our targeted

communities. Banyule Community Health's work is driven by a compelling purpose - **Address inequity. Building healthy, inclusive and just communities.** And shaped by key organisational values -

**Dignity in everything that we do.**  
**Quality matters.**  
**It takes Passion.**

Finally, we would like to express our deepest thanks to our staff and volunteers for their outstanding efforts in the past year. Delivering the wide range of services in a pandemic has highlighted the level of skill, commitment and passion that staff and volunteers at Banyule Community Health bring to the task every day. We also thank our community who have been understanding and adaptable of new ways of seeking treatment and support.

Stay safe,

Chris Deakin  
Board Chair

Mick Geary  
Chief Executive Officer

Banyule Community Health acknowledge the traditional land owners, the Wurundjeri people of the Kulin Nation and pay respect to their Elders past, present and emerging.



# From Food Share to Doorstep Yarning

## Responding to Culture

*"If I see a chair at the top of the driveway when I pull up at Cathy's house I know she needs to talk with me for a while"*  
(Tua, Counsellor)

Working with volunteers from the local community, the Aboriginal Health Team at Banyule Community Health provide a Food Share program. Meeting weekly at Barrbunin Beek, the local Aboriginal Gathering Place, the group sort food, pack bags and deliver groceries to families in need.

Perhaps at no other time in the past 12 months have these deliveries been more important than when the COVID-19 pandemic led to widespread job loss and social restrictions. The Aboriginal community were at an increased risk for poor physical and mental health outcomes due to the pandemic. When volunteers could no longer deliver the program, Banyule Community Health resourced all staff in the Aboriginal Health Team to continue Food Share. With support from Second Bite and Banyule City Council, deliveries increased to three times a week.

### Doorstep Yarning

"Being able to deliver food three times a week to peoples' homes means we have been more involved in supporting our community than if we only used the phone. The Aboriginal culture is built on face-to-face yarning and kinship. Regularly having a chat with someone from the front fence allows us to really see how they are going. I've been able to support people with issues that I may not have known about otherwise. People living on their own were very isolated during lockdown and the elders respond better when we visited rather than phoned. Not being able to attend funerals for the people who passed away in the community was also devastating for many people. We provided information about COVID, testing and keeping safe, but the greatest benefit of delivering food during the pandemic has been caring for our community in a culturally appropriate way." (Tua, Counsellor, Aboriginal Health Team).

Aboriginal Clinic Nurse, Shannon, was interviewed by Connection Matters radio about her work educating the Aboriginal community as a Clinic Nurse in the Drive Through Clinic at Greensborough. **Click on the link to hear her interview**  
**<https://connectionmatters.net.au/7059-2/>**







## 2019 Primary Health Service of the Year

In 2019, Banyule Community Health were recipients of the Premier's Primary Health Service of the Year Award, from the Minister for Health and the Victorian Early Years Award (see page 7), from the Minister for Education & Training. Winning these awards is recognition of the enormous contributions made by staff, volunteers, community members and our partners alike. Congratulations to all.



## 2020-25 Strategic Plan

Widespread consultation led to development of a new Strategic Plan that was approved by the Board of Directors in 2020. The full plan can be viewed on our website.

## Our Values

**Dignity** in everything that we do.

**Quality** matters.

It takes **Passion**.

## Our Purpose

Address inequity. Building healthy, inclusive and just communities.

## Strategic Ambition

We intend to expand our impact and reach to foster healthier and more equitable communities. We will continue our commitment to support communities that are marginalised, disadvantaged and/or vulnerable.

## Strategic Priorities

1. Creating holistic and responsive services
2. Building inclusive and resilient communities
3. Leading and influencing with purpose



# Partnerships with Primary Care

With a long history of partnership with Austin Health, Banyule Community Health improves access to services for clients through seamless continuation of care from the hospital into the community as well as access to some specialist services in the community.

## Drug and Alcohol Recovery Coordinator co-located in the Emergency Department

An Alcohol and Other Drugs (AOD) Recovery Coordinator, from Banyule Community Health is co-located at the Emergency Department of Austin Health. With a high rate of emergency presentations, it is timely that a community based AOD Recovery Coordinator is available in this setting to provide assessment, short interventions and referral to community based treatments.

## Justice in Mind

Justice in Mind is an outreach partnership with Mind Australia at the Austin Prevention and Recovery Care Service. Lawyers from West Heidelberg Community Legal provide legal advice to clients living in a short-term sub-acute residential facility for people with mental illness. Lawyers attend weekly.

## Comprehensive Geriatric Assessment Clinic

Aimed at improving the health outcomes of people aged 65+ years living in the community, Banyule Community Health and Austin Health trialled a specialist geriatric assessment clinic. In 2019 – 2020 a Geriatrician worked at our medical clinic providing comprehensive assessments to aged clients who had complex medical, physical and/or psychological problems.

## Hepatitis C Outreach Clinic

Co-located at Banyule Community Health, the Austin Health Hepatitis C Clinic offers clients timely access to specialist services and treatment to reduce/slow down the progression of liver cirrhosis or liver cancer. Priority access is given to clients of the Banyule Community Health Pharmacotherapy program (Opioid Replacement Therapy) at the medical practice, and the Needle and Syringe program. The Gastroenterologist and Hepatology Nurse provide consultations to GPs in the medical clinic to assist in providing specialist care when required. The nurse also provides education and secondary consultations with staff from harm reduction programs in Alcohol & Other Drugs.

