

Newsletter | March 2026

Seniors HQ



Health & Wellbeing

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5338 4500 | bchc.org.au

Seniors HQ



Welcome to the Ballarat Community Health Seniors HQ Newsletter

We aim to provide you with information to help you stay connected to our services and maintain a healthy lifestyle with positive well-being and independence.

What to expect

In each edition:

- 'BCH in Focus' for the latest news on BCH services, sites and people.
- Events happening soon that you may wish to attend.
- Articles on health and wellbeing topics.

Feedback

Your feedback matters. It helps us shape the way we support the community.

We welcome feedback at any time. Speak to our team or visit our website (bchc.org.au) for more information.

We encourage you to participate in our client surveys and we may invite you to join.

Feel free to tell us what you think about this newsletter at any time. We are looking at other ways we can seek your feedback on this newsletter. Please look out for further information in future editions.

Thank you

For sharing your experiences in our 2025 Annual Client Feedback Survey.

Learn more bchc.org.au/news/client_feedback_2025/

We're proud to support you, and grateful you've trusted BCH with your care. Your feedback tells us you feel more heard, more involved, and more confident managing your health and wellbeing with BCH by your side.

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BCH in Focus

Sebastopol GP Clinic News

Welcome Dr Marvin Sanciangco

Dr Marvin Sanciangco, MD, AMC, is a dedicated and compassionate General Practitioner with a special interest in Men's Health and the management of chronic medical conditions such as diabetes, hypertension and other cardiovascular diseases.

Dr Marvin is currently accepting new patients and can partner with you on your healthcare journey to develop a personalised treatment plan to support your unique needs.

Book an appointment with Dr Marvin at our Sebastopol GP clinic located at 260 Vickers Street via hotdoc.

<https://www.hotdoc.com.au/medical-centres/sebastopol-VIC-3356/ballarat-community-health-sebastopol/doctors/dr-marvin-sanciangco>

You can find out more about BCH GP clinic locations, our GPs and services available. <https://bchc.org.au/service/gp-clinic/>



Thinking about referring to another BCH service on your healthcare journey?

Ballarat Community Health offer a wide range of services to support your health and wellbeing treatment plan.

It's worth considering the benefits of seeking your referral with BCH

- It's easier and more convenient. You're already registered with BCH, your details, history, and circumstances don't need to be repeated. One organisation, less paperwork, less hassle.
- BCH practitioners, clinicians and support staff can talk to each other directly about your needs.
- You're seen as a whole person. Rather than each service treating just one issue in isolation, we can look at your full picture, physical health, mental health, social needs. We can coordinate care around you.
- You stay with people you trust. If you already have a relationship with BCH, an internal referral means you stay within a familiar, trusted environment.
- It's designed for your community. BCH exists specifically to serve the Ballarat community. BCH services are built to work together and meet local community needs.

You don't have to navigate the system alone. If you think you might benefit from additional support, just ask your current BCH contact, or one of our customer service team members— it's that simple.

Home safety and equipment considerations

Safety and security are important to us all, and this is no different as we age. Regardless of the services you are accessing, we encourage all our clients to regularly review their own home situation and to be mindful of health and mobility changes that might have an impact on personal safety.

While there are formal assessment channels available to evaluate your situation, there are also many proactive steps you can take to plan ahead and avoid potential problems in the future. Being objective about the ageing process can help you navigate the challenges of accepting assistance with your health, independence, or mobility, and this approach allows you to adapt and find new ways to maintain control as much as possible.

Sometimes, health or mobility changes may also impact others, such as family carers or paid support workers. We actively encourage people involved in your care to first let **you** know if they've noticed something, so you can be fully involved in finding solutions to address the issue.

Identifying which aspects of your life are becoming more challenging can help speed up the process and meet your needs sooner. The process for funding of safety equipment and items may require assessment from a qualified professional, such as an Occupational Therapist, Physio, Speech Pathologist, GP, nurse, and so forth depending on the nature of the issue.

There may also be additional CHSP services you can access, or you may request an assessment for the Support at Home program for more hours of care. You may also be eligible for Assistive Technology or Home Modifications (AT-HM) funding through your State-based aids and equipment program or the new Support at Home AT-HM program.

Whatever your care needs, you can call My Aged Care on 1800 200 422 for a discussion.

Source: Get Smart Aged Care Consultancy



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Are you or someone you know a carer?

Are you one of the over 700,000 Victorians who are unpaid carers? What is a carer?

