



'Let's Get Proud' Update

By Nicola Creagh

In 2018, CDCH 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 Shire. For this project, CDCH 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+ so these people are a significant and important part of the community. Whilst there is an increased visibility and acceptance, the evidence suggest that LGBTIQ+ people in regional areas experience higher rates of mental illness than their non-LGBTIQ+ counterparts.

In the first year of the Lets Get Proud project the objective was to work with the LGBTIQ+ community to develop a set of goals that the community felt was important to them. CDCH and other members of the partnership conducted four community engagement workshops to explore and so better understand the community needs. More than 50 people attended the workshops and the many discussions which occurred resulted in the development of the first ever LGBTIQ+ Strategic Plan, made by the community, for the community.

On February 14th 2019, we launched the strategic plan. This event was attended by over 70 supporters, as well as Ro Allen, the Commissioner for Gender and Sexuality, and Maree Edwards, state MP for Bendigo West electorate. The launch was a huge success and we received considerable positive feedback and stories.

CDCH also had a stall at this year's Castlemaine Pride and the Pride Cup, where the strategic plan was displayed.

For more information about the strategic plan and the community goals – check out the LGBTIQ+ Programs tab on the CDCH website.

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Community Health
Facilitating Better Health

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VOLUME 6,
ISSUE 2
MAY -AUG
2019

Health & Wellbeing Newsletter



Castlemaine District
Community Health
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Consumer Edition

An important part of our work at CDCH is partnering with consumers (people who use our services and programs) to make sure that the organisation and our programs and services meet your needs. It is also important that we get feedback on how we can improve our services. This edition of the newsletter contains a summary of some of the feedback you have provided.

Each year, we ask consumers to complete the Victorian Healthcare Experience Survey. This survey enables a comparison of feedback from clients of CDCH with other health services across Victoria. Some of the results this year are amazing.

We also do annual in-house surveys for the exercise groups, and an article in this newsletter discusses some of these results.

And finally, there is an article about the Let's Get Proud project which is run by the LGBTIQ community, for their community.

We hope you enjoy this edition of our Health & Wellbeing Newsletter.

Are you interested in Volunteering?

We are currently looking for volunteers for the following:

- Walking groups in Castlemaine and Maldon
- Administrative assistance (occasional)
- Tai Chi instructor in Harcourt
- Monthly walking tour support
- L2P (Learner Driver Program)

We have applied for a grant to set up Pole Walking Groups which will rely on volunteers.

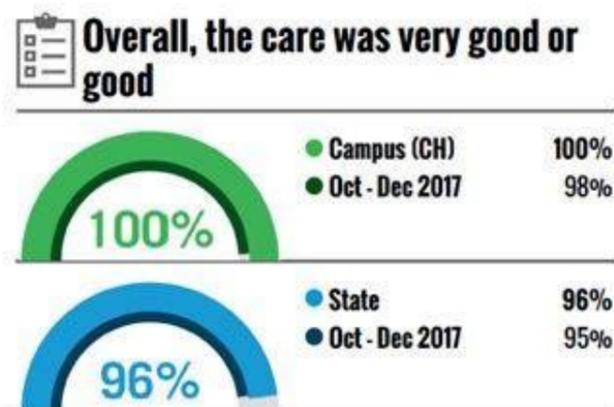
Call 5479 1000 for more information on volunteering opportunities.

If you would like to receive this newsletter by email, please email: email@cdch.com.au

Victorian Healthcare Experience Surveys

Each year we get people who use our services and programs to complete this state survey. It was last completed between October and December last year, and we found some fantastic results that we want to share with you. In all of the below areas, we have improved when compared to 2017 results:

100% of people who answered the survey “always had confidence and trust in health workers’. The Vic average for this was 88%.



91% of people who answered the survey were “always given enough privacy at reception. The Vic average for this was 79%.

94% of people who answered the survey were “always involved in care and treatment”. The Vic average for this was 80%.

96% of people who answered the survey said the “service was definitely beneficial to health and wellbeing”. The Vic average was 85%.

There were some areas where the results were not as good as they were in 2017 and these are areas where our service will work on improving. Our performance has dropped a bit in the following areas, though we are still well above the Victorian average:

82% were “definitely told how much the service would cost”

91% said I “was told who to contact with questions”

A big thank you to all who completed this survey!

Annual Physical Activity Surveys

Every April - May, we ask participants of our physical activity groups to provide feedback on their experience of these groups. Whilst the results have yet to be fully analysed, we want to share with you a few highlights we are starting to see.

For the Walking Group at Castlemaine Botanical Gardens, 86% of people who completed the survey said the group supported them to be physically active. Exercise is known to be very important in preventing many chronic health conditions such as heart disease, diabetes, and arthritis. Of further interest is that 92% of these respondents said the walking group supported them to be socially active, which is an additional benefit of group activities. Research indicates that social relationships are an important component of both physical and mental health; and social isolation can lead to illness and shorter lifespan in older people and social connectedness can enhance mental health and wellbeing.

34 Community Gym participants completed these surveys, which also asked for comments about their favourite aspects of the program. One participant likes that it is a personalised program which is “structured and adapted to individual requirements as needed while being in a group”.

To the question about level of satisfaction with the program, every person responded “Yes, definitely” in the following groups:

- Castlemaine Walking Group
- Maldon Walking group
- Harcourt Walking Group
- Walking Tours
- Community Gym

Thank you to all who completed these surveys. We understand that the main reason people attend these groups is to exercise rather than fill in forms. However it is important for us to know whether we are meeting the your needs and whether we can make any improvements. It is also important that we be able to demonstrate the benefits of these programs in order to ensure continued funding.



Social interaction is an important part of our exercise groups - Maldon Walking Group participants celebrate a 50th Wedding Anniversary after their walk.