The clinic has continued to see clients throughout COVID with infection control measures in place. In 2019, 42 clinic days were provided with 302 client appointments. Seventy three clients underwent treatment using the new anti-viral medication which was listed on the PBS in March 2016.

## Psychiatry Registrars

In partnership with Austin Health, Banyule Community Health provide community based access to a Primary Mental Health Psychiatry Registrar and a Dual Diagnosis Psychiatry Registrar. Dual diagnosis is a term used to describe when a person has a mental health condition as well as issues with Alcohol & Other Drugs. Services have been provided remotely during COVID-19 restrictions.

## COVID +ve Care Pathway

People isolating at home due to a positive COVID diagnosis and their families, are provided services to support their clinical, social and mental health needs. Referral pathways established prior to the pandemic have been increased to facilitate coordination of client care between Banyule Community Health, Austin Health and other regional health services.

## Asymptomatic COVID Testing Clinic

Days before elective surgery at Austin Health, people are tested for COVID-19 at the asymptomatic clinic at the Banyule Community Health West Heidelberg site.

## Better Health North East Melbourne

A collaboration of diverse organisations that are critical to the delivery of healthcare across the north-east.





# We Love Stories

Early stages of literacy development start with oral communication and We Love Stories promotes a lifelong love of stories and books.



## Making Story Books

In local kindergartens and playgroups, children and their parent/carers work together to create a story on a piece of paper. Stories are printed and made into a book that is launched and celebrated. Families are encouraged to re-tell stories from the book and book making activities through social media where photos of all the fun are posted.

*"Since we made the book in playgroup my son has been making up stories for all of his drawings and telling everyone about them."*  
(Sarah, parent)

## A Shift to Social Media

Dedicated to the development of pre-literacy in children, the We Love Stories team talked with families and early years workers about what would help them when restrictions from COVID-19 came into effect. As a result, the program shifted from face-to-face book making activities to providing daily songs, stories and ideas of things to do. The content supports children and parents/carers to spend 'magical moments' together. It promotes language and attachment with parents/carers which are the foundations of literacy. While some of the content is about making sense of the world of coronavirus, most of it is low-cost activities focused on exploring the immediate environment.

To hear Nina, Health Promotion Officer, talk with Charles on Connection Matters Radio about the success of the We Love Stories Facebook page, click on the link below.

**<http://connectionmatters.net.au/entertaining-and-educating-young-children-during-lockdown/>**





### 2019 Winner Victorian Early Years Award

We Love Stories won the award for Promoting Children's Health and Wellbeing, from the Victorian Department of Education & Training.

The We Love Stories program was recognised by the Department of Education & Training as making a significant contribution to the development of language and literacy in children aged 0-5 years.

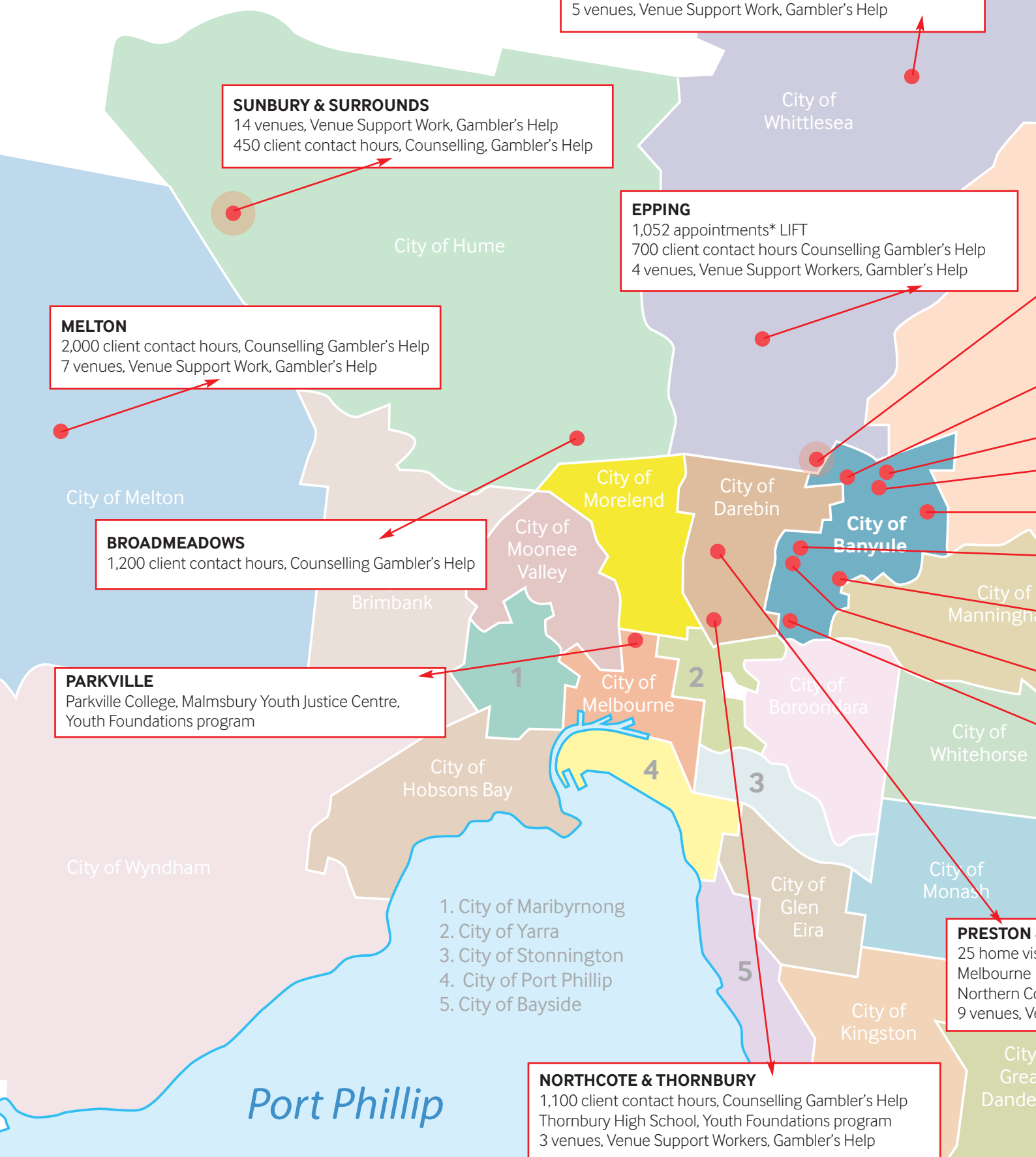
Click on the link below to see a series of short videos that were posted on the We Love Stories Facebook Page. They include