A carer is someone who provides unpaid care and support to family members and or friends with:

- A disability
- Mental illness
- Substance addiction
- Chronic health issue or
- An older person with care needs.

Receiving an income support payment does not qualify a carer as being paid.



Did you know that you may be eligible for financial support if you are in a caring role?

Government benefits through Services Australia

Carer payment: <https://www.servicesaustralia.gov.au/carers-payment>

Carer Allowance: <https://www.servicesaustralia.gov.au/carers-allowance>

Other benefits

You may also be eligible for a Carer card: <https://www.carercard.vic.gov.au/>

Victorian Carer Card holders can get discounts and benefits at participating businesses across Victoria. It includes public transport discounts.

The card also provides many of the same discounts that are also available for seniors card holders: <https://www.seniorsonline.vic.gov.au/discount-directory>

Supports

Being a carer can bring many challenges. There are supports that are available to assist you in your caring role.

Grampians Health Carers Support Services offers free support for carers across the Ballarat region. They can provide help to support you in your caring role and to look after your own health and wellbeing.

<https://www.gh.org.au/services/carers-support-service/>

Carers Victoria is the peak body representing unpaid carers in Victoria. Their mission is to ensure all unpaid carers are recognised, valued and supported.

<https://www.carersvictoria.org.au/>

Carer Gateway is an Australia Government program that provides free services and support for carers.

<https://www.carergateway.gov.au/>

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Upcoming Events

Below are a few events happening soon that we wanted to share with you.

For further information about events that may be of interest visit

ballarat.vic.gov.au/community/ageing-well-ballarat
seniorsonline.vic.gov.au/

April 23rd

Eat Well, Age Well - Building confidence through nutrition

An engaging and practical session with experienced dietitian, Elaine from BCH. Learn how nutrition supports strength, energy and wellbeing as we grow older.

<https://events.humanitix.com/healthy-ageing-series-2-eat-well-age-well-building-confidence-through-nutrition>

Events for Carers

March 26th

The importance of planning ahead for the future

Planning for the future can be challenging for carers, many of whom avoid thinking about future needs for themselves and the person they care for, until they are facing a crisis. This session provides an overview of the legal, medical and financial considerations in planning for the future, as well as a free handbook with helpful tools and resources.

<https://www.carersnsw.org.au/events/carer-gateway-services-and-support250326>

April 7th

Dementia Australia - Understanding changes in behaviour

This informative session will provide an introduction to dementia and changes to the brain, as well as the impacts of changed behaviour. It will introduce problem solving models, including strategies to minimise and respond to changes in behaviour.

<https://www.dementia.org.au/events/understanding-changes-behaviour-58>

April 9th

Creating a dementia friendly home

This event provides information about dementia and the likely impact of the symptoms on a person's perception of, and ability to successfully navigate their home environment.

<https://www.dementia.org.au/events/creating-dementia-friendly-home-22>

April 16th

Practical relaxation techniques for carers

If you've been feeling overwhelmed and could benefit from some well deserved 'me time', this interactive workshop will provide you with practical relaxation techniques to help you manage stress and restore balance

<https://carergateway.benevolent.org.au/event/power-of-relaxation---calmer-responses-to-stress-online-workshop/>

Need help getting online?

The Good Things Foundation

Can help. Learn more <https://goodthingsaustralia.org/learn/>



City of Ballarat

Eat Well, Age Well: Building confidence through nutrition

EDUCATION SESSION

Over 55s | FREE

Vickers Street Community Hub

254 Vickers Street, Sebastopol

Thursday 23 April from 10 to 11.30am

Did you know your nutrition needs change as you age?

Learn more about what foods and nutrients are important to include, why and how.

Join us for an engaging and practical session with experienced local dietitian, Elaine (from Ballarat Community Health) to learn how nutrition supports strength, energy, and wellbeing as we grow older.

The session will cover:

- Understanding nutrition needs as we age
- Key nutrients and their role in healthy ageing
- How nutrition can support bone health, bowel health and brain health
- Optimising nutrition when appetite is low
- Ideas for simple convenient meals and creating a balanced meal
- When to seek support from a dietitian



Bookings and Enquiries

Secure your spot via our Humantix page tinyurl.com/m6k2524k or call Ageing Well Services on 5320 5500 (ask for Cathy) or email ageingwell@ballarat.vic.gov.au

CITY OF
BALLARAT
Ageing Well

