

# BCH Services Guide - Chronic Disease

## Chronic Disease

When a person develops a chronic illness such as diabetes, asthma, arthritis or a heart condition, their lives are sometimes turned upside down and it becomes difficult to take on new behaviours or strategies to assist managing their health.

Ballarat Community Health provide many programs, services and individual supports to help people develop the skills and coping strategies they need to manage their symptoms. Individual health coaching assists a person to use action planning, problem solving and decision making to assist an individual to manage and work with their chronic disease.

Health coaching has been shown to produce better outcomes for an individual. A care plan for each individual is developed in partnership with the health coach, to ensure an individual receives appropriate support and care from all available sources within Ballarat Community Health.

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## Community Nursing

The team of community health nurses at Ballarat Community Health delivers an extensive range of services and is involved in a variety of projects and community initiatives.

Community health nursing services make a difference to the health of the local community through screening, health activities, raising awareness of risk factors and the importance of healthy lifestyle behaviours.

Our community nursing service is flexible, can respond to client and community needs and can provide a wide range of education programs to all age groups.

Health promotion and illness prevention is the primary emphasis in all activities. Key services provided by our community health nurses include:

- Asthma Education
- Community Education
- Diabetes Education
- Health Promotion
- Hepatitis C Support
- Liver Clinic
- Nurse Pap Test Clinic
- Refugee Health
- Sexual Health Clinic
- Smoking Cessation.

## Counselling

Ballarat Community Health offers quality and affordable counselling for individuals and families dealing with a whole range of issues in their lives. Counselling is delivered by qualified and professional counsellors and all information provided by you remains confidential within the organisation.

### Why seek Counselling?

Counselling gives you the opportunity to talk with someone who can assist and support you with problems you may be experiencing in your life. These problems may include:

- relationships
- grief & loss
- anxiety
- depression
- family violence
- anger
- abuse
- stress
- low self esteem

Counselling is a safe place to talk about difficult and sometimes painful feelings, and offers assistance in learning skills to enhance your health and well being. It may focus on:

- practical problem solving
- coping skills
- managing stress
- emotional support
- relaxation techniques

### Accessing a Counsellor

Please contact Ballarat Community Health on 03 5338 4500, and ask to speak to the counselling duty worker.

### Fees

Fees for counselling are negotiable according to income and ability to pay

## DAFNE - Dose Adjustment for Normal Eating

Education on managing your type 1 diabetes with a focus on the following topics:

- Helps you lead a normal life
- You will be able to eat what you like & when you like
- You will learn about:
  - Carbohydrate estimation (estimate how much you eat)
  - Blood sugar (glucose) testing
  - Changing your insulin dose to suit the food you are eating
- Hypos
- What to do when you are sick
- Exercise and your insulin

### Program Information

#### What is it about?

Managing your type 1 diabetes:  
Helps you lead a normal life  
You will be able to eat what you like & when you like  
You will learn about:  
Carbohydrate estimation (estimate how much you eat)  
Blood sugar (glucose) testing  
Changing your insulin dose to suit the food you are eating  
Hypos  
What to do when you are sick  
Exercise and your insulin

#### Who is it for?

People with Type 1 Diabetes

#### How much time will it take?

5 days – Monday to Friday 9am-5pm  
2 programs are run each year

#### Who provides it?

DAFNE-trained Diabetes Educator, DAFNE-trained Dietitian

#### How do I get into the program?

You are able to refer yourself, but will require approval to participate from your doctor or specialist endocrinologist.  
You will need to be assessed by the group leader before you can join the group.  
Phone Ballarat Community Health on 5338 4593 to speak to the Intake Worker

## Other Information

This program has come from Europe where it has been used for over 20 years. OzDAFNE research has shown that DAFNE can improve a person's quality of life and reduce stress due to diabetes.

## Healthy Eating, Activity and Lifestyle (HEAL) Program

HEAL is a lifestyle modification program that enables participants to develop lifelong healthy eating and physical activity behaviours. HEAL consist of 8 weekly group exercise sessions as well as individual consultations pre- and post-program and 5 and 12 month follow-up health consultations. [Program brochure download](#)

### Program Information

#### Who is it for?

The program assists people who are overweight, or obese, person's at risk of developing, or with existing diabetes, heart disease , or with existing health conditions or at risk of developing health conditions.

#### How much time will it take?

Each week participants undertake 1 hour of supervised group-based low to moderate intensity physical activity followed by a 1 hour group-based healthy lifestyle education class.

#### Where is it held?

Ballarat Community Health, 12 Lilburne Street Lucas.

#### Cost

\$5.00 per session

#### How do I get into the program?

Contact Ballarat Community Health on 5338 4593 to speak to the Intake staff, fax 5339 3044 or email [intake@bchc.org.au](mailto:intake@bchc.org.au)

## Respiratory Health - Asthma Management

### Asthma Management

Provides asthma education (including medication device and spacer education) and support to people living with asthma and/ or Chronic Obstructive Pulmonary Disease (COPD) and their caregivers during one to one consultation. Works in partnership with the Asthma Foundation of Victoria to support local schools to become Asthma Friendly Schools.

### Program Information

#### What is it about?

Provides asthma education (including medication device and spacer education) and support to people living with asthma and/ or Chronic Obstructive Pulmonary Disease (COPD) and their caregivers during one to one consultation. Works in partnership with the Asthma Foundation of Victoria to support local schools to become Asthma Friendly Schools.  
Provides Respiratory Health (Asthma Education/ COPD Education) presentations to local community groups.

#### Who is it for?

One on one consultations to anyone living with asthma and their caregivers. Community based education and support to schools, businesses, sporting clubs and community groups.

#### How much time will it take?

Initial sessions are 1 hour.  
Follow-up can be arranged over the phone or with 30 min to 1 hour sessions as required.  
Appointments are between 9.00am–5.00pm Tues/Wed

#### Who provides it?

Registered nurse with training in asthma management.

#### How do I get into the program?

Phone Ballarat Community Health on 5338 4593 to speak to the Intake Worker or fax 5339 3044.

#### Other Information

A pre-questionnaire can be posted or emailed out prior to appointment.

## Stepping Up

Stepping Up is a 6-8 week internet-based program developed for people with arthritis, backpain or other musculoskeletal conditions. The program supports people to deal with some of the physical and emotional challenges of living with a chronic condition such as:

- chronic pain
- fatigue
- low mood
- worry, stress or anxiety
- sleep problems
- making lifestyle changes

## Program Information

### What is it about?

Internet-based program for people with arthritis, back pain or another musculoskeletal condition.

### Who is it for?

Individuals wanting support to manage some of the life challenges commonly experienced by people with a chronic condition. Challenges like chronic pain and fatigue, making lifestyle changes, sleep problems, worry and anxiety, and depression and stress.

### How much time will it take?

Stepping Up can take 5 to 12 weeks depending on the identified goals of the client and the internet based module.

Initial telephone assessment can take up to 60 minutes

On line (modules) are about 30 minutes each

### Who provides it?

Experienced health professional

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

### How do I get into the program?

Call 5338 4593 for Clinical Intake

### Other Information



9.00am - 5.00pm

To undertake phone assessment

Clients undertake the modules in their own time