- Djilak-Djirri Playgroup Alphabet Book is read during Reconciliation Week, May 2020
- Magic Cars and Beautiful People, a book made by the local community in 2019
- Nina and Ted build block towers and knock them down
- Nina and Ted talk about Getting ready for change: How do you feel about going back to kinder? October 2020

<https://www.facebook.com/452560531934578/videos/561257484810784>



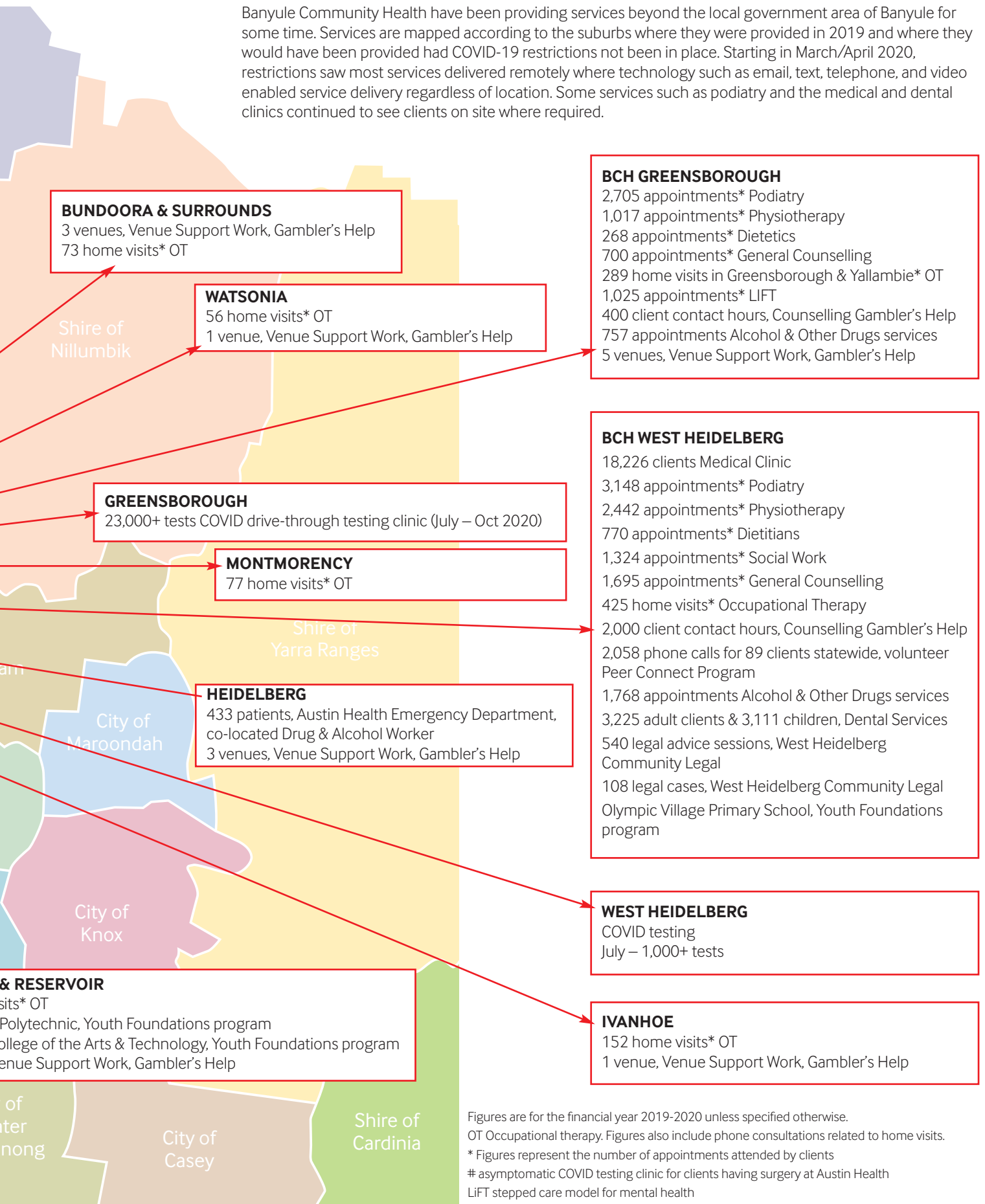






# Some of Our Services 2019-2020

Banyule Community Health have been providing services beyond the local government area of Banyule for some time. Services are mapped according to the suburbs where they were provided in 2019 and where they would have been provided had COVID-19 restrictions not been in place. Starting in March/April 2020, restrictions saw most services delivered remotely where technology such as email, text, telephone, and video enabled service delivery regardless of location. Some services such as podiatry and the medical and dental clinics continued to see clients on site where required.





# COVID-19 Testing Clinics

## Working Together

### Greensborough Drive Through Testing Clinic

In response to an increase in COVID-19 cases across Melbourne, the Department of Health and Human Services asked Banyule Community Health to set up a drive through testing clinic. It was set up within days at Civic Drive, Greensborough and several staff were redeployed to work there from Banyule Community Health. At its busiest the clinic did over 500 tests per day. The clinic continues to be an essential part of the statewide COVID response and operates seven days a week.

### Olympic Village Walk Through Testing Clinic

Following the opening of the Greensborough testing clinic in July 2020, many community members did not drive or have access to a car and were unable to get to local drive-through testing. To meet community need, Banyule Community Health set up a walk-in testing clinic at the Olympic Village Leisure Centre and later in its Alamein Road site.

Over 23,000 tests conducted  
by BCH in July - November

*"I was sent results from Dorevitch Pathology and phoned people who had tested positive for COVID through our clinics. I had the time to talk with people about what the results meant for them and what would happen next. It was an opportunity to let them know that we were there to help. I know our Community Social Workers supported people who had tested positive and were in isolation". (Emrana, GP)*





*"It didn't matter which organisation you worked for, everyone had a role to play and everyone wanted it to work". (Prue, Clinic Nurse)*

## At the Drive Through Clinic with Prue

*"You would think the main job at a COVID testing clinic would be to carry out tests, yet we supported people in what seemed like every second car with their mental health or need for social connection.*

*Understandably, people can be quite anxious about the test and the ongoing uncertainty throughout the pandemic has been really tough on our community. I cannot count how many times someone has burst into tears when they have wound down the window and we said hello. Other people are just longing to talk to a friendly face because they have been on their own for the extended period of lockdown. The drive through clinic is an opportunity for us as health professionals to check in with the community we work with. We have provided so many short counselling interventions and made a number of referrals to mental health and other health services.*

*I have had to learn to slow down and give people the time that they need so that they feel OK when they drive away. It is really important that they have a positive experience so that they feel cared for and will come back if they need to have another test". (Prue, Clinic Nurse).*

## At the Clinic with Malyun

*"I really enjoyed working at the pop-up clinic at Bell Street Mall. Some people walked past almost every day because you could only be outside for an hour at that stage, and not travel more than 5kms. We would say hi to each other and I noticed that they would ask different questions over several days. I believe that they were coming to us for answers instead of relying on word-of-mouth or other unreliable sources of information. That was great because it was one of the reasons we set up at the Mall. We also gave people bags with sanitizer and masks". (Malyun, Himilo Community Outreach Worker).*



# Health Justice Partnership

Banyule Community Health and West Heidelberg Community Legal have long recognised that legal issues impact on a person's physical, social and mental health and wellbeing. In turn, legal services can support clients to achieve living conditions that improve their current and future health and wellbeing.

## AYAAN

Ayaan (not her real name) and her 3 children had lived for 6 years in a public housing property that was severely damaged by mould and water. They had tried for years to get it repaired but nothing seemed to get done. One of Ayaan's daughters contacted West Heidelberg Community Legal to see if they could get help from a lawyer. She had found out about the legal service from a

Physiotherapist she was seeing at Banyule Community Health.

When Ayaan met with the lawyer who was able to speak to her in Somali, she explained that the family had had to throw out many of their things because of the mould. One of her daughters was now sleeping in the lounge room because of mould growth in the bedroom and Ayaan was very concerned for the health of the whole family. She felt that she was always going to the GP for herself and her daughter with respiratory conditions.

Ayaan wanted to leave the house and although she had submitted a transfer application three years earlier, she had been told that it could take up to ten years for a place to become available.

The lawyer visited Ayaan's home and documented the extent and nature of the

mould and water damage. He also obtained an expert report which confirmed that the property was contaminated and not fit for habitation. The lawyer negotiated with the Department of Health & Human Services and within two months, was able to secure new, safe and clean permanent accommodation for the family. The lawyer continues to assist the family to seek compensation for all the years that they lived in the home and were negatively impacted by serious mould issues.

*"I was really scared for my daughters, for all of us, that we would always have chest problems. The relief of getting help and a new house where we won't get sick has changed our lives"*



## Vale John Cain (1931 – 2019)

John Cain established a volunteer legal practice in 1975, which became the West Heidelberg Community Legal Service, pioneering a health-justice approach in the newly created West Heidelberg Community Health Centre. John's leadership, generosity and wisdom ensured access to justice has been a key part of the model of care for the West Heidelberg community for decades since.

John was the Patron, friend and a great supporter of the West Heidelberg Community Legal Service following his role as Premier of Victoria.

Our deepest sympathies to Nancye and the family.

*"The Legal Aid Act was passed in 1978 and government resources started to flow from the early '80s. The legal service has since flourished and provided, for the last 40 years, a service which people needed. It's a very competent and sophisticated service now."*  
John Cain, *The Centre – 40 Years of Banyule Community Health*, 2015.





## YARNING UP THE LAW

West Heidelberg Community Legal have collaborated with the Aboriginal Health Team from Banyule Community Health, to improve access to justice for families with a particular focus on child protection matters. Yarning Up the Law, funded by the Victorian Legal Services Board, provided for an Aboriginal Community Development Worker to team up with a Lawyer and deliver a 'wrap around' service to identify and respond to their legal, cultural and health needs.

The project has been very successful in improving the cultural safety of services delivered by West Heidelberg Community

Legal that, with close connections to the Aboriginal Health Team, will have a lasting impact.

*"Non-judgmental... it was just discussing sensitive things and... the environment, the setting... the way [the lawyer] listened to me as well. I was able to speak. He sounded very empathetic, (he) showed that". (Client)*

Sixty five Aboriginal and/or Torres Strait Islander families, including 92 children, were provided with legal services and the physical, social and mental health services they needed in culturally safe ways. Community events were organised and partnerships with local community

agencies made to promote legal services. Young Aboriginal people have called for the Young & Deadly Forum, organised by the 'Yarning Up' team in October 2019, to be held as an annual event.





# Community Groups

## Supporting Each Other

*"What has really stood out to me this year, is that each and every one of us are both adaptive and resilient". (Skye, Counsellor, Alcohol & Other Drugs)*

A hive of activity throughout the year, the community rooms at Banyule Community Health and the purpose built Banyule Men's Shed, offer places for social connection and mental health and wellbeing. Restrictions brought about by COVID-19 have seen groups unable to gather as they had at Banyule Community Health, or elsewhere. The resilience within some of these groups has become apparent in the significant

support that members are providing each other beyond the physical space at Banyule Community Health.

### Women of West Heidelberg

In October 2019, the Women of West Heidelberg conducted their annual event for International Women's Day at Banyule Community Health.







### Jack and the Men's Shed with Skye

Jack, the lead Volunteer Supervisor at the Men's Shed and I talked about how we could help the men when the Shed closed due to COVID. Several men were attending the Shed 3-4 times per week. If they lived alone with little outside support, they were at a greater risk of isolation and poor physical and mental health outcomes during restrictions.

Since March, Jack has been phoning the men once a week just to have a chat and to check how they are going. They talk about projects that they are doing at home, ideas for the shed and just generally stay connected. He calls me to touch base as well and I can provide extra support for the men if needed.

As members of the wider community, the men have equally been able to support other people during the pandemic. One of the Social Workers that I work with was asking about an iPad stand for a child who was home schooling. The difficulty was finding one that suited someone who was left-handed. Using what he had at home, Jack made a great little stand and dropped it off at the centre for the family (Skye, Men's Shed Coordinator).

***"I always try and ring Jack before he rings me, ha, ha, ha ... it's become a joke that we have, we see who can ring who first" (Dimitri)***



# Rapid Response to COVID-19

In October 2020, a cluster of positive COVID cases in the northern suburbs saw Banyule Community Health respond swiftly. Within 24 hours a walk-in testing clinic was opened under the verandah of our West Heidelberg site. Pop-up clinics were set-up and several strategies were used to reach vulnerable community members.

*"Staff from Banyule Community Health, with strong support from the Himilo Community Connect program, responded immediately to the local COVID outbreak with testing and community engagement. Our response included door knocking, setting up pop up testing clinics at The Mall, Malahang Reserve and in housing estates. We used social media and engaged community leaders and the wider media".*  
(M. Geary, CEO, Banyule Community Health).

## School Outreach

Banyule Community Health outreach workers visited local primary schools during drop off and pick up time to distribute COVID-19 care packs. The packs included facemasks, hand sanitiser and information about how to keep safe during the pandemic.

*"Thanks Banyule Community Health for the great community care and support. Please pass on our thanks to the entire team. Lots of our families received the packs and more importantly the information, and the kids get to see the community looking after each other."* (St Pius X Primary School, Principal Barbara Gomez).

## Door Knocking with Malyun Himilo Community Outreach Worker

I started working for Banyule Community Health in response to the COVID outbreak in the northern suburbs. At the beginning I was part of a team who 'door knocked' on the houses of people who had close contact with someone who had COVID.

We all know of each other in the Somali community and it helped that I had grown up in the area. I also think it helped to reduce anxiety when we told people that they were known to have had 'close contact' with someone who had COVID. Some people were quite fearful not just about the virus but also wanting to do the right thing. Because I spoke the language, families felt comfortable to ask all the questions that they wanted. When you can't understand someone there is a tendency to just agree. We really got the message across about how to self-isolate, prevent infection and be tested. The majority of people agreed to be tested which was a great outcome.

We also supported people during isolation and afterwards. Some of the mums we visited have called to ask me to follow up with a health service or for something like getting nappies.

Being from the local health centre, and the local Somali community like myself and others, I think people have felt that we are there for them in the long term and not just during COVID.

## ABC News Radio

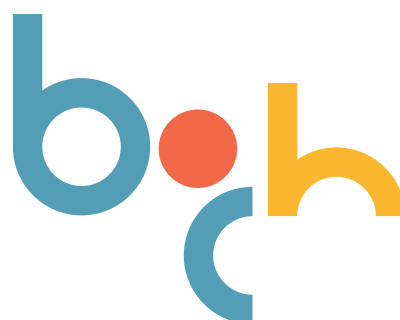
Michael Geary, CEO, talked with Isobel Roe about our response to a COVID-19 outbreak in October 2020. Click on the link to hear the interview on ABC News Radio – PM with Linda Mottram

<https://www.abc.net.au/radio/programs/pm/cautious-hope-as-victoria-tracks-toward-easing-restrictions/12808774>

## Get Tested Multi-lingual Video

Banyule Community Health made a short video of people speaking numerous languages encouraging others to get tested for COVID-19. To see the video click on the link

<https://www.facebook.com/BanyuleCommunityHealthService/videos/372709260519654/>









# Lived Experience







"Ian is living proof that there is life after gambling. As a trained ReSPIN speaker for Banyule Community Health, Ian uses his story to educate others about gambling harm."

## IAN

After a gambling addiction that landed him in jail, and nearly robbed him of everything, Ian is on a mission to give back.

"I just want to help out in my local community, and let people know that recovery is possible. There is life after gambling."

Ian grew up around people who gambled regularly, so it was only natural that he would start placing his own bets as soon as he had a little money in his pocket. As a teenager in school he was already gambling. The problem grew when he got a full time job. More money just meant more bets.

A move interstate for a fresh start in a new relationship and a new job did nothing to solve the problem. At the time, he was trying to save for his first home but he soon became a regular at the local casino, and when the money and drugs ran out, he took desperate action that landed him in jail for robbery.

"I wasn't gambling for fun anymore, I was just trying to get enough money to feed my addiction. I needed help."

For Ian, that help came in the form of a gambling harm counsellor. It wasn't easy. Set backs were part of his recovery journey.

"I wish I had gotten help before I went to prison. Life is so much better in recovery."

Today Ian is living his best life back in the Banyule community. He supports his parents, can be spotted regularly walking his Kelpie cross dog named Bindy through the local streets, and is actively seeking ways to give back. Ian is also a volunteer for the local Wilderness Society.

"Now, I just want to help others. Give back, you know."

Through his courageous, and sometimes raw, story he spreads awareness, breaks down stigma and spreads a message of hope.



ReSPIN speaker Dan was interviewed by ABC National Radio, Conversation Hour (ABC 774).

**<https://www.abc.net.au/radio/melbourne/programs/theconversationhour/the-conversation-hour/12737746>**

To listen to Dan talking on the radio click on the link and listen between 3.22minutes – 38.40minutes.



# Volunteers

## ROSLYN, NOMINATED FOR DIABETES VICTORIA AWARD

Roslyn Brown, Convenor of the Banyule Community Health Diabetes Support Group, has been nominated for the Diabetes Victoria Inaugural, 'Outstanding Contribution – Lived Experience with Diabetes Award.' The award recognises the contribution that people with lived experience of Diabetes can have on the lives of others who have, or who are at risk of having diabetes.

Diagnosed with diabetes over 30 years ago Roslyn has made significant contributions to this field of activity. Involved with the Diabetes Support Group since the early

1990s, Roslyn has held the positions of Treasurer and Co-convenor and is the current Convenor. She also finds time to edit the monthly newsletter. During 2020, Roslyn has worked to maintain connections between group members and been a source of social support during the COVID-19 pandemic.

Mick Geary, CEO at BCH, applauded Roslyn and her leadership. *"Roslyn is driven to build awareness about diabetes and uses her experience and skills to shape policy and service delivery."*

For more information about volunteering at Banyule Community Health click on the following link

<https://bchs.org.au/get-involved/volunteer-with-us/>





## CELEBRATIONS AND GATHERINGS LOOKED DIFFERENT IN 2020

### Banyule Community Health

#### Volunteers Enjoying an ISO #CupOfTea On Us

#Volunteering2020

"Changing Communities. Changing Lives"

#NVW2020



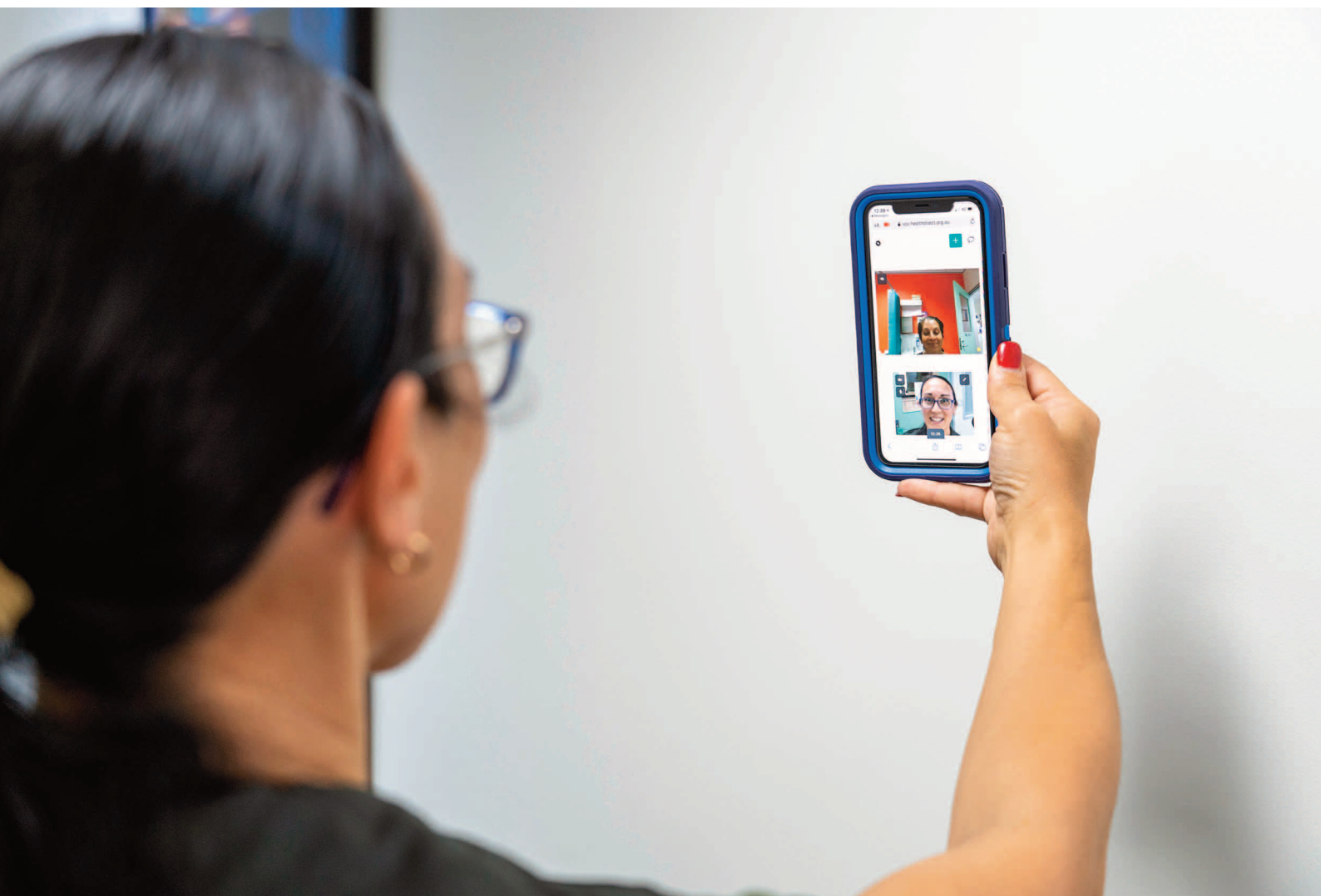
**Banyule  
Community  
Health**

**Always here  
for you**



# Remote Service Delivery

Changing the way we work



## SKYE, COUNSELLOR ALCOHOL & OTHER DRUGS

*"What has really stood out to me this year, is that each and every one of us are both adaptive and resilient, both colleagues and clients alike."*

At first some clients were really upset when we couldn't provide counselling sessions face-to-face. They were worried that it would be like stopping counselling altogether and that their substance use would increase. We talked through their

concerns together and they agreed to give counselling by telephone a try.

Now, one of these clients walks laps of the nearby oval during our phone sessions saying that it helps her to think clearly and get more out of her appointment. Another client was worried that his social anxiety would make phone calls too difficult to manage. With support and some trial and error he found that he loves video calls, provided he can turn off his own face view and only see mine. Another client ensures his privacy by sitting with a coffee in his parent's car in the driveway. Although clients expressed some uncertainty about telephone and video conferencing, it would

seem to have been very successful because we have had a noticeable increase in attendance at appointments.

There have been great successes for some clients who have stayed sober during lockdown. One person, a long term user of ice, worked to maintain his sobriety during lockdown and after being unemployed for three years, has just secured a part time job. It's important to recognise that certainly not everyone has done as well during the pandemic, however, people have adapted and shown resilience even if only in small steps.



257 patients were seen using tele-dentistry  
(March - June 2020)



## DENTAL SERVICES

Dental services are always in high demand and although COVID-19 restrictions changed the way they were delivered, the clinic took a proactive approach to maintain clients' oral health. Though able to provide some face-to-face emergency services and some appointments at different times, dental staff reached out to clients with tele-dentistry. Using phone calls and video calls, clients were assessed and encouraged to manage any oral health issues at home.

Dental staff had to adapt to using new technology to support clients with their oral health issues. Whilst this was unfamiliar, it proved that new ways of working were possible.

*During lockdown I had a filling fall out. I panicked because I knew dental services weren't running as normal. I saw the Dentist using a video call and she told me to get an emergency tooth repair kit from the chemist. It worked and when the dentists re-open I will get it repaired properly (Stella).*

*"It turns out I was brushing my teeth the wrong way with a hard toothbrush and it was making my teeth really sensitive. I saw an Oral Health Therapist on a video call and I've learnt how to do it a better way with a medium toothbrush" (Jackson).*

*I can't tell you how much my gums hurt! I couldn't wear my dentures at all which meant I couldn't eat properly. I called the clinic and spoke with the dentist who told me to take them out at night. After a week I was able to eat again (Xau-Xing).*

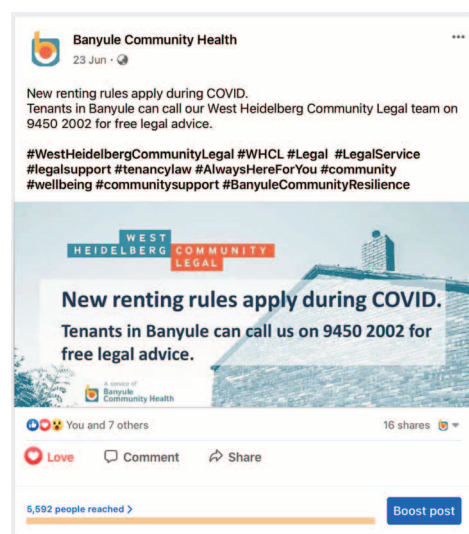


# Always Here For You

## Use of Media and Social Media



Just like the wider communities that we belong to, Banyule Community Health has concentrated on the use of Social Media and other media such as videos, to share information, reach the most vulnerable members of our community and ensure we are all connected.



Educational sessions have been filmed by Allied Health staff and are available to download from our web site. For example, the Eat Well, Play Well nutrition program for babies and toddlers is now on our website as are physiotherapy classes and paediatric speech and occupational therapy sessions. More recently, some of our Paediatric Groups are now being offered on line using media such as video meetings.



# Himilo Community Connect

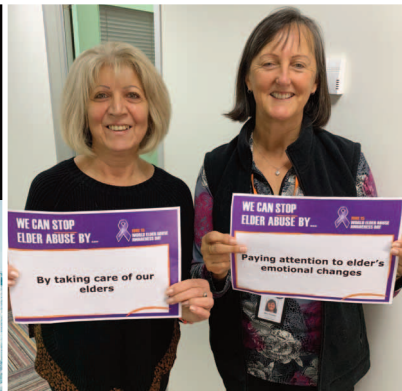
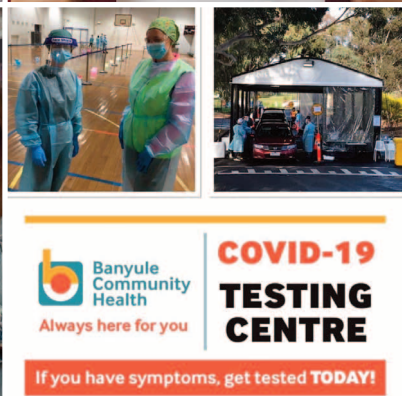
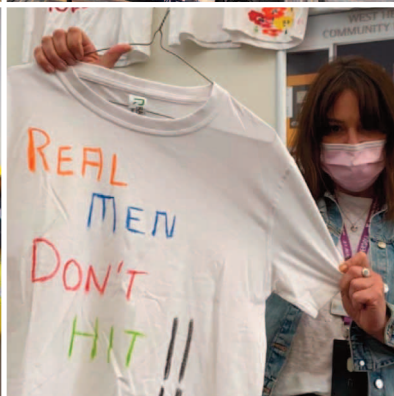


Himilo Community Connect, is a community led project that exists to improve education, employment, health and social cohesion outcomes for the Australian Somali community in West Heidelberg. In December 2019, Himilo Community Connect moved under the auspice of Banyule Community Health, strengthening a relationship that Banyule Community Health has established with the Somali community since the early 1990's.

First conceived through a rigorous co design process, Himilo Community Connect is underpinned by themes of social justice, belonging, participation,

acceptance and worth. Himilo programs work in a range of areas throughout the community to support and empower the Australian-Somali community to thrive and succeed. Himilo has a strong focus on working with young people in the community through projects like playgroups, in homework groups, in community leadership programs and in employments programs. The deep engagement Himilo has established in the community enables it to build partnerships and pathways that value the contribution that Australian Somalis make in our broader community.





**Banyule  
Community  
Health**

Banyule Community Health  
ACN 135 660 454 ABN 87 776 964 889

21 Alamein Road, West Heidelberg, Victoria 3081

T 03 9450 2000

F 03 9459 5808

E [banyule@bchs.org.au](mailto:banyule@bchs.org.au)

@banyulechs

banyulecommunityhealthservice

banyule community health

**bchs.org.au**